Library Code of Conduct

What you can expect from us

Staff Support
- Staff are available Monday – Sunday.
- Help with the Library catalogue.
- Support when accessing online resources.
- Help using Library facilities.
- Academic Achievement Team support.
- General IT support.

Library Resources
- 300,000 books and 120 titles of printed journals.
- Over 35,000 eJournals and 100 databases.
- 60 loanable laptops and over 200 PCs.
- Archives and Special Collections.
- School Experience Collection.
- 24 hour access to the Learning Skills Hub on Moodle.

Library Services
- 24 hours opening at key times.
- Text 4 Help
- Library Chat
- Click and Collect
- Access to 175 UK libraries via SCONUL.
- Self-issue/return service
- Inter Library Loans

Library Space
- Over 1,200 study spaces.
- Silent, quiet and group study available.
- Wide range of study spaces.
- 14 bookable study rooms.
- 2 PC suites on Floor 1.
- Print hubs on each floor.
- Garden Café with PCs and MACs.
What we expect from you

ID Card
- Carry your valid student ID card with you – it’s a University requirement.
- University staff may ask you to show ID at any time while on campus.
- ID cards are not transferable.
- Lost your ID card? Report this straight away and order a new one from the Student Portal.

Noise Levels
- Keep to the specified noise level on each floor:
  - Floor 3 = silent
  - Floor 2 = whisper
  - Floor 1 = quiet
  - Ground Floor / study rooms / café = group study.
- Always use headphones for music or videos.
- No phones on Floors 2 and 3.

Security and Behaviour
- Treat fellow users and Library staff with dignity and respect.
- Demeaning or offensive language will not be tolerated.
- Look after your belongings. Unattended items are considered a security risk and will be removed.

Food and Drinks
- You can bring snacks and lidded drinks to the Library.
- Do not bring take away (including from campus diners) and hot food.
- If you bring in cold food, please take this to the Garden Café.
- Clear your study space and put all litter in the bins.