

## Library Services – Customer Service Commitment

- Provide excellent and focussed library services with staff and students at the centre of our business
- Achieve excellence through a culture of continual service improvement and staff training and development
- Deliver responsive services through working in partnership
- Achieve and sustain a high performance service culture in all that we do

### ***You can expect us to:***

- Provide a service which is friendly, helpful and responsive to your needs at all times
- Create a welcoming, pleasant and safe environment which is conducive to study and caters to different types of learning
- In response to your feedback ensure we continue to develop and improve our services
- Endeavour to exceed customer expectation.

### ***You can expect our staff to:***

- Be clearly identifiable as members of Library staff
- Be approachable, polite and professional and treat all customers equally and without discrimination
- Take personal ownership of enquiries and ensure accurate and clear answers are given
- Refer your enquiry to a specialist where necessary
- Take pride in providing a pleasant environment in the Library

### ***You can help us accomplish this by:***

- Treating Library staff and fellow customers with respect and courtesy
- Taking good care of library materials, property and equipment
- Carrying your University card at all times
- Complying with library regulations

### ***How are we doing?:***

Library Services is committed to continuous improvement in customer service. We encourage and welcome your feedback as this will provide us with the opportunity to improve.