some parts of the library are designated silent or individual study areas: anyone disrupting the study environment may be asked to leave and/or may be fined

any infringement of library rules may mean a fine and/or suspension from borrowing

Defacement or unauthorised removal of library materials is treated as a serious matter and offenders may be fined, be suspended from borrowing and/or face disciplinary action under university regulations

children must be accompanied by a responsible adult in the building and before admittance permission must be obtained from the Library.

Who should I contact if I have a problem?
It all depends on the problem. Full contact details can be obtained from the library web pages at:

www.library.dmu.ac.uk/Contacts/

If you are unsure who to contact then you can always try:

Just Ask 0116 257 7042 or email justask@dmu.ac.uk

Or the Outreach Librarian: Ceri Laing on 0116 257 7868 or email: cslaing@dmu.ac.uk

Feedback
Your views are important to use. Feedback is welcomed either by completing a print feedback form widely available in the libraries or an online feedback form, available at:

www.library.dmu.ac.uk/feedback/
All staff who either teach or support De Montfort University courses are entitled to full use of De Montfort University library services.

There are libraries at Leicester city (Kimberlin library and the Law library) and Charles Frears.

Your library access includes the right to:
• borrow books, videos and audio-visual material in person from a De Montfort University library
• access databases available from the university
• use computers in the university libraries for internet, email, word processing and other IT applications
• photocopy and print (there are charges for this)
• use study facilities
• receive help and support from information services
• reserve books and journal articles held at the library catalogue (you will need your card with you. No materials may be borrowed without your card).

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• reserve books and journal articles held at the library catalogue (you will need your card with you. No materials may be borrowed without your card).

What do I do if I change my address or lose my card?
You should inform the library of any changes to your address or other details. You must also notify us and the college if your card is lost or stolen.

Can I access resources from home/my room/a computer lab?
The library service subscribes to many different electronic information services, ranging from electronic books (ebooks) to online journal articles. Most of these can be used from any computer with Internet access. You can also search the library catalogue, renew and reserve books via the web. And if you have any queries, contact the library via email. For all of this, see the university library web pages for more detail: www.library.dmu.ac.uk

How do I get a library card?
Ask the HE co-ordinator at your organization responsible for issuing De Montfort University cards.

Do I need my card to get in?
Yes. For your personal security we operate an access control system throughout the year in Kimberlin library. In order to use the building you will need to have your DMU card with you. No materials may be borrowed without your card.

How much are the fines?
Normal loans 10p per day, up to £5 maximum per item
7 day loan 25p per day, up to £10 maximum per item
Short loan 25p per half hour or part thereof, up to £10 maximum per item

(note that Short Loan and Normal Loan items can only be renewed in person with the book in hand)

Additional administration charges may be levied on seriously overdue material.

How do I get my past exam paper?
Go to www.library.dmu.ac.uk/Resources/Examnet/

ExamNet is a database of past DMU examination papers. You will be able to access most past papers from the last 3 years. Some papers are not released, nor are any solutions or model answers. You will need your library card number and your 4 digit library PIN (issued when you join the library) to access this database.

What are the library rules?
Copies of library rules and regulations are available on the Internet at: http://www.library.dmu.ac.uk/Support/Regulations/

Important things to remember from the rules are that:
• anything you borrow is your responsibility – do not lend material to someone else or borrow on behalf of someone else
• you must return everything on or before its due date (which may be earlier than the date stamped if it is recalled)
• you must abide by the copyright guidelines posted by all photocopying and by the IT regulations which are supplied separately
• library staff have the right to ask for your ID, refuse entry and ask you to make the contents of bags available for inspection