

## Customer contract for Information Services

We want you to get the most from your library and IT facilities.  
To do this we need to work in partnership where we both agree to fulfil certain expectations.

### Customer services

You can expect us to:

- Put the customer at the heart of everything we do
- Treat each customer with respect and courtesy
- Provide a library and IT service appropriate for the University and in line with the University's vision
- Provide advice and guidance in relation to the library and IT services and facilities
- Provide regular communication about services via social media and other promotional mechanisms
- Regularly update and improve our services in line with customer feedback

We expect you to:

- Treat our staff, rovers and guards with respect and courtesy
- Treat other customers with respect and courtesy
- Abide by any reasonable request made by a member of staff, rover or guard
- Familiarise yourself with library and IT regulations, policies and services
- Ask for help if you need it (in person, via email, via the web or the telephone)
- Always bring your id card with you when you want to enter the library and be prepared to show this to a member of staff, if asked
- Regularly review the IS web pages and social media to obtain up to date information
- Regularly review your library account to ensure that items do not become overdue
- Never disclose your personal details, passwords or borrowing record to anyone
- Never log on and let someone else use the computer
- Never lend your id card to anyone else
- Offer ideas on how we can improve our services
- Tell us if things go wrong – with a constructive mind rather than a critical one

### Environment and facilities

You can expect us to:

- Provide a suitable environment for social learning interaction and study
- Provide different environments (zones) to suit different learning needs – group, quiet and silent
- Provide up to date facilities which support learning
- Regularly review the environment and facilities and update these in line with customer feedback and current trends
- Ask you to leave if your behaviour is deemed unacceptable and to take further action under the University Disciplinary Procedure if inappropriate behaviour continues

We expect you to:

- Treat the buildings and facilities with respect
- Use the facilities for the purposes for which they were intended
- Observe and abide by the requirements of the different study zones (particularly in relation to mobiles, talking and eating/drinking)
- Leave the buildings promptly at closing time, in an emergency evacuation or when asked to by a member of staff

### Resources (books and IT equipment)

You can expect us to:

- Provide a range of print, electronic and other information resources to support learning and research
- Maintain up to date information to help you search resources
- Provide appropriate equipment, systems and networks to help you access the resources
- Enable you to access resources from other libraries and Universities through collaborative arrangements

We expect you to:

- Return any borrowed items on time
- Treat the items with respect and not damage them in any way
- Be aware of and abide by IS regulations
- Be aware of and abide by copyright law and licences
- Ensure that any items you are taking from the Library are issued to you

The IS regulations are available at [www.staffs.ac.uk/legal/polices](http://www.staffs.ac.uk/legal/polices). Please email your comments and suggestions to [ask@staffs.ac.uk](mailto:ask@staffs.ac.uk)

