

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.
- 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 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.
- Using the Group Areas (IT suite or grey pods) if you want to discuss your work.
- Using the pink sofa areas or ground floor communal spaces if you want to use your phone 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 by emailing 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.
- Eating only cold food in the library area.
- 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>).

Users who do not follow the code may be asked to leave the library and may have access to services withdrawn.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.