

 <b>DALHOUSIE UNIVERSITY</b> Dalhousie Libraries	<b>Dalhousie Libraries</b>	
	<b>Title:</b> Code of Conduct	<b>Issued:</b> 2013-02-18
	<b>Approved by:</b> University Librarian	<b>Revised:</b> 2018-02-15

Dalhousie Libraries support and advance learning and research endeavours by providing collections, facilities and services that enable expedient access to the world's information and knowledge.

The Dalhousie Libraries aim to provide environments that promote learning and preserve its collections for the use of the university community and the public. This code of conduct highlights the types of actions that promote the harmonious use and preservation of library collections and facilities. While this code of conduct supplements Dalhousie University's Student Code of Conduct, it also applies to all users of the libraries.

All users are entitled to:

- Be treated with courtesy and respect
- Have equitable access to materials while respecting the various licensing agreements and intellectual property regulations the Libraries must follow
- Timely and accurate instruction, answers, or referrals in response to their information needs
- Have personal or confidential information handled with discretion
- Receive accurate and full information about library policies, regulations, and appeal procedures
- Suggest policy changes, to comment on policies that affect them, and to have their requests for policy exceptions given a fair hearing
- Have their suggestions responded to in a timely manner
- Participate in developing the collections by suggesting titles for purchase
- Efficient and effective administrative practices that ensure an equitable and reasonable provision of resources and services
- Clean, safe, and appropriately quiet surroundings

All users are expected to:

- Treat other users and staff members with courtesy and respect
- Help create a clean, safe, and appropriately quiet surroundings
- Respect the Libraries' and University's policies
- Ensure that libraries collections, materials, and facilities remain usable and available to others
- Refrain from damaging or tampering with libraries collections or materials whether physical or digital
- Abide by the University's Code of Conduct and all associated policies