



Customer Charter

The Library will:

- Provide a helpful and friendly service.
- Treat you with courtesy and respect.
- Provide a flexible, engaging, and inclusive learning environment, both in the library and virtually, which supports the needs of all our library users.
- Equip students and staff with the information skills they require for success in their course/to become independent lifelong learners.
- Use Key Performance Indicators (KPIs) and Management Information (MI) alongside user feedback to drive purchasing decisions, measure impact and inform service improvement.
- Publicise our range of services and send you timely notifications and reminders.

To help us achieve this we ask you to:

- Treat library staff and other users with politeness and consideration.
- Contribute to maintaining an environment conducive to learning and research.
- Take good care of library resources and leave them in the condition you would wish to find them.
- Keep your UB card safe and do not lend it anyone. Always carry your UB card when you visit the library.
- Observe library policies and regulations when using the library and library resources.
- Give us feedback so that we can improve our service to you.