

Trust Library Services - Customer Charter

We will work towards achieving this customer charter to guarantee you an efficient and effective service

We will:

- ★ be professional and receptive to your information needs
- ★ continue with our own professional development so that you can rely on us for an expert service
- ★ be friendly, courteous, respectful and treat all users equally
- ★ answer your enquiries timely and efficiently
- ★ keep you informed of any delays in satisfying your requests
- ★ enable you to renew your loans via telephone, email, online and via self-service
- ★ send you reminder and overdue notices via email
- ★ provide a free reservations service
- ★ deliver training sessions adapted in response to your feedback
- ★ give you a library induction on joining and refreshers as required
- ★ provide an Interlibrary Loans Service to acquire non-stock items
- ★ provide and maintain a library website and intranet site providing easy access to resources and services remotely
- ★ provide you with up-to-date guides and reading lists tailored to your needs
- ★ keep you informed of knowledge updates via Trust communications and the library website
- ★ provide you with access to a computer, printing facilities, photocopier, scanner and to your own online library account
- ★ Provide 24/7 access to all library areas

We will support your work and study by providing access to:

- ★ a wide range of print and online resources
- ★ online library search facilities
- ★ bibliographical and point-of-care databases

We will maintain an ideal library setting by:

- ★ keeping all areas organised, maintained and conducive to study
- ★ providing a mix of areas for quiet and group study
- ★ providing computer and Wi-Fi network access
- ★ keeping the environment safe and secure

Additional information

- ★ We will comply with the Data Protection Act to maintain confidentiality of all personal information that we hold
- ★ All fire exits and areas where CCTV is in operation will be clearly labelled
- ★ Movement sensitive lighting will be in operation during unstaffed hours
- ★ Library staff will be trained in mandatory health and safety procedures
- ★ We will encourage the prompt return of overdue items by imposing daily fines
- ★ We will ensure the library collections are preserved by invoicing for any item damaged or not returned

Feedback & Evaluation

We welcome your opinion on any aspect of our service both good and bad so that we can improve and develop our service to you

We will:

- ★ actively seek your opinion and establish the level of your satisfaction by means of online surveys
- ★ publish the results of surveys and actions taken in response to your comments
- ★ provide a suggestion box in the library and online feedback forms on the website and Intranet site
- ★ publish our responses and actions taken to your suggestions within the library and/or added to our online FAQs
- ★ keep your responses anonymous
- ★ respond to you personally if you provide your name and email address
- ★ investigate and respond to all your suggestions and complaints within 2 working days

Help us to help you by:

- ★ treating library staff and other people using the library with consideration and respect
- ★ abiding by the Library Regulations displayed in the library, on our website and Intranet page
- ★ treating library materials, equipment and furniture with care
- ★ respecting the silence of designated quiet areas
- ★ working within I.T. policies and copyright laws
- ★ Providing us with relevant information for library membership and requests for information
- ★ Returning or renewing borrowed material on time

Contact us by email; academylibrary@manchester.ac.uk or by phone; 0161 291 5778

You can also visit our website www.academylibrary.org.uk to make enquiries or post your suggestions