

**University of Ulster
Information Services
Library**

Code of Conduct

Introduction

The library aims to provide learning environments which support users to achieve academic success. We need your active co-operation to provide and maintain a learning environment conducive to study and research.

WE WILL ...	YOU WILL BE EXPECTED TO ...
Provide a variety of learning environments conducive to study and research in the pursuit of academic excellence	Recognise that the facilities provided are shared with other users and be considerate of the needs of others Respect the environment provided by: <ul style="list-style-type: none"> • Switching to silent mode on your mobile before you enter the library • Being quiet in designated quiet areas
Treat all users with respect and courtesy	Refrain from any antisocial, offensive or disruptive behaviour
Where possible provide a range of study areas for individual and group study	Observe the guidelines covering booking and using group or individual study rooms
Where possible provide a clearly marked quiet study area in each library	Maintain a quiet environment while using these areas
Provide a clean and tidy environment	Contribute to maintaining a clean environment by: <ul style="list-style-type: none"> • Refraining from eating and drinking (bottle water excepted) • Clearing your study space when you leave and putting all rubbish in bins • Refrain from misusing or damaging any furniture or equipment
Follow health and safety regulations to ensure a safe environment is provided	Leave immediately on hearing the fire alarm or when asked to do so in an emergency, and follow all other safety advice Look after your personal property * Children are allowed on our premises but must be supervised at all times
Provide the necessary information resources (books, journals, databases, etc.) to support teaching, learning and research in the University	Treat all library materials with due respect and care, and return all borrowed items within the specified time

Respond within 3 working days to signed comments made on Comments and Suggestions Forms	Help us improve our services by giving us your views through feedback or by participating in meetings with library staff
Seek and respond to the views of students through twice yearly campus meetings	
Provide a comprehensive and up-to-date guide to library services, provide induction training for new students, and suitable ongoing user education and assistance	Follow published guidelines on using library services, including notifying us of any changes to your address or status

We hope 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 member of university staff
- 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 University of Ulster.

Colette McKenna
Head of Library Services
Updated 17/10/2011