



## **Requests from Student Services / Finance**

1. Requests to be sent to the Library Manager.
2. Instructions left for users at the Library Help Desk to refer student to Student Services or Finance.

## **Library Management Response: follow-up action**

Where an incident is referred to Library Management and rights have been suspended (accounts disabled):

1. An appointment will be made to meet the individual/each individual separately. This will be scheduled for the earliest convenient moment and communicated to the student by letter and email. Information may also be obtained by students from the Library Help Desk.
2. Where an offence is relatively "minor" and the student at interview is responsive and understands the potential seriousness of the situation, then the academic school will NOT be informed and accounts will be unsuspending. However, details to be filed.
3. If the interview proves unhelpful or the student fails to attend the meeting, a written warning letter from the Head of the Library will be sent to the student and copied to the Academic School Head. User rights will be returned at a time agreed between the Library and the Academic School.
4. Where an offence is serious or it follows a written warning, the User's rights will remain withdrawn, and a report from the Head of the Library will be sent to the Academic School Head for action according to the University's Disciplinary Procedures.

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