Library Services Code of Conduct

Library Services seek to provide a safe, secure and appropriate study environment for the benefit of all service users. The Code of Conduct details the rules in place and acts as a general statement of the conduct we expect from users of our services and facilities. The Code of Conduct is endorsed by the University Librarian, the Dean of Students and the Student Union President. Acceptance of the code is implicit in signing the University’s regulations as part of your registration. It is your responsibility to familiarise yourself with the code and to observe it.

Your safety and security
To ensure your safety and security whilst using the facilities, we operate closed circuit television cameras and engage staff to undertake routine patrols. It is your responsibility to follow University health and safety procedures: see www.city.ac.uk/safety/index
To ensure your own security and that of your belongings, please follow these guidelines:
- Do not leave your property and valuables unattended. Keep them with you at all times. Unattended bags will be considered a security risk and may be removed.
- Be vigilant and report anybody acting suspiciously.
- Ensure that you pack up your belongings and leave the service area before closing time.
- Familiarise yourself with escape routes and, in the event of an emergency, follow any instructions given to you by staff.

Identification
- You must carry your University ID card at all times; this is a University requirement.
- You must hand over your ID card to University staff when requested; failure to do so will be dealt with under the University disciplinary procedures.
It is unacceptable to:
- gain access to library facilities by means other than the designated entrance.
- gain access to library facilities by means of a University ID card other than your own.
- allow someone else to use your University ID card to gain access to the libraries.

Antisocial behaviour
We ask you to treat Library Services staff and fellow users with respect and courtesy. The University will not tolerate antisocial behaviour. This includes:
- demeaning, abusive, indecent or offensive language or comments
- shouting and/or use of aggressive or inappropriate gestures
- threatening behaviour
- verbal or physical harassment
- comments that discriminate on the basis of sex, race or any other irrelevant distinction.
Such behaviour will result in an immediate ban from all services and will be referred to the Dean of Students under the University’s disciplinary procedures. The ban will remain pending the outcome of the referral.

Noise
- Silence must be observed in all silent study areas. Where group study space is provided, conversations must be kept at as low a level as possible.
- Respect other users; help to maintain the study environment including at service areas.
- Personal music players may not be used in individual silent study areas. In other areas they may be listened to at low volume and must not be audible to others.
Use of mobile phones
- Mobile phones must be set to silent mode before entering any Library Services area.
- Mobile phone calls are permitted in group study areas of the University Library as long as they do not cause disturbance to other library users. Telephone calls are not permitted in any other area.

Eating and drinking
- Please follow local guidelines – these are prominently displayed in all library and IT lab areas.
- Hot food must not be consumed in any area.

Photography and filming
- The taking of photography and filming (including where these features are available on mobile phones) are not permitted in any Library Services area, except with written permission from the local head of service.

Library transactions
- No transactions may be undertaken without your University ID card.
- Use of the University ID card is strictly non-transferable.
- You are liable at all times for any transactions on your card and materials issued to you.

Theft and vandalism
- When you leave the library, make sure that all the books or other materials you are carrying have been properly issued to you.
- If the exit alarm sounds, you are required to allow staff to search your bag and/or person.
- If you are found in possession of material that has not been issued to you, this will be treated as a serious breach of the Code of Conduct.
- If you discover that property belonging to the University has been vandalised, report it to a member of staff immediately.
- Vandalism of any University property or premises is subject to disciplinary action.

Use of resources
- Use of electronic information resources (e-journals, e-books and databases) must conform to the copyright regulations indicated by each publisher or supplier.
- Copies of print material can only be made in accordance with the provisions of the Copyright Act (1988).
- Electronic information resources must only be accessed through your own username and password or other appropriate login (e.g. library barcode and PIN).
- You must not allow others to use your account.

Action taken after a breach of the code
Anyone persistently disobeying the Library Services Code of Conduct and not complying with requests from Library or Security staff can expect to have their names recorded. Serious or persistent breaches of the rules will result in an immediate ban from Library and Student Union services. Students will also be reported to their Schools and the Dean of Students for further disciplinary action.