

The University of Manchester Library

Review of our Customer Charter

We asked you, our customers, what you value most from our library service and you said:

- Our learning environments
- Your relationship with our staff
- Our resources

This charter is our pledge to all our customers.

We think that it is important to keep our Customer Charter under constant review to ensure that our commitments are still relevant. We would like to tell you about some of the developments which have taken place during the last academic year as we work towards maintaining our Customer Charter objectives.

We are committed to providing high quality learning environments

We have extended the learning and development opportunities available to you through My Learning Essentials that include careers, revision, academic skills and information skills.

<http://www.library.manchester.ac.uk/academicsupport/mylearningessentials/>

We have introduced Exam Extra - a range of services, spaces and support to meet peak exam time demand.

<http://www.library.manchester.ac.uk/academicsupport/>

Our staff are committed to working with you in developing positive partnerships

“Eureka is the perfect example of positive partnership work between the Library and Students. It asks students to take a proactive approach in shaping their key learning space, and allows fresh ideas to be implemented.”

<http://www.library.manchester.ac.uk/aboutus/eureka/>

Textbook Rescue is a simple, innovative way of helping students to access core textbooks that they would otherwise have to pay for. It encourages students to share and recycle books, rather than allowing them to gather dust on bookcases.

<http://www.library.manchester.ac.uk/aboutus/eureka/textbookrescue/>

The John Rylands Library is currently working with 20 local schools that have been identified by the widening participation team to give them additional support to engage with cultural assets and the educational offer of the University of Manchester

<http://www.library.manchester.ac.uk/rylands/education/>

As part of the Voices project the John Rylands Library is working with Back on Track and the people they support to improve their employability. Through a long term project and work experience placements, we are helping develop their creative skills, confidence and communication.

We are committed to providing you with the resources you require

We have implemented and refined a new discovery tool that joins up our resources and makes searching simple

<http://www.library.manchester.ac.uk/aboutus/news/name-304238-en.htm>

We have invested £125K for you to spend on the books that you want through patron driven acquisition

<http://www.library.manchester.ac.uk/ourservices/servicesweprovide/ebooks/>

We have developed a Citation Analysis Service to provide consultancy and training for Manchester researchers

<http://www.library.manchester.ac.uk/ourservices/research-services/citationanalysis/>

We have set up systems and support to help researchers meet funder requirements in Open Access and Research Data Management

<http://www.library.manchester.ac.uk/ourservices/research-services/>

Your commitment

- To have high expectations of us, and tell us when we don't reach the standards you expect
- To be respectful in your use of our services and in your interactions with our staff
- To use the information resources we provide responsibly and in accordance with their terms of use, copyright agreements and University regulations
- When using our physical spaces, to abide by our code of considerate behaviour and be mindful of the rights of fellow customers

We will continually improve what we do in our aspiration to provide excellence in our service to all our customers

