

## LIBRARY CUSTOMER CARE CHARTER

This Charter outlines our service commitment to you and how you can help us to provide you with a quality service.

We aim to	We ask you to
Treat you with respect and fairness	Treat other users, staff and the space with respect
Provide a helpful, effective and friendly service	Be aware of and adhere to all Library Regulations
Provide electronic and print resources to the highest academic standard and within our budget	Tell us what resources you need for academic purposes, respecting all legalities
Listen to Library feedback (including statistics) and to implement ideas that have value for the library community	Give us constructive feedback about the Library
Provide a variety of learning environments, conducive to individual and group study	Be considerate of the needs of others and help maintain an environment conducive to learning and research
Inform you promptly about Library services, policies, regulations and opening hours	Regularly check email and social media and tell us about any issues which affect you in the Library.