

The Library and Learning Spaces Charter

Library staff are committed to providing all our users with high quality services and facilities, but we can only achieve this in partnership with you. Please help us to help you to make the most of library services and facilities. This Library and Learning Spaces charter describes the expectations and responsibilities of both parties.

What you can expect from us

A welcoming environment with a range of study spaces to suit different learning and research styles.

Library staff who treat all library users fairly and equally, with dignity, courtesy and respect, whilst recognising the differing needs of users.

Library staff who are identifiable, and contact details are available on the library web pages.

To help us achieve this we ask you to

Respect the rights of other library users.

Treat learning environments with care and respect.

Work in a learning space that matches your study needs by following guidance on notices provided.

Use the booking system appropriately to ensure all students have equal access to bookable study spaces.

Treat all staff and students fairly and equally, with dignity, courtesy and respect, both in person and online.

Promptly follow any instruction provided by staff e.g. in emergency evacuation or at closing times.

Carry your University ID card at all times.

Visitors should bring photographic ID.

What you can expect from us

Library staff who consult with academic colleagues to ensure library services and resources match and support teaching, learning and research needs.

Library staff who engage with students, giving them the opportunity to have input into the development of the library services and learning spaces.

Access to a range of up to date resources, both online and print, with training and support available to help you find the information that you need.

Continual development of services and facilities to ensure they meet user needs.

Information about services and learning spaces will be kept accurate and up-to-date, and will be communicated regularly via our webpages, and social media channels.

Courtesy reminders that items are due for renewal, are overdue, or have been recalled, will be provided.

To help us achieve this we ask you to

Respect the resources provided.

Staff and students should attend the library introduction and all related library sessions that are provided to support academic study.

Request help when needed and take advantage of the advice and support that is available.

Check your university email account regularly for library communications.

Visitors who have borrowing rights should check the email account provided on their application.

All library users should use the 'My Account' area of the library website to keep up-to-date with loans, renewal, fines and reservations.

Keep up-to-date with library developments by regularly checking our webpages and signing up to the library's social media channels.

What you can expect from us

A variety of feedback opportunities including email, online and physical suggestion boxes.

Timely responses and where necessary we will refer to other University services e.g. Estates.

Where appropriate we will incorporate suggestions into our service planning and delivery.

Library staff will aim to resolve queries when they are raised. However, if this is not possible, you will be provided with the details of the person your question is being referred to and they will respond promptly.

A clear [Library complaints procedure](#) for addressing student concerns.

A clear Code of Considerate Behaviour which will be displayed on library webpages and in the libraries.

To help us achieve this we ask you to

Feedback any comments or suggestions either directly to the library or via other feedback opportunities e.g. Students' Union, Course reps, Staff Student Liaison Committees, Student Sounding Board.

Raise any queries promptly.

Familiarise yourself with the Library's Code of Considerate Behaviour.

The Library and Learning Spaces Charter is usually reviewed every two years, with the next review to take place during the 2025-26 academic year.