

Library and Digital Support Policy – Access

Introduction and purpose of policy

This policy covers access to all features of Library and Digital Support including: memberships, buildings, resources and services.

Membership

The Plymouth University Library is inclusive in all of our services where it is legally and contractually possible and where this is not to the detriment to University staff and students. Access levels will vary dependant on user type, see table below for details. It may be possible for members of the public and/or companies to extend their access for a set charge.

User Type	Loan	Browse	ILL	Enquiries	Equipment	Access to building	Access to e-resources	Printing / Scanning
PU student	20 items, ITE permitted an additional 40 items from SEC	✓	P	✓	✓	✓	✓	✓
PU staff	20 items	✓	✓	✓	✓	✓	✓	✓
PU Partners	Membership for University Partners is defined in the relevant University Partnership Agreement. Library access arrangements are only valid where they have been signed off by the nominated Library and Digital Support team representative							
PU Associate (Sponsored)	6 items	✓	X	P	✓	✓	P	✓
Library Associate (Paid & SCONUL)	6 items	✓	X	P	✓	✓	P	P
Library Reference Associate/other external user.	X	✓	X	P	X	✓	P	P

(Note: P above means partial access, contact the service for more information)

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Some of the access we would like to give is dependent on other University policies, e.g.. printing may require an IT account, and for access to the building and printing a University card will need to be issued.

The current cost for paid membership is available [here](#).

Access to Physical Locations

The Charles Seale-Hayne Library (CSHL) is open 24/7 for Plymouth University registered members. Members are expected to use their University card for access. If you forget your card, you can sign in via the 'sign in' kiosk near the entrance gates using your Plymouth University username and password.

If you do not have a University card you will need to provide photo identification such as:

- Passport or National ID card
- Full UK/EU Driving Licence
- NUS card.

and sign-in to the building. Documents must be current and valid. Copies of any personal ID shown on a mobile device are NOT acceptable proof of ID. We reserve the right to refuse entry.

Between **22:00 – 07:00**, the external doors are locked and entry to the library building is via swipe access by Plymouth University ID card only. This is for the safety and security of library staff, university members, and the building facilities. Full details of all opening hours and locations of Open Access areas and other service points are [published and updated](#).

The Library is compliant with all equality access regulations. Some visitors may require assistance to reach materials, please ask our staff for help.

Access is generally restricted to 18's and over, unless accompanied by an adult. Sixth-form school children under 18 will be permitted access if they have attended a group library visit within the current academic year and show a "Certificate of Attendance" on entry. Those arranging school visits can obtain further information [from the library visitor web page](#).

Only assistance animals are allowed into the building.

Bookable Rooms

A limited number of individual and small group rooms are available for booking online by University staff & students. Details of the rooms available are [published and updated](#).

Use of Study Spaces

We provide a range of study environments to support both individual and collaborative study and request that all our visitors are considerate of other users. We provide [guidelines](#) on acceptable behaviour.

Access to Content

Library and Digital Support provides access to a wide range of resources. Our intention is to maintain a collection that supports teaching and learning across our academic portfolio. For research intensive areas we supplement our holdings by offering access to materials held in other libraries.

We operate a 'digital first' policy i.e. we will purchase or subscribe to digital content by default and where available; exemptions where required by academic need, will result in a physical copy being preferred.

Loan of physical content

We provide 'library use only' copies of key titles. We will loan other copies for periods of time based on demand.

Alternative formats of materials may be sourced as [required](#).

[Special Collection](#) material is 'library use only' but may be accessed after an induction session.

Electronic content

All university staff and students have unlimited access to our electronic content for use of personal study and research.

Any breach of the terms and conditions of use of these databases may result in the suspension of IT accounts.

We provide a number of systems that can be used to search for our different types of content. Our main discovery tool is [Primo](#). Anyone can search the database but access to full-text items and other services are only available once you have logged-in with University credentials.

Other resource discovery tools are maintained for access to more specialist materials, but these are only available to university registered staff and students.

We provide walk-in access to a limited range of e-resources for use by non-university staff and students.

Access to Services

A University card is required to access many of our services. Service users will be held responsible for any transactions undertaken using this card.

The CSHL is the access point for many University services, details are published on the [Library website](#).

Our services are designed for self-service and the online environment, so that they can be accessed anytime and anywhere. We aim to educate and empower our users to operate independently.

Review

This Policy should be reviewed annually.

Last Review: 24/11/16

Related Policies and Procedure

Related LDS Policies can be found on the web page: [About Library & Digital Support](#)