

Cambridge University Libraries Code of Conduct

1. Mission and Strategy

The mission of the University of Cambridge is ‘to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence’. The expertise, collections, facilities and services of Cambridge University Libraries are in direct support of this mission and provide services to an international community of scholarship.

2. The Code of Conduct: introductory

The Cambridge University Libraries Code of Conduct further outlines what you can expect from Cambridge University Libraries and what Cambridge University Libraries expect from you in return.

This Code of Conduct applies to everyone accessing Cambridge University Libraries: students, academics, researchers, staff and alumni of the University of Cambridge; students, academics, researchers and staff of other Higher Education Institutions and members of the public whether physically within Cambridge University Libraries or interacting digitally.

Members of the University should read the Code of Conduct in conjunction with the [University's General Disciplinary Regulations](#).

This Code of Conduct should also be read in conjunction with the [Library Rules](#) which apply in the University Library Building on West Road.

This Code of Conduct has been approved by the University Library Syndicate, the University Libraries Leadership Team and the University Libraries Senior Management Group. The Code of Conduct applies across Cambridge University Libraries including in those Faculty and Departmental Libraries which are affiliated members of the network of Cambridge University Libraries.

Those libraries across Collegiate Cambridge which are not affiliated members of the network of Cambridge University Libraries will have their own arrangements.

3. Governance and management of Cambridge University Libraries

The statutory provisions regarding Cambridge University Libraries are set out [University's Statutes and Ordinances](#) and, in particular, in [Chapter 9](#) of the Ordinances. This is the overarching governance framework for Cambridge University Libraries but there are a number of underpinning policies and procedures which support the management and operation of library services. This is one such document.

4. Code of Conduct: what you can expect from Cambridge University Libraries

You can expect Cambridge University Libraries to:

- i. Ensure that staff are helpful, knowledgeable, professional and are trained in providing accurate advice and guidance in using Cambridge University libraries and their resources*

We will treat you with respect, courtesy and fairness at all times, whether in person, on the phone, by email, within social networks or any other method of communication.

Cambridge University Libraries value diversity, inclusion, equality and openness. We are proud of our shared commitment to a strong public mission and to being an exemplar for openness and inclusion in our engagement with staff, students and the wider society. We support a broad range of user needs including providing guidance about accessing information and services both in Cambridge University Libraries and in other libraries, nationally and internationally.

- ii. Provide welcoming, accessible and inclusive learning spaces, both physical and digital, with a variety of environments and resources for differing modes of study and learning needs*
- iii. Work to maintain research and study environments that are safe, comfortable and conducive to learning*

Cambridge University Libraries will provide a range of print, electronic and special collection resources to enable and enhance world-class research. Access to computers, Wi-Fi and printing and copying facilities are available. Some services are only available to current staff and students. Adjustments will be made where possible to support specific learning needs.

We will endeavour to ensure our libraries' physical and digital spaces are maintained to a high standard, and that any issues observed or reported are resolved in a timely manner and that any disruption to service is kept to a minimum.

We will endeavour to support the use of library services on personal devices (tablets and laptops) but will not make changes or undertake any work that might put the device or data on it at risk (e.g. by applying patches). Changes made on the advice of IT staff will be at the device owner's risk.

- iv. Ensure your personal data are held securely*

All personal data will be held in accordance with the Library's [privacy policy](#) and with General Data Protection Regulation (GDPR).

- v. Make available a variety of methods to gather feedback and suggestions from you*

We welcome all feedback and suggestions. All comments will be acted on appropriately. You can speak to anyone at a library enquiry desk, email the library, write to the library or contact the library via social media; please refer to the individual library's website for contact details.

We will regularly review services and ensure our processes for considering complaints are fair and transparent.

5. Code of Conduct – what Cambridge University Libraries expect of you

Cambridge University Libraries expect you to:

- i. Ensure that you are polite, respectful and considerate of library staff and other library users*

We expect the highest standards of behaviours of our staff in their dealings with all library users. We, in return, expect the same of you. Equality, diversity and inclusivity are our guiding principles. It is your responsibility, as much as it is ours, to ensure that staff and other library users operate in an environment which is safe and conducive.

Bullying or harassing behaviour will not be tolerated. This applies to interactions in person, on the phone, by email, within social networks or any other method of communication. This applies to all areas of the Libraries' operations, including public events and exhibitions. We will take disciplinary and, in exceptional circumstances, criminal action against any member of library staff or library user for threatening, bullying or harassing behaviour or assault.

- ii. Respect the library environment*

You are responsible for your own health and safety and for the health and safety of others. Comply with local advice on health and safety, security and evacuation procedures. Report any suspicious behaviour or activity to staff.

Keep your University card, University Library card or other photo ID with you at all times within the library and show it to library staff if requested to do so. If your personal details change, let us know as soon as possible. Your card is for your own access and borrowing only; do not lend your card to anyone else. Notify us if your card is lost or stolen.

Smoking or vaping in a library is a serious offence. You may only smoke within designated external smoking areas, where provided.

Look after your belongings. They may be removed by a member of library staff if left unattended. Cambridge University Libraries are not responsible for missing or stolen items.

We will endeavour to keep our libraries a clean and pleasant environment for everyone and would ask that you support us in this endeavour. Respect any food or drink restrictions. These may vary between libraries and in different parts of an individual library. It is your responsibility to be aware of these restrictions.

We take seriously our environmental responsibilities and would ask that you dispose of litter in accordance with our [recycling guidelines](#).

We have committed to provide a variety of environments and resources for differing modes of study and learning needs. You are asked to make sure that you are in the most appropriate space and that your behaviour is not adversely affecting other users. Respect any restrictions with regard to the use of your mobile phone and other portable devices. These may vary between libraries and in different parts of an individual library. It is your responsibility to be aware of these restrictions.

- iii. *Take care of library materials, including books, journals, computers and all other equipment and follow specific regulations for handling manuscripts, early books, and other rare and fragile library material.*

We take seriously our responsibility to look after the library materials, resources and equipment for which we are responsible and we expect you to do the same.

You may be asked to replace items or be charged for damage caused by misuse. Criminal prosecution will be pursued in the case of wilful damage or theft of library materials.

Leave books, computers, equipment and spaces as you would like to find them and report any damage you discover. Leave books free from pencil, pen and highlighter and don't fold pages over. Some libraries in the Cambridge University Libraries network don't allow the use of sticky notes or post-its in their books; check with staff before using these.

The security of the collections is a priority and we may conduct bag searches at library exits.

- iv. *Be aware of and abide by the University Information Services' Policies and in accordance with copyright legislation*

Use of the PCs and Wi-Fi network in Cambridge University Libraries is governed by the [rules](#) of the University's Information Systems Committee. You are also bound by the [JISC acceptable use policy](#).

You are responsible for complying with copyright law with regard to the use of both physical and electronic library materials. Copyright notices are displayed by printers and copiers and further advice is available [here](#). Staff will be pleased to provide guidance with regard to this complex area of law.

6. What happens if the Code of Conduct is broken?

If we fall short of your expectations, please let us know; we welcome all feedback and suggestions. All comments will be acted on appropriately. You can speak to staff at any of the libraries' enquiry desks, write to a particular library or contact a library via social media; please refer to the individual library's website for the specific contact details. The University Library's email address is library@lib.cam.ac.uk and you are welcome to direct enquiries here.

Breaches to the Code of Conduct or local library rules are taken seriously. Sanctions include, but are not limited to, the following:

- Being asked to show your University Card or University Library card.
- Verbal guidance on use of the Library. This could include, but is not limited to, being asked to move to a more suitable area of the library for your activity, advice on handling Library materials or equipment, direction on behaviour.
- A verbal warning.
- Suspension of Wi-Fi access pending satisfactory resolution of identified issues with a device.
- A written warning.
- Being asked to leave the library immediately.

- Suspension of your Desktop Services account (computer and copying access) and use of the University's Wi-Fi Service.
- Temporary suspension from Cambridge University Libraries.
- Permanent exclusion from Cambridge University Libraries.
- Criminal prosecution if appropriate. This applies equally to mistreatment of staff or other users, damage to or theft of library materials and misuse of digital resources.

In each case, the appropriate member of library staff will explain concerns clearly and transparently. Where sanctions are applied, you will also be advised clearly on the process and means of appeal.

In exceptional circumstances, the disciplinary procedures may be handled by a member of University staff from outside Cambridge University Libraries.