



**UNIVERSITY OF MASSACHUSETTS
AMHERST**

**UMASS AMHERST LIBRARIES
University of Massachusetts
154 Hicks Way
Amherst, MA 01003-9275**

**UMass Amherst Libraries
User Behavior and Library Building Policies**

The UMass Amherst Libraries strive to maintain a welcoming, comfortable and safe environment for all users; i.e., anyone who enters our buildings, including staff. Users of the UMass Amherst Libraries are expected to maintain behavior that consistently respects the rights of other users to study, conduct research, and work within the buildings.

Users are expected to adhere to UMass Amherst policies [<http://www.umass.edu/policies/index.html>] as well as relevant state and federal laws. Library building monitors or other staff will ask users engaging in behavior that disrupts study and effective use of the Libraries to stop the disruptive behavior or leave the building. The Libraries reserve the right to determine what conduct constitutes “disruptive behavior.” Examples of disruptive behavior include but are not limited to: playing media without headphones or at a level that disturbs other users; making loud noises; competing noise levels amongst group study rooms; belligerent behaviors. If the disruptive behavior persists, Library building monitors or other staff will contact the campus police for assistance.

For security reasons, the W.E.B. Du Bois Library is intended for use between the hours of midnight and 7 a.m. by UMass Amherst faculty, staff and students who possess a valid university ID. Building monitors or other library staff may ask users for a valid university ID between the hours of midnight and 7 a.m. Those without a valid ID will be asked to leave the building.

The UMass Amherst Libraries’ user behavior expectations are listed below.

Animals

Animals and pets, except service animals assisting disabled persons, may not enter the UMass Amherst Libraries. For additional details, review the Campus Pet Policy [<http://www.ehs.umass.edu/pet.html>].

Assistive Technologies Center

Use of the workstations in the Assistive Technologies Center requires both an IT NetID account and registration with UMass Disability Services. The IT Policies [<http://www.it.umass.edu/assistive-technologies>] apply to workstations requiring a login.

Bicycles, Rollerblades, Skateboards and other rideable devices

Bicycles, including collapsible bicycles, must remain outside the building secured to bicycle racks. The Libraries will contact UMass police to remove any bicycles locked to the railings outside the Du Bois Library building. Rollerblades, skateboards, scooters, Segways, unicycles, and other rideable devices, except those needed by individuals with a disability, may be carried in but not used in Library facilities.

Carrels

A limited number of carrels are available in the Du Bois Library and assigned to eligible applicants

<http://www.library.umass.edu/about-the-libraries/policies/carrel-policy/>]. Carrels are assigned on a first-come, first served basis. Refrigerators, heating or cooking devices (including coffee makers) are not permitted in carrels. The Libraries are not responsible for damage to or theft of personal items in carrels.

Cell Phones

When entering any library building, please set cell phones, pagers, and other electronic devices to silent or vibrate mode. Conduct cell phone conversations in designated areas or outside of library buildings. Users conducting disruptive cell phone conversations outside designated areas will be asked by library staff to move to one of the designated cell phone areas or go outside.

Children

Children are welcome at the UMass Amherst Libraries with the understanding they must be accompanied by and under the supervision of an adult at all times. If Library staff find a child alone, they will attempt to locate the adult to explain that the child must be supervised. If the adult does not comply with this request or if the adult cannot be located, library staff may notify the UMass Amherst Police Department.

Closing Time

In the W.E.B. Du Bois Library, warning bells ring several times before closing: once 30 minutes before closing, twice 15 minutes before closing, three times 5 minutes before closing, and one very long sound at closing time. In the Science and Engineering Library, verbal warnings are given 30 minutes before closing and 5 minutes before closing. Users are expected to cooperate with staff and leave when the building closes.

Clothing

Users must wear appropriate attire, including shoes and shirts, at all times when in the UMass Amherst Libraries.

Event Space and Meeting Rooms

The UMass Amherst Libraries have limited space to host events and meetings. Review the "Events in the UMass Amherst Libraries Policy" [<http://www.library.umass.edu/eventpolicy.pdf>] and submit an "Event Application" form, if desired.

Food and Beverage [<http://www.library.umass.edu/about-the-libraries/policies/food-and-beverage-policy/>]

These buildings are your Libraries. Please help us to achieve the goals of preservation, cleanliness and safety by observing the following:

- Nonalcoholic beverages are permitted if they are in closed, spill-proof containers or pull-top plastic bottles.
- The Libraries recommend that food be consumed in the Procrastination Station in the W.E.B. Du Bois Libraries
- Food and beverages are not permitted in Special Collections and University Archives or any other area designated by signage.
- Alcoholic beverages may not be brought into the Libraries.
- This policy may be waived for special events with prior approval of the Director of Libraries.

Freedom of Information

The UMass Amherst Libraries endorse the American Library Association's Code of Ethics [<http://www.ala.org/advocacy/proethics/codeofethics/codeethics>], Library Bill of Rights

[\[http://www.ala.org/advocacy/intfreedom/librarybill\]](http://www.ala.org/advocacy/intfreedom/librarybill), and Access to Digital Information, Services and Networks [\[http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/accessdigital\]](http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/accessdigital), which support access to information and oppose censorship, labeling and restricting users' access to information of all kinds.

U.S. Copyright law and contractual agreements govern the access, use, and reproduction of the electronic resources the Libraries make available to authorized users. Use is limited to non-profit, educational purposes. The sharing of passwords and systematic downloading may result in suspension of service for the campus. For more information, please see the Policy on the Use of Electronic Resources [\[http://www.library.umass.edu/about-the-libraries/library-policies-procedures-and-guidelines/policy-on-the-use-of-electronic-resources/\]](http://www.library.umass.edu/about-the-libraries/library-policies-procedures-and-guidelines/policy-on-the-use-of-electronic-resources/).

Internet Viewing of Controversial Material

The UMass Amherst Libraries are not responsible for monitoring potentially controversial Internet materials displayed on workstations. However, instances of displaying child pornography, which is illegal, will be reported to the police.

Learning Commons

Seating, computers and study rooms in the Learning Commons (LC) are available on a first-come, first-served basis without time limits, with the following exceptions:

- When some study rooms and workstations are labeled as reserved by Academic Advising, Information Technology (IT), the Writing Center, or the Libraries.
- Study rooms are available for use by groups of three (3) or more. Single users/groups of fewer than three (3) will be asked to move.
- Some workstations are open to the general public. Others require an UMass IT NetID username and password account [<http://www.it.umass.edu/accounts>].

Licenses for some software packages are based on "maximum simultaneous users" and may not be available to every user at all times. These packages are available on a first-come, first-served basis. Users may not install software on Learning Commons' computers.

Additional information regarding the LC floor plan is available at:

<http://www.library.umass.edu/assets/Uploads/UTLS/Learning-Commons/LCfloorplan.pdf>

Additional policies:

IT Classrooms Guidelines:

<https://www.it.umass.edu/computer-classrooms/computer-classrooms-general-guidelines-use>

Lost and Found`

Most items found in the W.E.B. Du Bois Library are stored for 30 days in the Library Information Desk (413-577-0480). Most items found in the Science and Engineering Library (413-545-1370) are stored at its Service Desk for 30 days. Any UCards turned in to the Libraries' Lost and Found will be returned to the UCard Office. Electronic devices, flash drives, and items containing personal identification information, such as drivers' licenses, credit cards, birth certificates, passports, etc., will be turned over to the UMass Police Department.

Personal Property

Users are responsible for their personal property at all times and should *never* leave personal belongings unattended. Personal items left unattended for 15 minutes or longer may be removed and sent to Lost and Found so the space can be used by others. Items removed are not the responsibility of the UMass Amherst Libraries.

Posting Announcements

Bulletin boards in the UMass Amherst Libraries are intended for items announcing events sponsored by or of interest to the UMass and Four College community. Anyone wishing to post something in one of the Libraries should give the item to a staff member at the General Information Desk, Learning Commons and Technical Support Desk, or Circulation/Reserves Desk. Users may post announcements on a small board located on the Entrance Level of the W.E.B. DuBois Library. Duplicate copies and outdated announcements will be removed daily.

Privacy and Confidentiality [<http://wPww.library.umass.edu/about-the-libraries/policies/privacy-policy/>]

The UMass Amherst Libraries are committed to protecting each Library user's privacy and confidentiality by keeping private any personally identifiable information about users. Information related to items checked out or billed to individual users is not given out over the phone. For additional information, consult the UMass Amherst FERPA policy [http://www.umass.edu/dean_students/codeofconduct/ferpa/].

Science and Engineering Library (SEL)

Seating, computers and study rooms in the Science and Engineering Library are available on a first-come, first-served basis without time limits, with the following exceptions:

- When some study rooms and workstations are labeled as reserved by the Libraries.
- Study rooms are available for use by groups of three (3) or more. Single users/groups of fewer than three (3) will be asked to move.

Workstations are open to the general public. Licenses for some software packages are based on "maximum simultaneous users" and may not be available to every user at all times. These packages are available on a first-come, first-served basis. Users may not install software on SEL computers.

Soliciting

In order to respect the privacy, security and comfort of all Library users, soliciting is not permitted in the UMass Amherst Libraries. This policy includes the requesting of money, services, favors, goods, opinions, signatures, petitioning, interviewing, or selling of any products or service. For survey taking and other exceptions, apply to the Director of Libraries in advance for written approval.

Smoking

UMass Amherst is a tobacco-free campus. Smoking, smokeless tobacco and the use of electronic cigarettes are prohibited anywhere on campus.

Study Space

1. Carrels

The W.E.B. Du Bois Library has a limited number of locked study carrels. Contact the Circulation/Reserves Desk (545-2623) for more information. Carrels are subject to regular inspection. Electrical appliances are prohibited from carrels because they pose an extreme fire risk. Laptops are permitted.

2. Group Study Rooms

The Du Bois Library Learning Commons has 25 unlocked, drop-in study rooms. These rooms are reserved for groups of three (3) or more on a first-come, first-served basis. Single users/groups of fewer than three (3) will be asked to move.

The Science and Engineering Library has eight (8) unlocked, drop-in study rooms on Floor 2. These rooms are reserved for groups of three (3) or more on a first-come, first-served basis. Single users/groups of fewer than three (3) will be asked to move. There are also a few unlocked, drop-in study rooms on Floor 3. Contact any service desk for current locations.

3. Quiet Study Areas

Signage indicates those areas designated as "quiet" zones. There should be no group study, loud conversations or cell phone conversations in these areas.

Trash and Recycling [[http:// http://www.umass.edu/recycle/home.shtml](http://http://www.umass.edu/recycle/home.shtml)]

The University has an extensive program for the recycling of paper, metal and plastic. Containers for this purpose are located throughout the Libraries. Users are expected to dispose of recyclables and other trash in an appropriate manner. Food waste should be placed in trash receptacles. Beverage and other recyclable containers should be rinsed out prior to disposal in labeled bins.

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