

Title:	Library and Learning Resources Borrowing Policy
Policy number:	P074
Policy owner:	Library and Learning Resources Manager
Approval Date & Version:	March 2023, Ver. 1.0
Approved by:	Academic Board (AB)
Next Review Date:	March 2024

External Reference Points:

External Source	Reference Points
UKQC- Core Practices	The provider supports all students to achieve successful academic and professional outcomes.
UKQC- Advice and Guidance	Enabling Student Achievement
Awarding Body Reference	N/A
Other reference Points	<ul style="list-style-type: none"> • Code of Conduct Values and Ethics Policy • Staff Disciplinary Policy • IT Acceptable Use Policy and e-Safety Procedures • Policy on Funding and Acquisition of Learning Resources • Extenuating / Mitigating Circumstances Policy and Procedures

1. Introduction

The purpose of this document is to specify the terms and conditions for use of library loan stock. The policy applies to all borrowers of library loan stock, including students, staff and alumni.

Nelson College London's (NCL) mission is to connect our diverse community with library resources that enrich, enlighten and entertain. It seeks to provide an environment where students have adequate access to learning materials and resources that will support their academic studies during their tenure with the college. To allow this to happen, NCL established a borrowing policy to provide fair and equitable services to our borrowers.

2. Aims of the Policy

The aims of the policy are to:

- 2.1. Establish a system of borrowing and returning books
- 2.2. Enhance students and staff's teaching and learning experience by ensuring the availability of adequate and sufficient material and equipment
- 2.3. Set out the eligibility criteria to borrow books from the library
- 2.4. Refer to the General Data Protection Regulations in respect of the collection,

3. Policy

Students automatically become a member of the library for the duration of their course at the college. Student or staff ID cards serve a dual purpose as a library card. Students are to ensure they have their card with them when borrowing any items from the library. Books will not be issued otherwise. Access to the library may be refused at the discretion of the Library and Learning Resources Manager – reasons for refusal of admittance are based on breaches of NCL's Student Code of Conduct.

The general eligibility criteria to borrow books are set out below:

- Students with a valid College user account without any system holds/blocks (bans) on their Library account.
- Staff with a valid College user account without any system holds/blocks on their Library account.
- Alumni to use within the confines of the Library and not to remove from premises.

3.1. The quantity of books borrowed at any given time is set out below:

Loan Amount	
BTEC HND Business	2
BTEC HND Hospitality Management	2
BA(Hons) Business (Top-Up)	2
BA(Hons) Hospitality Management (Top-Up)	2
FdA Business	2
FdA Hospitality Management	2
MA International Business (Hospitality)	2
MA International Business (Management)	2
Staff	2
Alumni	none

3.2. General Borrowing Terms

- 3.2.1 By borrowing books from the Library, students, staff and alumni are taken to accept the contents of this Policy. All books belong to NCL.
- 3.2.2 Students, staff and alumni are not permitted to borrow items on behalf of someone else, to loan or sub-hire items to any other person.
- 3.2.3 When items are borrowed from The Library students, staff and alumni agree they are fully responsible for any and all damage to the items on their library account and any replacement costs associated with them.
- 3.2.4 If the use of library items is no longer required, they must be returned to the Library, thereby releasing them for other borrowers.
- 3.2.5 No reservations of books will be taken over the phone, by email or by third

party.

- 3.2.6 None of the books must be used for any unlawful purpose or in any way that breaches any Nelson College London guidelines, policies and regulations or that brings the College into disrepute.
- 3.2.7 Library material is not permitted to be used for profit or private use.
- 3.2.8 Care must be taken to prevent loss or damage to library books

3.3 Terms of the Loan – Books and other materials

- 3.3.1 The loan period is for 2 weeks from the point of issue.
- 3.3.2 Lost or stolen ID cards must be reported to the college as soon as possible.
- 3.3.3 Students, staff and alumni are responsible for all items borrowed on their ID card before the loss or theft is reported.
- 3.3.4 It is the responsibility of students, staff and alumni to check their receipt or college email account for return dates including items that may be recalled for use by another library user.
- 3.3.5 Items returned late will generate a block on the users' library account and they will be prevented from borrowing further items until the items have been returned or matter resolved.

3.4 Terms of the Loan – Headphones

- 3.4.1 Headphones are only available to loan for students, staff and alumni with a valid ID card and can only be used on the computers in the Library.
- 3.4.2 The headphone log must be completed as follows: name of borrower, student ID (as applicable) time borrowed, PC number being used, time returned and signature.
- 3.4.3 Headphones are to be returned to the Library at the end of the user's session.
- 3.4.4 Once the device has been loaned and checked, users are responsible for any costs to repair damage or to replace the device.
- 3.4.5 Users must report to the Library as soon as possible any faults that are discovered or damage that occurs, while the device is on loan to them.
- 3.4.6 Users must neither fix nor attempt to fix any damage or faults to devices nor allow anyone else to do so on their behalf.
- 3.4.7 Headphones are not to be removed from the Library.

3.5 Late Returns

It is the responsibility of the user to check their library account for item return dates. The library will issue a system reminder email, phone call and/or text before referring to the Library and Learning Resources Manager.

- 3.5.1 Items returned late may result in a temporary hold on the user's account from the return date up to and including the date on which the item is actually returned; at the discretion of the Library and Learning Resources Manager.
- 3.5.2 At 1 month overdue – A borrowing block will be placed on the user's account. The unreturned item will be shown as missing on the library system to stop other library users from requesting the item.
- 3.5.3 At 2 months overdue – cumulative charges as indicated by the Library and Learning Resources Manager, will commence until the book is reported and fines paid in full. Charges will be based on the full cost of a replacement book

as priced by NCL's book suppliers. If the book is returned, the block on the user's account will be lifted.

4. Fines/Invoices Appeals Procedures

If borrowers wish to appeal a penalty or invoice they must contact ghlibrary@nelsoncollege.ac.uk detailing the information below. The appeal will be reviewed within 5 working days (Mon-Fri exc. public holiday):

- Name
- College email address
- Phone Number
- Course
- Items on account
- Return date
- Reason for appeal

- 4.1.1. If the appeal is accepted the penalty/invoice and borrowing ban will be removed from the borrower's account.
- 4.1.2. If the appeal is rejected and the borrower accepts the charge, then the borrower may be subjected to the cost of replacing the book. Exceptional circumstances apply in line with the Extenuating / Mitigating Circumstances Policy and Procedures.
- 4.1.3. If the appeal is rejected and the borrower does not agree, they can submit a final appeal to be considered by the Appeals panel. The panel shall consist of a member of Library support staff, an Academic Manager and a Library and Learning Resources Manager. The panel's decision will be final.

5. Policy Review

This Policy will be reviewed and updated annually and each update will take effect for all bookings from the date it is issued. Each updated Policy will be published on our relevant web page without notice being given to users of the Library and Learning Resources Centre. Users should check for any new version each time they book.

6. General Data Protection Regulations

On becoming a Library Member, users' personal information is entered into the electronic library system Librarika. NCL reserves the right to retain personal information through our library system. The information held in these circumstances may be retained for the full length of time a Library Member remains in education within NCL.

NCL subscribes to a number of eResources for the benefit of Library Members, if users wish further information on how suppliers of eResources use their data and what rights are available to them, please refer to each supplier's privacy statement through the individual supplier websites. NCL reserves the right to use any information that a Library Member voluntarily gives to any supplier of an eResource within NCL in order to allow us to:

- Maintain the user's account on the relevant eResource site

- administer content they've loaned or are looking to loan
- produce relevant reports on usage or visits to the relevant eResource

7. Notifications

- 7.1** As a courtesy, NCL will provide every Library Member with at least three notifications concerning overdue items. It is the Library Member's responsibility to be aware of when items are due for return. Overdue charges will not be waived because the notification has not been delivered to the correct email or postal address or if you haven't received or read it.
- 7.2** If a Library Member has asked for notifications to be made via email then the following notifications will be sent:
- 7.2.1 Pre-Overdue notification - three days before an item becomes overdue, the library will notify the Library Member by email.
 - 7.2.2 First Overdue Notification – five days after an item becomes overdue, the library will notify the Library Member by email requesting the item(s) are renewed or returned.
 - 7.2.3 Second Overdue Notification – ten days after an item becomes overdue, the library will notify the Library Member by email requesting the item(s) are returned.
 - 7.2.4 Final Overdue Notification – fourteen days after an item becomes overdue, NCL will notify the Library Member by email requesting that the item(s) are returned.