

Our Commitments, Your Responsibilities

Library User Charter

Library and Learning Resources is committed to develop and deliver an outstanding and enriching library experience that empowers all our users to discover, learn, research, and disseminate knowledge.

This statement sets out our commitment to service delivery and explains how we can work with you to provide the best possible learning experience. This charter is our agreement with you.

You can expect us to:

Services and Support



- treat you with respect and courtesy in a fair and consistent way
- keep your personal details and your borrowing record secure
- publicise our services and keep you up to date with changes and improvements to library services and facilities in different ways, including via email, webpages, Library display screens, social media, and Blackboard.
- allow self-service borrowing, renewals, reservations, and returns.
- give you access to online support and resources.
- collaborate with teams across the University to develop and enhance services.
- offer ways for you to share with us your views about the Library and respond to feedback and complaints promptly.
- regularly review our services in light of comments, suggestions, and other feedback.
- provide a friendly and helpful enquiry service face-to-face, by email, and by phone. Provide professional subject support and training sessions to help you develop digital literacy and academic literacy skills.
- train and support our staff to do their best to help you, whenever and whatever you ask them.
- wear ID at all times to help you identify us.
- support you in your journey from application, arrival, transition and through to graduation, including providing orientation to first year students, and delivering activities for Academic and Personal Development weeks.
- work with academic staff to develop and contribute to the delivery of an integrated academic development offer.

Environment



- maintain opening hours that, whenever possible, match your needs.
- ensure our libraries are open as advertised.
- work to maintain a safe and clean environment for study.
- provide study areas for different types of learning.
- provide recycling bins for waste under the University's recycling policy.
- ensure that Library staff and Security staff regularly rove in the building to maintain a suitable environment and respond to noise alerts.

Resources



- provide print, electronic, and other information resources to support your learning and research needs.
- maintain a Document Delivery service to get hold of items not held by the Library.
- develop LibrarySearch to help you find the resources you need.
- equip the library with photocopiers, printers, and scanners.
- make available guidelines on copyright requirements in teaching, research, and learning.
- carry out regular evidence-based stock review activities (including stock check, stock disposal, review of loan periods) to ensure that the collection stays relevant and develops in alignment with the curriculum.
- shelve returned materials in correct sequence and timely, and ensure that the stock is well spaced.
- maintain and develop the University's own archive collection.
- liaise with academic staff over the selection of stock and buy in line with their teaching, learning, and research requirements.
- process all stock orders within policy guidelines and within budget.

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We expect you to:

Services and Support



- be considerate of others and treat other users and Library staff with respect and courtesy.
- carry your smartcard with you. Look after it and never lend it to anyone else.
- check your emails and your online Library account regularly, to know when your items are due for return, and to check we have your current contact information.
- ask for help when you need it.
- familiarise yourself with library policies and services.
- offer any ideas on how we can improve our service.

Environment



- not leave your belongings unattended or reserve study spaces when you are not in the library.
- use bins and recycling facilities appropriately.
- keep noise to a minimum, making sure that you don't disturb those around you.
- respect the different zoning areas by selecting an area appropriate to your activity.
- respect the building, the furniture, and the IT equipment.
- only eat hot food in the Atrium Cafe area.
- not smoke or vape in the Library.
- leave immediately if the fire alarm sounds.
- not consume or bring alcohol or drugs into the Library.

Resources



- return requested and 24 hour loan items on time, respecting the needs of other users.
- be responsible for the safekeeping of all material that you borrow.
- not use computers to download or circulate illegal or offensive material.
- be aware of and follow current copyright law and licences.
- ensure that any item you intend to take out of the Library is issued to your Library account.
- accept responsibility for any overdue, lost, or damaged items borrowed on your card and settle any consequent charges promptly.

If you are an academic member of staff:

- work with us to ensure that the learning and teaching needs of students are being met.
- invite us to attend faculty and school meetings so that we can keep you informed of the Department's developments.
- consult with us on the development of new or re-validated courses, with a particular focus on embedding academic literacy skills but also on resources.
- help us to identify stock areas we can review and develop.
- order appropriate items by the advertised deadlines.
- request digital copies of book chapters or journals articles for your student cohort in good time to allow staff processing.

Thank you for your co-operation. We welcome all suggestions and feedback. All comments will be acknowledged and acted on appropriately. If you have any suggestions or comments regarding the Library, please send them to: library.canterbury@canterbury.ac.uk

The Library Regulations, the Augustine House Library Code of Conduct, and the Salomons Library Code of conduct can be found on our website.



Canterbury
Christ Church
University

Library and
Learning Resources