

University Library and LINC open access spaces

Acceptable use policy - noise, mobile phones, food and drink

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). Phone may be used throughout the building, in quiet and group zones, on the condition conversations do not disrupt others and kept to a minimum. Anyone disturbing others will be asked to move to the phone zones if they wish to continue their call.

Food, drink and smoking:

- Hot food is permitted on the ground floor of the University Library, customers outside this area will be directed here from floors 1 & 2.
- Cold food and drink is acceptable in all spaces but rubbish must be placed in the bins provided.
- Alcohol is not permitted anywhere within the University Library or LINC.
- Smoking is not permitted anywhere within the University Library or LINC, this includes electronic cigarettes.

Noise:

University Library Ground floor

- Group study

University Library 1st floor

- Quiet study
- Work related discussion

University Library 2nd floor

- Quiet study
- Work related discussion

University Library 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. 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 at any Library help desk.
- If you are in the Library contact Help Desk staff by using one of the dedicated phones next to the MFD printers or by texting **01613 751608** – identifying your area of study.
- If you are in the LINC contact us via Ask Us www.ehu.ac.uk/askus