LIBRARY CODE OF CONDUCT

1. INTRODUCTION

1.1 Purpose

To explain the requirements for using the University Libraries and study areas and to enable the Library to function as efficiently and effectively as possible for staff, students and visitors.

The term “Library” is used to refer to the physical building, the resources within it and the services provided from it.

This code of conduct applies to all users of the Libraries, as outlined in 2.2. below

1.2 Scope

- This code of conduct applies to all areas and activities within the Keele University Libraries (Campus and Health Library) and library resources accessed electronically via the University network on or off campus and to all Library users
- The code of conduct applies to all areas of the Libraries and across all opening hours.
- This code of conduct is reviewed as required in consultation with key user groups and ratified through the University Executive.
- This code of conduct must be observed by everyone using the Library's resources, services and facilities within the Library building or remotely. Failure of students to adhere to this code of conduct may be deemed a disciplinary offence which will be dealt with under University disciplinary procedures under Regulation B1: https://www.keele.ac.uk/regulations/regulationb1/. Failure of other users to adhere to this code of conduct may result in them no longer being able to use the Library
- Other legislation, regulations and University regulations continue apply where appropriate such as IT copyright and licence permissions, and regulations on Student Discipline B1 and Student Academic Misconduct D4.

2. CODE OF CONDUCT

2.1 General

- The opening hours of the Libraries are reviewed periodically and displayed in the Library and on the Library website.
- Study areas may be open access or bookable via an online system. Only approved methods can be used to reserve a space and this does not imply that a space will always be available.

- Charges may be applied to some services and these are detailed on the Library web pages www.keele.ac.uk/library
- Access to parts of the Library may be temporarily suspended to facilitate maintenance.
- Library privileges may be suspended if there is a breach of this Library code of conduct or other University regulations.
- Users of the Library consent to the processing of their personal data for the purposes of administering their membership and use of the Library. The data will not be passed to third parties outside the University without the customer's consent and will be retained for 12 months after the membership ends.
- The Library will send notifications, including recall notices for books on loan to the customer's University email address or home/term time address.
- The Library's online resources are made available for academic use by authorised members of the University and cannot be used for commercial purposes or shared with unauthorised users.

2.2 Registration

The main campus Library building is open to all, subject to any restrictions and limitations outlined in this code of conduct. You are eligible to use facilities at the main campus Library, on completion of the appropriate registration process, if you are:

o A current student o A member of

University staff o A member of the

SCONUL access scheme o Keele

University Alumni o Retired staff member

o NHS members

o External fee-paying borrower o Member

of the public

If you are a Keele student or member of staff, you must carry your Keele ID card with you at all times and will be required to show this to enter the Library. If you are not a member of staff or a Keele student, we will require proof of identification.

- The Library reserves the right to refuse access to anyone without valid identification or if you refuse to show this to a member of staff on request at any time while you are in the Library.
- Lost cards must be reported immediately to the Library or the IT Service desk.
- Children must be accompanied by a parent or guardian.

- Animals other than Assistance Dogs are not allowed in the main campus Library.

2.3 Borrowing

Borrowing including loan entitlements, loan periods and charges are published on the Library web pages.

- Borrowing is restricted to members of the Library and members of the SCONUL scheme.
- If you wish to take a resource out of the Library, it must be loaned to your account. You cannot borrow items without your Keele card.
- Items for reference only cannot be loaned.
- Any item borrowed from the Library should not be written on, marked, annotated or highlighted. If items are found to have been defaced, you will be required to pay for a replacement copy.
- You must return items by the date and time stipulated. A charge will be incurred for late returns of requested items and failure to return an item will result in your borrowing rights being withdrawn.
- Staff and students must return all books borrowed by them and pay any outstanding fines or charges before leaving the University or, in the case of final year undergraduate students, before graduation. Fines and charges imposed by the Library are regarded as debts to the University.
- You must report any loss or damage of a book or other loaned item to the Library immediately.
- You will be required to replace a lost item or pay for a replacement.
- You must not lend your Keele card to anyone else. Items loaned against your card remain your responsibility.
- You should regularly check your Library account and University email. This is your responsibility.

2.4 Electronic Resources

- Current members of the University are issued with a username and password on registration. These must not be disclosed or made accessible to others. Users of the University’s electronic information systems are bound by the University's IT Usage Agreement.
- The Library purchases and subscribes to electronic resources through nationallynegotiated agreements. Such licences may place limits on who may use electronic resources, the number of concurrent users and the locations from which networked access is permitted. Library users are responsible for ensuring that their use of electronic resources, whether inside or outside the Library, complies with licence conditions.

- Electronic resources are licensed solely for learning, teaching, research, personal educational development, and for the administration and management of the University. They may not be used for consultancy, for purposes leading to commercial exploitation of the data, nor for the benefit of employers of students on industrial placement or part-time courses. Licences should be checked before electronic resources are used for anything other than reading on screen or the production of single copies for personal use.

2.5 Use of the main campus Library Building

The main campus Library provides an environment conducive to study and learning. We will provide advice and guidance about the services and facilities offered and keep you updated via social media and displays. We will provide a range of resources to support learning and research along with systems and equipment to support your study.

- You can use mains powered equipment such as laptops at your own risk; this is conditional upon acceptance of responsibility for any damage to University property caused by personal equipment. Devices requiring a power supply may only be used at study spaces furnished with (or immediately adjacent to) power sockets, to avoid the safety hazard caused by trailing electrical cables. Computing equipment should be used with consideration for others.
- Personal belongings may be brought into the Library at your own risk. The Library is not responsible for loss of, theft of, or damage to, personal property. The Library reserves the right to inspect what is brought into the Library and what is taken out. Never leave personal items unattended, they may be removed if found unattended.
- Using cameras or other recording equipment is not permitted.
- Accidents, theft or other incidents must be reported immediately to a member of staff.

In using the Library facilities in the main campus library you are agreeing to a code of conduct to ensure the best environment for all. You agree to:

- Consider others and treat our staff and other customers with respect.
- Leave areas as you would want to find them ensuring desks are left clear of papers and any rubbish. Use waste and recycling bins provided.
- Follow reasonable requests from staff.
- Use the building and facilities for their intended purpose.
- Observe noise restrictions in designated areas especially silent and individual study. Noise must be kept to a minimum in all other areas. Excessive noise or disturbance will not be tolerated and you will be asked to leave.
- Switch mobile phones to silent or vibrate to avoid disturbing others.

- Be prepared to share collaborative study tables if asked to do so and give up designated priority seating to a customer with a disability.
- Do not eat hot, smelly or messy food in study areas. Drinks must be lidded.
- Never vape, smoke, or drink alcohol in the Library building and any IT areas, or within 10 metres of entrances. Anyone under the influence of drugs or alcohol will not be allowed access to the building
- Do not move furniture as layouts have been designed to allow wheelchair access and facilitate emergency evacuation procedures. Areas are also set up specifically for individual or collaborative study.
- Vacate the premises at closing times and / or when asked to do so by a member of staff.

3. ROLES AND RESPONSIBILITIES

The University Librarian, acting on behalf of the University Community is responsible for maintaining order in the Library and IT areas. In the case of disorderly, improper conduct or disrespectful behaviour the University Librarian or a designated member of Library staff or Campus Security Officers will require you to leave the facilities and may withdraw access and/or borrowing rights and further disciplinary action may be taken. This code of conduct applies to all users of the Library physical and virtual services and resources.

Students are referred to the University regulations B1, section 5.4 If your behaviour in the library disrupts other students' ability to study uninterrupted or the running of the library service the librarian, or nominee, is authorised to take urgent measures under this regulation. The librarian or nominee can temporarily exclude you for up to 48 hours or may limit your access to the library to certain times for up to 72 hours. The Risk Assessment Panel will then review the case and will either dismiss the case or impose, where necessary, longer temporary restrictions.

4. RELATED POLICIES AND PROCEDURES

- IT Regulations: https://www.keele.ac.uk/media/keeleuniversity/fait/it/servicedeskinformation/policyandguidance/IT%20Regulations.pdf
- Bullying and harassment policy: https://www.keele.ac.uk/policyzone/data/bullyingandharassmentpolicyprocedure/
- Data Protection Policy: https://www.keele.ac.uk/informationgovernance/fortheuniversity/dataprotection/
- Disciplinary Procedure: https://www.keele.ac.uk/students/academiclife/appealscomplaints-conduct/studentdiscipline/
- Copyright Law: https://www.keele.ac.uk/library/academicstafftoolkit/copyright/

- Regulation B1: Student Discipline: https://www.keele.ac.uk/regulations/regulationb1/

5. REVIEW, APPROVAL & PUBLICATION

This code of conduct is reviewed every 3 years. It is formally approved by the University Executive Committee.

6. DOCUMENT CONTROL INFORMATION

Document Name	Library Code of Conduct
Owner	University Librarian
Version Number	2
Equality Analysis Form Submission Date	
Approval Date	
Approved By	
Date of Commencement	
Date of Last Review	
Date for Next Review	
Related University Policy Documents	IT Regulations
For Office Use – Keywords for search function	

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