

**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 off your mobile phone or personal stereo before you enter the premises • Keeping conversations to a minimum and generally being as quiet as possible
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 or learning resource centre	Maintain a silent 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, drinking (bottle water excepted) and smoking • Clearing your study space when you leave and putting all rubbish in bins • Refrain from misusing or damaging any furniture or equipment

<p>Follow health and safety regulations to ensure a safe environment is provided</p>	<p>Leave immediately on hearing the fire alarm or when asked to do so in an emergency, and follow all other safety advice</p> <p>Look after your personal property</p> <p>*Children are allowed on our premises but must be supervised at all times</p>
<p>Provide the necessary information resources (books, journals, databases etc.) to support teaching, learning and research in the University</p>	<p>Treat all library materials with due respect and care, and return all borrowed items within the specified time</p>
<p>Respond within 3 working days to signed comments made on Comments, Compliments and Complaints forms</p> <p>Seek and respond to the views of students through twice yearly campus meetings</p>	<p>Help us improve our services by giving us your views through feedback or by participating in meetings with library staff</p>
<p>Provide a comprehensive and up-to-date guide to library services, provide induction training for new students, and suitable ongoing user education and assistance</p>	<p>Follow published guidelines on using library services, including notifying us of any changes to your address or status</p>

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 users behaviour or actions being referred to a senior member of university staff
- A library user may be asked to leave the premises
- A library user's rights to borrow from the library being withdrawn

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

Ciaran Cregan
Customer Support Librarian
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