

# TCNJ Library Noise Policy

## I. Library Study Zone and Noise Levels

While the library faculty and staff want to provide an environment that is friendly and comfortable for our users, we must emphasize that the library is a center for learning. Some people need a quiet space to learn, while others learn best through group collaboration.

To create an environment that serves both styles, we have identified acceptable noise levels for each floor, as well as what noise you might expect on each floor.

- Active Learning Zones – Usually busy, intended for collaborative learning experience. Conversation-level is expected.
- Reading/Study Zones – Intended to serve as quiet areas for readers and students who need to concentrate. In these zones, only LOW-LEVEL talking is permitted.
- Quiet Zones – Extreme quiet is expected.

### Other Noise Considerations

- Please keep in mind that Group Study Rooms are not soundproof. Once inside, please keep voices down to acceptable conversation levels.
- Some noise is to be expected at library service points (Media Services, Access Services, Café, and Reference Desk).
- Some noise is to be expected during library tours and other special events.
- Louder noise is expected in the Café Area, specifically during meal equivalent time.

### Lower Level

- Active Learning Zones: Study Labs
- Reading/Study Zones: Study Carrels for individual use
- Noise Expectations: Expect some noise during library tours and when events are scheduled in the auditorium.

### First Floor

- Active Learning Zones: Closed Group Study Rooms
- Reading/Study Zones: Reference Area, Late Night Arcade
- Noise Expectations: Expect louder noise coming from the Café, lobby entrances, Reference Desk and Access Services.
  - Cell phone use is allowed as long as conversations are kept at a low speaking voice.

## Second Floor

- Active Learning Zones: Closed Group Study Rooms
- Reading/Study Zones: The entire second floor is the Reading/Study Zone.
- Noise Expectations: Expect some noise rising from the first floor into the stairway. The outer corners of the second floor, further away from the stairway, tend to be quieter.
  - Cell phone use is allowed as long as conversations are kept at a low speaking voice.

## Third and Fourth Floors

- Reading/Study Zones: These two floors are Quiet Zones.
- Noise Expectations: Expect some noise from the Media Services Area.
  - Closed Group Study Rooms are available with very low talking voices permitted.
  - Cell phones should be silenced.
  - Cell phone talking is not permitted on this floor.
  - Audio may be listened to with head phones, as long as it is inaudible to others.

## II. Library Policy Enforcement

Library users are asked to comply with all library laws, rules and policies. When individuals or groups become disruptive to other library users, a library staff member has the authority to ask these individuals or groups to be quiet and correct their disruptive behavior.

In order to provide our users quality library services, a library staff member will enforce the following three-strike approach:

1. A library staff member will first approach the disruptive individuals or groups and ask them to lower their voices and stop their disruptive behavior. They will receive a friendly reminder of the Library Noise Policy.
2. If a library staff member must approach the individuals or groups a second time, he/she will bring a copy of the Noise Policy and inform them that they will be asked to leave if they continue their disruptive behavior.
3. Disruptive individuals or groups will be asked to leave if they do not correct their own behavior after the first two warnings to do so.

### III. Registering a Complaint

Library users are welcome to contact Access Services directly in person, or by phone (609-771-2311) with noise complaints. Also, library users may register a complaint via “Ask the Librarian.” The complaint will be forwarded to Access Services, who will follow up on the complaint.