

LIBRARY CODE OF CONDUCT & DISRUPTIVE BEHAVIOUR POLICY

Library Code of Conduct:

The University Library wants users to get the maximum benefit from using our services and seeks to provide an enjoyable and pleasant environment in which to do so: friendly, safe, secure and relaxed.

This code of conduct is a general statement covering the expected behaviour of users of the library. You should also make yourselves familiar with and abide by rules and regulations covering use of laptops, software and the academic network.

Thank you for your co-operation.

Acceptance of the code is implicit in signing the University's Regulations as part of your enrolment. It is your responsibility to familiarise yourself with the code and to observe it.

Identification

- Carry your Student ID card at all times.
- Show your Student ID card to a library staff during the library transaction.
- It is unacceptable to gain access to the library by means of a Student ID card other than your own.

Safety and Security

To ensure your safety and security whilst using the library we operate closed circuit television (CCTV) cameras and engage library staff to undertake regular patrols. University staff will ensure a safe environment is provided.

To ensure the security of you and your belongings:

- Label your own property and valuables and keep them with you at all times.
- Unattended items will be considered a security risk and may be removed.
- Please ensure that you pack up your belongings and leave the library before closing time.
- On hearing the fire alarm, or in the event of an emergency, follow the instructions given to you by library staff or Emergency Response Team.



Policy on Disruptive Behaviour within the Library

Within the Library: Front-line response

If an individual or group is found to be behaving in a disruptive way by, for example, creating an unacceptable level of noise or refusing to adhere to library rules, Library staff will take the following action:

1. Warn the group of students or each individual that their behaviour is unacceptable and must immediately improve.
STAFF WILL NOT ENGAGE IN LONG CONVERSATION WITH USERS.
2. If inappropriate behaviour persists, each individual will be asked to produce their Student ID card and student/s will be instructed to leave the library.
3. Please note that if any form of verbal abuse, threatening behaviour or harassment is encountered during the process:
 - students will be instructed to leave the library immediately.
 - Library account will be disabled and the incident will be reported to the concerned Course Manager, Academic coordinator & Director of Administration.

If any incident related to disruptive behaviour or misconduct occurs, the **Library Incident Report Form** must be completed promptly after the incident is addressed.

All such incidents should be formally documented and reported in accordance with institutional procedures.

Environment

- Clear your study space when you leave and put all rubbish in bins in order to maintain a clean environment.
- Return books, journals and all other items used in the library to the correct place.

Behaviour

- Treat Library staff and other users with respect and courtesy.
- Refrain from shouting, using abusive, discriminatory, indecent or offensive language, comments and/or behaviour, verbal or physical harassment.
- Library staff will not tolerate any form of abusive behaviour. Contact a member of staff if you wish to complain about another user's conduct.

Noise

- Silence must be observed in the silent study area.
- Avoid all unnecessary noise and disturbance in the library.



Mobile Phones

- Mobile phones must be switched off or at least set to silent mode before entering the library.
- You are not permitted to recharge your mobile phone within the library.

Music

- Music should not be played through speakers but may be listened through headphones at low volume and must not be audible to others.

Eating and Drinking

- No food is to be consumed within the library.
- Drinking is limited to bottles with tops and cups with lids.
- All other drinks and all food must not be taken out of bags.

Theft and Vandalism

- When you leave the library make sure that all the books or other materials that you are carrying have been properly issued to you.
- Refrain from misusing or damaging any furniture or equipment.

Breaches of the Code of Conduct

If you breach the code of conduct:

- Your behaviour or actions will be reported to a senior member of the library and/or University staff.
- You may be asked to leave the premises.
- Your rights to borrow from the library may be withdrawn.

We welcome any feedback you may have about our services and resources.

For further details, visit our library and speak with a librarian.

Review history

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