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 materials. For a full explanation of the Library’s remit please see: Library Services policy on ELITE (“B4.5 Library Service Policy”)

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 (“B9.3 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 Libraries that are designated as silent areas throughout or in designated silent areas where the whole Library is not so designated. 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. Library staff can be contacted by text, telephone, email or in person.

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

2.2 Mobile phones

Mobile phones should be switched off or switched to silent in the Library. Keypads on tablets, phones and so on should also be set to silent. Users are not permitted to make telephone calls in the Library.
2.3 Food & drink

Cold and hot drinks in containers and with lids are permitted throughout the Library. Consumption of food in the Library is at the discretion of local centre management.

2.4 Copyright

Users should comply with the current UK and EU legislation on copyright, data protection and computer misuse. It is the responsibility of Library users to read and comply with the notices concerning extents of copying allowable under the Copyright, Designs and Patents Act 1988 (available next to copiers and printers in the Library) and will be held personally responsible for any breach of this Act.

2.5 Locked computers

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

2.6 Unattended personal belongings – separate policy and procedure at the discretion of local centre management.

2.7 Litter

Library study spaces and work stations must be cleared and tidied for the next student to use. Students are requested to place any litter into recycling/ rubbish bins.

Monitoring of quiet in Library Silent areas

Library staff will take all steps to monitor quiet in the areas reserved for silent study. Students themselves may politely request other Library users to be quiet. Alternatively they may refer instances of noise to Library staff by text, telephone, e-mail or in person.

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 for their name and student ID and a report will then be sent to the relevant Course Leader. If the ID number is withheld the incident will be reported to the relevant member of the Centre Management Team.

Dignity and respect

Library staff and students both have an important role to play in creating a conducive studying environment. Library staff will not be drawn into any kind of confrontation regarding noise. Student cooperation is appreciated if a member of the Library staff finds it necessary to request their student ID number.
Definitions:

Silent.

Applies to Library zones marked ‘Silent’. In practice there will be an element of *background noise* which staff will endeavor to keep to a minimum.

Quiet.

Quiet conduct in areas of the Library not marked Silent.

*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.

An abbreviated version of this policy is displayed in all University of Law centre Libraries.