

NEW FOR 2019/20

THE UNIVERSITY LIBRARY NOISE MANAGEMENT POLICY

Spaces to respect study preferences

THE LIBRARY IS PILOTING A NEW NOISE MANAGEMENT POLICY TO BALANCE THE STUDY PREFERENCES OF OUR STUDENTS.

This pilot policy has been introduced as a result of on-going feedback regarding noise levels in the Library and specific evidence gathered during the 2019 'Big Talk to the Library' Campaign in which over 700 students gave their feedback.

In response to the question 'How could the Library help with your studies at the moment?', 138 students highlighted managing noise and behaviour as the key area where we could help them more.

The top themes were:

- more quiet and silent spaces in our libraries
- a quiet / silent floor in The Murray Library
- staff to manage talking and noise levels effectively
- customers to be more respectful of each other

In response to this feedback we are piloting this new approach:

THE MURRAY LIBRARY

Upper Level Hushed study

Ground Level Group study & space for a break

Lower Level Silent, individual study

ST. PETER'S LIBRARY

Catherine Cookson Room Silent, individual study

Levels Zero & One Hushed study

Computer Suite One & Level Zero area directly below

Group study at a reasonable noise level

Prospect Social Area

Group study and space to take a break

A range of study rooms are also available to suit differing study preferences.

HOW THIS WILL WORK FOR YOU

- expect to move around the library throughout your visit; choosing spaces that suit the way you plan to study, talk and take breaks

- be prepared to study on a library level that is different to the location of your books
- let us know if others are disturbing you. If you use LibraryTalk live chat, we can intervene discreetly
- respect each other and our staff who are working to maintain a conducive study environment for all

HOW LIBRARY STAFF WILL MANAGE THIS

- we will monitor noise levels throughout the Library
- if anyone is behaving in a way that does not support the Noise Management Policy, we will remind them of the reasoning behind the Policy and help them identify an appropriate study space
- if behaviour that does not support the Noise Management Policy is serious or persistent, we will work within the guidelines of the University Student Conduct Policy to resolve any disciplinary 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 2028) who can come to the Library to help maintain the Policy. 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. We will also review the success of the pilot Policy as part of our 2020 'Big Talk to the Library Campaign.'

Library Noise Management Policy guides are displayed throughout each Library.

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