

LIBRARY RULES: GENERAL

1. Staff and students of the University are allowed free access to the University Libraries, except that restrictions may be placed on the use of rare and other special categories of material.
2. With the exception of reference books and certain other categories of material (such as law reports, statutes and periodicals) items may be borrowed from the Short Loan, Week Loan and General Collections under Rules made separately for that purpose.
3. Members of the public may apply to use the University Libraries for reference purposes. If accepted, limited borrowing rights are available on payment of an annual membership fee.
4. Strong disciplinary action will be taken against any Library user who removes or retains without authority or wilfully damages any item of Library stock.
5. Library users are not permitted to: bring in food; smoke in the Libraries; use mobile phones other than on silent usage. Drinks are only permitted where these are non-alcoholic and in secure containers.
6. Persons causing a nuisance (by talking or otherwise) or obstructing the proper use of Library premises may be excluded by any member of the professional staff or Security.
7. Reservation of reading places is not allowed.
8. Personal property must not be left in the reading room overnight.
9. Pets shall not be brought into the Libraries.
10. The Librarian is authorised to make further Rules for the detailed use of the Libraries. Such further Rules shall be displayed on the Library notice boards.

LIBRARY RULES: BORROWING AND FINES

Loan Types and penalties

Loan Type	Loan Period	Fines if late
Short Loans	Renew or return by 2.00pm next day	£2.00 per item per day
Short Loan Ref.	2 hour loan period	£0.50 per item per hour
Weekly Loans	Renew or return before 11.59 after 7 days	£2.00 per item per day
General Loans	Renew or return before 11.59pm after 4 weeks	£0.50 per item per day
Maximum fine	£50 per item	

1. Fines should be paid at the issuing library if possible. Students with outstanding fines, or an overdue loan on which a fine is accruing, are not permitted to borrow any further items nor to renew their existing loans until all fines are paid. Their library accounts are automatically 'blocked' to prevent further borrowing. Access to online library facilities and reference use of the library is not affected.
2. Students with tuition fee debt who are placed on 'Stop' will have access to library facilities suspended until clearance is received from Student Fees, in accordance with Regulation 2.9 of the General Regulation for Students of the University.
3. An email will be sent to Finalists three weeks before the end of their last term reminding them of the loans and fines on their account.
4. Finance will be notified of Finalists with outstanding loans and fines.
5. Students' bonds may be used by the University to clear debts to the Library.
6. Fines will only be waived in exceptional circumstances e.g. a doctor's note or if a verified telephone/computer fault caused renewal problems. Excuses offered may be checked with Department Secretary as necessary otherwise all fines will be charged as displayed on Symphony.
7. Short Loan fines begin after a 5 minute grace period the day the loan is due back then at 2pm each day thereafter.
8. Members of University staff are exempt from overdue fines.

LIBRARY RULES: LOST ITEMS

1. When an item borrowed from the Library has been lost the current purchase price* will be charged, plus an administration fee of £5.00 per item.
 2. Fines incurred on an overdue item will be calculated up to the date on which the item was reported lost.
 3. The borrower will be allowed 2 weeks grace to obtain a suitable replacement, after reporting the loss. After this time a replacement item* will be ordered by the library and charged to the student together with £5 admin fee.
- Cost will be latest edition as found on Dawsonenter. If a book is out of print an attempt will be made to acquire a second hand copy.

LIBRARY COMPLAINTS PROCEDURE

The Library wants to provide our customers with the best possible service. If you have a problem, please contact us so we can resolve the issue.

Step 1. Talk to a member of Library staff about the issue.

Where possible we will deal with the issue immediately; if we are unable to do so, an explanation will be given as to what action will be taken next.

Step 2. If you feel this has not solved the problem, email librarian@buckingham.ac.uk . You will receive an acknowledgement by email within one working day, setting out how we intend to deal with the complaint. You should expect us to resolve the complaint within 10 working days of receipt of the complaint.

Step 3. If you consider the matter has still not been resolved to your satisfaction, you should raise your complaint through the University Students Complaints Policy and Procedure as laid out in the Student Handbook.

NORMAL OPENING HOURS IN TERM TIME:

Monday-Thursday	08:30 – 24:00
Friday	08:30 – 21:00
Saturday	11:00 – 22:00
Sunday	11:00 – 22:00

During weeks 7 to 11 in an examination term, the libraries are open daily from 08:30 - 03:00. The libraries close at 21:00 on the last day of term; during the vacations they are open during office hours, 09:00 – 17:00.