

# Library Services

## Customer Charter

We will work to ensure that all our customers can benefit from the Library's collections, services and expertise, by improving access and creating a welcoming environment, both on site and online.

### You can expect:

- Excellent customer service from a friendly and knowledgeable staff
- Equality of access to our services, resources and facilities
- A quality learning environment, conducive to study and research
- Relevant, current and high-quality printed and electronic resources to support your study and research
- A professional enquiry service to help you use the Library effectively
- Your comments and complaints to be dealt with promptly and in confidence.
- Your feedback and ideas to be used to develop and review our services

### We expect you to:

- Make the most of the Library resources and services
- Give us feedback about the service so we can continually improve
- Show consideration to other Library users and staff
- Take responsibility for items that you borrow or use in the Library.