Library Charter

The library team will:

1. Be respectful, professional and fair in all interactions with library users, and respond to you in a timely manner.
2. Provide a safe, welcoming and well maintained environment, and provide assistance to make the library accessible to all users.
3. Provide access to the physical and online resources that you need for your studies, and the support materials and training you need to access and understand them.
4. Continually improve our service, and seek insight from your feedback, statistics, enquiries and complaints. We will publicise actions taken as a result of your feedback.
5. Communicate with all our users through a variety of channels to publicise our services, operational standards, and service improvements.

You will:

1. Show consideration and respect to all library users and library staff, in line with university regulations.
2. Take responsibility for your library account, monitor due dates, and return items on time and in good condition.
3. Help maintain a welcoming, studious library environment, following library rules and guidance from library staff.
4. Let us know how we can improve the library service.