

Library Code of Practice

The Library aims to support the University's teaching and research needs and its staff are committed to providing a prompt and efficient service in a courteous and friendly manner. Users can help us to maintain standards by observing some simple guidelines.

Our commitment to you:

- to aim to provide sufficient relevant resources for all users, especially reading list materials
- to provide quiet study areas
- to provide a clean, tidy and safe environment for you to work in
- to try to minimise queuing times

How you can help:

- return or renew your books on time
- take care of library books and materials
- Only use your mobile phone in designated areas
- don't talk in Silence Zones
- respect the rule that food and drink must not be brought into the Library
- have your books and University or Library card ready at the loans desk

We welcome your feedback

If you would like to make a comment or suggestion, or if you believe that our service has failed to meet our commitment to you, please:

- talk to a member of staff
or
- complete a suggestion form (these are available throughout the Library and can be deposited in the Suggestions Box by the exit)
or
- use the online suggestions book, via the Library webpage
www.sussex.ac.uk/library/helpfeedback/suggestions.shtml

The Code of Practice reflects the spirit of the Library Regulations which can be viewed by visiting
www.sussex.ac.uk/library/gen_info/regulns.pdf

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