Use of Library Facilities and Collections Policy

The mission of the UNM University Libraries is to develop collections that support the educational and research programs of the University of New Mexico and to provide services for the benefit of the university and research communities, and the residents of the state of New Mexico. The University Libraries' mission is to support, participate in, and enhance the instructional, research, and public services activities of the University of New Mexico by placing priority on service to students, faculty and staff at UNM; by acquiring, organizing, preserving, communicating, and sharing the record of human knowledge; and by teaching people how to use libraries effectively and access information successfully.

In fulfilling its mission, the UNM University Libraries expects all library users to exercise proper and responsible use of its facilities and collections. Responsible use of library facilities sustains a learning environment where library patrons have an opportunity to access the collections and resources of the university libraries. An essential element of an effective learning environment includes respect for library patrons and library staff. Library patrons must act responsibly and refrain from any behavior which would disrupt the use of the facilities by other library users or which would interrupt the work of library employees.

Right To Refuse Service

Part 1
The library has an obligation to its customers to manage disruptive behavior in a professional and rapid fashion. Therefore, University Libraries reserves the right to refuse services to any library user who acts irresponsibly by disrupting the use of the facilities or by being disrespectful to other library users or to a library employee. Irresponsible behavior includes but is not limited to the following:

- rudeness including loud and offensive language
- unreasonable demands for service
- being under the influence of controlled substances or alcohol
- threatening or erratic behavior

Any library employee can exercise the right to refuse service when confronted by a library user acting irresponsibly. Library security will assist by calling Campus Police to have the problem patron escorted from the Library. An incident report must be filed with the library security when an employee utilizes the right to refuse policy. The incident report will be filed in the main Circulation Department, the branch Circulation department where the disruption occurred, and with the UNMUL Head of Public Services.

Part 2
Individuals who continue to abuse library staff and services may require additional corrective action up to, and including, being banned from Library facilities. The Head of UNMUL Public Services may submit a request with the Dean of Students Office to have a repeat offender banned from the Library. This will only be done when all attempts by the Library to resolve the problem are unsuccessful, and when there is adequate documentation to support the request. The Dean of Students Office requires thorough documentation outlining the history and current status of the problem. Documentation should include internal library incident reports, and any relevant campus police reports.

A branch head, associate dean, dean or designate may ban a patron temporarily from Library facilities if a police report had to be filed because of patron behavior. For those individuals necessitating an official ban, the head of UNMUL public services will work with the dean of students.

All public service units will be alerted to any individual banned from the Library. Library security and campus police will assist with enforcement of the ban.