Library Noise Management Policy

The Library has a new noise management policy

During our 2019 ‘Big Talk to the Library’ campaign we asked students ‘How could your library help you more right now?’
Over 700 students responded.
The top responses were:
more quiet and silent study spaces in our libraries
a quiet/silent floor in The Murray Library
staff to manage talking and noise levels effectively
customers to be more considerate of each other

For that reason, we are piloting a new noise level layout in our Libraries. We have worked with your Students’ Union on this solution and they are supportive of our commitment to respond to feedback and to continue to provide a conducive study environment for all.

How library staff will manage this:
we will continuously monitor noise levels throughout the Library
if anyone is talking in a way that does not support our new policy, we will help them to find an appropriate study space
if inappropriate noise levels continue, we will identify individuals concerned and work with their faculty to resolve any issues

How this will work when Library staff are not here:
for on-site staff assistance, contact the University campus security team (telephone 0191 515 2088) who can come to the Library to help. If you wish to remain anonymous please just let security staff know this
if you would just like to let us know about noise levels that are disturbing you, use LibraryTalk live chat to tell us. We will pick up your comments during staffed hours and take appropriate action

We shape our services around you and are always open to adapt and change them in response to your feedback. Let us know how this new policy is working for you. Use LibraryTalk live chat to share your feedback.

Study space guides are displayed throughout each Library

LibraryTalk live chat at:
library.sunderland.ac.uk

The Library is working hard to continuously develop our study spaces in response to your needs.
We have introduced a number of new seating areas and will continue to explore opportunities for creating engaging silent, quiet and group study spaces.