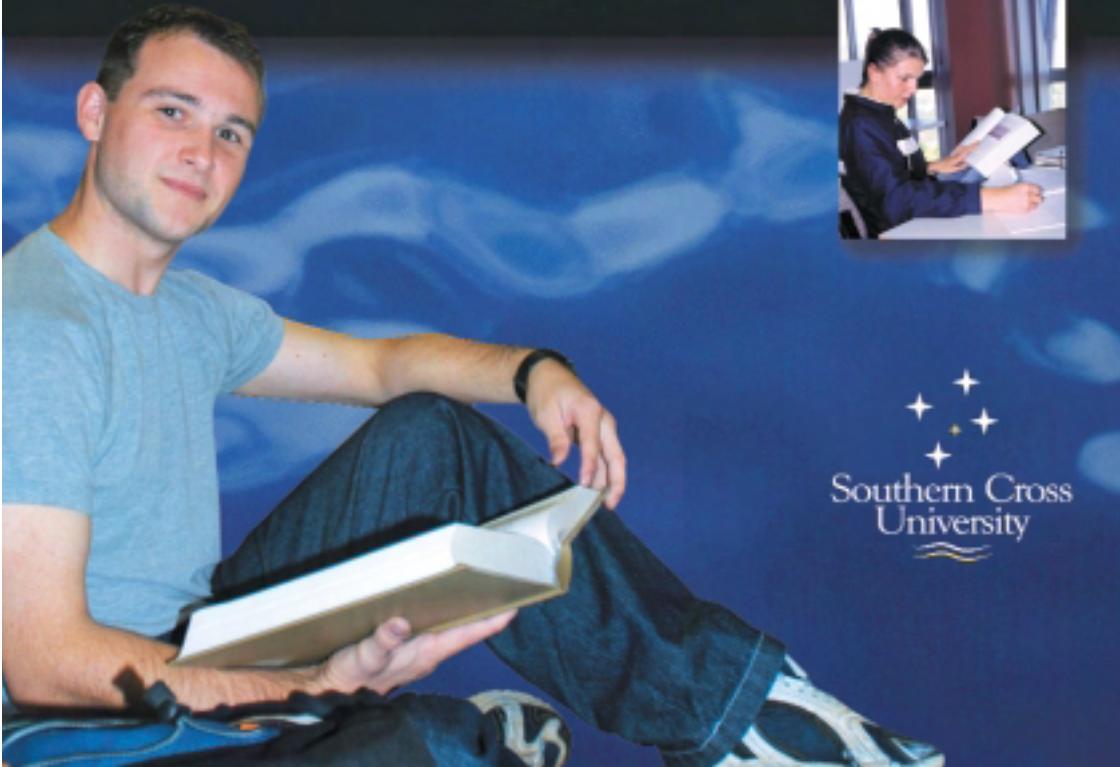


The University Library Client Charter





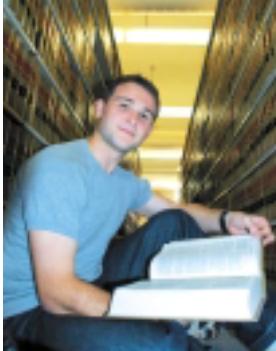
Library Mission

Our mission is
to foster quality learning,
teaching and research
for the University
and its communities
through innovative and effective
access to resources and
excellence in service

Library Values

Client Focus
Quality Service
Continuous Improvement
Collegiality, Team Work & Communication





Our Charter

The Library Mission states our commitment to the provision of high quality standards at all times in our service provision and resources.

This Charter is, however, much more than a statement of commitment to quality.

It is a contract with you, our client, to provide a standard of excellence in meeting your library information needs.

We are dependent upon you to inform us when you consider we have failed to meet our stated level of service so that the necessary improvements can be made.

Our Clients

Our first responsibility is to the community of Southern Cross University.

The University community includes all students of the University, regardless of location or study mode, all members of University staff and members and former members of the University Council.

We will also assist staff and students from other Australian universities and members of organisations with which we have contracted to provide service.

Members of the public also may have access to our facilities. They can benefit from our wide range of services by becoming Associate Members on payment of a fee.

The Client At The Centre

The Library is a service provider and we aim always to achieve a timely and relevant provision of service to you.

Client assistance is integral, therefore, to our approach to service.

Our relationship with you should be a partnership that enriches both parties.

Focus On Your Information Needs

Professional library staff will teach you strategies that will allow you to search competently for information and encourage lifelong learning and self sufficiency.

We will assist you to make maximum use of the Library's collection and services by:

- devoting sufficient time to ensure your information needs are accurately understood
- offering training sessions on information retrieval techniques and technologies
- ensuring a qualified librarian is on duty at all times the Library is open to assist with enquiries
- conducting orientation tours for new users, covering location and conditions of use of the facilities
- providing equitable access to resources by users with special needs
- providing innovative web-based services to remote users
- delivering a prompt loans service in a courteous manner
- returning Library materials to the shelves promptly
- maintaining a quiet and tidy Library to promote a good study environment
- maintaining an accurate and up-to-date catalogue
- giving priority to cataloguing items required urgently

Extending The Library's Reach

No library can meet all its clients' information needs from its own collection, particularly for research purposes.

Books and other items not held in the Library can be obtained by the Document Supply Service from outside sources as quickly as possible by the following means:

- employing a suite of services which ensures widespread geographic checking for locations and quick supply of your requested item
- automatically following up on overdue requests
- notifying you that your document has arrived, on the same day we receive it
- exploiting the use of technology to deliver items in a digital format

Access For All

The Distance Education Library Service is dedicated to providing the resources and help needed for Southern Cross University's distance education students and those unable to use the Library in person for reasons of disability or some other special circumstance.

Services can be used via the internet or by contacting the Library, and we endeavour to provide equitable access to resources by:

- processing and providing requests for loans of Library material and interlibrary loans



- providing photocopies of journal articles and other material
- undertaking subject or topic searches

The Distance Education Library Service is also extended to assisting users with special needs, thereby allowing them equitable access to Library services and the Library collection.

Staff

A quality service can be provided only by well-trained and committed staff.

Our staff are encouraged to participate in a variety of internal training programs and external professional development activities to improve their knowledge and skills.

Our staff will:

- maintain a courteous and co-operative relationship with you
- wear an identification badge to encourage a personal approach
- identify themselves by name when answering telephone enquiries
- respond to enquiries immediately or provide a referral when necessary
- participate in quality assurance programs to monitor our services
- liaise with academic areas through a system of Liaison Librarians and
- maintain a current awareness of technological innovations in all areas of our operations





Client Feedback

To fulfil our commitment to quality of service to our clients, we need to hear from you. In this way we can measure our success in providing you with the services you need and make improvements where they may be required.

We welcome your suggestions and comments regarding the performance of Library staff and the efficiency and standards of our service. Your suggestions on improvements or variations would also be welcome.

You can use our online feedback form on the Library website at <http://www.scu.edu.au/library> or leave messages in the Suggestion Boxes located in all campus libraries. All suggestions are considered and responses displayed for public notice on the website or in campus libraries.

We encourage academic staff to contact their Liaison Librarian in person, by telephone on (02) 66203752 or by email to refdesk@scu.edu.au.

You may also contact our Library Services Manager by telephone on (02) 66203984, by fax on (02) 66220093 or by email to libdesk@scu.edu.au.



Southern Cross
University

www.scu.edu.au/library