Library

UTS Library Client Services Charter

We are committed to providing high quality services, collections and facilities to meet the diverse needs of the UTS community.

SERVICES

We will	We are successful when
• Provide knowledgeable, skilled and friendly staff who will respect you, treat you fairly and respond professionally to your requests.	• 95% of feedback relating to UTS Library staff is positive.
• Respond promptly to in-person, phone and online enquiries.	• We respond to: 　• Online chat enquiries within 1 minute 　• Phone enquiries within 1 minute 　• Email and social media enquiries within 1 working day.
• Provide guidance and training in the location and use of information resources and UTS Library services.	• UTS Library orientation tours and workshops are provided at the start of each session. • The UTS Library website contains accurate and current information.
• Assist you to develop digital, data and information literacy skills through face-to-face and online channels.	• Literacy support is embedded in all identified courses. • 95% of feedback relating to literacy skills development is positive.
• Provide training and one-on-one consultations for research staff and students to support research performance and researcher development.	• 95% of feedback relating to research support is positive. • Requests for consultations are responded to within 1 working day.

WE ASK YOU TO:

- Treat other clients and library staff with courtesy and consideration
- Advise us of your information and research needs
- Take advantage of the services and training that we provide for you
- Provide feedback and contribute to the ongoing development of the library
- Read and respond to the notices and emails that we send you
- Be aware of your responsibilities under Australian Copyright law
- Comply with UTS rules on the Use of the University Library and with other policies and guidelines on the use of library resources, facilities and services https://www.lib.uts.edu.au/about-us/policies-guidelines.

COLLECTIONS

We will	We are successful when
• Provide an accurate catalogue of the library's collection and a well-organised website of current information.	• The UTS Library website is available 98% of the time. • 95% of feedback relating to the library catalogue and the library website is positive.
• Provide access to the resources that you require for learning, teaching, research and scholarship.	• 95% of feedback relating to electronic resources is positive. • Advertised library hours are observed.
• Provide 24/7 access to electronic resources and timely advice about any disruption to service.	• Action is taken on reports of disruption to electronic resources within 1 working day.
• Implement procedures that provide timely access to collections.	• We respond within 2 working days to requests for new items. • We acquire electronic books within 3-5 working days of request, and print resources within 4-6 weeks of request. • We place items on reserve within 5 days of request if items are on shelves; items which are on loan or not held in the collection will take longer. • We re-shelve items within 1 day of return or in-house use. • We shelf-check the collection regularly to ensure items are in the correct place.
• Implement lending arrangements, including long loan periods, renewals, holds, recalls and inter-library loan that balance the needs of all clients.	• Library policies and guidelines are reviewed on a bi-annual basis. • We participate in collaborative schemes that enable UTS staff and students to borrow in person from other Australian university libraries.
• Provide easy access to UTS research outputs via an institutional repository, OPUS.	• OPUS is available 98% of the time. • OPUS content is updated monthly.

WE ASK YOU TO:

- Treat items from the UTS Library and other libraries responsibly and ensure items are returned or renewed on time
- Appreciate UTS Library staff have to balance the needs of all clients
- Provide accurate information when requesting items
- Deposit your research outputs in OPUS
- Be aware of and comply with policies and guidelines on the use of electronic resources https://www.lib.uts.edu.au/about-us/policies-guidelines.

FACILITIES

We will	We are successful when
• Provide a welcoming, inclusive, secure and well-maintained library that supports current and emerging styles of learning, teaching, research and scholarship.	• The UTS Library is open for at least 85 hours a week during sessions.
• Provide easy and reliable access to computers, power outlets for laptops and devices, and printing, copying and scanning services.	• We take action on technical issues within 1 working day.

WE ASK YOU TO:

• Treat equipment, furniture and facilities with care and advise us of faults or problems
• Take responsibility for your personal belongings
• Be aware of and comply with policies and guidelines on the use of the university library, and library computing https://www.lib.uts.edu.au/about-us/policies-guidelines.

ENGAGEMENT

We will	We are successful when
• Communicate in a timely manner about services and new developments through the UTS Library website, social media, reports to faculties and divisions, and other channels.	• 95% of feedback relating to the library is positive.
• Publicise feedback procedures and deal promptly with complaints and suggestions	• We provide a response to your feedback within 1 working day.

WE ASK YOU TO:

• Provide constructive feedback on our performance and make suggestions for improvements
• Work collaboratively with us to support the scholarly endeavours of the university.