

The Macquarie University
Library *Client Service Charter*
sets out the expectations we
have, of Library staff and of
you as Library clients, in the
delivery and improvement of
our services



The Gymea lily, *Doryanthes excelsa*,
once native to the University site.
Represented in the stained glass
windows near the Library entrance.
Designed and installed by noted
Australian artist Cedar Prest (1940 –).

Macquarie University Library
Macquarie University
NSW 2109 Australia
Tel +61 2 9850 7500
Fax +61 2 9850 7568

AUSTRALIA'S INNOVATIVE UNIVERSITY



MACQUARIE UNIVERSITY LIBRARY

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client service charter

www.library.mq.edu.au

YOUR EXPECTATION OF US

You can expect us (as Library staff) to:

- Treat you with courtesy and respect
- Provide services in the most timely manner possible
- Provide assistance with using our Library resources to meet your learning and research needs
- Provide clear and easy to understand information through our web site and publications
- Provide training to develop your skills in finding information for your learning and research needs
- Ensure the confidentiality of your personal information
- Work with you to develop our Library resources to best meet your learning and research needs within our budget
- Provide a range of study and research environments to meet different learning and research needs
- Provide access to working computer and printing facilities during the Library opening hours whenever possible
- Seek to continuously improve services and resources we provide, based on your feedback

OUR EXPECTATION OF YOU

We expect you (as Library clients) to:

- Treat Library staff with courtesy and respect
- Respect the rights of other users in the Library
- Observe the Library Rules and Condition of Use
- Learn about our services and resources
- Participate in the training programs provided by the Library
- Explain your information needs to us as clearly as possible
- Comply with copyright and other related legislation or regulations in the Library e.g. safety requirements in public areas, Code of Conduct for Students
- Participate in Library improvement programs e.g. surveys
- Discuss issues with our Library staff directly

Send your feedback, comments
and suggestions to us via:

www.library.mq.edu.au/contact/feedback.html
or
the suggestion box on level 2