

CLIENT SERVICE CHARTER

Helping the Library help you

www.library.uq.edu.au

	We will...	Would you please...
Academic Staff	provide expert one-on-one research support services	keep your liaison librarian informed of your projects and grant funding
	acquire information resources for teaching programs and to support your research	supply reading lists and items for High Use by requested dates give us suggestions for purchase of materials in your area
	assist in the new course process by providing a course impact statement and identifying new items for purchase	give your liaison librarian sufficient notice of your need for a course impact statement
	offer a range of options to develop the information literacy of your students	contact your liaison librarian for help with integrating information literacy into your courses
	provide an institutional repository, UQ eSpace	deposit your research output in UQ eSpace
Research Students	provide expert one-on-one research support services	keep your liaison librarian informed of the progress of your research and your anticipated information needs
	obtain items for your research	give us suggestions for purchase of materials in your area
Course work Students	obtain items for your coursework and research	give us suggestions for purchase of materials in your area
	help you make the most of Blackboard	ensure you are familiar with Blackboard's features
Hospital Staff	support hospital staff by providing relevant, current and reliable information, including evidence-based information sources	recommend material for purchase to your liaison librarians or library champion register with the Clinicians Knowledge Network (CKN) for remote access
	provide expert one-on-one research support services for clinical work	provide accurate and clear details on the information you need
Alumni/Community	provide a range of membership options for a scaled fee	appreciate that the Library's priority clients are the staff and students of the University
	provide access to the Library's print resources	return borrowed items on time and in good condition
	provide access to electronic resources indicated on the website	understand that the Library works within strict licensing conditions

We need your help

Please help us measure and evaluate our performance by:

- giving us feedback:
<https://library.uq.edu.au/suggest~S7/>
- participating in Library surveys
- improving our collections by recommending materials for purchase.

For more information

Go to: **Contact us** under **UQ Library** on the Library website and also refer to the Library Conditions of Use: www.library.uq.edu.au/ias/rules.html and the Computer and Internet Access Conditions of Use: www.library.uq.edu.au/internet/accessconditionsofuse.html.



Our commitment to service excellence

The University of Queensland Library's mission is to **enrich world-class scholarship**.

To achieve this mission we are committed to providing facilities and services of the highest standard.

We work in partnership with the academic community to provide convenient access to quality information, and to manage and provide access to UQ scholarship.

We provide information services which can be customised to individual needs and which recognise disciplinary perspectives and their information requirements.

We engage with the community to foster scholarship.

We strengthen the culture of collaboration and partnership within the University.



Our core service standards

We are committed to providing high standards of service, facilities and resources, and will ensure that:

- clients can access library services and resources online and in-person in an effective and timely way
 - computers and access to UQ's wireless network are provided in all library branches
 - all library IT systems are checked daily
 - all items returned from loan are available for re-use within two hours of return
 - all new items will be available within fifteen working days of receipt in the Library, except for urgent items which will be available within two days
 - all document delivery requests for items not held in UQ Library are actioned within two working days of receiving request
 - all suggestions, comments, and requests on the Feedback site are answered within one working day
 - each branch provides both group and quiet study facilities.

	We will...	Would you please...
All Clients	treat you with courtesy and respect	show respect and courtesy for staff and each other
	provide a range of spaces suitable for different learning styles and activities, and clearly identify and publicise these	use the spaces in the designated way: <ul style="list-style-type: none"> • do group work in group spaces • maintain quiet in the quiet spaces • use mobile phones only in the designated areas
	provide an attractive, clean, and safe environment in which you can work	honour the 'cold food, lidded drinks only' policy deposit rubbish in bins provided look after the furniture and equipment take responsibility for your personal belongings
	provide fair and equitable access to print and electronic information resources	return borrowed items on time and in good condition honour the requirement that access to Library content is not transferable present your UQ/Library card on all occasions when borrowing
	provide computers, access to power for your laptops, and 24x7 access to the Library website, electronic resources, and online help	advise us of broken links on the website use Library computers for study purposes not use software to systematically download licensed content
	provide printing and photocopying services in all locations, plus some 'print express' facilities (Ask I.T. Duhig Building, BSL, DHPSE)	try to plan your printing to avoid delays at peak times honour the requirements of copyright laws
	provide help for you to find and use information in a range of ways (information specialists, classes, online guides, and webcasts)	take every opportunity to get the most from the extensive information resources available to you via the Library
	obtain items you need for your teaching and research which are not held in the Library collection	check Library holdings before making a request give us accurate details of the item you require
	provide facilities and services for students with disabilities	check out the Library's website or ask staff about services that may be helpful to you
	keep your personal details—including passwords—confidential	keep your contact details up-to-date not share your passwords with others
	communicate by email	regularly read the email messages that we send you
	offer a range of learning and teaching options to develop information literacy skills	take advantage of support services offered – asking for help, classes, and online tutorials