

UWL Library Services: General Policies and Regulations

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Feedback and Complaints

Our staff are focussed completely upon providing all of our customers with the best possible service at all times. We want to hear your suggestions, comments and ideas about how we are doing, and how we might improve all of our services. You can do this at any time by speaking to one of our [Customer Experience Team](#) or by emailing library@uwl.ac.uk.

If you wish to report noise or anti-social behaviour, you can do so at all times that the library is open including 24/7 periods by calling our Security team on 020 8231 2572 or by dialling 3333 on one of our house phones and they will respond immediately. During our regular staffed hours you can also report noise or anti-social behaviour to the library team by text message to 02033 227424, in person to one of our Customer Experience team or by e-mailing library@uwl.ac.uk, or via our [Twitter](#) and [Library Chat](#) services. Outside of regular staffed hours and overnight you can also report noise and anti social behaviour in the Paul Hamlyn Library anonymously by Text to 078 5109 7911. This is in addition to all the regular means of reporting these to us during staffed hours. Please tell us which Library you are in and if in the Paul Hamlyn Library; the floor number and your location taken from the sticker found on each desk, and brief details of the problem. Library or Security staff will respond.

Library Services complaints procedure

If something does go wrong, we need to know immediately so that we can endeavour to put things right.

If you are unhappy with the service you have received, please ask to speak to the Library Supervisor on duty at our Help Desk during our regular staffed opening times, or outside of these hours please email library@uwl.ac.uk. Some enquiries may need to be referred to other staff within Library Services but hopefully most of them can be resolved at the time.

If you are still not satisfied with this initial approach, you can make a formal complaint about the Library Service to the Head of Customer Experience by email to julian.roland@uwl.ac.uk or by telephone to 020 8231 2041

If you would like to make a complaint we

- aim to acknowledge your correspondence within 1 working day Monday to Friday

- will update you on progress if we are unable to resolve the matter straight away
- will deal with your complaint in confidence (where appropriate)
- aim to respond to your complaint within 5 working days Monday to Friday.

Formal complaint under University processes

If you are not satisfied that the matter has been resolved within Library Services, you should follow the [University Students Complaints](#) procedure.

Note: All complaints are dealt with in confidence but matters of policy which require a change in regulations will require formal review by appropriate University managers and committees.

The Head of Customer Experience maintains oversight of the comments and complaints process and produces for the Director of Library Services each year an analysis of the complaints/suggestions received during the previous year, along with the Library's responses. This analysis is used as a check to determine if general changes are required to Library practices or regulations and informs a [You Asked We Listened](#) section on the Library website.

Andrew Preater, Director of Library Services
Last Reviewed April 2019

It is important to us that our feedback and complaints policy meets the needs of all customers of the library. If you have any comments on our feedback and complaints policy or if you feel it can be improved in any way, please contact [Julian Roland](#), Head of Customer Experience, UWL Library Services.

Customer Charter

This is the **Library Services Customer Charter** which sets out what you can expect from us and what we expect from you in return. A [University Student Charter](#) is also available.

University of West London Library Services undertakes to:

- treat you with respect, courtesy and fairness at all times
- provide an environment which is safe, comfortable and conducive to study
- provide friendly, helpful and accurate advice and guidance on library services and resources
- provide an induction to welcome you to our libraries and resources
- provide subject support and teaching to help you develop your information literacy skills
- provide a wide range of up-to-date and relevant resources and search tools, accessible both inside the University and remotely where possible
- provide access to computers, wifi, and printing, copying and scanning facilities
- provide a range of study spaces to suit your needs and learning preferences
- support your scholarly communication needs throughout the lifecycle of your research
- keep you informed about changes and improvements to library services, resources and facilities
- give you the means of providing feedback on what we do, and how we can improve our services to meet your needs
- ensure our libraries are accessible, by providing additional support and resources as required
- support actively the University's commitment promoting equality and diversity

(Some services and resources are not available to external visitors)

You should undertake to:

- treat all University staff, students and visitors with respect and courtesy
- help us by wearing your UWL ID or Visitor card and lanyard at all times; and must show your ID card to University staff when asked
- never lend your UWL ID or Visitor Card to another person for any reason
- abide by the [library food and drink policy](#)
- respect study areas throughout our libraries for the benefit of all customers
- ensure you have borrowed all items you wish to take with you before leaving

- accept responsibility for any overdue, lost or damaged items borrowed on your card and settle any consequent charges promptly
- vacate the library immediately when the fire alarm is activated
- look after your personal property and keep valuable items with you at all times
- abide by copyright law and acceptable use policies when copying from books, journals and other materials in our libraries and when accessing online resources
- smoking, including e-cigarettes, and alcohol are prohibited in the library.

It is with your assistance and support that we continue to maintain and develop a pleasant environment conducive to learning and study. If we have failed to comply with the above, please follow our [Customer Complaints Procedure](#)

We treat non-observance of this charter seriously and failure to comply with the above undertakings may lead to sanction under the [University disciplinary regulations](#).

Thank you for your co-operation.

Andrew Preater, Director of Library Services
Last revised: September 2019

Food and Drink Policy

A library staff member will ask you to remove food which is messy, hot or strong smelling. There are spaces provided around campus where you can eat these foods.



Library Services believes that in the interests of maintaining a healthy lifestyle, students should be supported to take frequent breaks and to eat and drink regularly whilst studying and learning. We also believe that the maintenance of a clean and pleasant learning environment is important to those who use our facilities. The Library Food and Drink policy is designed to support the needs of all our students.

At the St Marys Road campus there are a number of dedicated eating places outside of the entrance to the Paul Hamlyn Library and within the Heart Space and Student Union areas. A number of drink and snack vending machines are also located in this area. At the Reading Campus Library, kitchen areas are provided for student use. All food including hot food, and drinks whether purchased on University premises or not, is permitted in these areas, and students and staff are positively encouraged to

take regular breaks and to use these facilities throughout the opening hours of our buildings.

Drinks

We recognise that regular hydration is important whilst studying and that sometimes students prefer to take refreshment whilst working. Therefore, hot and cold drinks, **provided they are in spill proof containers with lids**, are permitted throughout the library areas. We do not allow any drinks in cups or mugs without a lid, or flasks. This is to reduce the risk of a spillage that can cause damage to library property or create a slip hazard.

Please note that the drinking of alcohol is prohibited on all University campuses unless at an organised function or within the Student Union Bar.

Food

Although we generally discourage all food within the library areas, we recognise that some students may wish to eat something whilst working and our staff have been given some discretion to allow certain snack foods such as fruit, nuts, crisps, sweets and cold sandwiches. We do not allow anything that could be considered a meal.

In the interests of all our users, no hot or smelly, messy and greasy food (hot or cold), is allowed anywhere within the library areas. For the removal of any doubt, this also includes hot food that has been allowed to go cold.

- Foods which are messy or contain oils and sauces can damage library property.
- Foods which produce odours are unpleasant to many of our users
- Meals tend to produce more rubbish
- Food can attract insects and rodents

All users must help to preserve a clean and tidy study environment by disposing of their waste once they have finished their snack. Our staff are authorised to request that you clear your desk of rubbish.

Please note interpretation of these guidelines is at the discretion of Library staff. If, in the opinion of any member of our staff, you are observed to be consuming a non-permitted food item within the University libraries you will be asked to take it to designated areas outside of the library.

Supporting Measures

1. The University will provide bins in all areas including appropriate disposal points for fluids. All waste will be disposed in accordance with the [University Strategy on Sustainability](#) which aims to maximise the recycling of waste and minimise the amount of waste which goes to landfill.
2. The University will provide lids for hot drinks purchased from its vending machines.
3. Cleaning staff will be employed throughout regular opening hours, and at additional times during 24/7.
4. Library Staff will “rove” the floors of the library during our scheduled opening hours and enforce the policy as above.
5. During 24/7 periods outside of our regular staffed hours, Security staff will support library policy in order to maintain a clean and pleasant environment in which students can work.
6. Posters are displayed throughout the library and on our digital signage

Noise Policy in the Paul Hamlyn Library

The Paul Hamlyn Library has three floors which will be managed for the convenience of all our users as respectively Group, Quiet and Silent.

First Floor.

The study space in both the book stack and Pavilion areas are for **Group** study. **The Carol Hehir Room**, when not being used for teaching purposes will also be managed as a collaborative group study environment.

Second Floor.

The study space in both the book stack and Current Journals areas are for **quiet** study. If you are working in a large group or are, in the opinion of Library Staff not working appropriately for this area, you may be asked to move to the first floor. **The Ian Carter Room**, when not being used for teaching purposes, and the two Group Study rooms on the second floor are also expected to be used for quiet study only.

Third Floor.

The study space in both the book stack and Law Collection areas is for **individual silent** study. In practical terms those using the space are expected to be respectful of the need for as little noise as possible, and if you do need to speak, to lower your voice to whisper level. If you need to work with other people, you are asked to use the First or Second floors. If, in the opinion of Library Staff, you are not working appropriately for this area, you will be asked to move. **The Mollie Clay Room**, when not being used for teaching purposes, is also expected to be used for silent study.

On the third floor, the **Dipna Anand Room** (Postgraduate Study Room) can be used for both individual and group work. However, users are requested to be respectful of the silent status of the rest of the third floor and keep noise to a low level. **The Dorothy and Charles Morley Room** also on the third floor is to include the university archive and additional guidelines will apply to use of this area.

All users of the Paul Hamlyn Library are requested to respect the noise policy on each floor and Library and Security Staff will help to manage use of the library space in the interests of all.

Noise Policy in the Reading Campus Library

The Reading Campus Library on the 9th Floor of Fountain House is a single room and therefore there are no suitable areas for silent or group study. All users of the library are asked to study quietly and with respect to the needs of others using the space.

Should you wish to study as a group there is a [bookable group study room](#) on the 9th floor and communal study spaces on the 10th floor. Additionally, small rooms for individual study can be found on the 9th floor.

Library and Security Staff will help to manage use of the library space in the interests of all.

Use of Lockers Policy

Personal property brought onto University premises is the responsibility of the owner and the University accepts no liability for loss or damage to personal items. Personal items should not be left unattended on University premises and we advise you to take your possessions with you when leaving the library.

For reasons of Security and to be fair to all users of the Library, we ask you not to leave unattended items on desks for long periods and overnight. Items will be passed to our colleagues in Security if we believe that you have left the library.

Lockers are available on the 2nd and 3rd Floors of the Paul Hamlyn Library and in the Dipna Anand Postgraduate Study Room.

By using these lockers you are agreeing to abide by the following terms and conditions.

If you wish to use a locker:-

1. Keys are issued during staffed hours from the Library Information Desk on the ground floor.
2. Keys are issued for 24 hours and should be returned to the Library Information Desk during staffed hours, or deposited in the key returns box in the library entrance outside of these times.
3. If Lockers become overdue, there is a charge of £0.50p an hour
4. Only one locker can be borrowed at any one time.
5. Lockers may not be renewed.
6. If you lose your key there is a replacement charge of £20 plus VAT.

General

7. To be fair to all users, these lockers are intended to be used whilst you are working in the Library, and emptied and made available for others when you leave.
8. In the event of a lost key, please notify a member of the Customer Experience Team during our regular staffed hours. For security reasons, we will not open lockers immediately but will retrieve and securely retain the contents and notify you when you can collect them.

9. Library materials MUST NOT be placed in the lockers unless they have been issued to you. Any unissued Library material found to be stored in a locker will be returned directly to the shelves to allow others to use them.
10. No food or perishable items may be placed in the lockers. Any perishable items found to be stored in a locker will be thrown away without notice.
11. Library and security staff will carry out spot-checks for unacceptable contents and inappropriate use on a regular basis.
12. Lockers will be opened by Library and Security staff, and the contents retrieved and securely retained for later collection, if we suspect that they are being used on a long-term basis.
13. The Library and University will not accept any liability for lost, damaged or stolen items, however caused.
14. Misuse or physical damage of the Lockers may lead to disciplinary action under the Student Disciplinary Policy.

Please note that alternative lockers for gym users are available in the Student Union, and for students with disabilities from Wellbeing.

Use of Charging Lockers Policy

There are 12 self-charging lockers available on the first floor of the Paul Hamlyn Library. [Instructions on how to use them](#) can be found in our Library Facilities section.

By using these lockers you are agreeing to abide by the following terms and conditions.

1. The Charging Lockers each have a 13 amp power socket inside and are suitable for charging all types of devices and laptops subject to the constraints of physical size and a maximum load of 110 watts.
2. We do not provide charging cables and you will need to use your own.
3. The Charging Lockers are available free of charge to any UWL student or Staff Member using their UWL ID card.
4. If you currently have overdue library materials, you will not be able to use a charging locker.
5. Lockers are available for use 24/7 during term-time and during regular opening hours in vacations.
6. The maximum loan period is 2 hours and cannot be extended.
7. There is no limit to the number of times that you can access the locker during this loan period.
8. After the 2 hour loan period has expired, overdue charges apply at £0.50p per hour.
9. After the 2 hour loan period has expired, the Locker will remain locked until its borrower opens it and overdue charges would continue to accumulate. You must close the locker fully upon removing your items or charges will continue to accumulate.
10. Library materials MUST NOT be placed in the lockers unless they have been issued to you.
11. No food or perishable items may be placed in the lockers.
12. Library and security staff will carry out spot-checks for unacceptable contents and inappropriate use on a regular basis.
13. The Library and University will not accept any liability for lost, damaged or stolen items, however caused.
14. Misuse or physical damage of the Lockers may lead to disciplinary action under the Student Disciplinary Policy.

Please note that alternative storage lockers are available on the 2nd and 3rd floors of the Library and for gym users in the Student Union.

Filming in the libraries

We recognise that a library is an interesting environment for students to film in and we receive regular requests for permission. All requests must be cleared by the University Health and Safety Manager to ensure we fulfil our responsibilities in these areas:

- [Health and safety](#)
- [Data protection](#)
- [The UK Government Prevent strategy](#)

Request permission to film in the Library

If you wish to film in either of [our libraries](#), please follow this procedure:

1. Please read the [Risk Assessment Guidelines](#) (pdf, 579kb) which explain what you need to do to self-assess any health and safety risk in your filming location.
2. Then complete the editable [Risk Assessment and Method Statement \(RAMS\) form](#) (pdf, 102kb) and email it to the [University Health and Safety Manager](#) and [Library Head of Customer Experience](#) at least five days in advance of when you wish to film. In your email you should outline where in the library and at what time of day you intend to film and also include your script and a synopsis of what you intend to show.
3. Once permission is granted, you will need to [contact the library](#) to agree the arrangements for filming.

Please note that the Library reserves the right to refuse filming, even after permission has been granted by the Health and Safety Manager, if it is likely to cause significant inconvenience or disruption to our service. To avoid disruption, we advise that filming takes place during [our regular staffed hours](#) and outside of the 12-4 period which is our busiest. No filming can be allowed on our third floor which is for silent study only. We also reserve the right to impose limits on the number of authorised requests during exam or coursework deadline periods.

The Library also reserves the right to adjust our facilities and services around your filming to ensure that an appropriate image of the library is presented at all times.

General guidance on filming

- No-one should be captured on film unless express permission has been received.

- If you inadvertently capture someone on film who has not given permission, they must be edited out.
- You must work with library staff to display appropriate signs that make people aware of the filming taking place. Please follow guidance from Library Staff on where to place these signs, and on their safe removal when the filming is complete.
- The Library is a place of study. Your filming must not impact upon those using our services.
- Your film must not be harmful to the image of the University or the Library.
- No personal equipment can be used unless it has been PAT tested and you have received express permission from the University.
- Your film is for educational and not for commercial purposes.
- You must abide by [UK copyright law](#) including the reproduction of images found within material held in the library.

Commercial filming

The above guidelines apply to student filming. If you are a commercial organisation who wishes to film in the Library you should [contact the University External Hire Department](#).

[Find out more about commercial filming on our premises.](#)