

## PL-LIBRARY-01: General Policy

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### Who Should Know This Policy

- Qatar University Administration
- QU's Academic and Administrative Units
- Director of Library
- Head of Public Services
- Head of Reference and Instructional Services
- Reference Librarians
- Circulation Librarians
- Library Patrons

## **Ownership**

The Head of Public Services and Head of Reference & Instructional Services are jointly responsible for ensuring that this document is necessary and that it reflects actual practice.

## **Purpose**

The purpose of this policy is to maintain a pleasant library environment conducive to study and research, protect the health and safety of patrons, and preserve materials, equipment, and facilities. Policies for appropriate library conduct aim to safeguard the sanctity of the Library environment by encouraging mutual respect for the right of other users and library staff. The Librarian in charge of the department, where any violation occurs has the prerogative to stop or report violator(s) of the rules listed below under "Action and Reporting".

### **1. Opening Hours**

During the semester, the library is open from 7:30 am to 10:00 pm Sundays through Thursdays, 8:00 am – to 3:00 pm Saturdays and is closed on Fridays. Library hours will change for semester breaks, holidays, and the holy month of Ramadan.

## ***Property Abuse***

Property abuse includes, but is not limited to, the following:

### **2. Damage**

Damaging Library books and journals, by removing pages or portions of pages, marking, highlighting, or underlining text, folding pages or bindings, or removing electronic inserts.

Rendering unusable by any deliberate action audio-visual, magnetic, optical or other information storage media.

Vandalizing, defacing, or writing on library walls, furniture and equipment.

All the above should be reported to the Circulation staff immediately when it is noticed. Users are responsible for loss or damage to any library item while in their possession, and will be required to pay the full value of replacement, or face further disciplinary actions.

### **3. Theft and mutilation**

Library materials may not be removed from the library unless they have been properly checked out. Mutilation and theft of library materials are offences and QU students and staff will be referred to HR and student disciplinary actions. Offenders will be penalized by suspending their library privileges.

### ***Disruptive Behavior***

Disruptive behavior includes, but is not limited to, the following:

### **4. Cell Phone**

Cell phones should be kept on vibrate or silent mode in all library areas. Phone calls should be made outside the library buildings.

### **5. Smoking**

Smoking is prohibited in all library areas.

### **6. Food and Drink**

Food is not allowed in the library buildings. Drinks are allowed in most areas of library when in a container with a securely fastened lid. The following drink containers are preferable:

- Travel mugs with lid attached
- Plastic bottles with lids.

No open drink containers will be allowed in the building, and non-acceptable drink containers include, but are not limited to, the following:

- All containers without a lid
- Glass bottles
- Canned drinks

Users are liable for any damage to library property and equipment caused by food or drink.

### **7. Noise**

- Disturbing behavior which interferes with the normal use of the library by others is not acceptable.
- Examples of inappropriate behavior include rowdiness, prolonged and/or loud conversations, intrusive/loud laughter, use of radios, CD and other audio players with a volume loud enough to be heard by others, and noisy group study in an open area.

- Talking in low tones is allowed.

## **8. Computer Usage**

- Students, staff and faculty should log-in using their campus network ID and password.
- The library will not take reservations for individual computer use.
- Food and drink are not permitted next to workstation.
- Printing is allowed in the workstation connected printer or a network printer.
- Downloading files to USB flash drives, zip is permitted. Users must supply disks or external memory devices.
- Users may not download files to the hard drive.
- Personal communication (e-mail and chat rooms) is permitted without voice communication
- Priority access is given to QU students, faculty, and staff
- The library reserves the right to reclaim workstations as necessary.
- The library reserves the right to schedule specific workstations for instructional use, or for electronic resources access.
- Virus protection software is installed on every library computer.
- Library staff is available at public service desks to provide assistance in the use of library computers.
- Library users requiring additional/further training are encouraged to schedule a session with a librarian during the semester. The type of assistance provided by a librarian may vary depending on the needs of the user.
- Attempts to damage or alter library equipment or software are a violation of Library policy and will result in the loss of library privileges.

## ***Action and Reporting***

The Librarian or staff in charge of the department, section or room where any violation occur within a library such as smoking, harassment, lewd behavior or littering, as follows:

## 9. Policy Enforcement

- Anyone who refuses to comply with this policy will be asked by library staff to leave the building for the day.
- Refusal to comply with the request of leaving the library will result in a call to campus security, who will escort them from the building and suspension of their library privileges will follow.
  - In case of non-response to a request to cease or leave, or in case of a violation with long-term effects, the Librarian in charge must document the name of the violator in a log book listing the date, location and nature of violation.
  - For severe infractions, the documentation is referred to the Dean of Student Affairs, via the University Librarian for disciplinary action.
  - In cases requiring immediate response beyond the abilities of the librarian in charge, the Security is asked to escort defiant violators out of the Library and to follow Security office procedures to note names and ID numbers for reporting to the Dean of Student Affairs for disciplinary action.
  - In the case of abuses discovered after the fact, such as book damage, and depending on the severity of the infraction, the Librarian may apply internal sanctions such as fines or borrowing restrictions.