

# Library Services User Charter

You have given us feedback in person, online and by completing various surveys. We have listened to you and this charter is our pledge to you.

## **We will:**

1. Provide a variety of distinct and accessible study spaces for silent, quiet and group work which are conducive to learning and research;
2. Maintain opening hours which match the needs of Birkbeck students and ensure that an excellent service is provided whenever we are open;
3. Ensure that you have access to the printed and online collections that you will need to be successful in your studies;
4. Help you make the most of these resources by delivering introductory talks, training sessions and one-to-one appointments along with high quality online information and guidance;
5. Enable disabled and dyslexic students to make full use of our services;
6. Train and support our staff to do their best to help you, whenever or whatever you ask them;
7. Ask for your feedback and use it to develop our services and to make regular improvements;
8. Inform you in good time when we make changes to our services;
9. Communicate with you in an accessible, clear and timely manner through a variety of channels.

## **To help us achieve this please would you:**

1. Have high expectations of us, tell us what you think of our services and contact us in person, phone or online whenever you have a problem or need a question answered;
2. Be mindful of other library users when using our physical spaces and treat your fellow library users and library staff with respect and courtesy;
3. Always carry your Library Membership card and abide by the Library regulations, including not eating in the library, and only taking calls in the Phone Zone.