

H.E. Students Library Charter

Library staff are committed to providing our users with high quality services and facilities, but we can only achieve this in partnership with you. Please help us to help you to make the most of library services and facilities. This library and learning spaces charter describes the expectations and responsibilities of both parties.

What you can expect from us :	To help us to achieve this, we ask you to:
<ul style="list-style-type: none"> • A welcoming environment with a range of study spaces to suit different learning styles 	<ul style="list-style-type: none"> • Respect the rights of other library users • Treat learning environments with care and respect • Work in a learning space that matches your study needs e.g. groups in group workrooms
<ul style="list-style-type: none"> • Library staff treat all library users fairly and with respect and courtesy • Provide equality of treatment for all 	<ul style="list-style-type: none"> • Be polite and courteous to library staff and other library users both in person and online
<ul style="list-style-type: none"> • Library staff who are identifiable, and whose contact details are available on the library Moodle pages 	<ul style="list-style-type: none"> • Carry your Holy Cross and University ID card at all times
<ul style="list-style-type: none"> • Library staff who work and consult with academic colleagues, to ensure library services match and support teaching and learning needs • Access to a range of up to date resources, both online and print, with training and support available to help you find the information that you need 	<ul style="list-style-type: none"> • Attend the library introduction and all library sessions that are provided to support your course • Ask if you need help, and take advantage of the advice and support that is available
<ul style="list-style-type: none"> • Information about services and facilities, including changes and developments, through accurate and regularly updated Moodle Pages and Twitter. 	<ul style="list-style-type: none"> • Regularly check the information on the library catalogue to keep up to date • Regularly check the library web pages and social media options

<ul style="list-style-type: none"> • Easily accessible feedback opportunities in a range of ways, including email, online and annual survey. We will provide timely responses, and where appropriate incorporate suggestions into our service planning and delivery 	<ul style="list-style-type: none"> • Feedback any comments or suggestions to the library • Raise any queries promptly • Familiarise yourself with library rules and regulations
<ul style="list-style-type: none"> • Library staff aim to resolve queries when they are raised. However, if this is not possible, you will be provided with the details of the person your question is being referred to and they will respond promptly 	
<ul style="list-style-type: none"> • Monitoring of services and facilities to ensure they are developed to meet user needs 	