



University of
Greater
Manchester

Academic Centre
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LIBRARY HANDBOOK AY2025-2026

Table of Contents

Welcome to the Library.....	3
About the Library Handbook.....	4
Library Mission and Strategy.....	4
Opening Hours.....	4
Library Contact Details.....	4
Location of the Library.....	4
Study spaces & facilities.....	5
Library Lending & Borrowing Policy.....	5
Library holdings.....	6
UGM Library Web Pages	7
Provision for Students of Determination	8
Library Code of Conduct.....	9
Policy on Disruptive Behaviour within the Library.....	10

Welcome to the Library

Our university library is a hub for learning, research, and academic success. This handbook provides essential information to help you make the most of our resources and services.

At our library, we aim to provide an excellent service to our users with the help of a good collection of literary and artistic materials, such as books, periodicals, newspapers, pamphlets, records, etc. which are made available for reading, referencing, or lending. The library services are important to the success of the students.

Our main objective is to maintain and increase the collection of books and other media.

We hope to provide up-to-date, high quality and comprehensive materials, well trained staff, suitable opening hours, and a professional service. The library has adopted an open access system so that users have the freedom to look through the stacks and retrieve the material of his/her choice.

We provide the academic resources to help the improvement of general knowledge and standards of education amongst all our users.

To ensure that your experience at the UGMACERAK library is excellent, we would encourage you to utilise the facilities provided in, and by, the library, whilst ensuring that you provide us with regular feedback on any improvements you think we should make.

We welcome any suggestions you would seek to make, and we look forward to helping you succeed through in your studies.

Best wishes to you all.

About the Library Handbook

Our library handbook serves as a guide which provides essential information about the library's services, policies, and resources. It helps the users to understand the policies and procedures of the library and how to effectively utilize the library.

This well-structured library handbook enhances the user' experience and ensures that they make use of the most of library resources and services.

Library Mission and Strategy:

The Mission:

To provide an academic information resource centre supporting the teaching, learning and research needs of the user community in such a way as to achieve the highest professional standards in a cost effective and user-friendly manner.

Strategic Aims:

- Select, acquire, organise and provide access to relevant published information, in all forms, to support learning, teaching, and research & innovation.
- Promote the effective and critical use of information.
- Provide a responsive and flexible customer service.
- Continually evaluate services and resource provision to ensure relevance and value for money.

Opening Hours:

Tuesday to Saturday - 8.30 am to 5.00 pm

Sunday & Monday - CLOSED

Please be aware of the opening hours of the library.

- You have no right of access outside of the advertised opening hours.
- Stop using the facilities and leave promptly when asked to do so by Library staff or other authorised persons.

Contact Details:

Email: n.nizam@bolton.ac.uk

Tel: +971 7 2211221 (131)

Location of the Library:

The library is located in **Block A**

Study spaces & facilities:

- The library has a total seating capacity for 100 visitors at a time.
- The reading area includes a leisure reading area, 15 individual study units, 1 group study room.
- The security of our library collections is ensured through CCTV cameras.
- The library is serviced by wireless internet.
- Library uses Dewey decimal classification system to shelve items.

Library Lending& Borrowing Policy:

All the registered students and faculties of UGMACERAK are entitled to borrow materials from the library as follows:

- **From the 'Circulation Section'**

Student - 3 books for a period of one week.

Faculty- 5 books for a period of one week.

These items can be renewed up to a maximum of four times, if not reserved by another user.

You can renew an item by emailing or calling the library desk.

- **From the 'Reference section'**

These books are normally for use in the library only, but may be borrowed overnight (on Short Term Loan basis)- can be borrowed after 4.00pm and must be returned by 9.30am the following morning.

Core textbooks are available in the 'Reference section' and can be borrowed on 'Short term Loan'.

- **'Reservation' service**

If a book is on loan and another user requests it, this book is recalled, via e-mail, and must be returned as soon as possible. The requester will be notified, via e-mail, that the requested book is available. It must be collected from the library within 2 working days.

If there is more than one request for a particular title, it will be issued in chronological order of request and will be available for a loan according to the library book section which they belong.

No renewals will be allowed if a title is **'reserved'**.

- **Current Awareness Service**

Current awareness services are tools you can use to keep up to date with the latest professional information in your field of interest and it helps to keep an user informed of new resources on specified topics.

- **Overdue books**

If a book is not returned by the due date, the borrower will be charged a fine of AED 7.00 for reference books & AED 5.00 for circulation books.

- **Lost Books**

If a book is lost or not returned, the user will be liable for the cost of the replacement of that title.

Library holdings:

The library collection is regularly updated to support academic programs, research needs, and faculty requirements. Special collections, rare manuscripts, and institutional archives further enhance the library's value. Users can explore the holdings by seeking the assistance from librarians for specific research needs.

Library has 6000 print books in the circulation section of the library and 1200 print books are made available in the Reference section.

Help in the Library:

Students will usually find the Librarian in the Library during opening hours.

Please do not hesitate to contact the Librarian if you have a problem or a query pertinent to the library or learning resources. We will be happy to help.

If we are unable to provide a ready response we will try to answer your query within 24 hours.

The UGM Library Web Pages

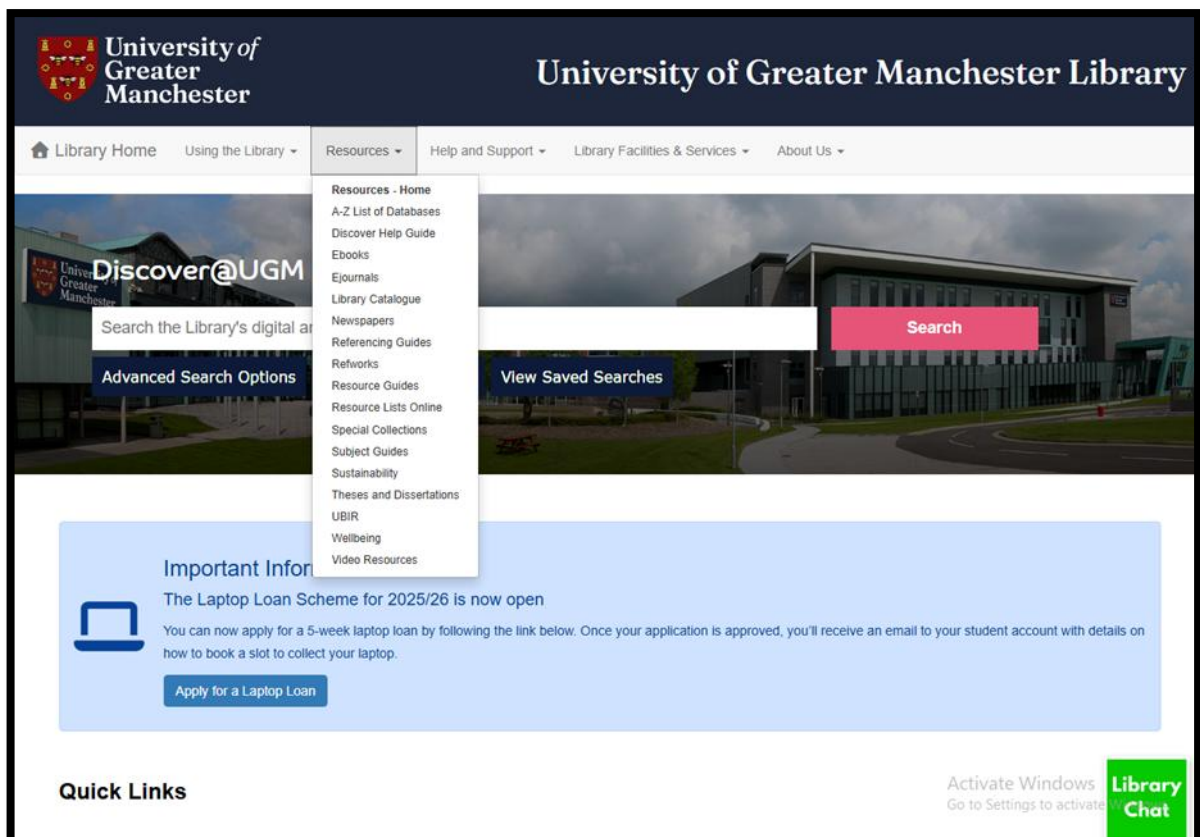
Weblink to UGM library home page:

<https://libguides.greatermanchester.ac.uk/friendly.php?s=home>

The UGM Library web pages provide easy access to a wealth of online academic resources including:

- *A-Z List of Databases*
- *Discover@UGM*
- *Ebooks*
- *Ejournals*
- *Library Catalogue*
- *Newspapers*
- *Referencing Guides*
- *Resource list online*
- *Subject Guides*
- *Thesis and Dissertations*

Screenshot of the UGM library home page:



Provision for Students of Determination

The library is committed to upholding the principles of inclusion, accessibility, and equal opportunity for Students of Determination and institutional inclusive education policies. The library ensures that Students of Determination are provided with equitable access to resources, services, and facilities, enabling full participation in academic and research activities.

All Students of Determination shall be treated with dignity, respect, and confidentiality at all times. Library staff shall adopt a student-centred approach, offering appropriate assistance while promoting independence and self-directed learning. Support shall be provided in coordination with the institution's Student Support policy and in accordance with approved accommodation plans, where applicable.

Accessible Facilities and Support Measures

The library shall ensure the availability of accessible infrastructure and services, including but not limited to:

- Barrier-free physical access to library spaces, including entrances, service points, and study areas
- Designated seating arrangements to accommodate diverse physical and learning needs
- Priority service support at library counters to facilitate timely assistance
- Availability of digital resources, including e-books, e-journals, and online databases, to support flexible and remote access
- Provision of quiet study areas to support students requiring low-stimulation learning environments
- Staff assistance for locating, retrieving, and accessing information resources, upon request

Borrowing and Circulation Support

The library shall provide reasonable accommodations in circulation services for Students of Determination, including:

- Assistance with identification, borrowing, and return of library materials
- Extend support, where required, to accommodate individual learning needs
- Flexible return arrangements in justified cases, subject to library regulations
- Provision for authorised representatives to borrow/return materials on behalf of the student, where necessary

Compliance and Continuous Improvement

The library shall regularly review its services, facilities, and practices to ensure on inclusion and accessibility. Feedback from Students of Determination shall be considered to enhance service delivery and ensure continuous improvement through SSLC meetings & SSQs.

Library Code of Conduct:

The University Library wants users to get the maximum benefit from using our services and seeks to provide an enjoyable and pleasant environment in which to do so: friendly, safe, secure and relaxed.

This code of conduct is a general statement covering the expected behaviour of users of the library. You should also make yourselves familiar with and abide by rules and regulations covering use of laptops, software and the academic network.

Thank you for your co-operation.

Acceptance of the code is implicit in signing the University's Regulations as part of your enrolment. It is your responsibility to familiarise yourself with the code and to observe it.

Identification

- Carry your Student ID card at all times.
- Show your Student ID card to a library staff during the library transaction.
- It is unacceptable to gain access to the library by means of a Student ID card other than your own.

Safety and Security

To ensure your safety and security whilst using the library we operate closed circuit television (CCTV) cameras and engage library staff to undertake regular patrols. University staff will follow health and safety regulations to ensure a safe environment is provided.

To ensure the security of you and your belongings:

- Label your own property and valuables and keep them with you at all times.
- Unattended items will be considered a security risk and may be removed.
- Please ensure that you pack up your belongings and leave the library before closing time.
- On hearing the fire alarm, or in the event of an emergency, follow any instructions given to you by staff.

Policy on Disruptive Behaviour within the Library

Within the Library: Front-line response

If an individual or group is found to be behaving in a disruptive way by, for example, creating an unacceptable level of noise or refusing to adhere to departmental rules, Library staff will take the following action:

1. Warn the group of students or each individual that their behaviour is unacceptable and must immediately improve.
STAFF WILL NOT ENGAGE IN LONG CONVERSATION WITH USERS.
2. If inappropriate behaviour persists, each individual will be asked to produce their Student ID card and student/s will be instructed to leave the library.
3. Please note that if any form of verbal abuse, threatening behaviour or harassment is encountered during the process:
 - students will be instructed to leave the library immediately.
 - Library account will be disabled and the incident will be reported to the concerned Course Manager, Academic coordinator & Director of Administration.

Refer to the *Library Code of Conduct & Disruptive Behaviour Policy*.

If any incident related to disruptive behaviour or misconduct occurs, the **Library Incident Report Form** must be completed promptly after the incident is addressed.

All such incidents should be formally documented and reported in accordance with institutional procedures.

Environment

- Clear your study space when you leave and put all rubbish in bins in order to maintain a clean environment.
- Return books, journals and all other items used in the library to the correct place.

Behaviour

- Treat Library staff and other users with respect and courtesy.
- Refrain from shouting, using abusive, discriminatory, indecent or offensive language, comments and/or behaviour, verbal or physical harassment.
- Library staff will not tolerate any form of abusive behaviour. Contact a member of staff if you wish to complain about another user's conduct.

Noise

- Silence must be observed in the silent study area.
- Avoid all unnecessary noise and disturbance in the library.

Mobile Phones

- Mobile phones must be switched off or at least set to silent mode before entering the library.
- You are not permitted to recharge your mobile phone within the library.

Music

- Music should not be played through speakers but may be listened through headphones at low volume and must not be audible to others.

Eating and Drinking

- No food is to be consumed within the library.
- Drinking is limited to bottles with tops and cups with lids.
- All other drinks and all food must not be taken out of bags.

Theft and Vandalism

- When you leave the library make sure that all the books or other materials that you are carrying have been properly issued to you.
- Refrain from misusing or damaging any furniture or equipment.

Breaches of the Code of Conduct

If you breach the code of conduct:

- Your behaviour or actions will be reported to a senior member of the library and/or University staff.
- You may be asked to leave the premises.
- Your rights to borrow from the library may be withdrawn.

We welcome any feedback you may have about our services and resources.

For further details, visit our library and speak with a librarian.