ULSTER UNIVERSITY
FINANCE & INFORMATION SERVICES DIRECTORATE
LIBRARY

LIBRARY SERVICES CHARTER

The Library is committed to providing all students with access to high quality information resources, services and the support required to make best use of them including a suitable environment within the Library in which to study. The Library is focussed on delivering continuous service improvement through engagement with all users, and aims to empower students to succeed in their course of study with the help and resources it provides.

What students can expect from the Library Service:
- To receive a helpful, knowledgeable and courteous service from staff at all times and to be treated with respect as an individual with specific requirements
- A welcoming Library environment that is suitable for study and research with a range of study spaces including group and silent study areas
- To have access to the Library materials needed to successfully undertake a specific course of study or research
- To be supported in the use of Library resources through user guides, induction sessions, classes, one-to-one and online help
- To respond to enquiries and requests for help as soon as possible during opening hours. The Library will provide alternative means of support outside of service delivery periods
- To be provided with additional support where required, for each student with additional needs.

What the Library Service expects from students:
- To be considerate of the needs of others and help to maintain a Library environment that is a supportive place to work and study
- To adhere to the published Library Code of Conduct Library Code of Conduct
- To adhere to the published Library Rules and Regulations Library Rules and Regulations in University Statutes
- To make appropriate use of their University email account. This will be the primary method of contact and should be checked regularly.

Consultation and Communication with Users

Listening to students
Library staff take the opportunity to meet with students on a formal basis at the liaison meetings between elected representatives of the Students' Union, Library, ICT and Reprographic Services. These meetings take place at least twice a year, with each campus hosting a minimum of one meeting per year. The meetings provide students with the opportunity to raise issues of concern relating to Library Services and facilities, the minutes are published online at Library Student Liaison Meetings.
Given the centrality of the Library's role in supporting teaching and learning at Ulster, the Library is represented on a significant number of University committees and

working groups where issues of interest and importance to the student population are discussed.

The Library will measure student satisfaction with aspects of its service using a variety of methods to include short user surveys carried out both face to face and online. The Library places great importance on feedback and will always be interested to hear what students think about any new or significantly enhanced services. The Library endeavours to meet student expectations in all aspects of service delivery. However, where a concern is raised, it will be treated seriously and every effort will be made to find a solution. Most issues can be resolved by contacting a member of staff at the relevant Library Information Point. However, if a student is not satisfied with the response or wishes to make any comment on Library services, they may complete a Comments and Suggestions form, which can be obtained from any Information Point or online at Library Comments and Suggestions form.

In the event that the Library is unable to resolve an issue, the University also has a Student Complaints process details of which are available online at University Student Complaints.

Communicating with Students
The Library will keep all users informed about opening hours and new or changed Library Services via the Library Homepage, social media channels and signage within Libraries.

Each year the Library will produce a report called **"The Library – you said, we did",** this will be accessible online at Library Performance. The report will summarise all complaints and any suggestions or comments to enhance service delivery and the Library's response to the main issues raised. The report will include a review of all surveys carried out within the Library in the previous year with a summary of recent performance against those Performance Indicators of most importance and relevance to students.

Performance Measurement
The Library measures its performance against a number of indicators including the following:

- Skilled Library staff will be available to deliver a quality Library and Information Service to users during opening hours. Library staff will be appropriately trained and will provide a courteous and helpful service to users

    Performance Indicators
    - Front line staff will be offered support and training in Customer Relationship Management and 100% of these staff will have completed the training within the last two years
    - All staff will participate in Developmental Appraisal Review (DAR) on a regular basis and 100% of staff will have completed the process within the last two years

- Library staff will provide guides, induction sessions, classes and one-to-one support to equip students with the information skills they require to make effective and efficient use of the Library resources for their course

    ### Performance Indicators
    - Achieve 70% satisfaction rate for Information Skills classes
    - 70% of new students will receive an introduction to using Library, ICT and Reprographic Services

- The Library will provide access to the books, journals and online resources required by students to successfully complete their course of study

    ### Performance Indicators
    - The Library will provide 100% of all readily available **required** reading and 85% of all **recommended** texts on currently published lists
    - The Library will supply 80% of items readily available for purchase within 6 weeks of receipt of request from teaching staff
    - 100% of exam papers supplied to the Library by the Exams Office will be made available online within 14 days of receipt

- Library staff will respond to all comments submitted about the Library Service, requests for enhanced services for disabled students and other enquiries and requests for help

    ### Performance Indicators
    - The Library will reply within three working days to all "Comments and Suggestions" submitted where a reply is requested
    - The Library will contact students with disabilities within 3 working days of receiving notification from Student Support about their specific Library needs.

Information on current Library Performance Indicators and performance against these can be found at [Library Performance.](#)

**Students of other institutions studying for qualifications awarded by Ulster University

The University is the awarding body for a number of courses delivered by other institutions. In recognition of the variety of facilities and methods of provision available at other institutions, the University does not require Partner Institutions to implement this Charter.