

Visitors to the University Library and LINC open access spaces are expected to abide by the following guidelines, and respect other customers' rights to study in an appropriate environment.

Mobile phones:

Mobile phones should be turned to silent on entering the library. They can be used in the designated 'phone zones' (external stairwells, Library ground floor, LINC foyer) and can be used throughout the building in quiet and group zones – if conversations are quiet and kept to a minimum. Anyone disturbing others will be asked to move to the phone zones to continue their call.

Food, drink and smoking:

- Hot food is acceptable on the ground floor of the University Library, customers will be directed here from floors 1 & 2 if they have hot food.
- Cold food and drink is acceptable in all spaces but rubbish should always be placed in the bins provided
- Alcohol is not allowed
- Smoking is not permitted anywhere in any University Library or LINC, this also includes electronic cigarettes.

Noise:

University Library

Ground floor

- Group study

1st floor open access areas and book stock

- Quiet study
- Work related discussion

2nd floor open access space and book stock

- Quiet study
- Work related discussion

Silent room (2nd floor)

- Silent individual study only

LINC open access spaces

- Quiet study

Individual PC study rooms in the Library are designed to accommodate one student at a time only. A maximum of two students is acceptable if noise is kept to a minimum.

Facebook and other social networking sites are not banned in the University Library and LINC, but we encourage customers to keep the use of these sites to a minimum, particularly during busy periods. You may be asked to log off if a PC is needed by another student for academic study.

Reporting issues:

If you are experiencing any issues with noise or unacceptable behaviour

- Report it to the nearest staff member, or to any Library help desk.
- If you are in the Library contact Help Desk staff by using one of the dedicated phones next to the new printers or by texting **07525 803 100** with your area of study.
- If you are in the LINC contact us via Ask Us www.ehu.ac.uk/askus