

University of Kent

# Templeman Library Access Policy

## Purpose

This document contains the policy for facilitating access to the Templeman library building.

## Who is this policy for

This is a public policy intended for Information Services staff, University staff and students, and members of the public. This policy covers all hours that the library is open.

## Policy overview

- The Templeman Library building is a fully accessible and warmly welcoming space for all library users and visitors.
- Information Services securely and sustainably manages the four external public entrances to the building and the internal Café entrance to the library.
- All users who are entitled to visit and/or use the library should be able to do so without difficulty, and the experience of entering the library remains positive.
- Visitors and guests who are not members of the University are given access in a welcoming manner.
- Card access contributes to the security of the Templeman Library building, collections and the people working and studying there.

## Policy details

### When can I visit the library?

Library opening hours are detailed on the Library and IT website.

<https://www.kent.ac.uk/library-itl>

### How do University members access the Library?

University students and staff are expected to use their KentOne card to access the Templeman Library. All active KentOne cards will grant access Student Kent One cards will grant access for 60 days after the end of the registration.

University students and staff with a lost, forgotten, or damaged KentONE card can use the day pass kiosk located at the main entrance to print a temporary pass that grants library access for 24 hours.

After 21:00, the main entrance will be the only entrance to the building. The main entrance doors will be open at all times except when the building is closed.

## How do visitors and guests access the library?

Visitors and guests are very welcome to come into the Library. There are two options to gain access when visiting the library

- Visitors and guests can gain access at the main and library road entrances. Staff at the main entrance Welcome desk will grant access to visitors. Visitors at the library road entrance will need to use the intercom telephone to contact the Welcome desk and request access. Access for visitors who do not have a card is between 08:00 and 21:00 via the Welcome Desk.
- Regular visitors can request a combined access and photocopier card from the Welcome desk. This will enable them to access the building via any standard entrance.
  - The name of the visitor and a contact email address will be recorded
  - The card should not be transferred to another individual
  - Visitor card will expire annually
  - A list will be maintained enabling Information Services to email registered visitors about events.

Visitors with SCONUL (Society for College, National and University Libraries) or External Borrower cards can access the library during all opening hours using their card.

## How are events in the library accessed?

Anyone attending a University or Library event is welcome to come into the Library and should enter the library using the main entrance. For all large university-wide events such as Open Days, Applicants' Days and Welcome Week, the gates will be closed and Welcome Desk staff will let visitors into and out of the library. Information Services, however, retains the option to keep the gates (or only one gate) open for the duration of the event based on a case by case assessment of demand. This assessment will be carried out by the Welcome Desk Supervisor (weekday daytime hours) or the Front Line Services Duty Manager (evenings and weekends).

## How do contractors access the library?

All contractors should report to the Facilities Management office. They will be signed in and given a pass. Staff at the Welcome Desk will let them in and out of the library. If they have not been signed in, staff at the Welcome Desk will telephone Facilities Management when a contractor reports to them.