



Visitor Access Policy

<https://www.canterbury.ac.uk/library>

Libraries and Learning Resources Policies and Procedures

Title:	Visitor Access policy
Approved by:	Library and Learning Resources Strategy Group
Implementation date:	January 2018

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Introduction

Purpose

Library and Learning Resources (LLR)'s main function is to support the learning, teaching and research activities of the University and to ensure that our libraries are safe and comfortable learning environments. Whilst access for registered users of CCCU is paramount, it is recognised that the library has a role in providing community access and may act as a point of reference for educational providers within the region. Although the University welcomes users to its libraries from other educational institutions, business users and the general public, access controls and restrictions are required in relation to visitors.

Scope

This policy applies to independent, external visitors, such as members of the public, alumni (not holding an external library membership) and individual school/FE pupils (outside organised visits) who wish to consult the collection or use the facilities.

It does not apply to CCCU associates, external members, individuals who have been granted access/use of the resources via reciprocal scheme arrangements (such as SCONUL Access) or other Library/University programmes, Open Day visitors, those attending meetings, interviews and University events, delivering packages, workmen, dependents and friends of University users, accompanied by the University staff themselves.

Definitions

Word/Term	Definition
CCCU	Canterbury Christ Church University
LLR	Library and Learning Resources
AH	Augustine House
SCONUL Access	Society of College, National and University Libraries Reciprocal Access Scheme

Legislative and local context

This Policy is in accordance with the following relevant legislation and local policies

- Library Services Regulations
- Library Services Code of Conduct
- Health and Safety Policies
- Augustine House Building Operational Policies
- University Under 18s Safeguarding Policy

- University Framework for the Widening Access, Inclusion and Participation Cross Cutting Theme

Equality and Diversity

This Policy has been developed in accordance with the University's commitment towards supporting, developing and promoting equality and diversity in all of its practices. When using this Policy, the University expects members of staff to conduct themselves with dignity, honesty and integrity to promote an atmosphere of mutual respect, in accordance with the University's Equality and Diversity Policy.

This Policy has undergone appropriate Equality analysis, to comply with the University's legislative responsibilities.

Policy statement

- Although LLR has a role in providing community access and may act as a point of reference for educational providers within the region, its main function is to support the learning, teaching and research activities of the University.
- To help ensure a safe and pleasant learning environment for all visitors and staff, access controls and restrictions are required in relation to visitors.
- In order to gain access to the libraries, first time visitors must register at Reception (or at the Library/Learning Centre Service desk at Broadstairs and Salomons) between 8.30am-6pm (weekdays) and 8:30am-5pm (weekends). They will be asked to complete a Registration form. The form can be filled online before visiting the library.
- Upon registration, visitors will be issued with a 'Find your way around' leaflet with a map of the building, information about services available and H&S advice. The leaflet will be available in alternative formats upon request. A .pdf document and a .mp3 file will be available on the library website.
- Visitors under the age of 16 must have their Registration form countersigned by their parent/guardian/school.
- Visitors have access to the study space (except for the Group Study Rooms).
- Visitors have reference access to LLRs printed material and newspapers, printing facilities, CCCU guest wi-fi, basic first-line staff support. Access to electronic resources is restricted to those resources whose license agreements permit visitor access. Access is provided via a PC configured to only provide access to those

resources, in addition to Internet and Open Office package. Some of these services may not be available at Broadstairs and Salomons libraries.

- Visitors can only use the Library facilities between 8.30am-6pm (weekdays) and 8:30am-5pm (weekends). Given the pressure on learning spaces, there may be periods of the year coinciding with CCCU students revision and assessments when access will not be granted at all. These periods will be advertised on the University website.
- In registering as visiting users, visitor accept the Library regulations, the Code of Conduct and other university policies that impact on the safety and wellbeing of all users of the University facilities. If these are breached LLR has the right to suspend or revoke their visiting user status.

Document Control	
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