

 BRANDON UNIVERSITY	Library & IT HelpDesk Code of Conduct	First Approved: <i>May 15, 2019</i>
		Updated: <i>June 16, 2022</i>
Library & IT Services Policy	Approved by: <i>President's Administrative Council</i> Administered by: <i>Library & IT Services</i>	Reviewed: <i>June 2025</i>

Brandon University is committed to providing a safe, respectful, healthy, and productive campus environment for students, staff, faculty, and visitors.

Brandon University, the Library, and IT Services will not tolerate disrespectful, disruptive, threatening, intimidating, or violent behaviour.

Scope

The Library and IT HelpDesk Code of Conduct (the Conduct Policy) applies to all visitors to the John E. Robbins Library (the Library) and all users of Brandon University's Library and IT HelpDesk services. This includes all University employees, students, alumni, contractors, suppliers, individuals connected to any University initiatives or events, and members of the public.

Accountability

Library and IT Services is responsible for the communication, administration, and interpretation of this policy. This document is available on the Library web page and printed reference/convenience copies are made available at all service points.

Policy

The Library and IT HelpDesk are dedicated to supporting the research, teaching, and learning activities of its users by providing equitable access to library materials, resources, technologies, and services in an environment that is safe and respectful.

The Library is a shared public space that serves Brandon University students, faculty, staff, and alumni, as well as members of the public and visitors to campus (Users). By entering the Library, or by accessing Library and IT HelpDesk resources and services, Users are agreeing to engage in a social contract founded on mutual respect, collective responsibility, and consideration for others. To maintain a positive and productive workspace, it is necessary for all Users to comply with the requirements listed below, as well as those outlined in all other Brandon University policies and

procedures.

Respect

Users will respect the rights of others to use and enjoy Library and IT HelpDesk services, the Library facilities, Library materials, and Library and IT equipment. Users will refrain from behaving in any way that can be reasonably expected to disturb or disrupt others in the Library space.

Users will behave civilly and show consideration and respect for others, including Library and IT staff. Similarly, Library and IT Staff will make every effort to treat Library/HelpDesk Users with fairness, equity, courtesy, and respect.

The Library respects principles of academic freedom and provides unrestricted access to resources for academic and teaching purposes, including those containing sensitive or obscene content. In the interest of creating a safe work environment, Users cannot openly view obscene content in the Library. For the purposes of this policy, obscene content includes any material that can be reasonably expected to cause offense, distress, or discomfort in others.

Library Facilities and Resources

The Library space is intended primarily for academic work and as such, the use of Library/IT resources, including computer workstations, for academic purposes has priority over personal pursuits.

Users will treat Library materials with care and will not damage, deface, or alter them in any way, including marking, underlining, highlighting, cutting, tearing or removing pages, detaching bindings, and tampering with labels or security devices. Similarly, Users will treat Library facilities, furnishings, and Library/IT equipment with care, and will not damage, deface, or vandalize Library/IT property.

Users will not interfere with equitable access to Library resources by hiding, misshelving, or otherwise misappropriating library materials.

Users will not remove or attempt to remove Library materials, furniture, or Library/IT equipment from the Library building without authorization. Users are expected to return any furniture or equipment that has been moved to its original configuration.

Users are not permitted to obstruct access to study spaces or computer workstations.

Users and their belongings will not obstruct aisles, egresses, and emergency exits.

Personal belongings should not be left unattended in the Library. Library and IT Services are not responsible for lost or stolen items. Personal belongings may be removed by Library/IT staff and relocated to the Library's Lost and Found if space or equipment containing those belongings is left vacant.

Users will not interfere with another User's workstation, study space, or belongings.

Users are responsible for disposing of their own garbage and recyclables and tidying their workstation or study space before leaving.

Children under the age of twelve must always be accompanied by a parent or guardian.

Privacy

Photography, video recording, and/or audio recording in the Library must not be done in a manner that is disruptive, and consent must be provided from individuals being photographed or recorded.

As per the [Student Non-Academic Misconduct Policy](#), photography, phone calls, video calls, video recording, and audio recording are not permitted in the bathroom.

Circulation and Access

Users will abide by the Library's circulation policies and procedures, as outlined in the [Library Information LibGuide](#).

Noise

The Library has designated Quiet Yellow and Collaborative Green work and study zones to accommodate the needs and preferences of all Users regarding noise level. It is the responsibility of Users to be mindful of noise levels and to observe noise restrictions in place throughout the library.

Library and IT Services cannot accommodate the need for complete silence in the Library. It is expected and acceptable for Library/IT Staff to talk to Users or each other for business reasons, and for Users to create some level of noise as they go about their activities (e.g., keyboarding, turning pages, coughing, etc.).

The noise associated with conversation, group work, and instruction is expected and acceptable in the Collaborative Green zone. However, those working in this area should be aware of the noise they are creating and make efforts to minimize disruptions to others.

The Group Study Rooms are not soundproofed, and several are open at the roof. Group Study Room Users must ensure that any noise they create is not audible outside of the room.

Headphones must be used when watching videos or listening to music on personal devices. Volume must be kept at a level that is not audible to others.

Audible notifications on cell phones and other devices should be turned off. Devices must remain on vibrate/silent, and no phone calls are permitted in the Quiet Yellow study zones. Phone calls are permitted in the Collaborative Green zone, but devices must remain on vibrate/silent.

Food and Drink

To avoid damage to the collections and maintain a clean environment, the consumption of food and drinks is not permitted in the stacks, where library materials are stored.

Users must take extra care when consuming food or drinks at computer workstations or near printers, photocopiers, or the microfilm reader.

Users are responsible for disposing of their own food waste and cleaning any spills they make. Cleaning supplies are available from the Circulation Desks in the Main and Music Libraries.

Any spills, food waste, or garbage discovered in the Library should be immediately reported to Library/IT Staff.

Soliciting

Soliciting, surveying, petitioning, and canvassing in the Library is prohibited unless approved by the Office of the Vice-President (Administration and Finance) or organized by an agent of Brandon University, in accordance with Brandon University's [Canvassing and Soliciting Policy](#).

Substance Use

Smoking tobacco and/or cannabis (including e-cigarettes and vaporizers) is prohibited inside the Library and around Library entranceways, in accordance with Brandon University's [Use or Consumption of Tobacco, Cannabis and E-Materials](#) policy. Library Users who wish to smoke must do so in [Designated Smoking Areas](#) on campus.

Consumption of alcohol in the Library is not permitted, apart from fully licensed events authorized by the Library and/or Brandon University Administration, in accordance with Brandon University's [Liquor Policy](#).

Exiting the Library

With exception of emergency situations, Users are expected to pass through the security gates when exiting the Library. Users are expected to allow Library/IT Staff to inspect their personal belongings if the security alarm is activated upon their entry or exit.

Users must leave the Library at closing time, during emergencies or drills, or when asked to do so by Library/IT Staff.

Users will be given a 10-minute warning before the Library Closes each day. During this time, Users are expected to pack up their belongings, tidy their workstations, and finish any printing or photocopying they must do, so they are prepared to leave the Library at closing time.

Emergency exits must be used only during emergencies or drills.

Enforcement

Library and IT Staff are responsible for enforcing the Conduct Policy. Library and IT Staff have the authority to inform and remind Users of the Library Conduct Policy and request compliance with its requirements.

Users are encouraged to report disruptions or violations of the Conduct Policy to Library or IT Staff.

The nature and severity of violations of this policy determines the level of initial response. Repeated violations of this policy following clear communication or warnings adds to severity of the response. Examples of corrective actions and/or remedial actions may include one or more of the following:

- Written warning from the appropriate supervisor/administrator
- Immediate request to leave the Library, pending completion of an investigation
- Loss of privileges
- Formal apology
- Mandated education or training
- Community service
- Restitution/alternative resolution
- Specific for employees: Interim suspension (with/without pay, pending an investigation) or change in work assignment
- Specific for students: Probation
- Termination or expulsion or formal removal from campus

If violation of this policy is concurrent with violation of other University policies, then University Administrators may investigate the violation of all applicable policies and assign corrective action based on combined severity of all applicable policy violations.

If violation of this policy is concurrent with illegal actions, law enforcement will be notified.

Review

Formal review of this policy will be conducted every three (3) years. In the interim, this policy may be revised or rescinded if the Chief Information Office or equivalent deems necessary or if there are changes within legislation that require such.

Previous Policies

None

Related Documents

[Discrimination and Harassment Prevention Policy](#)

[Sexualized Violence Policy](#)

[Student Non-Academic Misconduct Policy](#)
[IT Acceptable Use Policy](#)
[Bobcat Athletics, Student-Athlete Code of Conduct](#)
[Safety and Health Policy](#)
[Liquor Policy](#)
[Use or Consumption of Tobacco, Cannabis and E-Materials](#)
[Designated Smoking Areas](#)
[Responsible Substance Use and Harm Reduction Policy](#)
[Canvassing and Soliciting Policy](#)
[Poster Policy](#)
Library and IT HelpDesk Emergency Procedures Manual

All John E. Robbins Library policies are available in PDF format at <https://libguides.brandonu.ca/policies>.

This document is available in alternative formats from the John E. Robbins Library at library@brandonu.ca or (204) 727-9646.