

Code of Considerate Behaviour

Security and Safety

Access and using the library and its resources

- All library users should be registered members i.e. staff, students, visitors, support workers or sixth formers. Access is also provided to visitors that the Director of Library and Learning Spaces has given permission to. Please note that access to some categories of SCONUL Access and external users may be restricted during busy times such as submission deadline in April and the exam period in May/June.
- Always carry your University ID card as you need it to access the library and its resources. Staff may request to see your ID card at any time. Failure to present it may prevent you from accessing the building. Do not allow others to use your ID card to enter the library.
- Visitors or those not possessing a valid Hope ID card must show other approved proof of membership and sign in to gain access. More information can be found on the Visitor webpages.
- Only take resources out of the library that you have borrowed. Remember to return or renew them on time to avoid fines.
- Access to the library may be withdrawn or suspended in relation to theft, misbehaviour, debt or damage.
- Bags, briefcases, laptops etc. may be brought into the library on the understanding that owners are willing to open them for inspection if requested to do so on leaving. The Library Service takes no responsibility for personal belongings so please take care of all belongings. Do not leave them unattended at any time or use them to reserve a study space or PC.
- Lockers are provided in The Sheppard-Worlock Library. Liverpool Hope takes no responsibility for items left in lockers.
- The Library's online resources are for your academic use only and must not be used for any commercial purpose or shared outside the Hope community.
- Users should leave the building immediately by the nearest fire exit if the fire alarm sounds or follow instructions given by a Fire Marshall. Please wait at one of the designated fire assembly points for the all-clear to re-enter the building. Users should leave any section of the library when requested by a member of staff.

Respect your learning environment

- The Sheppard-Worlock Library has designated Silent, Quiet and Group work areas, please respect other library users by choosing the correct zone for the type of work you are undertaking. You may be asked to move to a more appropriate space or leave if your behaviour disturbs others.
- Because of the rare and delicate nature of some of the materials held in the Special Collections vault there may be a need to have handling training and guidance before using these materials.
- Treat Library property with respect. You will be charged for lost, stolen, defaced or damaged items.

- All items remain the property of the library. If an item is damaged, including marking, annotating, or interfering with evidence of the University's ownership, you may be charged for its replacement. All Library staff are authorised to inspect Library items at any time if we suspect it has been damaged or you are attempting to remove it from the Library without following the proper borrowing procedure.
- The Computer Assisted Technology (CAT Suite) houses specialist equipment to support students with a disability. This space should not be used by students who have not had this need identified in a Learning Support Plan.
- Mobile devices should be used with consideration for other library users and following the guidance given for the space you are working in e.g. in the Silent areas mobile telephones, personal music devices, laptops etc. may only be used if they do not generate sounds audible to other users.
- Drinks in bottles or cups with lids are permitted in the library. A drinking water cooler is available in Chapters café.
- The consumption of food should primarily be in the Chapters Kitchen, please refer to signage in other areas of the library for further guidance. Library users can bring their own food to eat in Chapters Kitchen.
- The Honours Study Space is located on the ground floor of The Sheppard-Worlock Library. A number of the PCs contain specialist software including SPSS, Smartboard software and Education packages. This room is only available to Honours Level students who will be given a code for entry upon showing their Student Card at the Library Help Point. This study space also has printing and photocopying facilities with desk space for group work or laptop use.
- The Postgraduate Study Space is located on the ground floor of The Sheppard-Worlock Library and is available to research and taught masters postgraduates and academic staff only. A valid ID card is required to obtain the door access code from staff at the Library Help Point. This code should not be shared with others and the door into this space should not be propped open.
- Please follow the guidance provided when using the room booking system.
- Children under the age of 16 are permitted in the library for short periods and must be accompanied and under the continuous supervision of a responsible adult. Children are not permitted into study areas and must leave the library by 9pm. If the child is disturbing other library users you may be asked to leave the library.
- In line with University policy smoking and vaping is not allowed within the libraries or learning spaces and outside the entrance to The Sheppard-Worlock Library. Please use one of the designated smoking areas. E-cigarettes must not be recharged in the Library.

Protecting and updating your data

- Liverpool Hope University is legally bound by Data Protection legislation. Your information will not be disclosed to others including family members without your permission.
- You are responsible for all items borrowed on your ID card and you should not allow anyone else to borrow, renew or pay fines on your card. Under exceptional circumstances e.g. sickness you can provide written consent to authorise a designated person to act for you.
- Do not borrow material on anyone else's ID card.

- You must notify the library immediately if you lose your ID card. A £5 charge is made for a replacement, unless the card was stolen, in which case a police crime number is required to enable the charge to be waived.
- Do not leave library PCs or the room booking PC logged on to your personal account.

Financial and Legal

- You are responsible for fines accrued on your library record. If you owe over £10.00 you will be unable to renew materials or borrow further material until the amount owed is reduced to £10.00 or below.
- Outstanding debt or the non-return of material may result in a warning and then the withdrawal of borrowing rights.
- Students must return all items that have been borrowed and pay off any fines accrued before graduation. You will be charged for lost or stolen items. The library will accept a replacement copy provided it is in good condition.
- You are advised to use all credits on your network printing account, as there will be no refund of credit remaining at the end of your course.
- If you are a member of staff or visitor you will be prevented from renewing your membership if there are outstanding loans or debts to the library when your membership expires.
- All photocopying, printing or scanning undertaken must abide by the advertised current copyright legislation and licence.

Use of IT Facilities

- All users of the University's Information Technology facilities have an obligation to use the resources in a responsible, professional, ethical and lawful manner. Details of the "Acceptable Use" and "Information Security" Policies can be found on the IT Services Webpage.
- Do not use the PC desktop to store your work as these are cleared every time the PC is logged or switched off and you will not be able to retrieve your work. Please save your work to either your network (I:) drive or a pen drive.
- Please do not leave a PC logged in to your account when you are not using the computer.

Notice on inappropriate behaviour

- Our colleagues are here to help you, and we are committed to helping resolve any problems or queries you might have. Liverpool Hope values a respectful, collegial and supportive environment for all members of the community. Therefore, verbal or physical abuse, aggressive or other inappropriate behaviour will not be tolerated. Serious or repeated failure to abide by the Library Charter and Code of Considerate Behaviour will result in appropriate disciplinary action being taken in line with the University's Code of Student Discipline.