

 HEALTH SCIENCES LIBRARY & INFORMATICS CENTER	Policy: Noise, Cell Phone and Disruptive Behavior Policy External <input checked="" type="checkbox"/> Internal <input type="checkbox"/>	Policy # Date Approved: 08/24/2009
	Submitted by: Dick Carr Approved by: OMT	Date Reviewed: 04/15/2014, 10/24/2016, 03/27/2018
		Date Revised: 04/15/2014, 10/24/2016, 03/27/2018

Purpose/Objectives:

The Health Sciences Library and Informatics Center (HSLIC) seeks to create an orderly and quiet atmosphere conducive to learning, and research. Maintaining this atmosphere is consistent with the academic, clinical, and research mission of the Health Sciences Center.

HSLIC shall ban patrons from the library premises on a temporary or permanent basis if they engage in disruptive behavior resulting in campus police being called, or if they repetitively engage in misconduct of any type that hinders the mission of the library.

Policy/Procedure:

1. The 3rd and 4th floors of the HSLIC building are designated as study areas where noise must be kept to a minimum. Library users and HSLIC personnel on these floors and in the stairwells must refrain from making any noise disturbing to others. Such noise includes, but is not limited to, holding conversations and using electronic communication devices such as cellular phones and pagers. Any form of noise that interferes with the ability of users to use library resources for purposes of study or research is unacceptable.

Certain circumstances that do generate noise or disruption are noted: these exceptions include necessary facility repairs or remodeling; tours of the building; and receptions or exhibits hosted by HSLIC.

2. HSLIC posts signs throughout the 3rd and 4th floors in order to aid the enforcement of this policy.
3. Electronic communications devices such as cellular phones and pagers are permitted in the library; however, they must not disturb other library users.
Electronic devices must be turned to silent or vibrate mode. Any conversation on a cell phone should be held in an area other than the study areas on the 3rd and 4th floors, and preferably, outside of the library or in the enclosed phone booths on 3rd and 4th floors.
4. Patrons should report instances of excessive noise to the Service Point. Any patron or library personnel deemed by library staff to be making excessive noise will be asked by staff to keep their noise level within reasonable limits so as to avoid disturbing other library users. In accordance with the UNM Student and Visitor Codes of Conduct, patrons who fail to comply with staff requests may be asked to leave the library.
5. Noise within reasonable bounds such as quiet conversation that cannot be heard more than five feet away is permitted on the 2nd floor of the library, provided that it does not create a disturbance for other users.
6. Disruptive behavior on the part of library users includes disturbances beyond just being noisy. Disruptive behavior may include – but is not limited to: Verbal, written, physical,

electronic, or non-verbal threats or other behavior that would constitute a threat of violence or cause a reasonable person to be fearful.

- Physical acts against persons, university property, or property belonging to others that would create a threat of violence or cause a reasonable person to be fearful
- Possession or use of firearms, ammunition, or weapons
- Use or possession of dangerous substances or materials, explosives, or incendiary devices
- Engaging in inappropriate behavior that creates an intimidating, hostile, or offensive work or academic environment.
- Use of radios, tapes, or other devices that can be heard more than two feet away.

Library users should report disruptive behavior to library staff.

7. Service Point staff and /or the individuals listed in (8) below will assess situations involving disruptive behavior and, if prudent, attempt to defuse the situation by discussion.

If the situation is deemed dangerous, or if the situation cannot be defused by discussion, HSLIC staff will contact campus police or other authorities as appropriate.

8. HSLIC staff will report incidents of disruptive behavior to specified personnel (listed below) to help with any possible follow-up required and to assist in preventing future such incidents.

When such incidents occur, the staff member involved in the situation will e-mail all of the following:

- Unit Administrator
- Facilities Services Manager
- Deputy Director of Operations
- Evening or Day Service Point Manager
- Director(s)

Messages will include:

- As much information as can be recalled regarding the incident.
- Date
- Time
- Location
- Names and/or descriptions of those involved. If Security (campus or city) is involved, record the names of the officers present.

References:

Internal Reference(s):

- UNM Business Policy 3780: Sexual Harassment Policy
(This policy has been re-numbered to UAP 2730 Sexual Harassment)
- UNM Business Policy 2730: Sexual Harassment
<http://policy.unm.edu/university-policies/2000/2730.html>
- UNM Business Policy 2210: Campus Violence
- <http://policy.unm.edu/university-policies/2000/2210.html>

- HSLIC Policy: Public Workstation Use