University of Southampton – External User Policy

External users includes the following:

- SCONUL members
- Alumni
- Any holder of a mini card (paying and non-paying)
- Visitors receiving a visitor pass or signing in on a daily bases.

Rules applicable to all external users

- Under 16’s are not permitted to use the library unless accompanied by an adult over the age of 21. (Or their legal parent or guardian)
- Under 18’s are not permitted mini cards (Reader cards) and must register with the library information desk on a daily basis.
  - Please be prepared to show photographic ID and / or proof of age if asked.
- Daily visitor passes will be issued to all visitors to the library (except alumni, SCONUL users and mini card holders).
- Visitor passes need to be clearly worn at all time and must be returned by 10pm each day. (or closing time if this is earlier)
- Internet access is available via the Cloud Wi-Fi. No other internet facility is available for visitor use except for e-journal access for over 18’s through the Walk In Access scheme.
- Group study rooms, bookable desks, laptops and loanable equipment are not for use by external users.

Expected behaviour

The library team are there to provide a safe welcoming environment for all users of the library. Please follow any instructions given to you by the library team and if requested provide your ID or visitor card.

The library will undertake to treat you with respect, dignity and courtesy and provide you with opportunities to feedback and make comment on any aspect of our service.

We expect you to:

- treat all staff with respect, dignity and courtesy.
- respect the physical environment of the University and behave respectfully towards the people you share your environment with.
- make yourself aware of local arrangements in case of an emergency and follow any instructions given to you during an evacuation of the building.
Bad behaviour

- Any breaches of the rules or expected behaviour above will result in a first and final warning being issued by the University library service.
- For SCONUL users the home library will be notified when a warning is issued.
- Any further breaches will result in a ban from the library.
- For serious offences including theft, violence, threatening behaviour or malicious damage to University property a ban will be issued immediately regardless of whether it is a first offence or not.
- You have the right to appeal a ban to the Deputy Librarian or in their absence another senior manager.

Non return of visitor passes

Users who do not return their visitor passes by 10pm will be issued with a warning. On the second instance they will be issued with a ban.

Non return of borrowed items (External users only)

- If borrowing items you must abide by the library loans policies and return any items if recalled.
- The library will seek to recover the cost of any items that are lost or not returned to the library when recalled.
- The library will issue you with an invoice for the full replacement cost of these items.
- On receipt of an invoice for items your access to the library will be suspended until you either return the items or pay the invoice in full.

Lost mini cards (applicable to non-paying reader cards only)

For the first lost mini card the library will provide a replacement free of charge. For the second lost mini-card reader privileges will be suspended and the user will need to sign in on a daily basis if they wish to continue to use the library.