



UC Circheads 2009

Building Use Policies Presentation

Presenters: Brent Patrick (UCM), Jason Schulz (UCSD) & Sahra Missaghieh Klawitter (UCR)

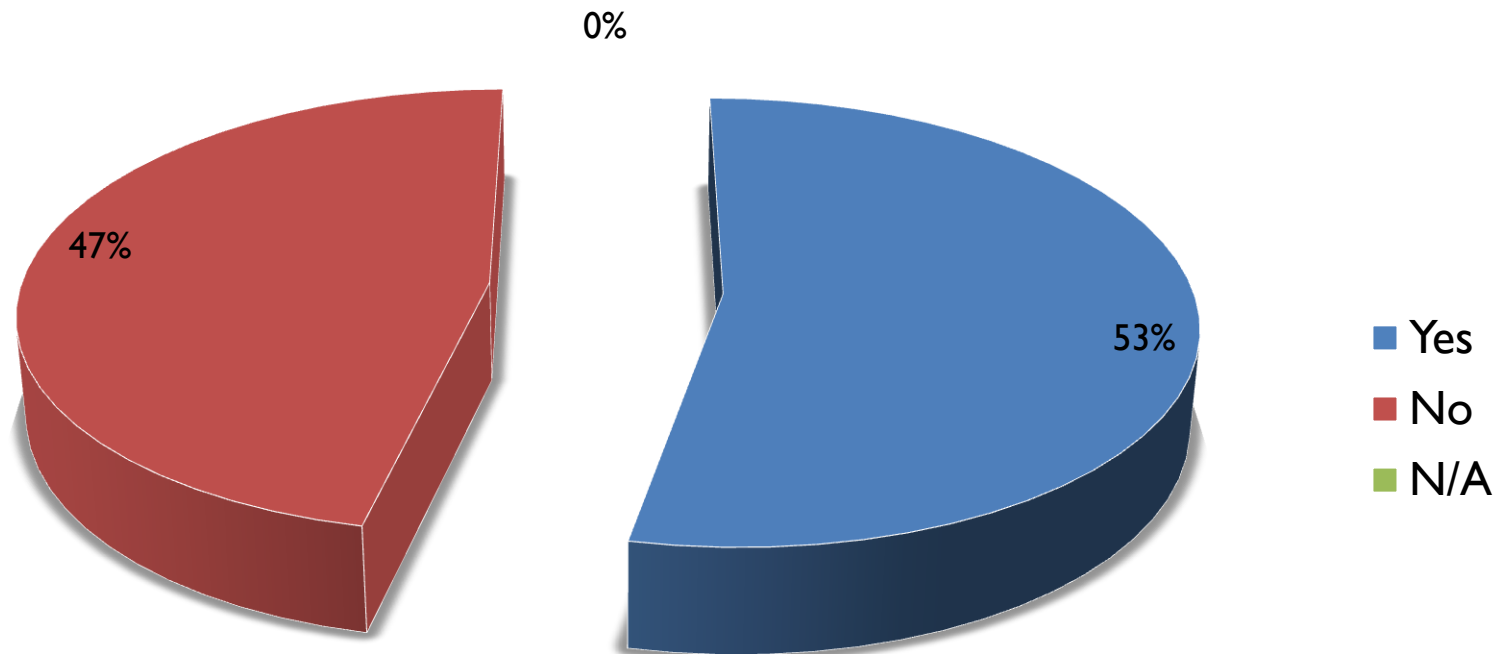
March 26, 2009

Is cell phone use prohibited in any areas of the Library?

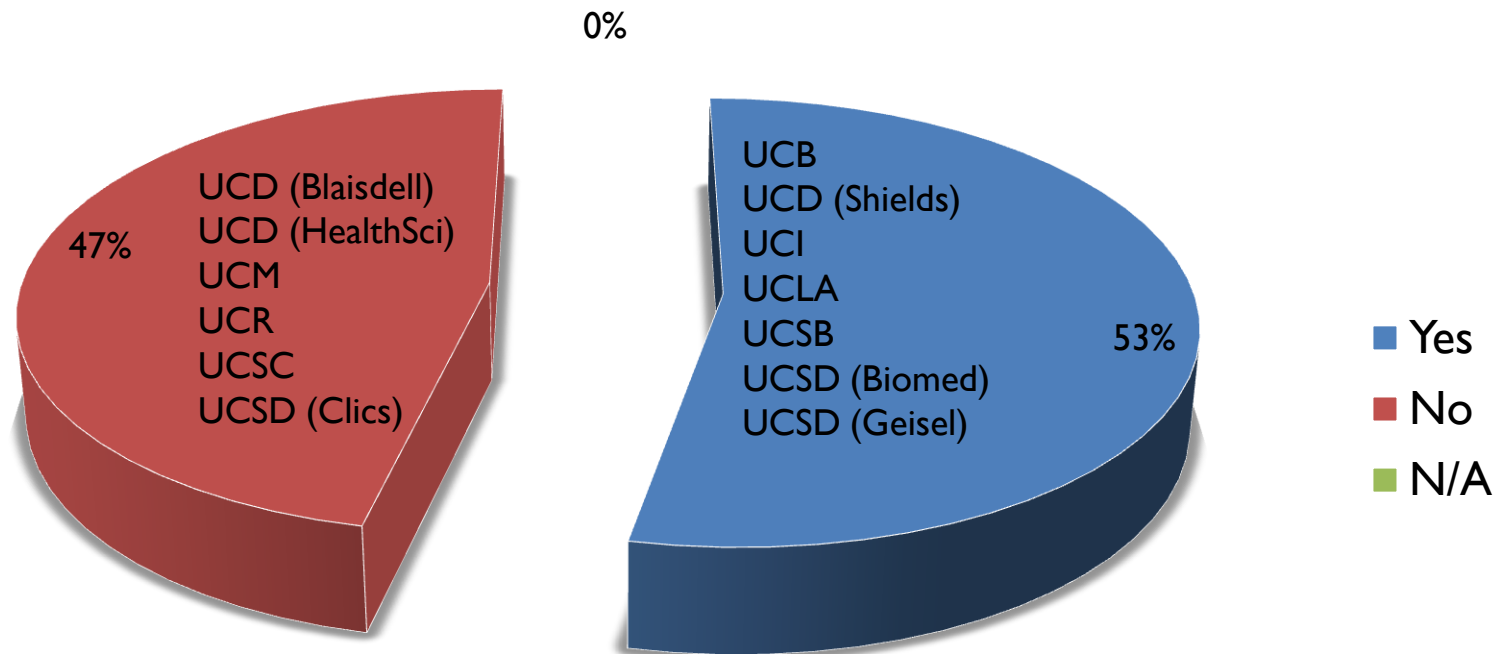


“Ooh, I’m getting a text.”

Is cell phone use prohibited in any areas of the Library?

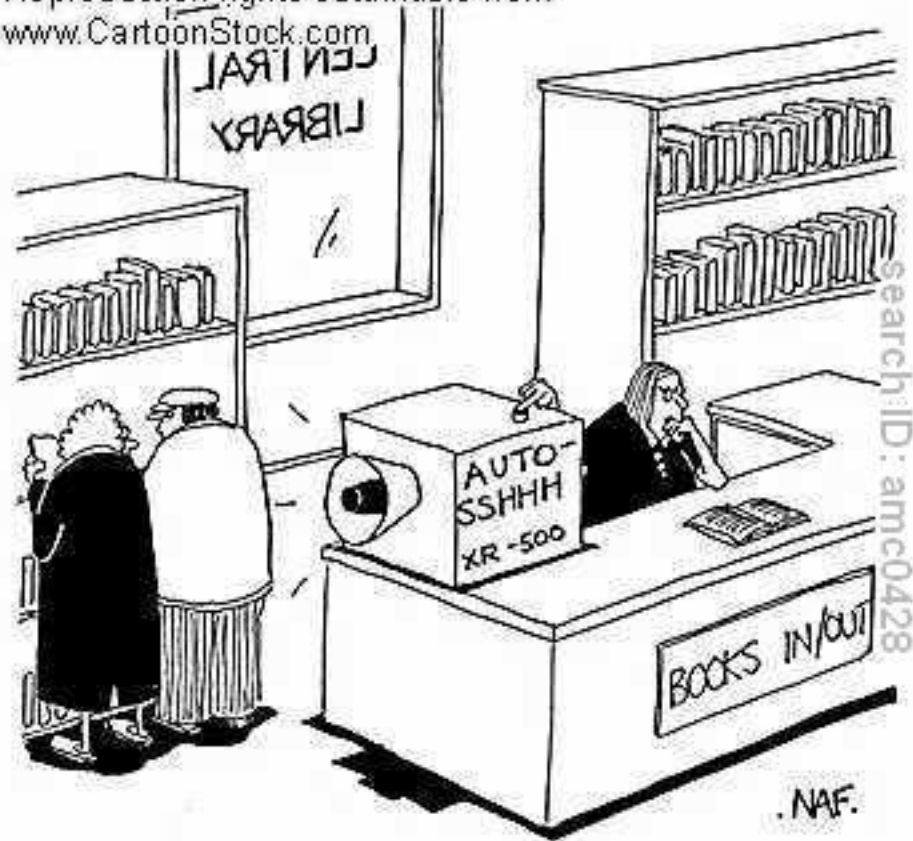


Is cell phone use prohibited in any areas of the Library?



In what areas is cell phone use prohibited?

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*SSHHH!

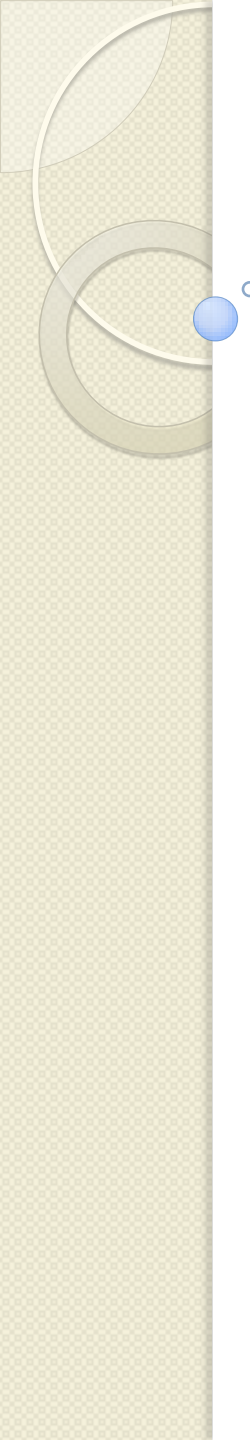
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In what areas is cell phone use prohibited?

- **All library space**
- **Designated quiet study areas and/or quiet floors**
- **Near public and campus phones only**
- **Allowed only in foyer, courtyard or outside of building**

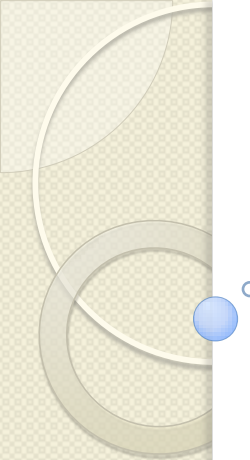


**How many UC's have experienced
“Noise Complaints” related to Cell
Phone Use?**



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Thirteen (13)



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Thirteen (13)

**How many UC's enforce a Cell
Phone Policy?**



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"Noise Complaints" related to Cell
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Thirteen (13)

**How many UC's enforce a Cell
Phone Policy?**

Seven (7)

Questions / Discussion

- **For those of you with cell phone policies, what complaints are you receiving?**
 - ❖ **Inadequate signage?**
 - ❖ **Patrons ignore policy?**
- **Are complaints increasing or decreasing?**
- **Is the trend to have certain areas where cell phone use is prohibited?**
- **For those of you without a cell phone policy, why this choice?**
 - ❖ **Cell phones not a problem or not enough of a problem for a policy?**
 - ❖ **Admin. opposed to it?**
 - ❖ **Not enough staff to enforce it?**

Are there any areas where Food / Drink is prohibited?

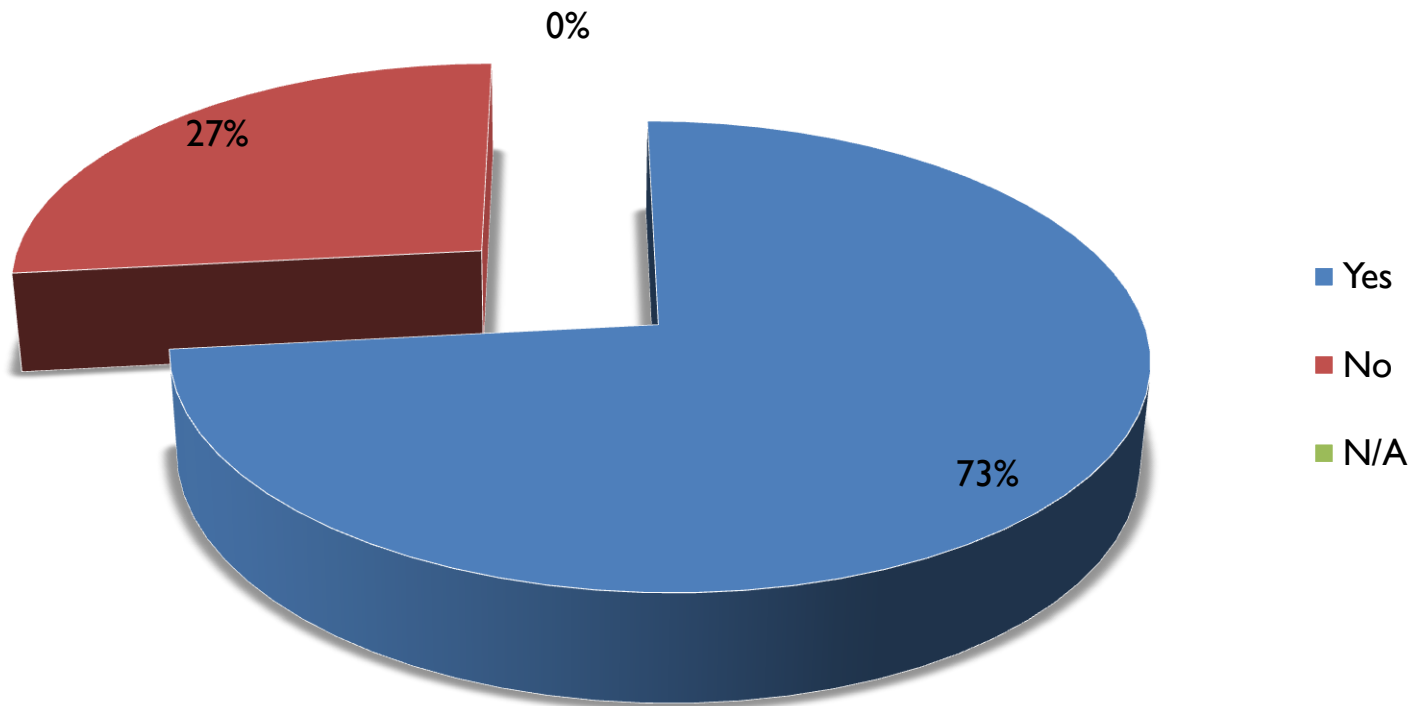
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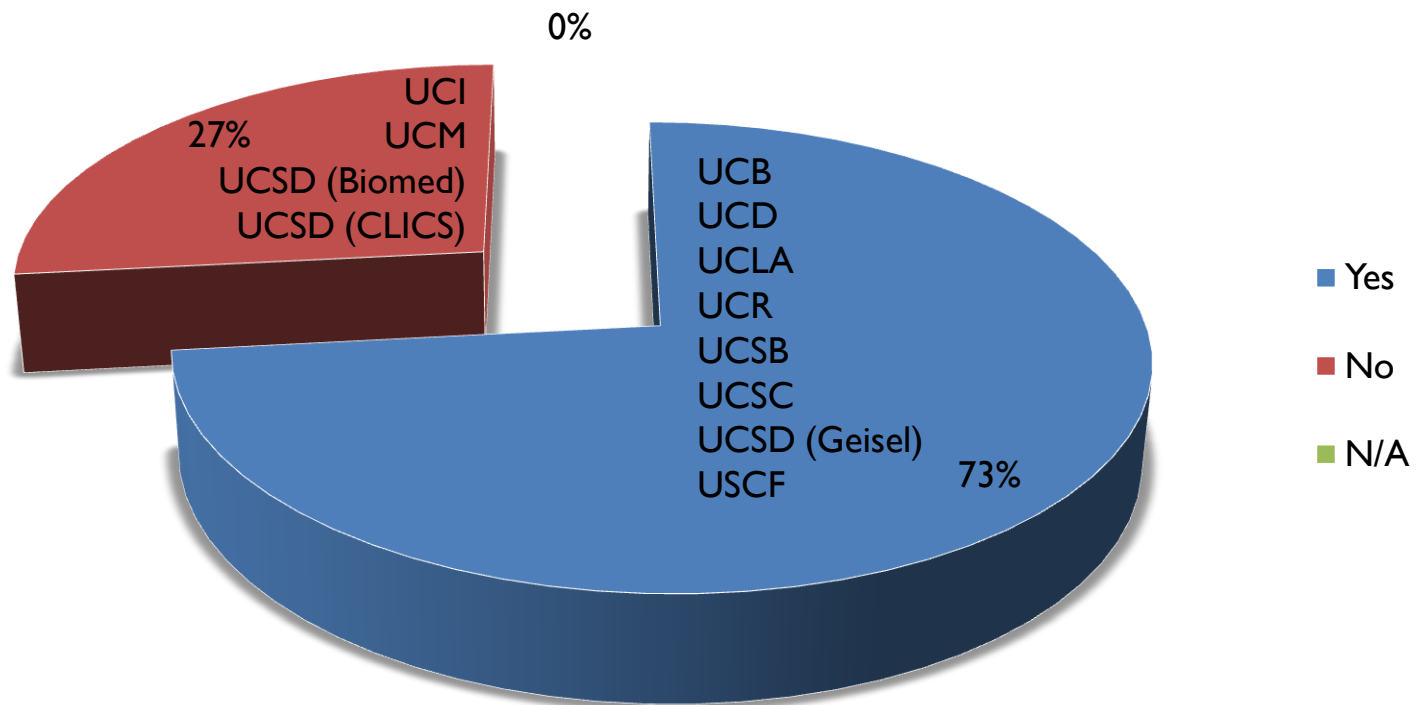
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I'M GOING TO THE LIBRARY TO STUDY,
SO DON'T WAIT UP.

Are there any areas where Food / Drink is prohibited?

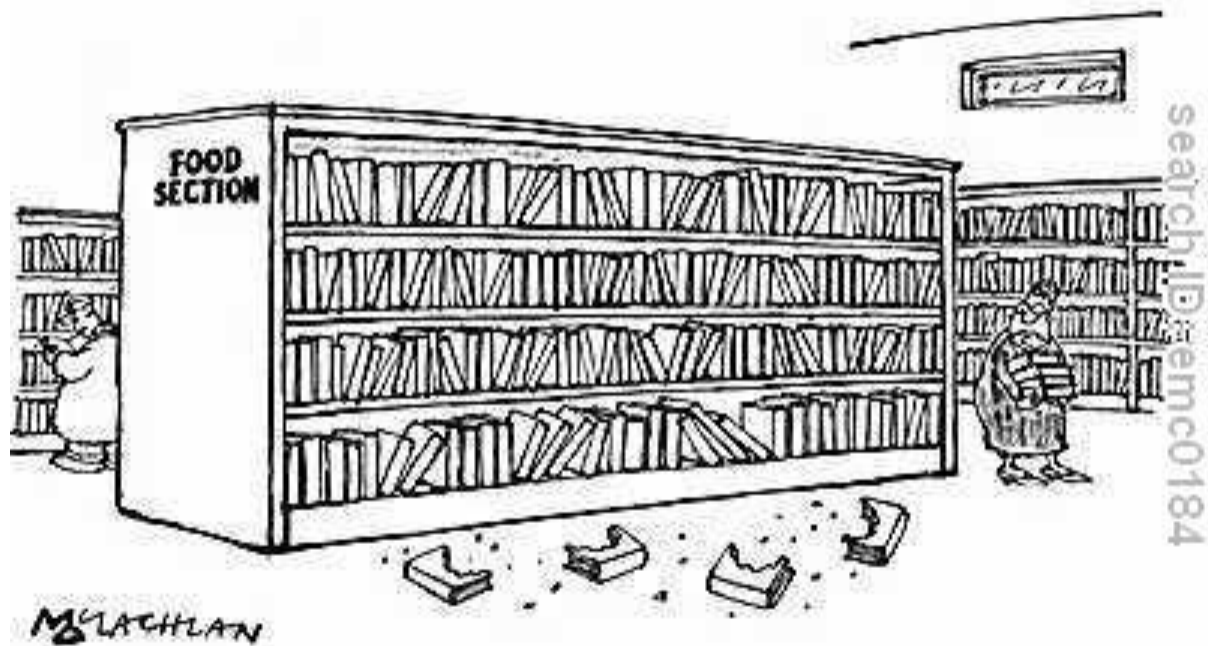


Are there any areas where Food / Drink is prohibited?



In what areas are Food and Drink prohibited?

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In what areas are Food and Drink prohibited?

- **Special Collections**



In what areas are Food and Drink prohibited?

- **Special Collections**
- **Group Study Rooms**



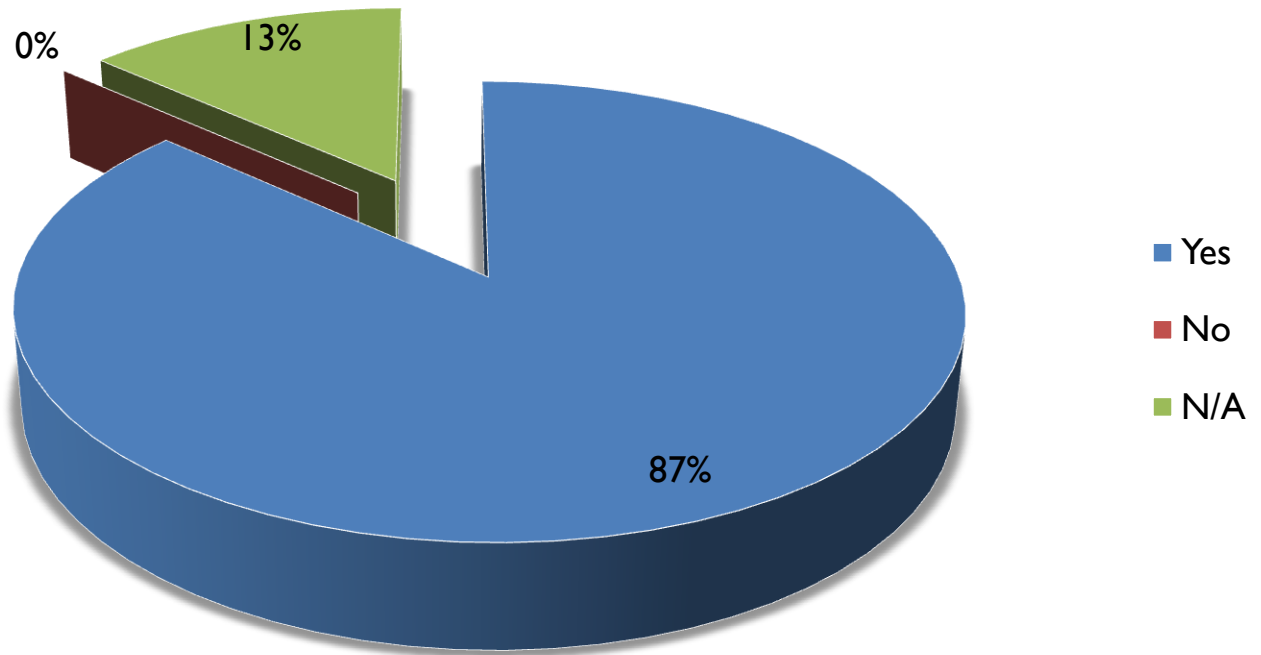
In what areas are Food and Drink prohibited?

- **Special Collections**
- **Group Study Rooms**
- **Food prohibited in all areas of the library, but drinks with lids acceptable.**



How many UC's enforce a Food/Drink Policy?

How many UC's enforce a Food/Drink Policy?





Thus:

**73% of UC's have areas where
Food / Drink is not allowed.**

and



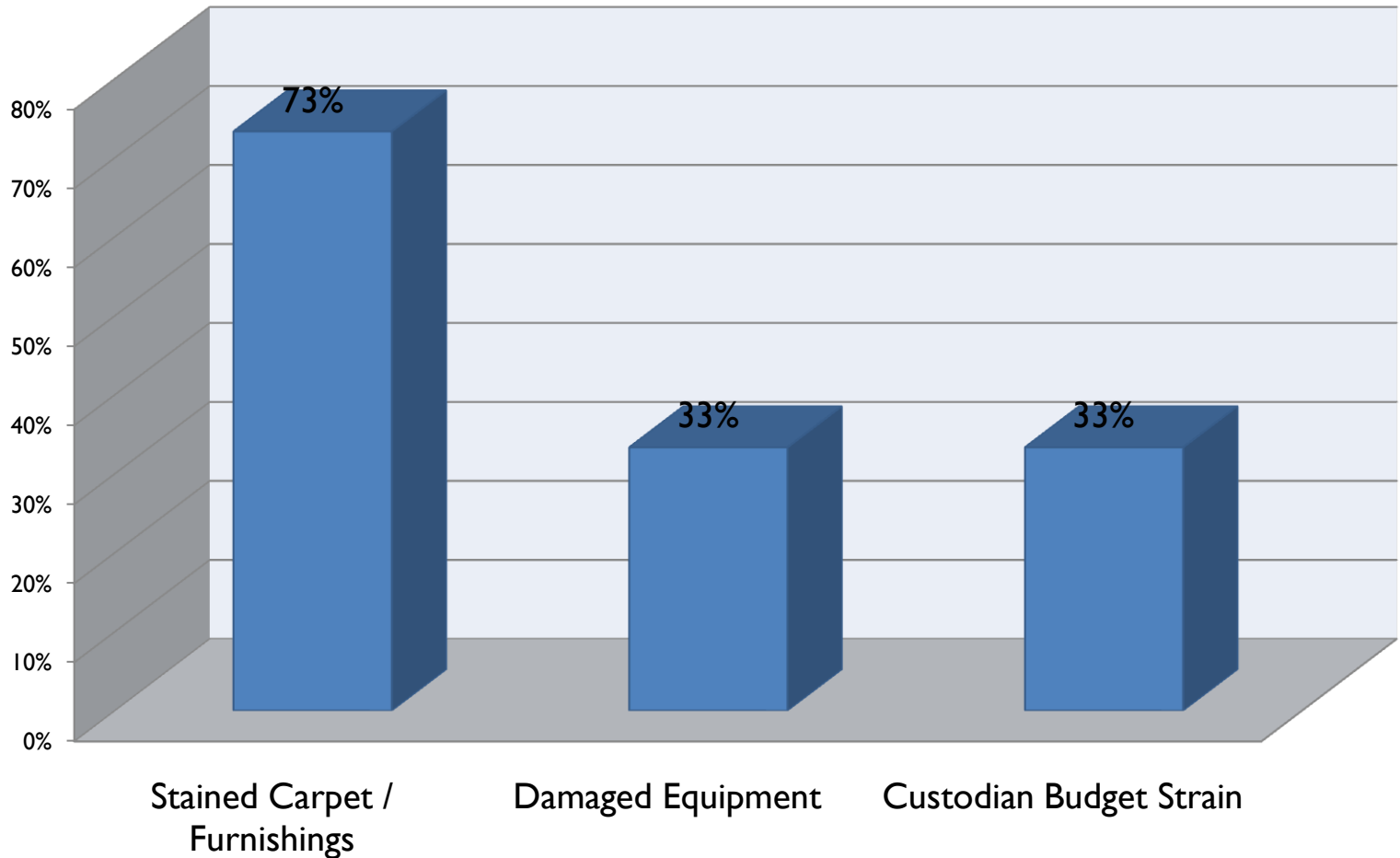
Thus:

**73% of UC's have areas where
Food/Drink is not allowed.**

and

**87% of UC's enforce some form
of a Food/Drink Policy.**

The following experiences were reported



Comments from Survey:

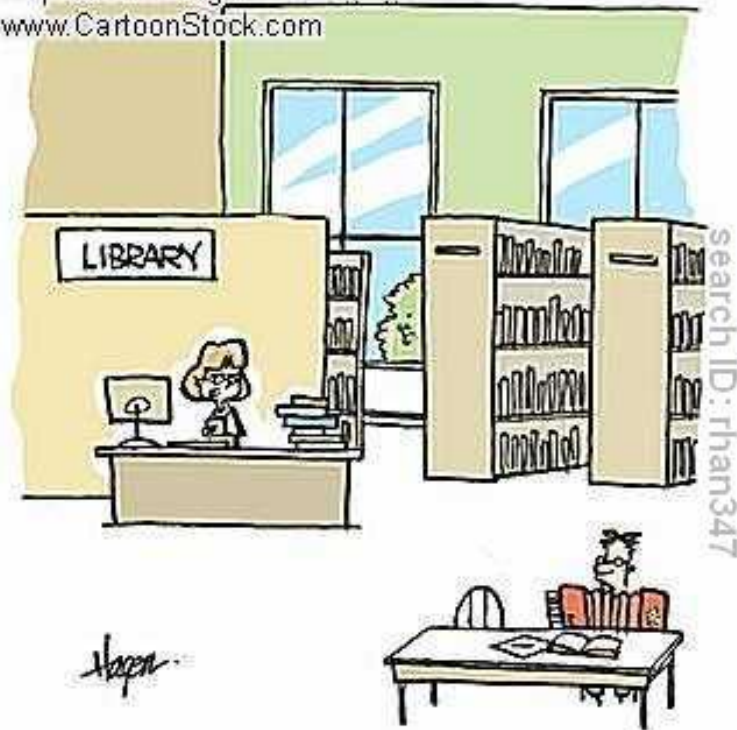
- **Damage to library, regardless of policy – patrons sneak in food/drink**
- **Complaints from other patrons about food smells**
- **Enforced by staff and/or security**
- **Enforced by few, casually by others**
- **Additional custodial services required during finals week**
- **Inadequate recycle bins – plastic containers tossed into trash**

Questions / Discussion

- **How many of you allow food and drink in your general collection and study rooms?**
 - ❖ **How has this impacted your library? (i.e. are patrons more respectful?)**
- **For those of you with food and drink policies that are permissive, how many have cafes or vending machines?**
- **For those of you that do not allow food and drink, why have you chosen this?**

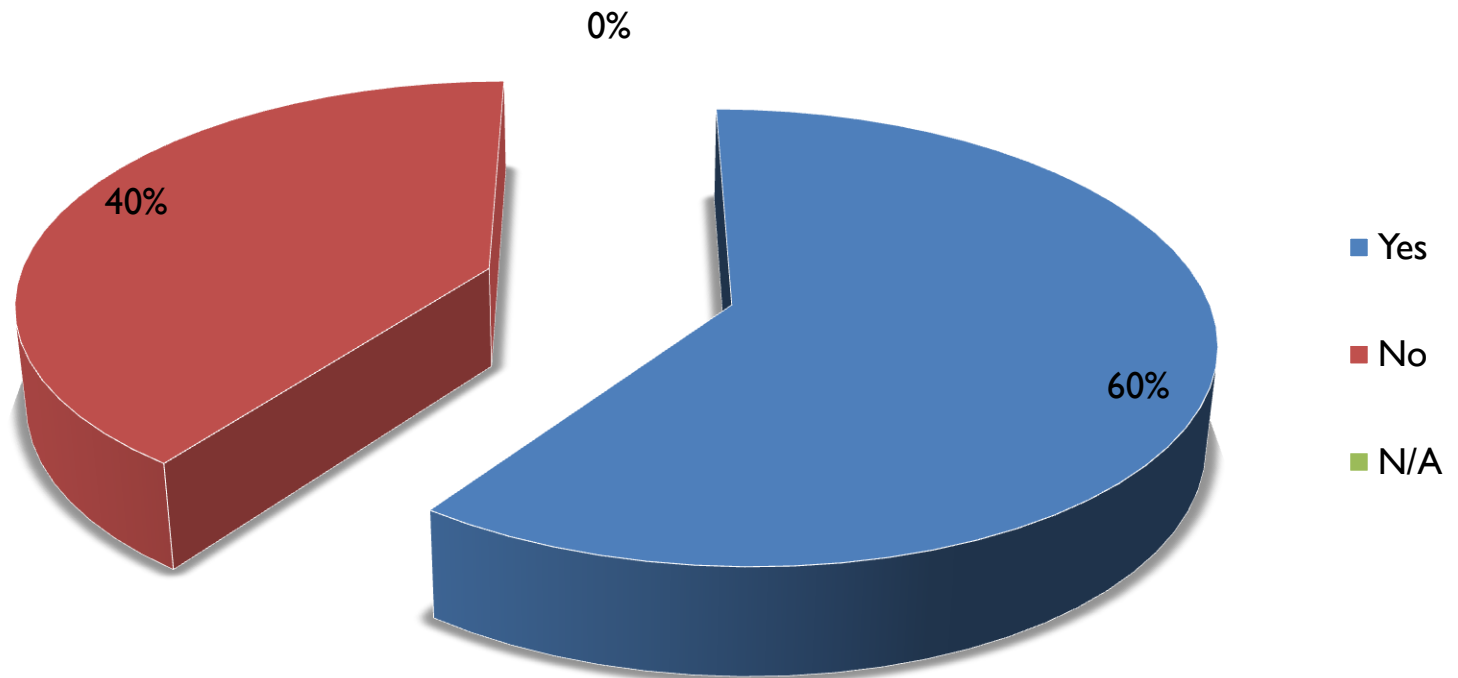
Is Video/Music with Sound or Instrument Use Prohibited in Certain Areas?

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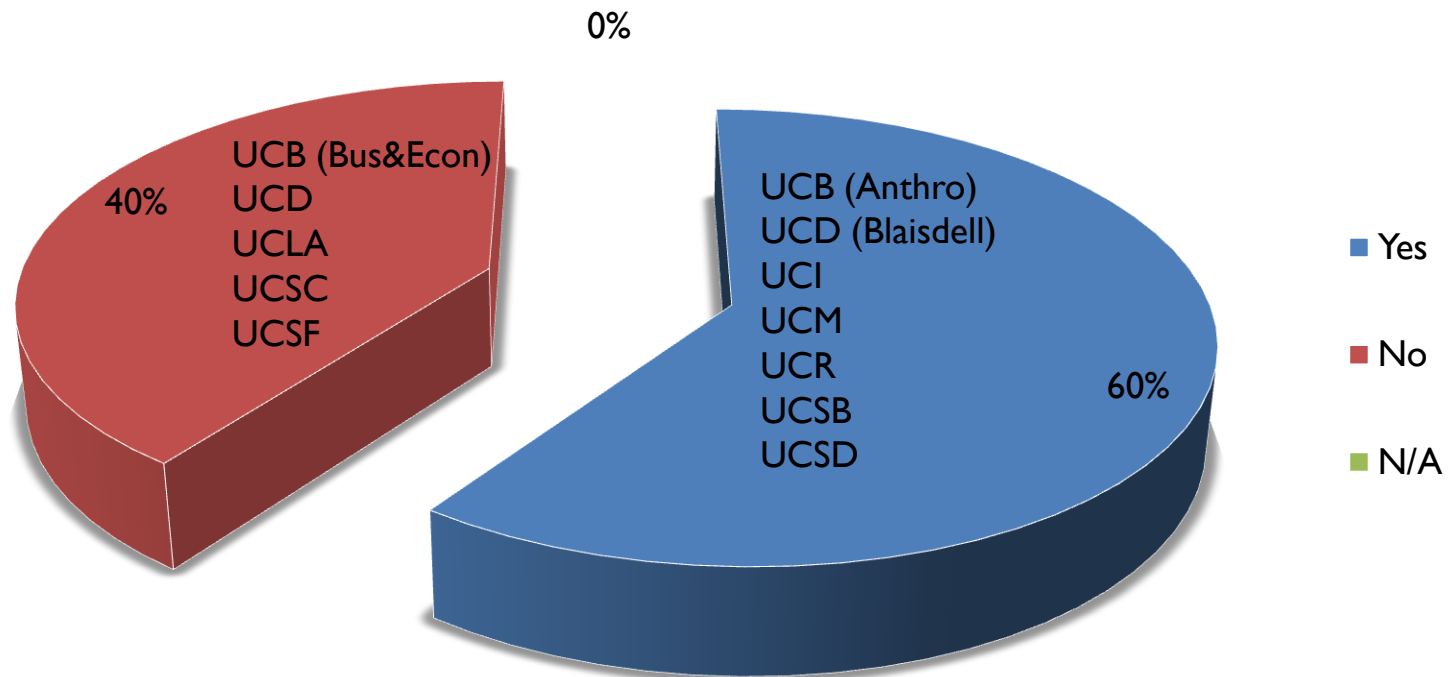


I'M WATCHING YOU.

Is Video/Music with Sound or Instrument Use Prohibited in Certain Areas?



Is Video/Music with Sound or Instrument Use Prohibited in Certain Areas?





**How many UC's experienced
"Noise Complaints" related to
Video/Music/Instrument Use?**



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Nine (9)



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"Noise Complaints" related to
Video/Music/Instrument Use?**

Nine (9)

**How many UC's enforce a Noise
Policy?**

Ten (10)


Comments from Survey:

- **For most UC's video/music falls under general noise policy**
- **Most patrons bring or check out headphones**
- **Complaints about patrons with loud music in group study rooms**
- **Complaints about patrons with loud iPods**
- **Most enforce policy if patrons complain**



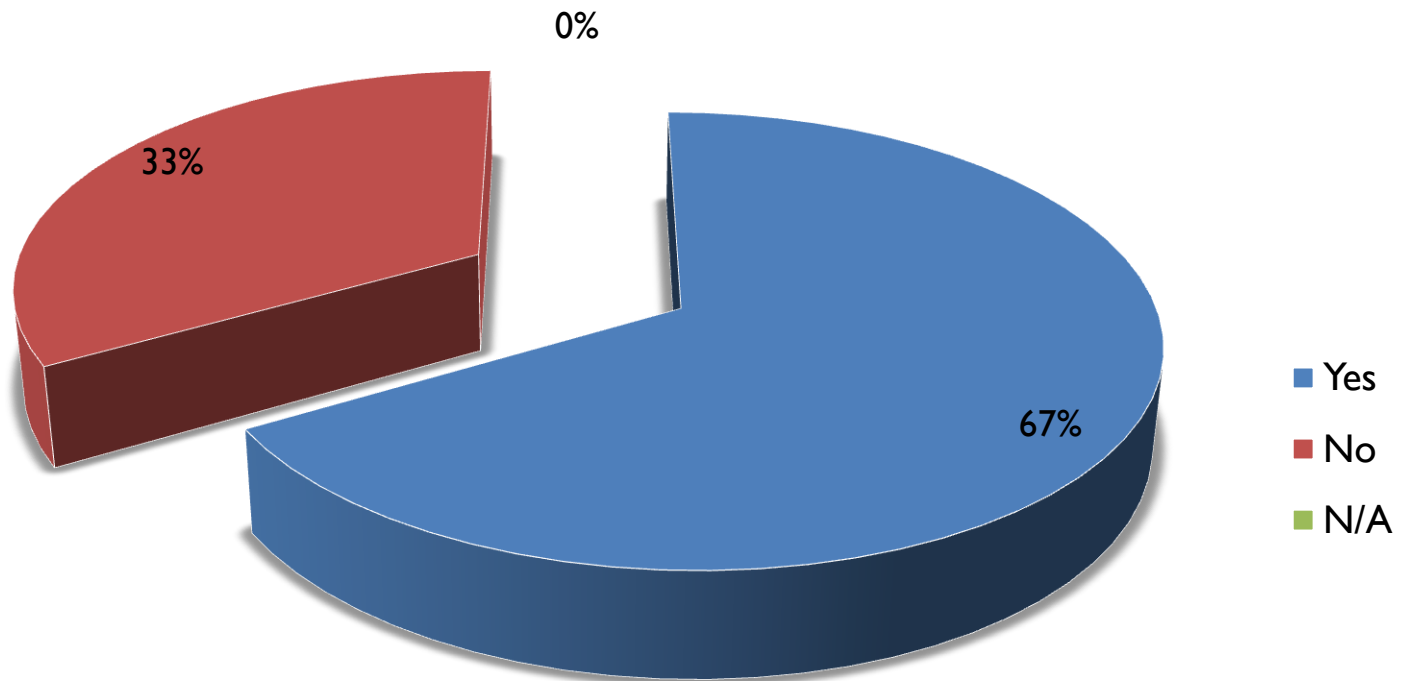
Most interesting remarks related to Video/Music/Instrument noise?

- **A graduate student tried to have an impromptu cello concert in the lobby. She was asked to stop.**
- **Complaining patron ended up being assaulted by offender**

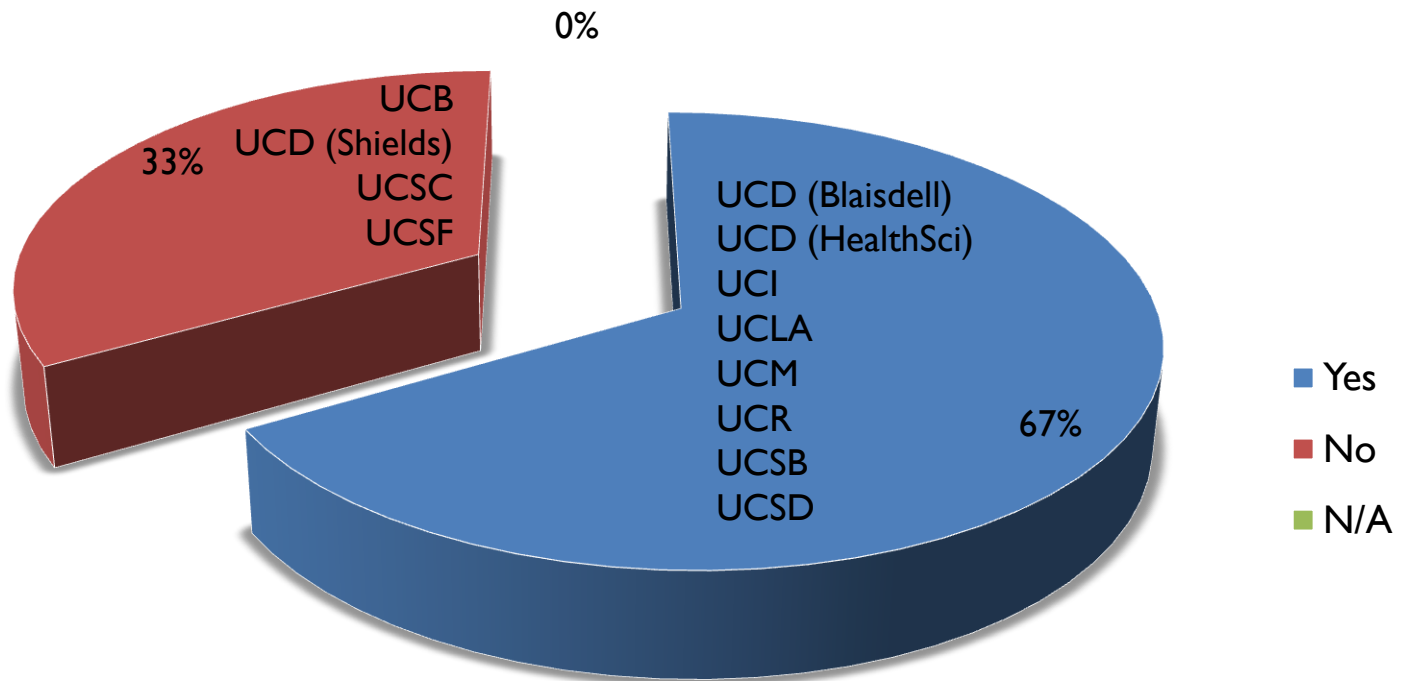


How many UC's Have Locked Rooms for Patron Use?

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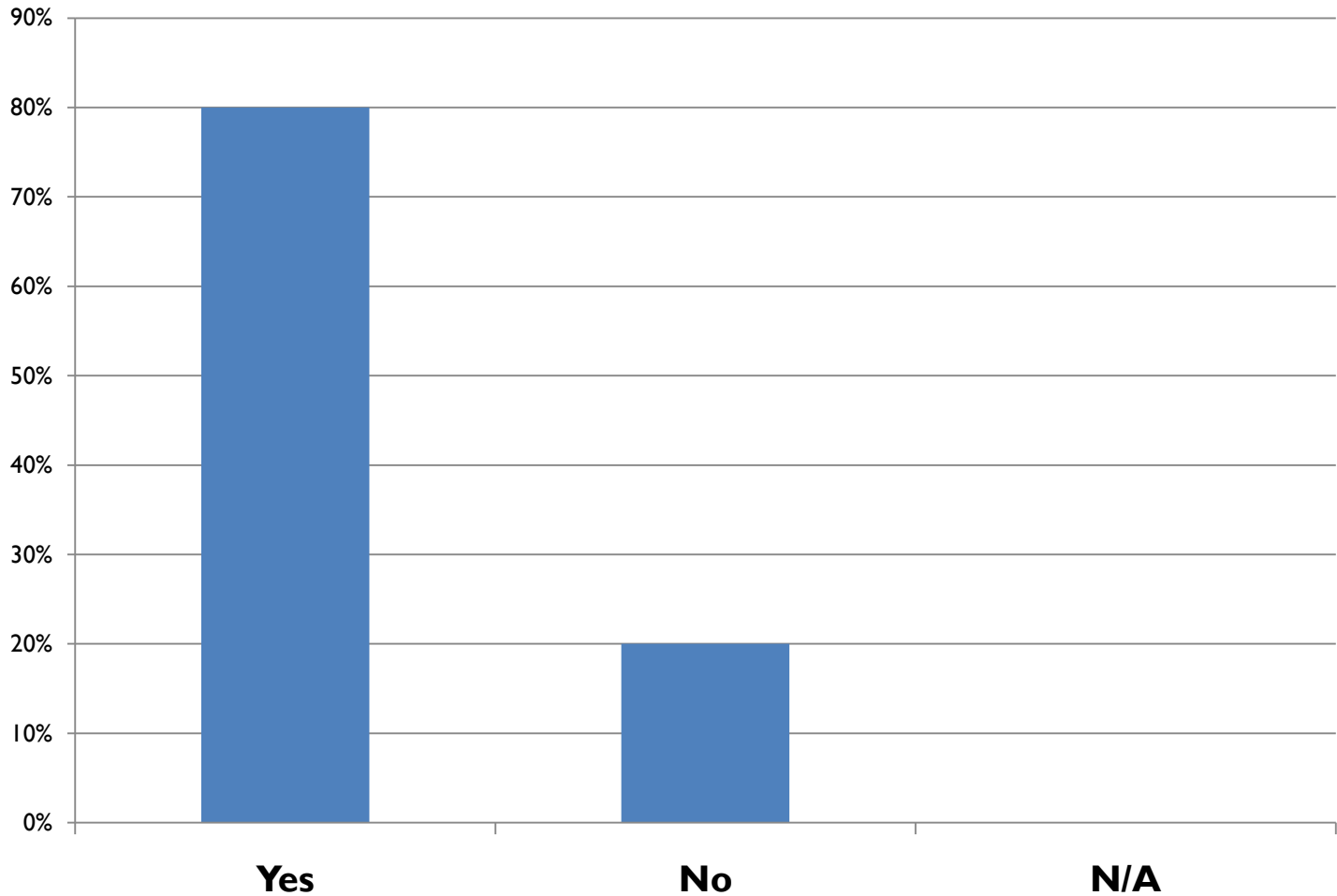


By which a Key is always checked out, in lieu of Access Services locking/unlocking the room(s).

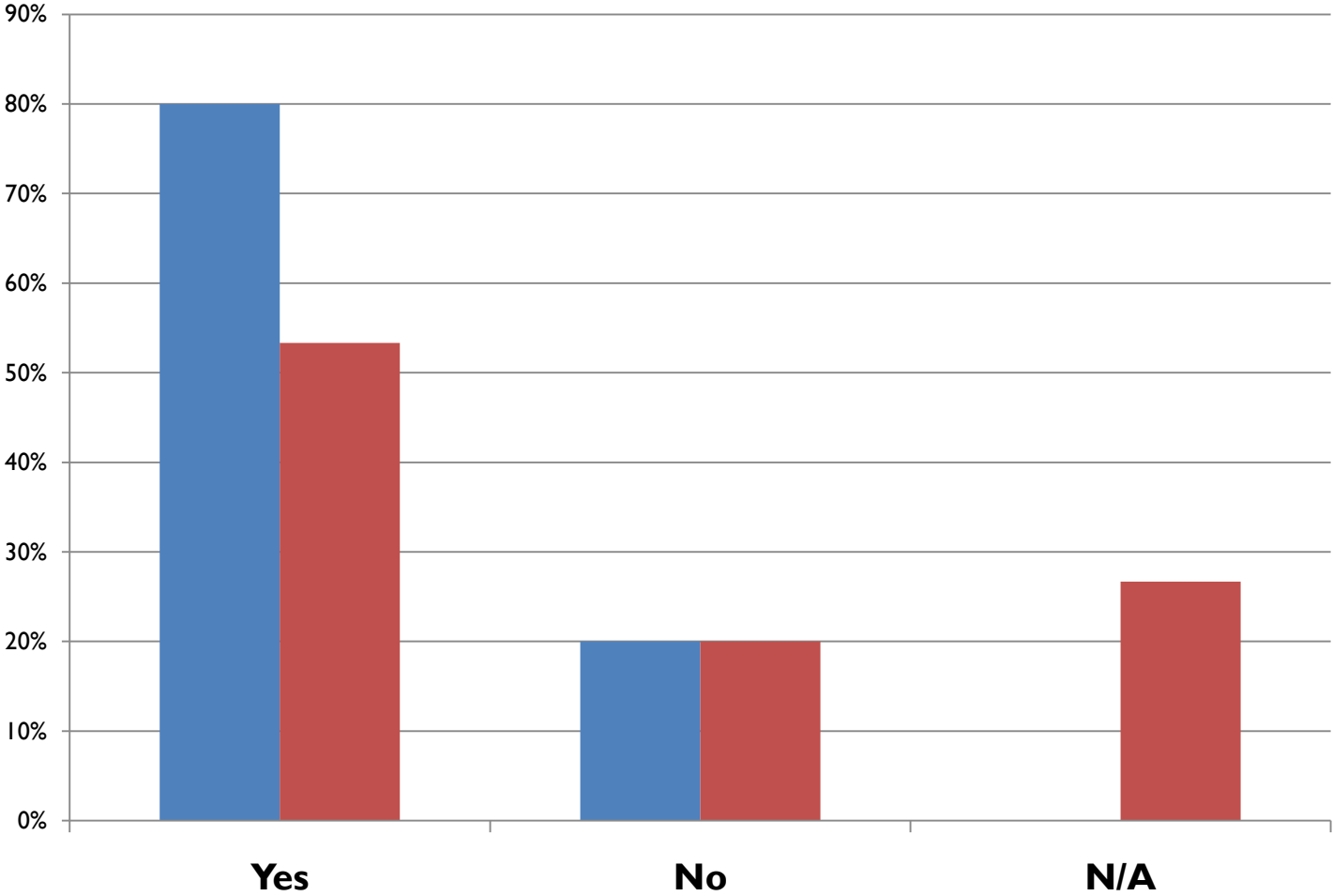
Comments from Survey:

- **Several UC's have unlocked study rooms for patron use – first come, first served.**
- **Locked rooms available by reservation only**
- **Removed locks from study rooms – now no hankie-pankie**
- **Several UC's have faculty and/or graduate carrels that are locked spaces**

Have any areas been changed from their original intent?



Did these changes affect Access Services?



Examples of what these Areas were changed to:

- **UCB (Bus & Econ) – space taken from main service area & used for special groups of students related to the department**
- **UCD (Health Sci) – Closure/redistribution of HSTS allowed move of all Access staff into a single work space; Unbounds relocated creating open study space.**
- **UCD (Shields) – ILL closed and combined with Circulation Desk**

Examples of what these Areas were changed to:

- **UCI** – More staff offices; In midst of major reconfiguration of main floors which will impact services
- **UCLA** – “Pod” spaces installed on two floors
- **UCM** – Study rooms converted to classrooms, computer labs and meeting rooms
- **UCR** – Added more bookable study rooms; new leisure reading area; combined Circulation & Reserve Desks in Rivera Library
- **UCSB** – more individual and group study rooms, which require more key check out.

Examples of what these Areas were changed to:

- **UCSC** – Some public spaces now for staff use; some staff spaces will be study rooms after renovation is complete
- **UCSD (CLICS)** – A group study room converted into a presentation room.
- **UCSD (Geisel)** – Faculty carrels repurposed to general study rooms; Reference collections weeded to make additional study/reading room space.

Summary of what these Areas where changed to:

- **Biggest trend is to reallocate areas of the library to create or add study rooms, meeting rooms, computer labs, and open study space for students.**
- **Next largest trend is to relocate or consolidate staff areas.**



How many UC's have the following Policies Posted?

- **Cell Phone Policy:**
- **Noise Policy:**
- **Food/Drink Policy:**

How many UC's have the following Policies Posted?

- **Cell Phone Policy:** Ten (10)
- **Noise Policy:**
- **Food/Drink Policy:**

How many UC's have the following Policies Posted?

- **Cell Phone Policy:** Ten (10)
- **Noise Policy:** Eight (8)
- **Food/Drink Policy:**

How many UC's have the following Policies Posted?

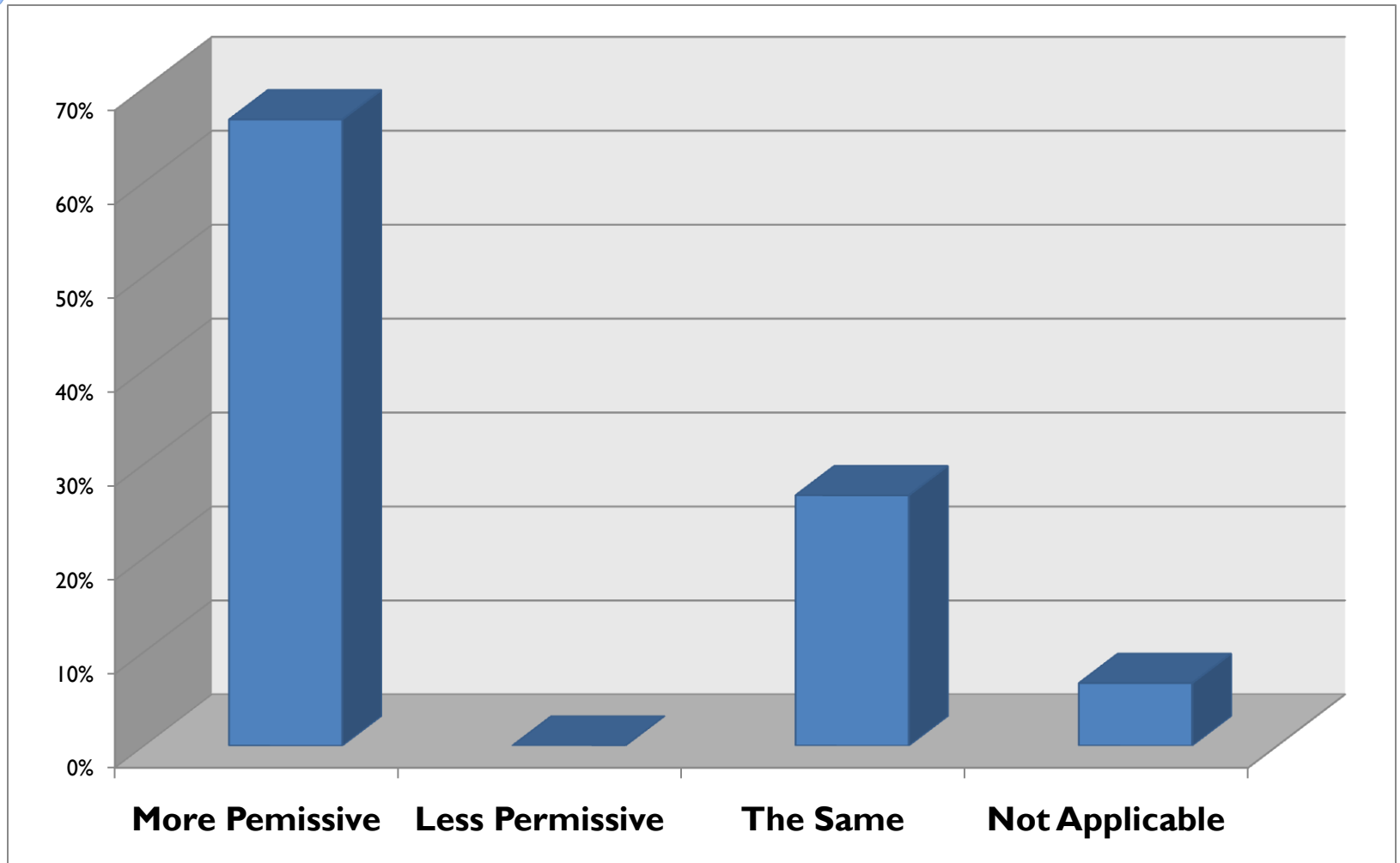
- **Cell Phone Policy:** Ten (10)
- **Noise Policy:** Eight (8)
- **Food/Drink Policy:** Fourteen (14)

Are Noise / Food & Drink Policies More Permissive?



"People used to be more considerate."

Are Noise / Food & Drink Policies More Permissive?





Are more permissive policies for Food & Drink effective?

- **Same amount of trash?**
- **Less or more spills?**
- **Patrons aren't "hiding" food, "no fault" policy.**
- **More inviting atmosphere – more relaxed, no need to leave to eat, vending machines available.**
- **Higher gate counts – more students wanting to study in the library.**
- **Have any costs increased because of new policy?**
- **Have you recently changed your food & drink policy? What do you think?**

Building Use Policies & Codes of Conduct

- **All campuses except Davis have a posted document related to building use by users.**
- **Tone and scope of documents vary widely.**

Introduction/Guiding Principles

- “strives to provide”
- “create an environment”
- “creates and maintains a productive environment”
- “maintain a working and learning environment”
- “seek to provide all users”
- “provide users with a safe space”

Definition of Users

- “users”
- “authorized users”
- “members of the university community...have first priority”
- “faculty, students and personnel”
- **Reference to**
Access to University of California Library Collections by External Users

Scope of Policies

- **Physical Collection**

- Be nice to our materials

- **Physical Building and Equipment**

- Be nice to our space

- **User Environment**

- Be nice to each other

Approaches

- **Legalistic**
 - **List of prohibited behaviors**
- **Humanistic**
 - **Rights and Responsibilities**

Legalistic

- **Detailed list of prohibited behaviors**
 - **UCSD leads the pack with 19**
 - **Berkeley has 17**
 - **San Francisco has 15**
 - **Is unique in that almost all reference California law or UC Policy**

Humanistic

- **Right**
 - “You have the right to a **Library** environment that is clean.”
- **Responsibility**
 - “You have the responsibility to put your trash where it belongs and to notify **Library** staff of spills, trash, and vandalism.”

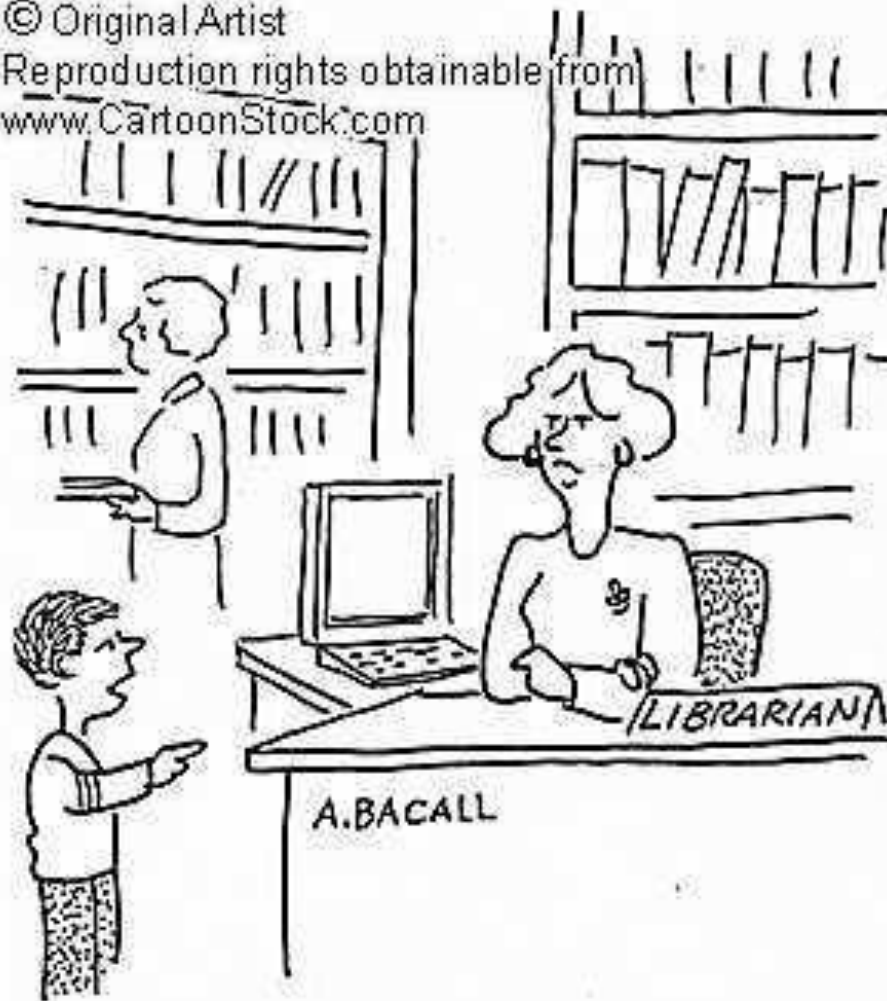
Repercussions

- **Asked to leave premises**
- **Being reported to police**
- **Legal prosecution**
- **Refuse/Revoke access**

Questions / Discussion

- **Has an exhaustive list of prohibited behaviors code lead to challenges?**
“It doesn’t say I can’t _____”
- **Is it necessary to reiterate California state law in a code of conduct?**
 - “Must not vandalize...”
 - “Must observe copyright law...”
 - “May not damage computer system...”
- **Has anyone ever revoked access from a UC affiliate?**

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search ID: aba0287

"Do you have any books on managing disruptive students? I want to know what the opposition is up to."

UC Building Use Policies

- UCB - <http://www.lib.berkeley.edu/AboutLibrary/policies.html>
- UCD - <http://www.lib.ucdavis.edu/ul/about/policies/>
- UCI - <http://www.lib.uci.edu/libraries/policies/policies.html>
- UCLA - <http://www.library.ucla.edu/about/6162.cfm>
- UCM - <http://ucmercedlibrary.info/faq/policies.html>
- UCR - <http://library.ucr.edu/?view=services/circulation/policies.html>
- UCSB - <http://www.library.ucsb.edu/services/policies/building.html>
- UCSC - http://library.ucsc.edu/info/use_policy.html
- UCSD - <http://libraries.ucsd.edu/about/policies/>
- UCSF - <http://www.library.ucsf.edu/about/policies>



Thank You!