



## User Code of Conduct

New or Revised: Revised
Last Review Date: 10/22/2024 Approval Date: 11/26/2024

### Purpose

The User Code of Conduct works to ensure that all visitors and users of the Courtright Memorial Library have a safe and educational experience.

In accordance with Otterbein policy, visitors and users of the Courtright Memorial Library are also expected to abide by all University policies, including but not limited to the following:

**IT:** [Responsible Use Policy](#)

**Otterbein:** [Campus Life Handbook](#)

### Courtright Memorial Library Privacy Statement

Any queries regarding student services or accounts are administered per [Family Educational Rights and Privacy Act \(FERPA\)](#) regulations. As applicable, we defer to FERPA standards as a baseline for determining responses to any other requests for patron-affiliated information or library records. Any information provided by users in the process of interacting with our resources and services will be kept confidential and only used to provide or improve library services, or in support of official institutional queries. This confidentiality extends to information sought or received, materials consulted, borrowed, and acquired, includes records of database searches, circulation and interlibrary loan transactions, and other personally-identifiable uses of library materials, facilities or services.

### Unattended Items

- The Library is not liable for lost, missing, or stolen items. Please keep your belongings with you at all times.
- Report any missing or stolen items to the Otterbein Police Department (OPD) (614-823-1222).

### Attire

- All federal, state, and/or university health and safety guidelines must be followed.
- Shirt and shoes are required to be worn while in the library.

- Requests for accommodations related to university approved events will be reviewed on a case by case basis.

#### Use of Prohibited Substances

- The use of all tobacco products, including vape pens and e-cigarettes, inside the building and in exterior posted areas, is prohibited.
- Possession and/or consumption of alcohol on Library grounds is prohibited except in association with planned and approved University events.
- The possession, use, or possession for sale of illegal drugs and the misuse and/or distribution of prescription drugs on library grounds is prohibited.

#### Eating in the Library

- Beverages allowed in closed containers.
- The library encourages those who eat and drink to do so away from computer stations. Please report spills immediately.
- No food or drink is permitted in the University Archives.
- Please clean up after yourselves and dispose of any and all waste in the appropriate receptacles – paper towels are available at the Customer Service Desk.

#### Cell Phone Usage & Noise in Public Areas

- All library staff and users should respect their fellow user's right to study and use our services in peace. People speaking loudly, in person or on the phone, may be asked to lower their voices, and if they resist, may be asked to leave the Library.
- If you feel your conversation may be lengthy, please remove yourself to the Otterbean Café area.
- There is absolutely no talking on the 3<sup>rd</sup> (Silent Study) Floor – users violating this rule may be asked to leave the floor.
- Please wear headphones when listening to personal audio devices or when viewing/listening to media. If you do not have headphones, you may borrow them at the Customer Service Desk.
- Staff working in public areas or whose offices are near public areas should endeavor to maintain appropriate noise levels.
- To find a space in the library with the right noise level for your needs please reference the [Noise Level chart](#) that can be found on each floor of the library.

#### Guests Under the Age of 18

- Parents or adult caregivers must monitor all behavior and activities of their child(ren), and the parents or adult caregiver are responsible for any damage to property or materials done by the child(ren). Parents and child(ren) may be asked to leave the building if the child(ren)'s behavior becomes disruptive to others.
- The supervision, safety, and security of children are the responsibility of their parent or adult caregiver and the university/library assumes no responsibility for the safety or supervision of children left unattended. OPD may be called if children are left in the Library unattended.

## Animals

- Animals, except for service animals and those associated with planned and approved University events, are not permitted in the Library. Disruptive animals may be asked to leave the building.

## Disruptive/Suspicious Behavior

- Any conduct that hinders the use of Library materials or services, that disturbs the use of the Library by other users or Library staff, or endangers the safety of the user in question, another user, or Library staff, is prohibited. Prohibited conduct might include but is not limited to:
  - Profanity, abusive, or other harassing language or conversation toward other users or staff
  - Damaging library furniture, equipment, or materials
  - Using any personal listening device at a level that can be heard by others
  - Viewing, distribution, or downloading of pornographic materials
  - Solicitation
- Please be considerate of those around you. Report any instances of disruptive or suspicious behavior to Library staff. You may be asked to stay in the Library to make a report to OPD, if necessary, or to provide contact information as the situation demands.
- Please call 911 immediately if you feel you are in serious and immediate danger of harm.

## Access to Government Depository Materials

- Federal depository resources are available and usable for all library users regardless of library affiliation, disability, age, residency, or other status.
- Library users needing government information or government publication assistance in print or online, please ask for assistance at the Research Help Desk. A library staff member will assist you in gaining access to online and print government publication sources.
- Library computers are intended for research. Otterbein faculty, staff and students will be given priority usage for any University computer, and any guests using our technology may be asked to log off in favor of a priority user. However, as a depository of government publications, Library staff will make accommodation for users needing access to online US government publications.

To be revised by Public Services staff in coordination with the Building Safety Captain every year or as needed.
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Previous Revisions (All known will be listed): November 2023, November 2022, December 2021, November 2019, December 2017, March 2016, December 2015
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