



THE UNIVERSITY OF
SYDNEY
—
Library

Customer Service Charter University Library

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

Our clients include University of Sydney students, staff and faculty, as well as alumni, other library members and visitors.



Who we are

The University Library seeks to inspire a love of learning in order to advance the potential in everyone.

To achieve excellence and engage our community, we leverage our information and knowledge expertise and provide an inspiring think space for staff and students. We facilitate easy and open access to information resources and services, and create opportunities for collaboration and knowledge creation.

What we do

We agree to meet our service standards during core staffed hours, Monday-Friday 9am-5pm. We also offer extended [opening and staffed hours](#) at many of our locations.

	As library staff, we agree to:	We will do this by:	As a client or visitor, you agree to:
ENGAGEMENT	Engage with you: <ul style="list-style-type: none"> • in person • by phone • by email • by chat • via social media • via digital presence 	Responding to your query: <ul style="list-style-type: none"> • within 2 minutes by chat during Chat Now hours • within 24 hours by Social Media • within 48 hours by email Referring you to the appropriate person or organisation.	Be mindful of staff balancing requirements of all users.
COLLECTION	Facilitate easy access to collections and resources.	Returning items back to shelves within 24 hours of receipt at home library. Ensuring collections are tidy and easy to find. Investigating and reporting digital collection and system issues, and advising you about disruptions, within 24 hours.	Return items to designated areas after use. Submit accurate information when requesting resources. Be respectful of our and other institutions' materials and loan conditions. Use your own UniKey or equivalent when accessing resources.
SPACE	Provide and maintain a mix of learning spaces that are safe and secure.	Identifying and reporting IT, AV and facilities issues to ICT and CIS within 2 hours. Providing spaces that are accessible by students and staff 24 hours, 7 days a week.	Share spaces and respect furniture and facilities. Keep personal belongings with you. Observe group study, quiet and silent zones. Follow Food and drink in library spaces guidelines.

How we do it

Our Customer Service Charter is grounded by our values of inspiration, collaboration, integrity, respect and curiosity.

As library staff, we agree to:	As a client or visitor, you agree to:
<p>Answer your queries in a professional and timely manner at the first point of contact, or provide you with an effective referral.</p> <p>Be knowledgeable about the Library and the University as a whole.</p>	<p>Be clear about your information needs and explore self-service resources and technologies.</p>
<p>Help you by:</p> <ul style="list-style-type: none">· guiding you to information· guiding you in how to find further relevant resources· connecting you with alternatives	<p>Actively develop your information and digital literacy through library and research skills.</p>
<p>Be understanding and empathetic in all of our interactions.</p> <p>Be welcoming, attentive and inclusive to your needs.</p>	<p>Be courteous, respectful and inclusive in your interactions with staff and other clients.</p>
<p>Build confidence and trust by taking responsibility and accountability for our actions.</p>	<p>Provide useful and constructive feedback on how we are doing and how we can improve.</p>
<p>Be proactive and approachable by acknowledging you and your needs.</p>	<p>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.</p>

Feedback and Review

The University of Sydney Library appreciates your feedback on our Customer Service Charter and our services. 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.

- Provide [feedback on our Customer Service Charter](#)
- Provide [suggestions and feedback on our services](#)