**Polasaí agus Nósanna Imeachta/Policies and Procedures**

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| **Code**  | QA810 |
| **Title**  | Noise Policy: Library |
| **Policy Owner**  | Deputy University Librarian |
| **Date**  | 7 March 2025  |
| **Approved By**  | Library Senior Management Team  |

1. **Purpose**

The purpose of this policy is to ensure that all users of the University of Galway Library are aware of the Library’s policy on noise.

1. **Description**

The University of Galway Library is committed to supporting a range of user needs in a welcoming and comfortable environment and. We understand that different levels of noise are appropriate for different activities, and our policy on noise levels offers users a choice of different zones. What we offer, and what we expect from Library users, is laid out below.

**Mobile Phones:** Mobile phones and other electronic equipment (tablets, e-readers, laptops etc) should be kept on silent at all times while you are in the Library.  Please leave the Library to make or receive calls wherever possible.  If you must take or make a call in the James Hardiman Library, use the emergency stairs at the southern or Áras na Gaeilge end of the Library building.

**Headphones**: Headphones may be used in the library, if noise from the headphones cannot be heard by other users. If other users can hear the audio, it is too loud.

**Study Zones**: There are two clearly signposted Silent Zones in the James Hardiman Library, on Floor 1 and 2. In a Silent Zone, do not talk or use your mobile phone at all. Be extra vigilant about ensuring that devices such as laptops are on silent.

All the other individual study spaces in the Library are Quiet Study Zones. In the Quiet Study Zones, conversations if any should be brief and conducted in a whisper.

We have Group Study Rooms for collaborative work. If you are working in a group, try not to talk too loudly. Remember that noise can spill over from these rooms to the individual study spaces nearby.

**Reporting Noise Disturbance**: From 08.30-18.00 Monday to Friday, you can report any noise disturbance via the Live Chat service on the **Library's website,** clearly identifying the location of the disturbance. You can also let the Library Stewards, who are on duty at the entrance to the Library and regularly patrol the floors, know of any noise issues at any time.

**3.0 Responsibilities**

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| **Name (Office or position)** | QA810 |
| University Librarian | Policy Owner |
| Deputy University Librarian | Implementation of noise policy |
| **All Library Staff** | Monitor and enforce noise policy  |
| **All Library Users**  | Comply with noise policy  |