

The Library aims to provide you with learning environments that support your study, research and academic success. As partners in the learning process we need your co-operation to maintain an atmosphere that positively contributes to everyone's ability to study.

### **We will:**

- Treat all users with respect and courtesy.

### **We need you to help us by:**

- Being considerate of others and treating students and staff with respect and courtesy. Refraining from abusive behaviour. Disruptive behaviour will not be tolerated and will be escalated to Security staff.
- Not leaving your belongings unattended for a prolonged period of time or reserving study spaces when you are not present in the library. Unattended items may be removed by Security or Library staff.
- Keeping noise to a minimum, making sure that you don't disturb those around you.
- Using headphones when listening to music and videos and ensuring there is no sound leaking out from them.
- Not taking photos or filming without prior permission.

### **We will:**

- Provide a variety of learning environments to meet your study and research needs.

### **We need you to help us by:**

- Respecting the different zoning areas by selecting an area appropriate to your activity.
- Keeping discussions brief and quiet, not using your mobile phone in the Quiet Zones.
- Working alone, not talking and not using your mobile phone in the Silent Zone.
- Using the Social Study areas, the ground floor Atrium and Café, or a Group Zone or Group Study room if you want to use your phone, discuss your work or chat with friends.

### **We will:**

- Give you support and assistance in searching for and accessing resources in the library and online.

### **We need you to help us by**

- Carrying your Smartcard with you – look after it and don't lend it to anyone else. If you lose it, report it to the i-zone as soon as possible.
- Returning requested and 24-hour loan items on time.
- Being responsible for the safekeeping of all material that you borrow.

### **We will:**

- Work to maintain a clean and safe environment.

### **We need you to help us by:**

- Respecting the building, the furniture and the IT equipment.
- Only eating hot food in the Atrium Café area - not in Library zones.
- Using bins and recycling facilities appropriately.
- Leaving immediately if the fire alarm sounds and following all other Health & Safety advice (<https://www.canterbury.ac.uk/health-and-safety/in-case-of-an-emergency.aspx>).
- Not consuming or bringing in alcohol and drugs in Augustine House.

Users who do not follow the code may be asked to leave Augustine House and may have access to services withdrawn. This code should be read in conjunction with University and Library regulations and the University Student Code of Conduct.