

### Hull College Group Libraries

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Hull College Libraries' purpose is to provide effective library and information services to all learners and staff and respond to their learning needs. This service level agreement outlines the core services the library provides and how users can expect these to be delivered. It will be reviewed annually by the Library Quality Group.

#### **Membership**

All staff and students at Hull College have a right to use the Library facilities and to receive assistance from Library staff. Access may also be granted to staff and students from other educational establishments and to members of the public. Anyone wishing to access Hull College Libraries who is not a current student or member of staff should contact the Librarian, Emily Armstrong on (01482) 598711 or [eamstrong@hull-college.ac.uk](mailto:eamstrong@hull-college.ac.uk).

#### **Borrowing**

- Students must enrol in the College before they can borrow books. All users must produce official proof of their name and address to obtain a library card.
- You may borrow up to seven books at a time for a period of two weeks, unless a different loan period is indicated inside the book. Students on higher education courses may borrow up to ten books.
- Books may be renewed up to three times if not reserved by other readers
- All items borrowed from the library must be checked out at the Issue desk
- Books must be either returned or renewed on time. Overdue items will incur a fine.
- All items signed out remain the responsibility of the borrower until they are handed over to a member of the Library staff and returned on the computer
- Users will be invoiced for the cost of items lost or damaged or not returned within 21 days. A 1<sup>st</sup> invoice will result in a 24hr suspension of library rights, subsequent invoices will be notified to the student's tutor. Users with an outstanding invoice will have their computer access suspended and may have their details passed to a debt collection agency.
- You are responsible for informing the library if your library card is lost or stolen or Student Services if your address or other personal details change.

#### **Behaviour**

Users must behave with consideration for others. This includes:

- Users must comply with all directions given by college staff.
- The computers must be used for educational, training and research purposes only. Users who use the machines for other purposes (for example: playing games; downloading files) risk having their computer account suspended.
- Quiet and silent working areas must be respected
- Students must not disturb those working near them
- Food and drinks (except for water in resealable bottles) may not be brought into these areas
- Smoking is not permitted
- You are not permitted to use your mobile phone, MP3 player or similar equipment in these areas.

- Users must comply with directions given by Library staff
- Users must produce a valid Library card or another form of identification if requested to do so by Library staff
- Computer use will be monitored both in person and remotely and anyone using the facilities inappropriately will risk being logged off and having their computer account suspended.
- Staff have the right to ask anyone found behaving inappropriately to leave and reserve the right to suspend them from future use of the facilities.

### **Access**

Hull College Libraries will provide a library service at all main college sites. The exact nature of the service may vary from site to site but we will endeavour to ensure consistency across sites wherever possible. The library will strive to enhance access for those who may have difficulties using our services or accommodation in accordance with the college's equal opportunities policy.

### **Opening Hours**

Our opening hours will be as stated below, apart from unavoidable pre-advertised closures

#### **Queens Gardens**

<b>Term time</b>	Monday – Thursday	8.45am - 9.00pm
	Friday	8.45am - 4.30pm
	Saturday	10.00am - 4.00pm

<b>Vacations</b>	Monday – Thursday	9.00am - 4.30pm
	Friday	9.00am - 4.00pm

<b>Park Street</b>	Monday – Wednesday	8.45am - 8.00pm
	Thursday	8.45am – 5.00pm
	Friday	8.45am - 4.30pm

#### **Closed in vacations**

<b>Goole</b>	Monday – Wednesday	8.45am - 8.00pm
	Thursday	8.45am – 5.00pm
	Friday	8.45am - 4.30pm

#### **Closed in vacations**

<b>Stadium</b>	Monday – Thursday	8.45am - 8.00pm
	Friday	8.45am – 6.00pm
	Saturday	10.00am – 1.00pm

#### **Harrogate College**

<b>Term time</b>	Monday – Thursday	8.45am - 8.00pm
	Friday	8.45am - 4.30pm
	Saturday	10.00am - 4.00pm

<b>Vacations</b>	Monday – Thursday	9.00am - 4.30pm
	Friday	9.00am - 4.00pm

<http://library.hull-college.ac.uk>

This document is available in an alternative format upon request.

## **Resources & Services**

The library will work to maintain a balanced collection of resources to support teaching and learning within the college in line with the Library's Collection Development Policy. Popular resources will be transferred to one week loan at the request of academic staff

### **Library Catalogue**

We will provide online access to the library catalogue (except for 8am-9am due to scheduled maintenance). The catalogue will allow users to carry out self-service reservations and renewals.

The catalogue will include details of materials on order, journal and electronic resources with appropriate web links, audio-visual materials and links to useful web resources. We will provide dedicated terminals for access to the library catalogue at each site

### **Shelving**

We will ensure returned materials are reshelved within 24 hours. We will work to ensure all materials are correctly shelved, shelves are tidied regularly and a stocktake completed biannually

### **Study spaces**

We will provide appropriate space for individual and group study within the limits of our accommodation. We will monitor all areas to ensure an environment suitable for study

### **Photocopying**

We will provide access to black and white copying on all sites and colour copying at Park St and Queens Gardens. This facility is available for use within the restrictions of current copyright legislation. The staff will try and ensure this service is available at all times and report faults promptly.

### **Non-print resources**

We will provide the necessary equipment for users to view non-print resources wherever possible.

### **Enquiries**

The library staff will always treat you politely and do their best to help you. They will answer enquiries in person or by phone promptly and offer to contact you with a reply if the answer can not be found quickly. We will aim to ensure you wait no longer than 3 minutes to be served

### **Induction**

We will provide induction materials (updated annually) on Moodle for teaching staff to use with their classes or students to use on an individual basis. We will provide up-to-date guides and helpsheets to library services, resources in all major subject areas and our main online resources

### **IT Resources**

Each library will provide access to computers for learning related activities. PC usage will be monitored and appropriate disciplinary procedures taken against people breaking the college's General Computer Use, E-Mail and Internet Guidelines

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The staff will assist with IT queries and problems at all times and report faults promptly. The library staff will administer the PC booking system and will deal with problems relating to networks and usernames & passwords wherever possible

Computer disks will be available for sale in the libraries. Staff will aim to ensure there are always disks available for sale.

The library website will be updated regularly and website links in the online catalogue will be checked annually

The library will manage Athens access to e-resources and provide other user names and passwords as appropriate. The library will endeavour to provide remote access to e-resources wherever possible

### **Liaison with Teaching and Learning staff**

We will provide a named liaison librarian for each academic subject area. This librarian will deal with collection development for that area and attend relevant meetings as appropriate

We will work to ensure titles requested by academic staff are ordered within 10 working days, where accurate details and HOS approval have been supplied with the request. We will work to ensure materials are on the library shelves within 10 weeks of being ordered, where the material can be immediately supplied.

We will inform academic staff when materials have been ordered and when materials arrive in the library. We will also inform staff when material can not be obtained e.g. when it is out of print

### **Quality assurance**

#### **Complaints and suggestions**

We will provide a written response to all complaints and suggestions within 10 working days in line with the college's Code of Practice Complaints/Praise and Service Improvement

#### **Security**

The library will take all reasonable measures to protect its collections from theft, loss or damage. Anyone who loses or damages material will be charged the replacement cost and appropriate disciplinary procedures will be taken against people removing material from the library without permission. Data about users will be managed in accordance with the College's Data Protection Policy and stored until the end of their course, unless they have outstanding fines or debts in which case it will be held for 6 years.

#### **Continuous Improvement**

We will undertake an annual satisfaction survey of students and teaching staff. We will annually carry out a self-assessment and monitor our performance indicators to ensure the effectiveness of our service and identify areas for further development

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