

**ULSTER UNIVERSITY  
FINANCE & INFORMATION SERVICES DIRECTORATE  
LIBRARY**

**Code of Conduct – HELPING US TO HELP YOU**

**Introduction**

The Library aims to provide learning environments which support users to achieve academic success. As partners in the learning process we need your help to provide and maintain a learning environment conducive to study and research for all Library users.

<b>We will</b>	<b>We need you to help us by</b>
Provide a variety of learning environments conducive to study and research in the pursuit of academic excellence.	Recognising that the facilities provided are for the benefit of all users and being considerate of the needs of others. Respecting the environment by: <ul style="list-style-type: none"> <li>• Observing the zoning and switching ALL portable devices to silent mode before you enter the Library</li> <li>• Being quiet in designated quiet areas</li> <li>• Selecting an area appropriate for your activity</li> <li>• Observing the zoning</li> <li>• Treating Library staff with respect and courtesy.</li> </ul>
Treat all users with respect and courtesy.	Refraining from any antisocial, offensive or disruptive behaviour.
Provide a range of study areas for individual and group study.	Observing the guidelines for booking and using group or individual study rooms.
Provide a clearly marked quiet study area in each Library. Clearly define Quiet Study Zones.	Maintaining a quiet environment whilst using these designated areas.
Provide a clean and tidy environment.	Contributing to maintaining a clean environment by: <ul style="list-style-type: none"> <li>• Refraining from eating and drinking in study spaces (bottled water excepted)</li> <li>• Clearing your study space when you leave and putting all rubbish in bins.</li> <li>• Treating furniture and equipment with care</li> </ul>
Follow Health and Safety regulations to ensure a safe environment is provided.	Leaving immediately on hearing the fire alarm or when asked to do so in an emergency, and follow all other Health and Safety advice.

	Looking after your personal property <b>*Children are allowed on our premises but must be supervised by an adult at all times.</b>
Provide the necessary information resources (books, journals, databases, etc.) to support teaching, learning and research in the University.	Treating all Library materials with due respect and care, and return or renew all borrowed items within the specified time to avoid charges. Returning promptly any items requested by another user. Keeping network passwords confidential and being mindful of the University's Acceptable use Code of Practice when using electronic resources provided by the Library.
Respond within 3 working days to signed comments made on Comments and Suggestions Forms. Seek and respond to the views of students through twice yearly campus meetings and regular surveys.	Helping us to improve our services by providing feedback on Library Services.
Provide a comprehensive and up-to-date guide to Library Services, provide induction training for new students, and ongoing user education and support.	Following published guidelines on using Library Services, including notifying us of any changes to your address or status.

We ask that all Library users respect what is asked of them in this Code of Conduct.

If a Library user breaches this code, it may result in:

- A Library user's behaviour or actions being referred to a senior officer of the University
- A Library user being asked to leave the Library
- A Library user's rights to borrow from the Library, or use Library services, being withdrawn.

This Code of Conduct is intended to comply with all existing Charters, Statutes, Ordinances and Regulations of the Ulster University.

**Janet Peden**  
**University Librarian**  
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