

UHSM Academy Library Customer Charter

We will work towards achieving this customer charter to guarantee you an efficient and effective service

<p>We will:</p> <ul style="list-style-type: none"> ★ be professional and receptive to your information needs ★ continue with our own professional development so that you can rely on us for an expert service ★ be friendly, courteous, respectful and treat all users equally ★ answer your enquiries timely and efficiently ★ keep you informed of any delays in satisfying your requests ★ enable you to renew your loans via telephone, email, online and via self-service ★ send you reminder and overdue notices via email ★ provide a free reservations service ★ deliver training sessions adapted in response to your feedback ★ give you a library induction on joining and refreshers as required ★ provide an Interlibrary Loans Service to acquire non-stock items ★ provide and maintain a library website and intranet site providing easy access to resources and services remotely ★ provide you with up-to-date guides and reading lists tailored to your needs ★ keep you informed of knowledge updates via Trust communications and the library website ★ provide you with access to a computer, printing facilities, photocopier, scanner and to your own online library account ★ Provide 24/7 access to all library areas 	<p>We will support your work and study by providing access to:</p> <ul style="list-style-type: none"> ★ a wide range of print and online resources ★ online library search facilities ★ bibliographical and point-of-care databases <p>We will maintain an ideal library setting by:</p> <ul style="list-style-type: none"> ★ keeping all areas organised, maintained and conducive to study ★ providing a mix of areas for quiet and group study ★ providing computer and Wi-Fi network access ★ keeping the environment safe and secure <p>Additional information</p> <ul style="list-style-type: none"> ★ We will comply with the Data Protection Act to maintain confidentiality of all personal information that we hold ★ All fire exits and areas where CCTV is in operation will be clearly labelled ★ Movement sensitive lighting will be in operation during unstaffed hours ★ Library staff will be trained in mandatory health and safety procedures ★ We will encourage the prompt return of overdue items by imposing daily fines ★ We will ensure the library collections are preserved by invoicing for any item damaged or not returned. 	<p>Feedback & Evaluation</p> <p>We welcome your opinion on any aspect of our service both good and bad so that we can improve and develop our service to you.</p> <p>We will:</p> <ul style="list-style-type: none"> ★ actively seek your opinion and establish the level of your satisfaction by means of online surveys ★ publish the results of surveys and actions taken in response to your comments ★ provide a suggestion box in the library and online feedback forms on the website and Intranet site ★ publish our responses and actions taken to your suggestions within the library and/or added to our online FAQs ★ keep your responses anonymous ★ respond to you personally if you provide your name and email address ★ investigate and respond to all your suggestions and complaints within 5 working days <p>Help us to help you by:</p> <ul style="list-style-type: none"> ★ treating library staff and other people using the library with consideration and respect ★ abiding by the Library Regulations displayed in the library, on our website and Intranet page ★ treating library materials, equipment and furniture with care ★ respecting the silence of designated quiet areas ★ working within I.T. policies and Copyright laws ★ Providing us with relevant information for library membership and requests for information ★ Returning or renewing borrowed material on time
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Contact us by email; academylibrary@manchester.ac.uk or by phone; 0161 291 5778

You can also visit our website www.academylibrary.org.uk to make enquiries or post your suggestions