

Service Charter

This service charter is a partnership and a promise. It explains how the Library team supports your success and how you can support us in turn.

Our commitment to you

We will make every effort to:

- Provide knowledgeable, friendly service, both in person and online.
- Help you access learning resources such as books, articles, journals, videos, guides, research help and more.
- Answer questions and offer guidance to support your academic success.
- Enforce fair, equitable policies that ensure everyone is welcome and comfortable at the Library.
- Maintain inviting, inclusive spaces for both group and individual study.

Your commitment to us

We invite you to:

- Ask questions and be open to advice and support.
- Take advantage of the services we have to offer.
- Use our resources with care and respect.
- Be kind and welcoming in shared spaces.
- Let us know of any issues so we can address them quickly.

Help us be the best we can be

Your voice matters! We rely on your feedback to continuously improve our services, resources and spaces. Let us know what you think — we're listening.