



Customer Charter

LIBR3 23/01/19 LKSM Review: 12/2020

We aim to provide

- a courteous, efficient, quality service at all times
- clear information about the library services and regulations
- all personal information held in confidence and in accordance with the requirements of the Data Protection Act and GDPR
- well informed staff available in working hours for enquiries and help
- a fully multi-disciplinary range of resources
- 24 hour access to resources for all core stakeholder groups
- remote access to resources where possible
- access to wider resources through co-operative working locally and nationally
- a pleasant, safe library environment conducive to study, reference and research
- user-led improvements to the service through attendance at meetings and forums, user surveys, student group feedback, university liaison forums and individual written or verbal feedback received

We ask library members to

- treat library staff respectfully at all times
- provide evidence of ID/University membership if required
- abide by the regulations outlined on the registration form
- abide by the IT regulations provided prior to log in to the computers
- work within the Copyright Law as posted near the photocopier and computers
- abide by Licensing agreements for electronic resources as directed
- respect other members by not abusing the library resources or services
- update relevant personal details for our records as they change
- complete a feedback form, or contact the Library & Knowledge Services Manager with any complaints or suggestions for service improvement