

# Library Services: Code of Conduct

## 1 Introduction

The Library's purpose is to support the teaching and learning of staff and students by providing the right environment, services and resources.

The regulations governing Library conduct are intended to help maintain an effective Library Service and a pleasant, safe working environment for all users and library staff. All other relevant University Regulations, rules and codes of conduct also apply to users of the Library ("Q9.3 Student discipline").

The regulations have been approved by the Academic Board. Content is subject to revision following consultation by Student Staff Liaison Committees, surveys etc.

**Any person in the Library or using Library Services is assumed to have undertaken to observe the Library regulations as set out below.**

## 2 Expectations

### 2.1 Noise

Library users should not engage in conduct to the disturbance of others. Silence should be maintained in Library spaces that are designated as silent areas. Conversation and noise should be kept to a minimum elsewhere.

Library users and Library staff are empowered to manage disruptive students. Students may politely request other Library users to be quiet or alternatively refer instances of noise to Library staff.

If repeated requests for quiet are ignored, Library staff reserve the right to ask the student(s) concerned to leave the Library.

Where a specific student or group of students ignores requests for quiet, Library staff reserve the right to ask the student(s) concerned to leave the Library. If a request to leave is not complied with, the student(s) will be asked to show their ID card and a report will be sent to the relevant Course Leader. In the event of refusal, the incident will be reported to the relevant member of the Campus Management Team.

Background noise - please note that communication between Librarians and their teams or communication with Library users (students) will occur in quiet and silent areas of the Library space. This may occur when demonstrating the use of Library resources or assisting users at the enquiry desk.

## **2.2 Mobile phones**

Mobile phones should be switched off or switched to silent in the Library. Keypads on phones and devices should also be set to silent. Users are not permitted to make or receive telephone calls in the Library.

## **2.3 Food & drink**

Consumption of food in the Library is at the discretion of local Campus management.

## **2.4 Copyright**

Users should comply with the current UK and EU legislation on copyright, data protection and computer misuse. Notices are displayed in all libraries.

## **2.5 Locked computers**

Computers that have been left and or locked may be assigned to another user at the discretion of Library staff.

