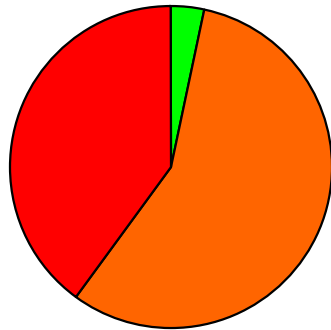


FOOD, DRINKS, PHONES AND NOISE IN THE LIBRARY
A CAUL Survey conducted by Monash University Library

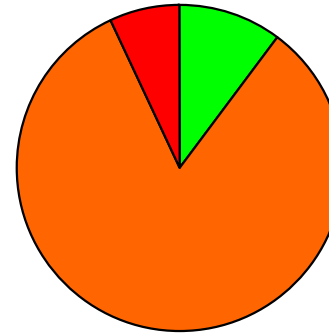
BRIEF SUMMARY

Do you allow food to be consumed in library buildings?



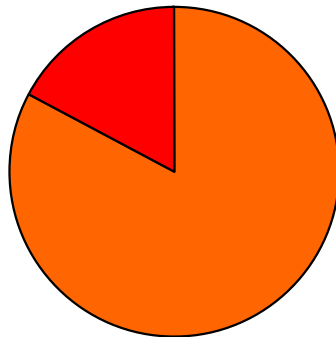
- Yes
- Yes, some places / under some conditions
- No

Do you allow drinks to be consumed in library buildings?



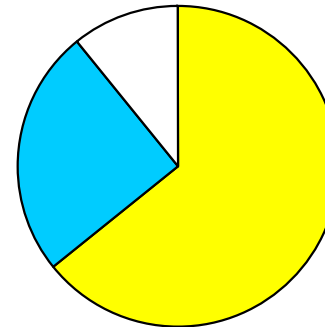
- Yes
- Yes, some places / under some conditions
- No

Do you allow mobile phones to be used in the library?



- Yes
- Yes, some places / under some conditions
- No

How do you manage noise in the library?



- Restrict noise in some specified 'quiet' or 'silent' areas only.
- Restrict noise throughout the building except for some specified 'group' or 'discussion' areas.
- Other

DETAILED SUMMARY

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?
Australian Catholic University Library	No	Rationale: the danger of damage to the equipment or collections; cleaning issues; complaints from other users	No	Bottled water often allowed. Rationale: potential damage to the equipment or collections; cleaning issues; complaints from other users	signage	Wrongdoers are approached by library staff and referred to notices/regulations.
Bond University Library	Yes, some places / under some conditions / under some conditions	Current practice allows snacks and dry food and most drinks except near computer workstations. No hot or messy food. Rationale: students work long hours in the Library and there are no nearby food outlets after hours and on weekends; difficult to police; cleaning problems; a snack vending machine in the Main Library	Yes, some places / under some conditions / under some conditions	All sorts of drinks are allowed throughout the library except near computer workstations. Bottled water and coffee are sold in one library.	Notices that are in need of revision	Wrongdoers are approached by library staff and referred to notices/regulations.

QUESTION	Do you allow mobile phones to be used in the library?	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
Australian Catholic University Library	No	Rationale: mobile phones are disruptive to other users.	Restrict noise in some specified 'quiet' or 'silent' areas only	This varies enormously throughout our libraries because of size and physical layout.	Mostly signage, especially asking people to turn off their mobile phones.	Wrongdoers are approached by library staff and referred to notices/regulations.	No
Bond University Library	Yes, some places / under some conditions	Mobile phones allowed in particular zones. There are designated quiet study areas which are mobile free zones. There are guidelines on reducing disturbance to others by setting phones to vibration, etc	Restrict noise in some specified 'quiet' or 'silent' areas only	Receive a small but steady stream of complaints about noise. Students asked to be considerate of others and keep noise down. Not enough group study rooms so there are some areas where open tables are used for group work and a certain level of noise is accepted; there is a growing problem with students using their laptops to play music without headphones; laptop noise (fan etc) disturbs some users in the quiet study areas,so their use has been restricted in some areas in the Law Library but no restrictions on their use in the Main Library.	We have signage for quiet study areas and mobile free zones in both libraries and a computer free zone is designated in the Law Library.	Students encouraged to self regulate and let others know if noise is a problem. Library staff approach students when necessary and refer them to notices/regulations.	Yes. Food and drink policy being revised.

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?
Charles Sturt University Library	Yes, some places / under some conditions (campus specific)	<p>One campus allows eating everywhere, it's a resource centre that is a hub student activity on the campus with a very small collection. It provides kitchen facilities. One campus allows eating in all areas except Special Collection. No hot food. The Library staff prefer patrons not to eat or drink near the computers but are reasonably comfortable with bottled water.</p> <p>Rationale: when material goes out on loan, people can eat or drink while using it, so why make a fuss in the Library, provided mess is kept within bounds. Three campuses allow no eating. Rationale: mess and damage to the collection and computers.</p>	Yes, some places / under some conditions	Allow bottled water, anywhere. Two campuses allow drinks of any kind except alcohol.	The three campus libraries which allow only water have signs in strategic locations. One campus (resource centre) provides kitchen facilities and staff and students mingle in there. No signs anywhere. The final campus library has no formal communication. Staff encourage students to make use of the numerous bins located throughout the Library. There is also the Library Rule which bans eating and drinking in the Library, but which is in the process of revision and no-one looks at it anyway.	In three campus libraries, staff police the rules. In one campus library (resource centre) nothing needs to be policed. In the 5th campus library, staff encourage patrons to be responsible and generally find that they are.
Central Queensland University Library	Yes, some places / under some conditions	Permitted anywhere except computer areas. At main campus library, eating is permitted in Reading Room, an area specifically designed for staff and students to interact whilst enjoying a snack. Food is not permitted on levels 1 and 2.	Yes, some places / under some conditions	In most branches, hot and cold drinks are permitted in designated areas. Drinking bottled water is not restricted. The role of libraries is changing significantly and many regulations have been relaxed. Students are encouraged to meet in the library when working together and appreciate the opportunity to eat and drink together.	Notices are posted on walls and doors at branch buildings.	Usually library users are happy to comply with a request not to eat or drink when staff refer them to notices/regulations. Being able to suggest other locations in the building where they are able to continue eating is helpful.

QUESTION	Do you allow mobile phones to be used in the library?	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
Charles Sturt University Library	Yes, some places / under some conditions	Libraries have quiet areas where no mobile phones or noise of any description are allowed. Other areas may use mobile phones in a reasonable manner – clients are encouraged to use mobile phones in high traffic lobby areas which are already noisy.	Restrict noise in some specified 'quiet' or 'silent' areas only	Reasonable noise is allowed in areas other than designated quiet areas – this is a response to student learning styles and the necessity for group work. Not everyone can fit in groups study rooms. Two campus libraries are too small to allow designated quiet areas. Noise is monitored and kept to a reasonable level.	Signs in strategic locations, particularly known noise trouble spots, and signs warning patrons are entering a quiet area. "No mobile phone" signs are posted in these areas.	Staff police the areas, and patrons also ask each other to be quiet if they are in designated quiet zones.	Yes. The Rule of the Library is currently being revised.
Central Queensland University Library	Yes, some places / under some conditions	Rules vary between branches. Some branches allow mobile phones everywhere except designated quiet study areas and find that students tend to move away from groups and speak quietly. Others have a complete ban on the use of phones.	Restrict noise in some specified 'quiet' or 'silent' areas only	Whilst the majority of students do not require 'quiet' or 'silent' areas there are those who need this type of environment. For this reason, there are areas where noise restrictions are enforced.	Library tours at the commencement of term and signage.	Wrongdoers are approached by library staff and referred to notices/regulations.	No

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?
Curtin University Library	Yes, some places / under some conditions	Allowed in staff areas, conference and meeting rooms. Normally out of client view. We have a café in our foyer that caters for those in need of sustenance. We do not enforce for sweets, chocolates etc.	Yes, some places / under some conditions	Drinking bottled water is allowed. We have several water fountains in the library.	On web pages and through posters.	Library users not complying with rules are approached by library staff and referred to notices/regulations. Library users who persistently refuse to comply are asked to leave the building.
Deakin University Library	No	Forbidden throughout the library	No	Forbidden throughout the library		
Edith Cowan University Library	Yes, some places / under some conditions	Allowed in designated areas. To prevent damage to library items, avoid attracting vermin and an equity issue: while some students may like the idea of being able to eat in the library, other students would not like to study next to them.	Yes, some places / under some conditions	Drinking bottled water is allowed. in all branches. Water is allowed for health reasons, while soft drinks and hot drinks can cause damage if spilled.	Rules and other notices are prominently displayed in the library and on the web site.	Wrongdoers are approached by library staff and referred to notices/regulations. Considering handing a written notice to the student. If students refuse to comply security is called to escort them from the library.
Flinders University Library	Yes, some places / under some conditions	Limited policing given staffing levels and building sizes. A strong stance against on hot or messy food is maintained. There is more lenience with chocolate bars and similar convenience foods as they are less likely to cause damage.	Yes, some places / under some conditions	Bottled water and other drinks in closed bottles allowed. No drinks in paper cups. No significant problems with spillage or mess in the last few years has relaxed the application of the rules.	Website, brochures, notices on entry doors, policies discussed during orientation process	Staff approach wrongdoers and explain the rules and request them to remove the food or drink from the building. If the request is refused, a more senior library staff member is called.

QUESTION	Do you allow mobile phones to be used in the library?	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
Curtin University Library	Yes, some places / under some conditions	Allowed in areas that are already noisy, e.g. stairwells, lift lobbies, photocopying areas. Clients complain about being disturbed by mobiles ringing and loud phone conversations.	Restrict noise in some specified 'quiet' or 'silent' areas only	Clients expect certain study zones to be as noise free as possible. By offering three different zones we offer client choice.	On web pages and through posters.	Library users not complying with rules are approached by library staff and referred to notices/regulations. Library users who persistently refuse to comply are asked to leave the building.	No current complete policy covering all of this. We have library rules that are being updated.
Deakin University Library	Yes, some places / under some conditions	Not permitted in designated silent study areas or adjacent book stacks	Restrict noise in some specified 'quiet' or 'silent' areas only	Conversation and mobile use is not permitted in designated silent study areas or adjacent book stacks. Quiet conversation is permitted elsewhere provided it doesn't interfere with other users.			Yes, covered in Library Conditions of Loan and Use
Edith Cowan University Library	Yes, some places / under some conditions	Generally mobiles are ok in stairwells and foyers.	Restrict noise in some specified 'quiet' or 'silent' areas only	Recognise that there is a need for students to have small group discussion and currently we have limited dedicated space for this activity. On the other hand, areas need to be available for individual quiet study.	Notices placed around the library and on web site.	Wrongdoers are approached by staff and referred to notices/regulations. Considering handing a written notice to the student. If students refuse to comply security is called to escort them from the library.	No. This is covered generally under library rule which doesn't specifically mention food, drink, noise but user behaviour generally.
Flinders University Library	Yes, some places / under some conditions	Dealt with under general noise and behaviour rules. Allowed in areas where noise is permitted, such as discussion rooms. Not allowed in quiet study areas.	Restrict noise throughout the building except for some specified 'group' or 'discussion' areas	In practice, noise control is influenced by the layout of the branches and local needs of students. The demand for group study spaces has outstripped supply and we had to meet this need by being flexible regarding noises in other areas.	Website, brochures, notices in quiet study areas and discussion rooms, policies discussed during orientation process	Staff approach wrongdoers and explain the rules and request them to desist or move to an area where noise is allowed. If the request is refused, a more senior staff member is called.	Yes

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?
James Cook University Library	Yes	In theory we would prefer food to be consumed in certain areas, because we provide appropriate waste bins, but in practice we do not police it.	Yes	In theory we would prefer drinks to be consumed in certain areas, because we provide appropriate waste bins, but in practice we do not police it. There is a coffee cart outside one building, and a coffee shop in another. "Coffee friendly zones" are publicised.	Website and notices around library	Not policed.
La Trobe University Library	No	Unrestricted consumption of food/drink near resources and equipment has the potential to cause damage through spillage etc.	Yes, some places / under some conditions	Policy varies at different campuses. At some campuses no drinks (water included) are allowed. At others, water consumption is permitted in some areas or the library if it is hot due to air conditioning problems. Some patrons also need to consume water regularly for medical reasons and seek specific permission to do.	Web site and notices posted throughout the libraries.	Wrongdoers are approached by library staff and referred to notices/regulations. Library users who persistently refuse to comply are asked to leave the building.
Macquarie University Library	Yes, some places / under some conditions	No hot food allowed anywhere; cold snacks are allowed, except in 'Quiet only' zones. Causes mess, damage to equipment and resources, increases cleaning and pest control needs.	Yes, some places / under some conditions	Cold drinks in enclosed containers or sipper bottles only. Users have access to drinks but in designated areas only. Drinks are not allowed in 'Quiet only' zones.	Website, notices on walls throughout the Library, rules printed in the Library handbook.	Wrongdoers are approached by library staff and referred to notices/rules. Library users who persistently refuse to comply are asked to leave the building.

QUESTION	Do you allow mobile phones to be used in the library?	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
James Cook University Library	Yes, some places / under some conditions	We allow mobile phones everywhere except designated quiet study areas.	Restrict noise in some specified 'quiet' or 'silent' areas only	It suits users and restricts policing to very limited areas.	Web sites and notices around library.	Wrongdoers are approached by library staff and referred to notices/regulations. Library users who persistently refuse to comply are asked to leave the building.	Yes
La Trobe University Library	Yes, some places / under some conditions	Policy varies at different campuses. At some campuses mobile phones are allowed in foyers, at some mobile phones are allowed in certain areas within the library, at some campuses mobile phones are not allowed anywhere within the library.	Restrict noise in some specified 'quiet' or 'silent' areas only	Try to maintain an environment conducive to study, in direct response to requests from students. We allow working noise in some areas such as where the service desks and computer workstations are situated. There are group study rooms for louder group discussion and a number of group study tables. There are designated quiet study areas and single carrels for quiet study.	Website, notices specific to mobile phones and noise are posted on walls and doors throughout libraries.	Wrongdoers are approached by library staff and referred to notices/regulations. Library users who persistently refuse to comply are asked to leave the building.	Yes
Macquarie University Library	Yes, some places / under some conditions	Students are asked to turn mobile phones to silent in the Library. Calls may be taken, except in the 'Quiet only' zones.	Restrict noise in some specified 'quiet' or 'silent' areas only	The Library recognises that both group and quiet study styles need to be supported. Areas for quiet study ('Quiet only' zones) are clearly designated. No food or drink allowed in 'Quiet only' zones.	web pages, Library handbook, signs posted around the library.	Wrongdoers are approached by library staff and referred to signs and rules. During busy times security attendants patrol the library and enforce rules. Library users who persistently refuse to comply are asked to leave the building.	Yes

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?	Do you allow mobile phones to be used in the library?
Otago Library	No	Not permitted anywhere in the library	Yes, some places / under some conditions	Water in on-spill bottles is permitted in designated areas.			Yes, some places / under some conditions
Queensland University of Technology Library	Yes, some places / under some conditions	Clients had been eating and drinking in the libraries for many years and staff felt uncomfortable policing the rule. Eating and drinking in designated areas was trialled few years ago with no negative impact on clients or cleaners. Staff now more comfortable asking clients eating to move to designated areas.	Yes, some places / under some conditions	Bottled water everywhere. Other drinks in designated areas.	Low key signage in libraries.	Policing is low key. Staff can't be everywhere at all times. Staff only deal with very overt instances, and refer clients to designated areas.	Yes, some places / under some conditions
RMIT University Library	No	Mess and damage to equipment and collections. The library's current cleaning/maintenance contracts do not cover cleaning up after food or drink waste. This policy is under review,	Yes, some places / under some conditions	Bottles of water are allowed at all library sites for health reasons. Other drinks are not permitted to prevent mess and damage to equipment and collections. The library's current cleaning/maintenance contracts do not cover cleaning up after food or drink waste. Again this currently under review.	Website and signage posted on walls and doors at library sites.	Staff approach wrongdoers and refer them to notices and the Library Code of Conduct. Disciplinary actions outlined in the Code of Conduct can be applied to users who continue to breach the library regulations.	Yes, some places / under some conditions

QUESTION	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
Otago Library	Must be muted and only used for sending and receiving text messages.		No noisy or disruptive behaviour including conversation that disturbs other users and the audible use of equipment such as cell phones			Yes, part of the Library Regulations
Queensland University of Technology Library	Take a low key approach with some signage and hope clients will self regulate. Too hard to police over long opening hours and big buildings. Staff can ask noisy phone users to move to a stairwell/foyer if needed. If a client takes a call while they are being served, staff may ask them to step aside whilst they attend to the next client. It's not a comfortable situation for staff.	Restrict noise throughout the building except for some specified 'group' or 'discussion' areas	Many students like to work in groups. We are trying to provide more group study spaces. These, and open table areas, are places where talking is allowed. There are plenty of carrels in quiet areas for those who need peace and quiet and will continue to pay attention to zoning of noisy/quiet areas in building renovations.	Standard international signage –all fairly low key. The Information Facilities Rules specify matters relating to acceptable behaviour	Staff deal with obvious breaches, but we don't actively police. Students are expected to self regulate or apply peer pressure.	No. QUT has Information Facilities Rules covering use of library IT and T&L facilities. These are new this year.
RMIT University Library	Mobile phones are allowed at all library sites, except in library "Quiet Study Areas" which have notices to designate these areas as "Mobile Free Zones". This change was introduced after an online survey suggested user demand in favour of allowing mobile phone usage in most library areas.	Restrict noise in some specified 'quiet' or 'silent' areas only	Most recent user feedback is for more collaborative learning spaces but there is enough user demand to justify retaining some quiet study spaces. However, usage and feedback also indicate that students no longer require such large-scale study areas.	Website, signage within the libraries, designates the location of mobile free areas.	Staff approach wrongdoers and refer them to notices and the Library Code of Conduct. Disciplinary actions outlined in the Code of Conduct can be applied to users who continue to breach the library regulations.	Yes. Under revision.

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?	Do you allow mobile phones to be used in the library?
Swinburne University Library	No	This rule is currently under review. A survey of library users was conducted recently.	Yes, some places / under some conditions	In practice, bottled water is allowed. In most branches this extends in practice to some other drinks. Recently coffee has been allowed at Hawthorn campus library from the coffee cart located at the door. There is no explicit rationale. The policy is under review.	Website, brochures, signs and notices are posted in some locations. Signage policy, style and rationale is under review, with the assistance of an environmental design consultant.	Wrongdoers are approached by library staff and referred to notices/regulations.. Library users who persistently refuse to comply are asked to leave the building.	Yes, some places / under some conditions
University of Auckland Library	Yes, some places / under some conditions	Food not allowed except in the two Information Commons (IC). Rationale: potential damage to materials, furniture and carpets; the mess caused; annoyance to patrons; encouragement of vermin. Snack or finger food is allowed in the general study areas of the ICs. No hot or potentially messy food. Food isn't allowed on the computer floors. Rationale: potential damage to IT equipment.	Yes, some places / under some conditions	Drinking water in spill proof containers allowed in the ICs only. Non- alcoholic drinks in closed spill proof containers are allowed in the same areas that finger food is allowed. Rationale: users should be able to remain sufficiently hydrated but other drinks (eg. soft drink) have the potential to create larger cleaning problems and potential damage to IT equipment.	Web site, pamphlets, signs throughout most libraries. The signs also have a visual symbol for those whose English is not good. The IC web site has food and drink guidelines with detailed information. Notices specific to food and drink are posted on notice boards on all the floors of the two ICs.	Wrongdoers are approached by library staff and referred to notices/regulations. The central library has an attendant whose job is to monitor noise and food and drink regulations. Library users who refuse to comply are asked to leave the building, food and drink can be confiscated, and the offender can be given an instant fine of \$10.	Yes, some places / under some conditions

QUESTION	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
Swinburne University Library	In general, mobile phones are allowed where people are allowed to talk.	Restrict noise in some specified 'quiet' or 'silent' areas only	In practice, some branch libraries are too small to permit zoning. However, in general a principle of zoning use is followed – quiet study zones, zones where people can engage in quiet conversation, and group study rooms. The policy applies to all branches.	Website, brochures, signs and notices posted in some locations. Signage policy, style and rationale is under review, with the assistance of an environmental design consultant.	Wrongdoers are approached by library staff and referred to notices/regulations. Library users who persistently refuse to comply are asked to leave the building.	Yes. Under revision.
University of Auckland Library	Mobile phones allowed but must be set to silent vibrate only. Users can read and send text messages and check the time, but no phone calls. This rule also applies to the quiet study areas in the Kate Edger IC. The full use of mobile phones is allowed in the group study areas of the two ICs.	Other	Attempt to provide quiet study space in all libraries but have different criteria for the Information Commons sites. Kate Edger has 2 levels where discussion and mobile phones are allowed – the group study spaces and 2 levels where no noise is allowed. Grafton has one level and is a group space.	Included in the Library Regulations and posted in entrance and lift lobbies (see Q.5). As we are able to fine offenders, we also include that information on all the relevant posters. The Information Commons web site has guidelines with detailed information. Notices specific to noise are posted on notice boards on all the floors of the two ICs.	Wrongdoers can be approached by library staff and referred to notices/regulations, or in the case of the central library, by the person whose job this is. In the Information Commons we have staff based on each level who provide learning support and who are also responsible for supervising the floor.	No. The information about food, drink, noise and use of mobile phones is part of the Library Regulations, but we do not have a separate written policy. However the Information Commons does have a written policy

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?	Do you allow mobile phones to be used in the library?
<p>University of Ballarat [Please note that the following responses reflect those rules in place at the Mt Helen campus library only]</p>	<p>Yes, some places / under some conditions</p>	<p>Cold food is permitted in designated levels/areas of the Library. No hot food on any level and no food in the silent study areas. Rationale: hot food leaves odours; to date spillage hasn't been a problem with resources or equipment; the observation that many students are using the Library for extended periods of time and consume food snacks to help maintain focus and study; hard to prevent students from bringing food into the Library; staffing levels and other priorities make policing every level impossible.</p>	<p>Yes, some places / under some conditions</p>	<p>Cold drinks in pop-top containers permitted in designated levels/areas, no open cans. No hot drinks on any level, and no drinks in the silent study areas. Rationale: spillage, scalding and odours; to date spillage hasn't been a problem with resources or equipment; the observation that many students are using the Library for extended periods of time and drink to help maintain focus while studying and prevent dehydration; hard to prevent students from bringing in cold drinks; staffing levels and other priorities make policing every level impossible.</p>	<p>Library rules are posted on notice boards in the Library, specific notices relating to food, drink and mobile phones are posted on Library pillars and walls . When the rules changed, we notified students and staff via the library newsletter, both print and online, and in the Student Association magazine.</p>	<p>Wrongdoers are approached by library staff and referred to notices/regulations. Attendants patrol the silent study areas of the library, and users who persistently refuse to comply are asked to leave the building.</p>	<p>Yes, some places / under some conditions</p>
<p>University of Canberra</p>	<p>Yes, some places / under some conditions</p>	<p>No hot food anywhere. Other food is allowed within reason - for example, dry snack-type food but not anything likely to be sticky or aromatic. Rationale: sending students out into the often cold weather to eat a small snack has little justification; many students use the Library for long study periods.; on weekends and evenings there are no eating facilities open on campus; damage to materials, food aromas of offending other users.</p>	<p>Yes, some places / under some conditions</p>	<p>Drinking bottled water is allowed everywhere but students are discouraged from placing uncapped bottles near computer keyboards. Hot drinks are discouraged everywhere except the foyer lounge area. There are water fountains on every level of the library. The rationale is that users should not be forced to leave the library to stay sufficiently hydrated but other drinks (eg. soft drink) are discouraged.</p>	<p>The Library Rules include regulations about food and drink in the Library – these are posted near the entrance door. International symbols banning food, hot drink and smoking are posted on the entrance doors along with an in-house symbol indicating that bottled water is ok.</p>	<p>Wrongdoers are approached by library staff, reminded of the regulations and asked to consume the items outside (or pack them away). Group study rooms often turn into lunch rooms! It seems perfectly reasonable for a study group to work and eat at the same time but the cleaning problem makes it difficult to allow it in the Library.</p>	<p>Yes, some places / under some conditions</p>

QUESTION	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
<p>University of Ballarat [Please note that the following responses reflect those rules in place at the Mt Helen campus library only]</p>	<p>Mobile phones are permitted in all areas of the Library except designated quiet and silent study areas. Rationale: the difficulties preventing or restricting their use; the increased levels of acceptance for use of mobile phones in all but the quiet and silent study areas; many students using phones for SMS communication which is not disruptive to other users.</p>	<p>Other</p>	<p>Acceptance that by providing group and flexible study areas there will be a level of noise in those areas. However regardless of area, excess noise is not tolerated, and clients may be asked to lower the noise level and if necessary asked to leave the Library. Quiet and silent study areas are the only areas where staff regularly check noise levels to maintain quiet.</p>	<p>Library rules are posted on notice boards in the Library, specific notices relating to food, drink and mobile phones are posted on Library pillars and walls . When the rules changed, we notified students and staff via the library newsletter, both print and online, and in the Student Association magazine.</p>	<p>Wrongdoers are approached by library staff and referred to notices/regulations. Attendants patrol the silent study areas of the library, and users who persistently refuse to comply are asked to leave the building.</p>	<p>Yes. Library rules include a section on Rules for General Conduct and within these specify policy broad rules related to food, drink and use of mobile telephones. These were last updated in October 2003.</p>
<p>University of Canberra</p>	<p>Mobile phones are acceptable except in the two 'quiet study' levels. On those levels, both ring tones and phone conversations are discouraged. Students are asked to go downstairs or into the stair wells to talk on the phone.</p>	<p>Restrict noise in some specified 'quiet' or 'silent' areas only</p>	<p>One building has to provide a range of learning/study environments so delineation of noisy/not noisy areas is strictly monitored. Staff behaviour in these different areas is also used as a 'model' for students (eg. Discipline of staff to only talk at whisper level if they are walking through quiet areas).</p>	<p>Notices specific to mobile phones and noise are posted on entrances to floors from stair wells, and on hanging signs along major corridors on the relevant floors.</p>	<p>Wrongdoers are approached by library staff and referred to notices.</p>	<p>Regulations are part of the Library Rules.</p>

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?	Do you allow mobile phones to be used in the library?
University of Canterbury	Yes, some places / under some conditions	Snack foods such as commercially wrapped bars and biscuits are allowed. Food that smells or is likely to produce a mess is not suitable. No food or drink may be consumed in the Macmillan Brown Library	Yes, some places / under some conditions	Cold, non-alcoholic drinks in spill proof-containers and sipper bottles are allowed in the Library.	Our Library policies are accessible on the web. Plus, each Library building contains numerous printed signs outlining the policies, along with pictures of food and drink that are allowed.	Library staff use their discretion to determine whether food and drink are suitable. Users will be asked to remove food or drink if it is considered to be a problem. Smaller branches are able to be more proactive in "policing" these rules. The Central Library has 11 floors and relies upon user complaint to invoke a staff response.	Yes, some places / under some conditions
University of Melbourne	No	No room for designated food areas. The rule is included in the formal library rules. The rationale is understood to be the likelihood of damage to collections, equipment or carpets and furnishings.	Yes, some places / under some conditions	The rule against drinking is included in the formal library rules. However in practice we do allow drinking bottled water. The rationale – as for Monash - is that users should not be forced to leave the library to stay sufficiently hydrated but other drinks (eg. soft drink) have the potential to create larger cleaning problems.	Notices specific to food and drink are posted on walls inside buildings.	Wrongdoers are approached by staff and referred to notices/regulations. Lending services staff – who shelve, loan materials and are responsible for aspects of library security - have this as a specific responsibility. Library users who persistently refuse to comply are asked to leave the building though in practice it is rare for somebody to be asked to leave the library for these reasons	Yes, some places / under some conditions

QUESTION	Caveats, provisos, rationale	How do you manage noise in the library?	Caveats, provisos, rationale	How do you communicate rules?	How do you police the rules?	Do you have a written library-wide policy?
University of Canterbury	Most branches have signs requesting users turn cell phones off. However, we have recognised that most cell phone users are very considerate – using mainly text, or taking calls in stair wells or on external balconies.	Other	Silence will be observed in the Library. Offenders will be asked to leave. This is our policy, however, in practice users police the noise levels themselves. As with food it is dependent upon size of building and number of staff available. In most branches it has become apparent that some areas (where staff and printers are located usually) will be more noisy than others.	Library regulations are on the library website. Notices specific to mobile phones and noise are posted on walls and doors at library buildings.	As with food, policing has moved to a response to user requests in the main.	Yes
University of Melbourne	Practice may vary across sites but in the main we try to treat mobile phone noise as we do other noise. However we do have some signs specifically stating that mobile phones are not to be used in the library.	Restrict noise throughout the building except for some specified 'group' or 'discussion' areas	In practice we recognise "that both group and quiet study styles need to be supported by facilities"- and that practice varies across sites. However we do have some specific areas for group discussion and some areas specifically for quiet study.	Notices specific to mobile phones and noise are posted on walls in branches	Wrongdoers are approached by staff and referred to notices. Lending services staff – who shelve, loan materials and are responsible for aspects of library security have this as a specific responsibility. Library users who persistently refuse to comply are asked to leave the building though in practice it is rare for somebody to be asked to leave the library for these reasons.	Yes. We have library regulations.

QUESTION	Do you allow food to be consumed in library buildings?	Caveats, provisos, rationale	Do you allow drinks to be consumed in library buildings?	Caveats, provisos, rationale	How do you communicate rules?	How do you police rules?	Do you allow mobile phones to be used in the library?
University of Newcastle	Yes, some places / under some conditions	No food in smaller branches because there isn't enough room for designated food areas. In the Auchmuty Information Common (AIC) hot and cold food and drink is allowed. A café is located in the AIC. Also permitted on the roof garden. The AIC is promoted as a place to work and relax, it is a social space so café is part of the culture. In the rest of the library, food and drink is not permitted. Rationale: attracts vermin; cleaning and hygiene issues.	Yes	Drinking bottled water is allowed in all branches. In the AIC hot and cold drinks are allowed. Rationale: users should not be forced to leave the library to stay sufficiently hydrated but other drinks have the potential to create larger cleaning problems.	The Library use policy is posted on the library web site and also on the doors to the reading rooms. Food and drink information is also displayed on study carrells	Library users not complying with rules are approached by library staff and referred to notices/regulations. branches. Library users who persistently refuse to comply are asked to leave the building.	Yes, some places / under some conditions
University of Queensland	Yes, some places / under some conditions	Generally speaking, no food in any branch. We have a café in two branches. The café is adjacent to the entry and particularly in inclement weather, food can be consumed in areas close to the entrance. The rationale is concerned with the cost of cleaning and the possibility of cockroaches and other vermin – this is Queensland after all.	Yes, some places / under some conditions	Drinking bottled water is allowed in all branches. Drinks are allowed in same areas food in Q.2. In spaces designated for postgraduates, coffee is permitted. The rationale is that users should not be forced to leave the library to stay sufficiently hydrated but other drinks (eg. soft drink) have the potential to create larger cleaning problems.	We do not have rules as such and do not post them anywhere. We don't think this would help! We use signage and use the international symbols with crossed through indicators to say they are not permitted We probably mention it on our tours but do not make a big deal of it.	We don't have many problems. We find if we keep the place looking pristine, the students appreciate it and do the same. When there are issues, we handle them fairly lightly e.g. You are just on your way out with that, aren't you... Point to the sign and say... Eating can cause problems with cleaning etc. Would you mind going outside with your food please?	No

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University of Newcastle	Mobile phone use is allowed in the AIC and in the foyer area of the Auchmuty Library. Phones are not permitted in any areas of the Branch Libraries.	Restrict noise in some specified 'quiet' or 'silent' areas only		The Library use policy is posted on the library web site and also on the doors to the reading rooms. Posters displaying messages about mobile phone use are displayed throughout the library.	Wrongdoers are approached by library staff and referred to notices/regulations. Some Library users who persistently refuse to comply are asked to leave the building.	Yes
University of Queensland	Other student complain vociferously. It is less of a problem now with the use of SMS.	Restrict noise in some specified 'quiet' or 'silent' areas only	We have many spaces for group study. We also have some spaces for quiet study. We provide a variety of seating. Most students appreciate the different styles and adopt appropriate behaviour.	We have signs on walls indicating no mobile phones, using international symbols. We also have signs where areas are to be quiet. This is a quiet area.	We handle it lightly again. Any staff member, but particularly those shelving, asks people to be quiet. Users can be asked to leave the building – very rarely occurs.	No. We have Library Conditions of Use. These relate primarily to borrowing. We use the University's Code of Conduct as well. Our issues have been for much more significant breaches than those relating to eating, drinking or noise.

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University of Southern Queensland Library	No	General rule is that no food is allowed. Rationale behind policy is that food is not good for resources and equipment. Potential for messy accidents. Also tends to cause mess by wrappers left throughout Library and has possibility of attracting vermin and pests.	Yes, some places / under some conditions	Drinking bottled water is allowed, particularly as we don't have water fountains in the Library we allow bottled water. Other drinks are not welcome as they can create more sticky messes.	No food or drink signs are on entrance doors and around Library building. Message is also conveyed during Orientation tours. Use business sized cards to hand out to students, and these are on display at Loans and Information desks.	Students noticed with food or drink are asked to put it away or leave the building to consume. However, we don't police this rule rigidly.	Yes, some places / under some conditions
University of Tasmania	No, at the moment; however, food is consumed in the Libraries. We find the wrappers! We intend to publicly allow consumption of food next year following our Learning Hub redevelopments in two main libraries.	Rationale: possible damage to Library material; since the abolishment of attendant positions we do not have the capacity to police all areas of the Library, which has meant staff are able to concentrate on positive actions of service, rather than negative.	Yes	Drinking bottled water is allowed in all branches. Hot drinks will be allowed upon completion of Learning Hubs. The rationale is that users should not be forced to leave the library to stay sufficiently hydrated but other drinks (eg. soft drink) have the potential to create larger cleaning problems.	Communication occurs through a variety of avenues. After the Hubs are built, we will revisit the communication issue and note the results of this survey.	Wrongdoers are asked to take their food/drink outside and come back in when finished.	No

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University of Southern Queensland Library	We have had many complaints in the last 2 years re noise in the Library and particularly mobile phone use. Rule was stated as no mobile phones at all, but we have revised this to switch mobile phones to silent and go to an appropriate place (eg foyer or toilets) to answer.	Restrict noise in some specified 'quiet' or 'silent' areas only	If groups in acceptable "noisy" zones are getting to loud, we will ask them to quieten down, and will also respond to complaints from other users. In recent times have had to forbid playing of music or movies on laptops within the building.	Regulations are posted on signs throughout the building and on TV monitors. Use business sized cards to hand out to students for mobile phone rules, and these are on display at Loans and Information desks.	Wrongdoers not complying with rules are approached by library staff and asked to turn off mobiles or go outside or quieten down. Will sometimes refer them to more appropriate areas in the Library. Some patrolling of the building. Have asked shelvers to be more vigilant.	No. Currently updating many Library policies for inclusion on webpage, including this one.
University of Tasmania	There are signs asking users to turn off mobile phones, but in practice they don't. There are specified silent study areas and users are expected to have no phones ringing. Some approach the Library staff to ask the user to leave the area.	Restrict noise in some specified 'quiet' or 'silent' areas only	The seven service points do not have the same facilities, so policies must vary to suit.	Branch rules are published on branch-specific web pages and in branch brochures. Library regulations are posted at most branches and are on the library website. Notices specific to mobile phones and noise are posted on walls and doors at branch buildings.	Not policed; one user in tears when asked to turn off phone. She was waiting for urgent news from the hospital. However, appeal to common sense and use areas for different activities to very quiet to reasonable noise. Library staff serving at the front counter – do not blink when the user's mobile phone goes off. They usually say they are in a Library and ring off quickly.	Yes. Have library regulations that need to be updated following the redevelopment of two of our major branches early next year. However, a "charter of service" will be a priority, rather than agonizing over the "thou shalt nots".

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University of Technology Sydney	No	Food not allowed because there isn't enough room for designated food areas. The rationale is that unrestricted consumption of food and drink allows for opportunities for spillage and damage to equipment and resources and increases cleaning and pest control needs.	Yes, some places / under some conditions	Drinking bottled water is allowed in all branches. The rationale is that users should not be forced to leave the library to stay sufficiently hydrated but other drinks (eg. soft drink) have the potential to create larger cleaning problems.	Notices specific to food and drink are posted on walls and doors at branch buildings.	Library users not complying with rules are approached by library staff and referred to notices/regulations.	Yes, some places / under some conditions
University of Western Australia	Yes, some places / under some conditions.	Food prohibited in the Library except in areas which may from time to time be authorised for such purposes. Eating is allowed in the café inside the Reid Library and terrace that leads from the Reid Library. Food creates rubbish and attracts pests and so is banned except as above.	Yes, some places / under some conditions	Bottled water is allowed in all libraries. It is in an enclosed container and doesn't cause a sticky mess. Hot drinks, drinks in open containers and other bottled drinks are not allowed due to spilling and cleaning problems.	Website, brochures, signs placed in prominent positions in all the libraries.	If users and visitors do not comply then the rules are brought to their attention.	No. Although some students use the enclosed stairwells.
University of Western Sydney	No	We do not allow food consumption in any library. Rationale is mess, pest infestation etc. In practice this is difficult to 'police' and staff do, in some libraries, turn a blind eye to cold food discretely consumed.	Yes, some places / under some conditions	Drinking bottled water is allowed in all libraries. It is felt that water is less likely to damage materials than other drinks, and that students ought not need to leave the library to remain hydrated. Some libraries have water bubblers installed.	Our library "Code of Conduct" is prominently posted in all libraries.	Wrongdoers are approached by library staff and referred to its requirements. Persistent non observance leads to recalcitrant students being requested to leave the building. Success of this approach varies library by library.	No

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University of Technology Sydney	We allow mobile phones everywhere except designated quiet study areas. This is impossible for staff to police, so we just try to restrict it.	Restrict noise throughout the building except for some specified 'group' or 'discussion' areas	We recognise that there is a need for group study areas. We have 3 levels of noise – Silent study, Quiet group study (for 2-4 students) and group discussion rooms. We have set aside specific areas for each type of noise.	Notices specific to levels of noise are posted on walls and doors at branch buildings.	Library users not complying with rules are approached by library staff and referred to notices/regulations.	No. We have recently completed a report on noise and eating in the library and will use this to develop a library-wide policy which will be published on our website.
University of Western Australia	Mobile phones are not allowed due to the noise that accompanies their use. This rule is applied throughout all libraries.	Restrict noise throughout the building except for some specified 'group' or 'discussion' areas	It is expected behaviour in the libraries (by most students and staff) although this issue may have to be reviewed in the future due to changing use of the libraries.	Website, brochures, signs placed in prominent positions in all the libraries.	If users and visitors do not comply then the rules are brought to their attention.	Yes
University of Western Sydney	Mobile phone usage was banned in all libraries following much complaint from clients.	Restrict noise throughout the building except for some specified 'group' or 'discussion' areas	Noise is a major issue of concern as identified by patrons (largest category of negative comment via Rodski, for example). We thus try to restrict noise to specified group of discussion areas.	Our library "Code of Conduct" is prominently posted in all libraries.	Wrongdoers are approached by library staff and referred to its requirements. Persistent non observance leads to recalcitrant students being requested to leave the building. Success of this approach varies library by library.	Yes

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University of Wollongong	No		Yes, some places / under some conditions	Drinking bottled water is allowed. It's acceptable everywhere now and spills cause minimal damage. Water fountains are also provided so it would be silly not to allow bottled water. Other drinks aren't allowed but it is hard to enforce.	Library Code of Conduct, signs in the Library, staff speaking directly to students.	Staff speak to wrongdoers who are asked to put their food away or take it outside. A postcard can be handed to students which indicates no food, drink, mobile phones. If they refuse the staff member can ask for ID. They will then be sent a letter from the University Librarian. If they refuse to show their ID then Security is called.	Yes, some places / under some conditions
Victoria University	Yes, some places / under some conditions	Library policy is to permit food and drink but Campus Librarians have the discretion to identify designated food areas according to the needs of the campus library. Further guidelines are being considered in relation to this policy in the context of the development of "learning commons" facility.	Yes, some places / under some conditions	Library policy is to permit food and drink but Campus Librarians have the discretion to identify designated food areas according to the needs of the campus library. Further guidelines are being considered in relation to this policy in the context of the development of "learning commons" facility.	Website, campus-specific notices, brochures.	Wrongdoers are approached by library staff and referred to notices/regulations, and may be asked to leave the library.	Yes, some places / under some conditions

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University of Wollongong	Mobile phone use is restricted to the Foyer area (near public phones). The rest of the Library is signposted as "no mobile phones". In practice, students are asked to switch off their phone or put it on vibrate. Text messaging or using the phone to store call numbers from the catalogue is acceptable.	Restrict noise throughout the building except for some specified 'group' or 'discussion' areas	With the exception of the group study rooms, the Library is set aside for quiet study. However, we are more likely to enforce this in the areas with individual study carrels.	Website, on the entry door, signs, notices posted on walls and doors throughout the building. A postcard that can be handed to wrongdoers which indicates no food, drink, mobile phones.	Staff speak to wrongdoers and ask them to switch off their phone or take it outside. A postcard can be handed to students which indicates no food, drink, mobile phones. If they refuse the staff member can ask for ID. They will then be sent a letter from the University Librarian. If they refuse to show their id then Security is called.	Yes. It is included in the Library Code of Conduct which has recently been revised and is going to Council in October for final approval.
Victoria University	Rules vary between branches. Most branches allow mobile phones everywhere except designated quiet study areas. Rules vary because of varying ability to police the rule.	Restrict noise in some specified 'quiet' or 'silent' areas only	The Library rules apply to designated "silent" areas. Campus librarians designate these areas for their campus library, and behaviour may be enforced according to the library rules in relation to these areas. Noise in other areas is accepted.	The Library rules are published on the Library web page and publicised in brochures and posters. As for Noise, Mobile phone restrictions are only enforced in silent areas.	Wrongdoers are approached by library staff and referred to notices/regulations. Library users who refuse to comply may be asked to leave the library.	Yes. VU Library rules are reviewed at least annually to ensure relevancy and currency.