

## Glucksman Library University of Limerick

# Customer Service Charter

The University of Limerick Library is committed to meeting the scholarly information needs of the University community. This charter outlines what you can expect from the Library and what you can do to help us.

Our primary customers are: Undergraduates, taught postgraduates, research postgraduates, faculty, researchers, staff

*Subgroups:* non-traditional users

*Additional customers:* Customers of the fee-based service, members of the public from the region, visitors from other universities in Ireland and overseas, legal profession, Alumni, prospective users

### WE WILL PROVIDE

### YOU CAN HELP BY

|  |  |
|--|--|
| Courteous, prompt and effective service.   | Respecting library staff and other library users.  |
| Fair and equitable access to information resources, services and facilities.                           | Complying with library regulations and policies, including safety requirements.<br>Providing feedback on our services. |
| A balanced collection that reflects the academic activity of the university.                           | Make suggestions for resources to be added to the collection.  |
| Recommended reading material in print or electronic format.  | Academic staff will advise the Library of recommended reading requirements in good time.                               |
| Sufficient number of copies of recommended reading.  | Returning borrowed items on time and in good condition.<br>Using physical resources with care.                         |
| 24/7 access to electronic resources and services, via the library website, catalogue, and online help. | Notify us if you are unable to access e resources.   |
| Information and research expertise.  | Accessing in-person and online information support options.  |
| Information literacy training to equip you for independent, lifelong learning.                         | Attending information literacy training and workshops, both stand-alone and those integrated into academic programmes. |

|   |  |
|---|--|
| Integrated information literacy elements to support programmes of study.                        | Faculty should liaise with relevant librarians to integrate information literacy into teaching programmes.   |
| Subject-based expertise in selecting information resources and evaluating resource acquisition. | Faculty should liaise with relevant librarians in the preparation of new and revised programme submissions and suggestions for and building collections.<br><br>Providing reading lists and suggestions for purchase by requested dates. |
| Access and research expertise relating to the library's unique and distinctive collections      | Complying with handling procedures and other reading room guidance outlined by Special Collections and Archives staff  |
| Access to resources not held by the Library.  | Providing accurate details for the required resource and returning physical items on time and in good condition.<br><br>Complying with conditions attached to use of other libraries and their resources.                                |
| Space for individual and group study and research.  | Minimising noise and silencing phones. Abiding by food and drink limits and disposing of rubbish in bins provided.   |
| Photocopying services.  | Abiding by copyright law. Reporting equipment problems.  |
| Fee-based membership options for community and alumni.  | Liaising with the library staff regarding membership and access to services.<br><br>Abiding by conditions of your membership registration.   |