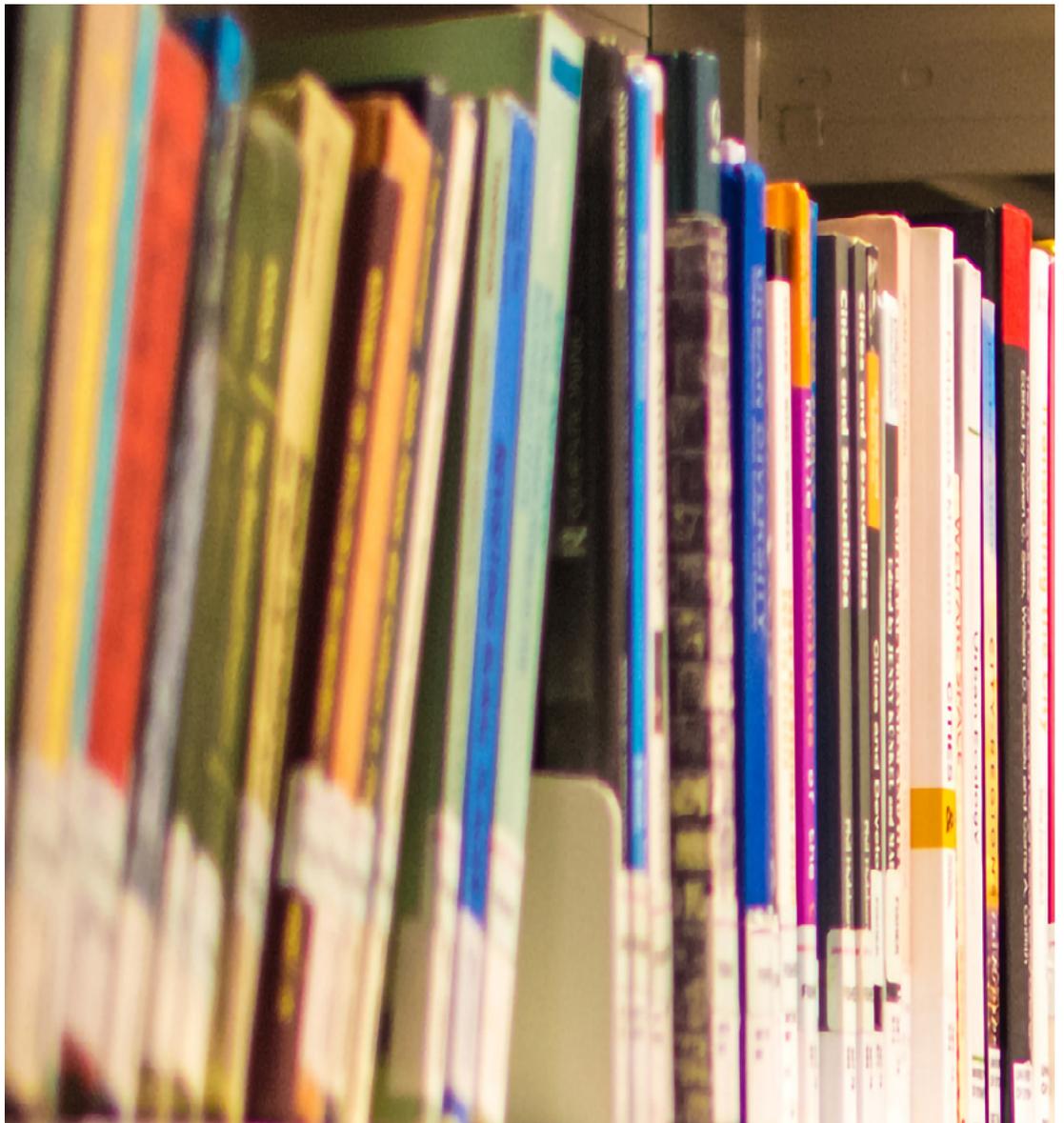




THE UNIVERSITY OF
SYDNEY
—
Library

Customer Service Charter Sydney University Library

Our Customer Service Charter describes who we are as a library and how we deliver our services. Our Customer Service Charter also outlines our expectations of client behaviour along with measures on how we will meet our service standards.



Who we are

The University of Sydney Library’s vision is to lead Australia’s academic excellence. Our mission is to inspire a love affair with learning in order to advance the academic potential in everyone. We live our values of Inspiration, Collaboration, Integrity, Respect, and Curiosity by creating a culture that is Nurturing, Inclusive, Creative, Honest and Open.

What we do

	As University of Sydney Library Staff, we will:	We will do this by:	As a student, faculty, staff or community member, you agree to:
COMMUNICATION	Engage with you: <ul style="list-style-type: none"> in person by phone by email form by chat via social media via online information resources Contact the Library	Responding to your query: <ul style="list-style-type: none"> within 48 hours by email during business hours within 2 minutes by chat during Live Chat hours within 24 hours by Social Media during business hours Referring you to the most appropriate person or organisation	Be mindful of staff balancing requirements of all users
COLLECTION	Facilitate easy access to print collections	Returning items back to shelves within 24 hours Ensuring collections are tidy and easy to find	Return items to designated areas after use Submit accurate information to process requests Be respectful of other institutions’ materials and loan conditions
SPACE	Provide and maintain a mix of learning spaces	Reporting IT, AV and facilities issues to ICT and CIS within 48 hours Providing spaces that are accessible by students and staff 24 hours, 7 days a week	Observe group study, quiet and silent zones Respect furniture and facilities Follow Food and drink in library spaces guideline

How we do it

As University of Sydney Library Staff, we will:	As a student, faculty, staff or community member, you agree to:
Be welcoming, inclusive and attentive to your needs	Be present, engaged and inclusive during interactions with staff
Be proactive and approachable by acknowledging you and your needs	Abide by the Library's governance documents , including the University of Sydney (Library) Rule 2011, the University ICT Resources policy, and the appropriate Code of Conduct
Be understanding and empathetic in all of our interactions	Be courteous and respectful towards staff and other clients
Answer your queries in a professional and timely manner at the first point of contact, or provide you with an effective referral	Plan your information needs and engage with self-service resources & technologies
Be knowledgeable about the Library and the University as a whole	
Help you by: <ul style="list-style-type: none"> • guiding you to information • educating you in how to find further relevant resources and • providing you with alternatives 	Actively engage in developing information/digital literacy through library and research skills
Build confidence and trust by taking responsibility and accountability for our actions	Provide useful and positive feedback on how well we are doing and how we can improve

Feedback and Review

The University of Sydney Library appreciates your feedback on our services and our Client Services Charter. We will respond to feedback on our services within 48 hours. We will also review and report on the effectiveness of the Charter on an annual basis.

- [Suggestions and feedback](#) on our services or the Charter
- [Suggest an item for the collection](#)