UKMC Student Association Library and Learning Resources Policy

Date	Author	Summary of Changes	Version	Authorised
24/06/2025	Dr Abbas Mohammed	New policy establishing institutional framework for managing library and learning resources.	1.0	Academic Board June 2025

Policy Management and Responsibilities	
Policy Owner	The policy is owned by the Library Services Manager, and overseen by the Student Experience, Engagement and Employability Committee. Day-to-day oversight and operational management are delegated to the Library Service Team, and Student Engagement and Employability Lead.
Additional Responsible Parties	All UKMC staff and students, as well as authorised external users. Academic departments and Student Services play a key role in implementation.
Assessment	Registrar
Equality Analysis	Completed June 2025, aligned with the UKMC Equality, Diversity and Inclusion Policy
Legal	Internal compliance policy. Library misconduct or improper digital access may be referred to the Student Code of Conduct Procedure.
Information Governance	Compliant with UKMC's data protection protocols and digital access management practices.
Student-Facing Procedures	Shaped by service usage reports from the UKMC library management system, student feedback, and academic liaison group consultations (Spring 2025).
Consultation	Relevant Contributions
Students via Course Reps (CRs)	Engagement via Learning Resources User Forums and Student Voice Panels (April-May 2025)
Relevant External Stakeholders	Internal policy. No external consultation required
Other (if applicable)	Not Applicable
Authorisation and Version Control	
Authorised by	Academic Board. Minor amendments may be authorised by the Dean in consultation with the Student Experience, Engagement and Employability Committee.
Authorisation Date	24 June 2025
Effective From	1 July 2025

Next Review Date	July 2027 (Biennial review, with reminder from Quality and Compliance Department)
Document Access and Communication	
Document Location	UKMC Library Policy [https://ukmc.ac.uk/policies-and-legislation}
Dissemination Plan	To be shared via induction briefings, internal bulletins, course handbooks, the UKMC website, and staff development sessions

Contents

1. Introduction

The UKMC Library is central to study, research and collaboration among students and staff by providing access to academic materials and targeted academic support within an effective study environment. This policy outlines the structures, practices, and obligations associated with the use and development of library and learning resources.

2. Purpose

The management and utilisation of learning and library resources are given strategic direction and operational clarity by this policy. It directs how these resources are distributed fairly and intentionally to promote academic delivery within institutional and student achievement.

3. Policy Aims

- Providing easy access to learning resources across various disciplines and modes of study

- Provide well-utilised, inclusive library spaces, which prioritise students.

- Embed academic support into teaching and assessment through structured learning resource provision.

- Ensure collections are selected and developed in accordance with current curricula and pedagogy.

- Promote academic integrity, self-directed learning, and collaborative academic endeavours through targeted resource use.

4. Scope

All UKMC students, academic and support staff, and authorised visitors who use library resources, services, or content are subject to this policy. It covers the physical learning resource centre (LRC), digital platforms, and academic skills services.

5. Definitions

- Learning Resources: Materials provided to support curriculum delivery, including books, journals, databases, e-learning tools, and media.

- Access: The ability to physically or virtually enter a library's buildings, holdings, or services.

- Academic Support: Organised guidance on how to use resources and information efficiently.

- Responsible Use: Using library and learning resources in an ethical, legal, and beneficial manner.

6. Strategic Principles and Practice

The provision of library and learning resources at UKMC is underpinned by guiding principles that reflect academic rigour, accessibility, and alignment with the requirements of our awarding university partners. These principles underpin consistent and purposeful resource provision in support of student achievement and curriculum delivery.

6.1 Academic Relevance

Academic consultation, module descriptors, and authorised programme documentation serve as the foundation for resource acquisition. Reading list requirements for validated programmes are informed by awarding body expectations and curriculum needs. Course Directors must ensure module leaders submit reading lists at least 8 weeks before the start of teaching to guarantee timely procurement and access. The Head of Library Services works with the Student Experience Committee to secure timely procurement and availability. Relevance is reviewed through curriculum mapping, annual monitoring, and student feedback. Reading lists must also be designed to ensure inclusivity and affordability, prioritising the use of eBooks, open-access resources, and cost-effective materials wherever possible.

6.2 Access and Inclusivity

Every academic staff member and student has a right to fair access to library resources. In accordance with the College's Equality, Diversity, and Inclusion (EDI) Policy, this includes providing personalised support for individuals who have special learning needs. The library ensures physical accessibility through a number of measures, including step-free access, clear signage, inclusive shelving, and always-available library staff. Accessible formats and extended borrowing are available upon request through library services.

Library users in hybrid or distance learning modes receive full support through remote access to digital collections, academic skills tutorials, and other learning tools. Access arrangements are designed to ensure parity of provision, so that distance learners have the same opportunities as those on campus.

6.3 Digital and Print Balance

UKMC takes a hybrid strategy, providing online resources from awarding bodies in addition to print collections. They consist of course-specific materials, eBooks, multimedia, and scholarly databases. These are enhanced by UKMC's carefully

chosen print collection, which is influenced by curriculum requirements. Digitised extracts or other resources are sourced when licensing prohibits direct access. UKMC staff provide technical assistance and escalate access issues where required.

6.4 Curriculum Integration

Library staff work in tandem with academic teams to embed relevant resources within teaching and assessment. Reading lists are to be submitted no later than 8 weeks before the term begins. Library staff assist with sourcing, ensuring availability, and identifying cost-effective or open access alternatives. The library supports academic integrity and literacy through one-to-one guidance, embedded information literacy sessions within programmes, and structured skills workshops. Students are encouraged to make full use of borrowing services and academic skills tutorials.

6.5 Feedback and Review

The library is reviewed continuously through structured feedback and usage monitoring. Student views are gathered via surveys and representation meetings led by course directors during course evaluation meetings. Academic feedback is collected through continuous dialogue between teaching and library staff for curriculum evaluation and student experience survey. These data will inform acquisition, staff development, and service improvement. Usage data such as borrowing trends and digital access inform annual stock reviews and service planning.

Review processes are benchmarked against sector standards, including SCONUL, CILIP, and the QAA Quality Code, to support ethical resource use and ensure consistency with national expectations.

6.6 Digital Literacy

The library actively promotes digital literacy and information skills, supporting students in evaluating information sources, understanding copyright, and using digital and research tools responsibly.

7. Operational Requirements

This section defines the day-to-day procedures and expectations governing library use at UKMC. The library operates a Service Standards Charter, committing to responses to standard enquiries within one working day, complex enquiries within three working days, and resource request processing within four weeks. These standards are reviewed annually.

7.1 Access and Borrowing

Library borrowing entitlements are as follows:

- Students may borrow up to four items for 14 days.

- Academic and support staff may borrow up to eight items for 28 days.

Items may be renewed unless they are reserved by another user. Reserved items are held at the service desk for three working days. Borrowed materials must be returned on time. The library does not charge overdue fines; however, users are liable for the cost of replacing lost or damaged items. Repeated late returns (more than two occasions in an academic year) may result in borrowing restrictions.

Lost or damaged items must be reported promptly. Users may be required to cover the cost of replacement or offer a suitable alternative, subject to library approval.

All borrowing accounts must be settled before students graduate, withdraw from the College, or transfer to another programme. For appeal processes related to borrowing decisions or restrictions, please refer to Section 7.9.

The library's opening hours are:

- Term time: Monday to Friday 09:00-19:00, Saturday and Sunday 09:00-17:00

- Holidays: Monday to Friday 09:00-17:00

Any changes to hours will be communicated in advance. Current opening hours are also published on the UKMC website.

7.2 Use of Library Space

The library is a shared academic space for quiet study and individual research. In keeping with the College's Equality, Diversity, and Inclusion (EDI) Policy, the environment is designed to support inclusive and respectful learning. Users are expected to:

- Maintain a quiet and considerate atmosphere.

- Use materials and equipment responsibly.

- Avoid food and drink in study areas.

- Use IT facilities for academic purposes only.

Disruptive behaviour, including any breach of the Student Conduct and Disciplinary Policy, may result in temporary exclusion from the library. Persistent or serious breaches will be referred to the Academic Services Team for further disciplinary actions. CCTV is in operation throughout the library for safety, security, and the prevention of misconduct.

7.3 Systems Access and Digital Platforms

Students and staff receive login credentials to access digital platforms provided by UKMC and awarding bodies. The library offers first-line support for login and access issues, escalating unresolved matters to the UKMC IT team or appropriate university teams if university login. All use of digital content must comply with licensing and copyright regulations.

7.4 Enquiries and Support

Students and staff can raise library-related queries in person, via email, or through Academic Services. Straightforward enquiries are addressed within one working day. More complex queries are typically resolved within three working days.

Enquiry data is reviewed regularly by student engagement committee to identify areas for service improvement.

7.5 Collection Requests and Management

Requests for learning resources should be submitted using the Resource Request Form. The Head of Library Services, in consultation with course directors and relevant academic leads, reviews requests based on their relevance, demand, and available budget.

Priority is given to materials directly supporting the curriculum or assessments. Annual reviews are undertaken to ensure the collection remains current and useful. Items no longer relevant may be withdrawn after appropriate consultation.

7.6 Copyright and Digitisation

UKMC complies with the CLA Higher Education Licence. Staff must request digital copies of readings, such as book chapters or journal articles, at least two weeks in advance. The library ensures all digitisation is lawful and appropriately recorded. Copyright guidance is embedded in academic integrity training and plagiarism awareness workshops, ensuring compliance and supporting good scholarly practice.

7.7 Communication of Services

Library updates and changes are shared via the UKMC website, internal bulletins, and notice boards. Termly reviews ensure that published information remains accurate. Where services are disrupted, alternative access routes and support options are put in place.

7.8 IT, Equipment, and Digital Resource Use

The Library and E-Learning Centre provide access to desktop computers and printing facilities for academic use. Desktops are checked each day, and any issues are reported and resolved as quickly as possible. Library users can also connect their own devices using the secure Wi-Fi available on campus.

Users are encouraged to bring their own devices when possible. However, for those experiencing digital access barriers, support is available through structured use of the desktop facilities on-site. The College does not issue laptops or tablets on loan.

Requests for adaptive or assistive technologies are coordinated through Student Services and are reviewed individually.

Any hazards, such as damaged cables or obstructed pathways, must be reported immediately to Library staff. All Library IT resources are for academic purposes only.

Non-academic, commercial, or freelance use is not permitted. Usage must comply with the IT Acceptable Use Policy and, where applicable, partner university regulations.

7.9 Borrowing Responsibilities and Appeals

The borrowing rules outlined in 7.1 also carries responsibilities. Repeated failure to return materials or reporting lost items may result in replacement costs or borrowing restrictions.

Before graduating, withdrawing, or transferring, all borrowing records must be cleared. Students wishing to contest borrowing penalties or restrictions should submit a written appeal to the Registrar within ten working days. Appeals are considered under the Student Complaints and Appeals Procedure, and outcomes are communicated in writing.

7.10 Access to External Libraries - SCONUL Scheme

UKMC students and staff enrolled with partner/franchised universities may be eligible to use the SCONUL Access Scheme. This allows use of participating university libraries across the UK, which is particularly helpful for:

- Conducting independent research

- Users living at a distance from UKMC or a partner campus.

- Those needing specialist materials unavailable locally.

Applications must be submitted via the SCONUL website and approved by the relevant partner university. UKMC Library staff are available to assist with applications. Use of host libraries is subject to their terms and conditions.

8. Roles and Responsibilities

The successful delivery of library and learning resource services at UKMC is underpinned by clearly defined responsibilities across institutional departments and stakeholders. Each role contributes to maintaining an inclusive, academically rigorous, and responsive environment in alignment with UKMC's academic strategy and its partner universities' requirements.

Role	Responsibility
Student Engagement and Employability Lead	Leads strategy, acquisitions, and collection development
Library Staff	Deliver front-line services and maintain the study environment. Ensure smooth day to day operations of the library functions.
Academic Staff	Submit and update reading lists; integrate resources into teaching.

Student Support Tutors and Personal Academic Tutors	Arrange and design workshops in collaboration with the library to enhance and embed library and research skills.
IT and Systems Team	Maintain access to digital platforms.
Academic Services Team	Coordinate reasonable adjustments and accessibility support. Facilitate or recommend workshops.
Students	Use resources responsibly and provide constructive feedback.
Course Representatives/Class Representatives/UKMCSA officials	Present student feedback and contribute to service improvements.
Partner University Library Services	Provide access to virtual learning environments and e-resource platforms for franchised students. Manage authentication systems and helpdesk support. Work with UKMC to ensure academic equivalence and access parity.
Student Experience Committee	Contributes to service enhancement by reviewing provision, identifying gaps, and advising on strategic direction.

9. Monitoring and Review

The Library and Learning Resources Policy is reviewed biennially by the Student Engagement Committee. The review ensures that library provision remains fit for purpose, responsive to user needs, and aligned with academic developments both internally and across UKMC's partner institutions.

The review is overseen by the Student Experience, Engagement and Employability Committee led by the Head of Student Engagement, with contributions from:

- Head of Library Services

- Research and Knowledge Exchange Committee

- Course Directors

- Course Representatives

- Class representative

- Student Ambassadors

- Registrar and Quality and Compliance Team

Sources of Evidence:

- UKMC internal surveys

- Library service statistics: borrowing, enquiries, digital usage (accessed on UKMC Library management system)

- Feedback from academic staff

- Policy benchmarking against SCONUL and sector standards.

- Documented complaints, compliments, and service improvement logs

Review findings are reported to the Academic Board, with recommendations for amendments considered in consultation with stakeholders, including students. Where urgent changes are required, the Dean may approve interim updates, but these are logged and formally reviewed at the next Academic Board cycle to ensure transparency.

10. Related Policies and Reference Points

This policy is supported by internal frameworks and external reference points that collectively ensure the delivery of high-quality, inclusive, and compliant library and learning resource services.

Internal College Frameworks:

- UKMC Student Engagement, Belonging and Academic Challenge Framework and Implementation Plan (2025–26)
- Equality, Diversity and Inclusion Policy

- UKMC IT and Data Security Policy

- UKMC Student Complaints Policy and Procedure

- Programme Design and Review Guidance

- UKMC Accessibility policy

Sector and External References:

- SCONUL Seven Pillars of Information Literacy

- SCONUL Access and Benchmarking Metrics

- CLA (Copyright Licensing Agency) Higher Education Licence

- Jisc Guidelines on Digital Resource Licensing and Use

- Office for Students (OfS) Conditions B2 and B3

- QAA UK Quality Code: Learning Resources and Support Services

- Partner University Library Regulations and Platform Access Guidelines