Regulations for the use of services, resources and facilities provided by Cardiff University Library Service
January 2024

Contents

1. Introduction and Background

1.1 University Library Service (ULS) vision statement and action plan are available at:
https://intranet.cardiff.ac.uk/intranet/staff/documents/libraries/Strategy-Map-2017.pdf
This document can be printed at any library for those library users who are unable to access it directly.

The following schedules are managed by Tracey Stanley, Director of University Libraries and University Librarian

1.2 The requirements detailed in the following schedules are provided to enable users of ULS systems and services to achieve their goals in a secure and protected environment and to promote equality of access to ULS systems and services which will enable the University to meet its strategic, legal and audit responsibilities.

1.3 All schedules within these regulations have been equality impact assessed.

2. ULS Regulations

2.1 Preamble

2.1.1 Use of IT equipment and facilities is authorised only in accordance with the University IT Regulations (http://www.cardiff.ac.uk/public-information/policies-and-procedures/it-regulations) and the additional regulations and the associated schedules below which apply specifically to the use of services or equipment owned or managed by ULS ('together referred to as the Regulations'), and any requirements of UK legislation. Any person or persons using the facilities of the Service shall be deemed to have read the Regulations and agreed to be bound by them.

2.1.2 Breaches of the Regulations may be subject to disciplinary action within the appropriate University codes and procedures.

https://intranet.cardiff.ac.uk/students/your-study/your-rights-and-responsibilities/student-behaviour-and-discipline

https://intranet.cardiff.ac.uk/staff/your-employment/workplace-conduct-and-issues/resolving-workplace-issues/disciplinary-procedures

2.1.3 In these regulations:

- 'Director' means the Director of University Libraries and includes all University Library Staff, or any other persons (e.g. contractors) authorised to act on behalf of the Director;
- 'Users' means staff and students of Cardiff University, and non-members of the University, eligible to use the University facilities to the extent specified in the accompanying schedules;
- 'Library', 'Libraries' or 'ULS' means university libraries, study centres/zones and associated collections, including Special Collections and Archives and ULS Print Services:
http://www.cardiff.ac.uk/libraries

2.1.4 Users of ULS facilities must not behave in a manner likely to:
- bring the University into disrepute;
- disrupt teaching, study, assessment, research, or administration in the University;
- obstruct any member of the University in pursuit of their studies or in the performance of their duties.

2.2   Use of ULS Premises, Facilities and Materials

2.2.1 When using University libraries and open access IT areas, users agree to:
- show proof of entitlement to use services on entry or if asked to do so;
- use only their own valid Cardiff University identity/library card, which will be produced when borrowing or hiring ULS material;
- not give their ID card to anyone else to use the services or hire ULS material;
- return borrowed or hired ULS material by its due date and respond to the recall of any material on loan, which may result in a loan period being reduced. Users may incur fines for the late return of material or be charged for replacement items, as outlined in Schedule 2 (page 9). Libraries may take measures to ensure overdue requested items are returned promptly, such as charging the maximum fine, or suspending the user's Library account;
- return all items and clear their fines and charges before completing their course of study, leaving Cardiff University or their library membership expires;
- contact the library if there are any issues with their library account;
- adhere to the University SHE policy: https://www.cardiff.ac.uk/public-information/policies-and-procedures/health-and-safety https://www.cardiff.ac.uk/public-information/policies-and-procedures/environment;
- dispose of all rubbish into bins provided, and leave the environment clean and tidy;
- comply with any instructions given by the Director in relation to bags, cases and equipment;
- check that there are no signs of damage to personal electrical devices or cables before plugging in to sockets.

Users are permitted to:

- bring drinks (hot or cold) in lidded drink containers;
- bring or consume cold snacks in the library

except where individual site restrictions apply, e.g. Special Collections and Archives.

2.2.2 Users of University libraries and open access IT areas agree not to:
- disturb others;
- smoke including e-cigarettes as according to the University smoke free policy: Smoke Free University - policy and procedures - Cardiff University
- bring or consume alcohol (excludes events where the permission to consume alcohol has been granted);

- bring or consume hot food;
- reserve unattended places;
- damage, deliberately misplace or remove without authorisation materials or facilities.

2.2.3   Good conduct is assumed. Users may be refused permission to use ULS premises, facilities and materials at the discretion of the University. (Reg. 2.1.2 applies).

2.2.4   Mobile phone conversations are permitted only in designated areas of the libraries. In all other areas of the libraries mobile phones must be set to operate in "silent" mode, to avoid disturbance to other users of the library.

The ULS Regulations are reviewed annually. Any changes to these regulations will be published on the Cardiff University web site –
http://www.cardiff.ac.uk/libraries

Schedule 1: Library Entitlements and Loan Periods

Cardiff University Staff and Students receive full entitlements to Cardiff University Libraries and IT resources, including electronic journals and eBooks. All other persons require special permission and entitlements are granted based on needs and in accordance with licence agreements in place for specific resources.
For more information, see http://www.cardiff.ac.uk/libraries/visiting-and-membership and https://intranet.cardiff.ac.uk/staff/services/technical-help-and-support/getting-help-with-it/it-access-entitlements

S1.1 Levels of Service offered to Library users

Level 1 (Available to all library users)

- General public entry is allowed under normal circumstances, unless specific site restrictions apply and subject to the access policies of the relevant buildings. Visitors should check the website of the individual libraries for access details and times: http://www.cardiff.ac.uk/libraries/locations-opening-hours;
- Reference access to print and non-digital materials;
- Access to some subscribed electronic journals and eBooks via defined terminals under "walk-in" user service: http://www.cardiff.ac.uk/libraries/services-and-support/walkin-access-electronic-resources;
- Simple enquiry and orientation;
- Use of self-service photocopiers/printers/scanners.

Level 2 (Associate 2 and 6)

- Services of level 1, plus:
- Borrowing (levels as defined in S1.2);
- Placing requests;

Level 3 (Cardiff University Staff and Students, Cardiff and Vale University Health Board, Velindre University NHS Trust and Health Education and Improvement Wales staff)

- Services of level 1 and 2, plus:
- Borrowing (levels as defined in S1.2);
- Extended enquiries;
- Use of subscribed electronic journals and eBooks (for licensing reasons NHS Wales staff can only access electronic journals and eBooks via defined terminals under 'walk-in' user service): https://www.cardiff.ac.uk/libraries/services-and-support/walkin-access-electronic-resources;
- Use of networked computers (only available to Cardiff University members) and wireless network (only available to Cardiff University members and registered Eduroam users);
- Use of the Inter Library loans service;
- Access to Information Literacy and Information Skills training offered by ULS;
- Students who have an illness, disability or specific learning difficulty such as dyslexia may be entitled to extended loans.

S1.2   User Groups, Loan and Service Entitlements

User Group	Level of Service Entitlement (defined in S1.1)	Loan entitlements (Including Inter-library loans)
Staff		
• Cardiff University staff (i.e. with a contract of employment) • Cardiff and Vale University Health Board, Velindre University NHS Trust and Health Education and Improvement Wales (HEIW) staff [1] • Honorary Cardiff University title holders • Retired staff [2]	3	50
Students		
• Research postgraduates • Taught postgraduates • Undergraduates • Extended (including part time students and distance learners)[3]	3	50
• Short course (Continuing Professional Education)	3	10

---

[1] Does not include networked or wireless IT access. Electronic journals and eBooks available via defined terminals under 'walk-in' user service
[2] Letter/email confirming retired status from HR or School required: visit any library with this confirmation to join.
[3] Loan periods for 4 hour, 3 day, 1 week and 2 weeks are doubled.

Others [4]		
Associate 6 • SCONUL (A, B, C) • Personal Membership • Alumni • Dental Technician Students (Cardiff Metropolitan and Cardiff and Vale UHB combined course) • NHS Wales Training Grade Doctors and Dentists (Non-Cardiff and Vale UHB/Velindre University NHS Trust)	2	6
Associate 2 • Cardiff Libraries in Cooperation (CLIC) • NHS Wales (Non-Cardiff and Vale UHB/Velindre University NHS Trust/HEIW staff) • Mutual Students – Cardiff Metropolitan University, Royal Welsh College of Music and Drama • Welsh for Adults[5] • 'Go Wales Graduate Academy' • 6th Form and Further education students in Wales	2	2
Members of the public, WCPPE and CPE non-accredited course students, SCONUL ACCESS Reference and Reference Only access.	1	0

---

[4] Registered users from outside Cardiff University are not able to borrow 4 hour, 3 day or 1 week items.

[5] ID card issued by Welsh Language Centre; user may take card to any library to be added to library management system as Associate 2 borrower.

Additional information about borrowing:
- Distance learners are defined as being a student enrolled on a formally recognised distance or e-learning course OR: a student enrolled on a course with a recognised placement period and only whilst on that placement.
- Health students receive additional services while on placement: https://intranet.cardiff.ac.uk/students/your-study/libraries/services-for-health-students-on-placement
- Cardiff University students are only able to borrow directly from an NHS Wales library whilst on placement at that site. This does not affect the use of the staff mediated inter library loan service.
- Users may place a request for items from any Cardiff University Library via LibrarySearch, and will be notified when these are available for collection. This does not apply to 4 hour loans.
- Requested items awaiting collection will be held for 3 working days.
- With the exception of 4 hour loans, borrowers may return items to any Cardiff University library.
- Postgraduate Research students on interruption of study will retain access to electronic library resources but no borrowing entitlement. Postgraduate Taught students and undergraduates will not have access to electronic library resources or borrowing entitlement but will still retain level 1 access
- External Repeat Year Students will remain as level 3 if they can demonstrate that they are able to remain in Cardiff.
- Users will return any recalled items to ULS including those taken out of the United Kingdom. Postal returns are accepted.
- Staff and students should return all items on their account to the library when they leave Cardiff University.

S1.3   Library Loan Periods
Individual library sites may use all or a combination of the following loan periods:

4 week, 2 week, 1 week, 3 days, 4 hours

Auto renewals

With the exception of 4 hour loans, items will be automatically renewed, provided those items have not been requested by another user. Users are normally entitled to take further loans, provided they do not currently owe more than £10 in fines or have a recalled overdue item.

A regular Library Account Statement email will be sent to all users giving an overview of their account e.g. items borrowed.

S1.3.1 British Library Inter-library loans
ILL service supports the research and teaching needs of the University.
Inter-library loans from the British Library are normally issued for 5 weeks. Users can request a maximum of 1 renewal per item. ULS reserves the right to limit the number of Inter-library loans that can be requested by a user.

Schedule 2: Library Charges

Supporting Cardiff University's ambition for a cashless campus, in 2021 the University Library Service removed cash from all libraries and Print Services.

- If a user loses an item, the user will be required to pay for a replacement; if the item is recovered both that and the replacement copy remain the property of Cardiff University Library Service.
- For item(s) that are claimed as being returned by users, but not located in the library, the user and library staff will continue to search for the item(s) for a period of 4 weeks. If the item is not located after this 4 week period then the matter is referred to the relevant Subject Librarian. An invoice may be raised for the replacement cost of the item(s).
- For stolen items a Crime Reference number is required. This will be dealt with on a case by case basis.

Schedule 3: Costs and Charges for ULS services

An up to date list of costs and charges for ULS services including stationery, IT software, photocopying and printing is available at:
https://intranet.cardiff.ac.uk/students/technical-help-and-support/printing,-binding,-laminating,-and-stationery
This document can be printed at any library for those library users who are unable to access it directly.

Supporting Cardiff University's ambition for a cashless campus, in 2021 the University Library Service removed cash from all libraries and Print Services.

You can pay on Debit/Credit Card, Apple and Google Pay.
Print credit can be topped up online.

Schedule 4: IT Membership Categories and Entitlements

A summary of IT entitlements can be found at:
https://intranet.cardiff.ac.uk/staff/services/technical-help-and-support/getting-help-with-it/it-access-entitlements
This intranet page can be printed at any library for those library users who are unable to access it directly.

For further information, staff should contact the IT Service Desk on ext. 11111 or by e-mail, IT-ServiceDesk@cardiff.ac.uk