**Writtle University College Library**

***Users’ Charter***

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**v.2 June 2019  
(originally published September 2017)**

The library is committed to providing all students and staff with access to high quality services and information resources, a suitable environment in which to study, and the support required to get the most out the resources available. The library is also committed to delivering continuous service improvement through engagement with our users. These are our guiding principles:

The library will:

* provide a welcoming environment conducive to learning and research
* ensure that users have access to the print and online resources that are required by their course schemes
* help users make the most of these resources by providing inductions, training sessions and online guidance
* communicate with users in a clear and timely manner through a variety of channels
* respond promptly to all queries, feedback, suggestions and complaints
* listen to users and use this feedback to develop our services and collections
* train and support our staff to enable them to provide appropriate advice and guidance

To help us achieve this we ask our users to:

* treat fellow users and library staff with respect and courtesy
* carry and present your ID card in order to access library resources
* take care not to damage or deface any library property or materials, including books, journals and computers
* return loans on time to keep items in circulation for fellow library users
* help us improve our services and collections by providing comments and suggestions
* abide by the specific regulations set out below

Additionally, this is what users can expect from the library, and what the library expects from you:

**Service provision**

Library staff will:

* Provide a counter and enquiry service between published core hours
* Provide the means for borrowing, returning and renewing books beyond core hours
* Reserve the right to refuse loans to users with outstanding fines
* Help you access resources from other libraries
* Display current copyright regulations by library copiers
* Adhere to and promote inclusion and equality of opportunity

Users are expected to:

* Accept and pay promptly charges for late return of loans and for lost or damaged items
* Photocopy/ scan material only as permitted by copyright regulations
* Print/ download electronic resources according to published guidance

**Communication**

Library staff will:

* Treat library users with courtesy and respect
* Keep service information up to date on Moodle
* Respond to users’ queries, feedback and complaints promptly
* Provide a variety of channels for communication and feedback

Users are expected to:

* Read and where appropriate respond to personal communication from the library

**Maintaining the library environment**

Library staff:

* Will monitor behaviour and enforce rules for the benefit of all users
* Have the right to remove anyone not being considerate of other users’ needs
* May report poor behaviour to course managers

Users are expected to:

* Work in the appropriate area of the library
* Keep noise to the appropriate level for the area of study
* Not use mobile phones in the library
* Use headphones when listening to audio-visual material
* Not eat food in library
* Observe instructions from library staff and acknowledge their responsibility and authority to enforce these
* Provide their name and student number if asked by a member of staff
* Dispose of rubbish in the bins provided

**Keeping staff and users safe**

The library will:

* Maintain health and safety risk assessments
* Clearly label all fire exits
* Display current out of hours fire and emergency procedures, emergency contacts and lone working guidance
* Ensure that staff are appropriately trained in dealing with fire/ medical emergencies
* Uphold safeguarding practices in line with University College Policy

Users are expected to:

* Leave the library immediately if the fire alarm sounds
* Observe the out of hours fire and emergency procedures and lone working guidance
* Adhere to and uphold University College safeguarding policy & practice
* Report antisocial behaviour to library staff
* Report appropriate concerns to the University College safeguarding team

The library has also developed a Social Media Policy (June, 2019) which is sited on the library Moodle page.