

Learning and Technical Resources Loans Policy

Effective September 2024 - Present

Student Regulations and Policies

uclan.ac.uk/studentcontract

Purpose of Policy	This policy relates to the loaning by students from the University of technical resources/equipment. Fines are charged for late returns and breaches of the policy may result in withdrawal of the right to use the facilities and/or formal disciplinary action pursuant to the Regulations for the Conduct of Students.
Internal services involved	Learning and Information Services
Related UCLan regulations, policies and procedures	IT Security Policy Network Lite Fair Usage & Security Policy Rules for the use of the Library Rules for the use of IT Facilities Wireless Network Fair Usage and Security Policy
Enquiries to	liscustomerservices@uclan.ac.uk
Senior Managers responsible	Head of Learning and Technical Services
VCG Lead	Deputy Chief Executive

Version	Approved	Effective from	Revisions made	Next Review
1	May 2023	September 2023		May 2024
2	May 2024	September 2024	Change of location on campus reflected in policy Extending a loan section removed - process for extending a loan process has now moved to the helpdesk system Change of contact details and reporting process Addition of loan facility suspension as apposed to initial fine: changed to remove cost burden to students for initial period of late return. Removal of the ability to take additional equipment proves more effective in student making contact with the Equipment hub than the implication of a fine.	May 2025

Learning and Technical Services Loans Policy

Technical Resources/Equipment

All students and staff of the University are entitled to use the facilities for the purpose of their course of study or University employment. The Loan system* is managed by the LIS Learning and Technical Resources team within the University. Corporate cards must be presented prior to loaning items.

(* Located in: Student Union – SU013)

Membership may also be extended to other individuals and to persons nominated from other organisations by agreement with the Head of LIS Learning and Technical Resources or his nominated representative: a fee may be levied for the loan.

Use of the technical facilities and equipment implies acceptance of the Learning and Technical Resources Rules below. These are designed to protect the interests of all customers and to ensure that the Service can carry out its functions efficiently and effectively. The Rules apply to all sites notwithstanding some local variations in practices. Use of the facilities and equipment is conditional upon observation of the Rules and the staff in LIS are empowered to enforce them.

Loans Policy

1. Customers must inform the University immediately of any change of address or phone number.
2. Customers may only loan items they have been inducted on the use of.
3. Any outstanding charges may prevent loans.
4. The period of loan, for each item is determined by the Head of LIS Learning and Technical Resources or his nominated representative.
5. All items must be returned on or before the date or time due.
6. Final year students must return all loaned equipment's by the 1st July.
7. MSc students must return all loaned equipment's by the 1st October.
8. Resit students and any other students with extenuating circumstances should contact the relevant stores to discuss extensions of their loan.
9. Items may normally be renewed, subject to no other Customers requiring them, to the maximum period allowed for subject area. Outstanding charges may prevent renewals.
10. Charges are payable for the late renewal, late return or non-return of all items.
11. Items not returned will be deemed to have been lost by the Customer and the

Customer's loaning rights may be withdrawn until the matter has been resolved to the satisfaction of the Head of LIS Learning and Technical Resources . If an item is still not returned an invoice for the replacement cost of the item, together with any outstanding charges, will be levied

12. Should the item(s) subsequently be returned the replacement costs will be deducted from the amount payable but the other charges will remain.
13. For items reported lost or damaged where the cause is deemed wilful or due to neglect, an invoice will be levied for the cost of replacement/repair and any outstanding charges,.
14. Where a replacement item is no longer available for purchase, a standard fee (based on the replacement value if a replacement was available) will be levied.
15. Customers who have overdue items outstanding will not be permitted any further loans until the overdue items have been returned.
16. In exceptional circumstances loan items may be recalled prior to the return date. For example: an item may be recalled by the manufacturer due to safety concerns.
17. Customers will be held responsible for all items issued on their UCLan card until those items are returned and discharged from the user's record.
18. Learning and Technical Resources does not guarantee to issue reminders to customers with unpaid charges. If charges are not paid within a specified period, an invoice will be raised.

Items Reported Stolen

Off Campus Loss

The customer who has borrowed the item must report the incident to the police as soon as possible and obtain a crime number from the local Police.

In All Cases

The customer must contact the EHub either by telephone (on extension: 2010) or by email (ehub@uclan.ac.uk) to report the incident. You will then be emailed a link to the 'damaged/lost/stolen' form, once complete, this is then sent to Course Leaders and Head of LIS Learning and Technical Resources

Breach of the Rules

In the event of any breach of these Rules the University may take one or more of the following sanctions:

1. The imposition of fines and/or;
2. The withdrawal of the Customer's right to use the University's facilities or equipment which may include access to IT/AV facilities – this will only be considered in relation to very serious or repeated breaches.
3. Appropriate disciplinary action. In the case of students of this University, the University's Regulations for the Conduct of Students may be invoked. In the case of an apparent breach of the Rules by a member of University staff his/her Head of School/Service will be informed. Further action may be taken in accordance with University procedures set out in the Staff Handbook.

In the case of the imposition of fines or the withdrawal of user rights, individuals may appeal to the LIS Head of Learning and Technical Resources or their nominee. Any such appeal must be made in writing within 5 working days of the imposition of the sanction and must be accompanied by relevant evidence to support the appeal. The Head of LIS Learning and Technical Resources or their nominee, may seek clarification or ask questions of any member of staff and/or the User where appropriate.

The decision of the LIS Head of Learning and Technical Resources or their nominee shall be final.

Users should note that breaches of the provisions set out in these Rules may lead to criminal or civil prosecution.

Fines & Suspensions

In order to avoid fines please renew or return items on time.

Loan Type		Day 1	Day 2 -7
Equipment		Loans account suspended	After the first hour, you will be fined £5 per day
Key		Loans account suspended	After the first hour, you will be fined £5 per day

Please note: Unauthorised use of keys will result in an immediate £5 fine.

How to Pay Fines

Fines can be paid at any of the Issue Machines in the Library (using coins) or online.

How to remove account suspension

To reinstate your account, you must come into the EHub to discuss our loan agreement.

If you receive 3 or more suspensions in the same academic year, you must seek approval from your academic to have the suspension removed.