

Policy Main Title	Code of Conduct Policy	Effective and Applied Date	Nov-2019
Policy Subject	Ensure a secure, proper and productive learning environment	Last Review Date	Nov-2019
Policy Number / Version Number	UOS/LIB/GS/01	Next Review Date	Nov-2020
Policy Owner / Responsible (Person Department/Area)	Libraries Department	Approved By	Dean of Academic Support Services
Status	Completed	Number of Pages	7

Code of Conduct Policy

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Signature			
Date			

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Policy No. UOS/LIB/GS/01

Title Code of Conduct

Overview The University of Sharjah Libraries seek to provide services and resources suitable for all library users. In order to protect the rights of all library users and to provide a proper environment for scholarly activities, the University of Sharjah Libraries have enacted a Code of Conduct for Library Users. The Code of Conduct is designed to ensure a positive and productive learning environment in which all users treat each other with respect and courtesy.

Scope All Library users are expected to acquaint themselves with and observe this code

Purpose The Library Code of Conduct exists to enable the library to achieve its main goals by supporting study, teaching and research activities at the university, and to provide an appropriate secure, pleasant and productive learning environment.

1.0 Preamble

The University of Sharjah (UOS) Libraries strive to provide a well-maintained and welcoming study environment, equipped with a comprehensive collection of information and reference resources and services. To achieve this goal, the UOS Libraries established a "Code of Conduct" by which all Library users are to strictly abide by.

It should be made very clear that the Library Code of Conduct was introduced to enable the Library to achieve its main goals of supporting studying, teaching and researching activities at the university, and to provide a secure, safe, pleasant and productive study environment. All Library users and visitors are expected to familiarize themselves with the Library Code of Conduct and to observe this Code during their presence within any of the UOS Libraries.

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The Code of Conduct is consistent with the University's Code of Conduct.

Failure to comply with this Code shall result in the application of penalties, which are detailed in these policy documents.

2.0 The University of Sharjah Libraries Code of Conduct

2.1 General

- 2.1.1 Users have the right to access Library services and facilities safely and without distraction.
- 2.1.2 Users should have valid ID cards to be presented when requested to do so.
- 2.1.3 Library staff have the right to inspect users' belongings when entering or leaving the Library.
- 2.1.4 Users should be courteous and respectful to Library staff while they are performing their duties. Any form of harassment or verbal abuse against Library staff shall not be tolerated.
- 2.1.5 Users should comply with the directions and instructions issued by the Library staff.
- 2.1.6 Users should not engage in any disruptive activity or behavior that interferes with Library work. Users are expected to notify Library or Security staff of any misbehavior observed within the Library.
- 2.1.7 The use of false identification, or use of another person's Library card, is not permitted.
- 2.1.8 The Library is not responsible for any lost or stolen personal belongings which are left unattended.

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2.1.9 The use of emergency exits at times other than during a genuine emergency is not permitted.

2.1.10 The distribution of leaflets, surveys or posting of notices without authorization is not permitted.

.2 Collection and Equipment Protection

2.2.1 Users should handle Library materials with extreme care.

2.2.2 Removing and/or attempting to remove or steal Library materials (or any property) is unacceptable behavior and penalties shall apply.

2.2.3 Users should not conceal any Library materials or misplace them to prevent or limit access of other Library users.

2.2.4 Damaging or abusing Library materials by writing, marking, tearing pages, removing security strips, etc. is forbidden. Penalties shall be imposed

2.2.5 Users are fully responsible for Library materials borrowed in their name until they returned them back to the Circulation Desk.

2.2.6 Borrowers shall pay all overdue fines and/or replacement cost of any lost or damaged materials.

2.2.7 Students seeking to complete final clearance shall not be permitted to graduate until all fines are paid.

2.2.7 Failure to adhere to copyright laws or to observe intellectual property including photocopying, downloading, printing, or disseminating content in violation of copyright laws is not permitted in the Library.

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2.2.8 Books or any other Library materials left unattended on the tables and seats without any sign shall be returned to the shelves OR shall be kept in the "Lost and Found" section at the Circulation Desk if they are not Library materials.

2.3 Library Furniture

2.3.1 Users are not permitted to misuse and/or damage the Library furniture, equipment or fittings.

2.3.2 Users are not allowed to move furniture from its location.

2.4 Library Environment

2.4.1 To protect Library materials and maintain a comfortable and quiet study environment, all users are expected to adhere to the following:

- Noise in the Library
 - Loud conversation is not permitted in the spaces designated for quiet study in the Library.
 - Quiet discussion is permitted in the Group Study Rooms.
 - The use of mobile phones is not permitted in the Library. Users should silence or switch off their mobile phones prior to entering the Library.

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- Users should adhere to the Quiet Area rules. Postgraduates Area is for the exclusive use of master and PhD students. Students should present their IDs when required.

- Eating and Drinking
- Food of any kind is strictly prohibited in all parts of the Library, including the book stacks, Smart Rooms and while using university computers (computer labs).
- Hot/cold drinks are permitted if placed in covered containers and/or disposable cups with lids, only in the following spaces:
 - Ground Floor (both Men’s and Women’s Libraries)
 - Group study Rooms (all Libraries)
 - Use of Tobacco Products
 - In accordance with the University of Sharjah Policy on Smoking, the use of any forms of tobacco or e-cigarettes is strictly prohibited in all UOS Libraries.
- Use of Games
 - Students are not allowed to play any kind of games inside the Library.

2.5 Actions and Penalties

2.5.1 Failure to comply with the Libraries’ Code of Conduct shall result in penalties applied depending upon the level and severity of the violation. Penalties could include:

- A verbal warning from the Library or Security staff to immediately stop the behavior or violation.
- A request (to the individual/group concerned) to leave the Library premises.
- A ban on user(s) from accessing the Libraries for a specified period.

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- Referral to the Deanship of Students' Affairs and to the student's respective college for implementation of formal disciplinary actions.
- Suspension of Library access and borrowing privileges for a specified period (up to one semester).

2.6 Emergency Procedures

- 2.6.1 In the event of an emergency, Library users are requested to remain calm and leave the Library immediately and in an orderly manner.
- 2.6.2 Users should not use elevators when evacuating the building.
- 2.6.3 If users have reserve materials checked out, they should retrieve their ID card upon re-entering the building once University Officials announce it is safe to do so.

Revision History

Revision	Date	Description	Prepared By	Reviewed By	Approved By
00	01-11-2019	Code of Conduct	Director of Libraries	Dean of DASS	Chancellor