

Library & Learning Centre Client Service Charter

SAE Institute

2020

CLIENT SERVICE CHARTER

SAE's Library & Learning Centre supports the learning and teaching needs of the students and staff of SAE Institute.

The Library and Learning Centre promotes and teaches information literacy: how to find, evaluate, organise and use information, recognising these as key skills to independent lifelong learning.

The Library & Learning Centre is a service organization, focused on our clients. With your assistance and feedback, we seek to continuously develop and improve our services to ensure their efficiency and relevance.

Services: assistance for your learning and teaching

We will:

- Provide a librarian to assist you during normal business hours.
- Employ knowledgeable staff who will treat you with respect.
- Teach you how to identify, use and manage information.
- Respond quickly and accurately to all enquiries.
- Consider your suggestions and feedback.
- Continuously work towards providing access to our services anywhere, at any time, on any device.
- Contribute our expertise in information management and communication to support your creative work and maximise its exposure and availability.

We ask you to:

- Take advantage of what we provide to enhance the effectiveness of your learning and teaching.
- Treat us, and your fellow Library & Learning Centre users, with respect.
- When needed, ask Library & Learning Centre staff for help.
- Let us know if you have a complaint, concern or suggestion.
- Ensure visitors in your care are properly supervised whilst in the Library & Learning Centre.

Resources: connecting you with the electronic and physical items you need

We will:

- Provide you with the resources you need for learning and teaching.
- Provide you with discovery services to help you identify what resources are available.
- When possible, provide resources electronically so that you can access them whenever and wherever you want.
- Offer lending arrangements which best meet the needs of all Library & Learning Centre users.
- Re-shelve items within one working day of return, during core opening hours.
- Check the shelving accuracy of the whole collection before the commencement of each trimester.
- Assist you to get resources we don't have from other libraries.
- Make it easy for you to recommend new resources, and notify you if we are unable to fulfill a request.
- Investigate reported missing Library items within two working days and update the Library catalogue if appropriate.



We ask you to:

- Advise us of any resources for learning and teaching that you think we should have.
- Take care of the Library's resources that you use.
- Respect licensing and copyright conditions.
- Read and respond to notices we send you.
- Return resources on time, including recalled items.
- Let us know if a problem occurs (e.g. you lose or damage a resource) so we can make a mutually acceptable arrangement.
- Report any library items that appear to be missing from our collections.
- Degree students: Contribute to the Institutional Repository by submitting your capstone project.

Facilities: a safe, well-equipped library environment for research and reflection, Individual and collaborative learning, educational and social engagement.

We will:

- Keep the Library open at least 30 hours per week during trimester, and work towards extending opening hours.
- Provide printing, photocopying and scanning services.
- Provide places for group discussion, and quiet or silent study.
- Supply computers and facilities for your mobile technologies (including a wireless network and power outlets).

We ask you to:

- Consider other Library & Learning Centre users.
- Follow all direction provided by signage and the librarian, e.g., evacuating in cases of emergency.
- Treat facilities, furniture and equipment with respect and advise us of faults so that we can repair them.
- Limit your use of our computers for non-academic purposes to times when others do not need them.
- Adhere to your Library & Learning Centre's policy on the consumption of food and beverages in Library & Learning Centre spaces.
- Use the rubbish and recycling bins provided.
- Keep your valuables with you at all times.
- Take your belongings with you whenever you leave the Library & Learning Centre.

Our Commitment to Faculty

We will

- Work collaboratively with Faculty to support teaching and learning at SAE.
- Assign Library & Learning Centre staff to liaise with each subject discipline to offer responsive library services.
- Order requested materials within 10 working days of approval and report back if there is a delay or difficulty obtaining a requested item.
- Have materials processed and shelf ready within 10 working days of receipt in the Library & Learning Centre.
- Ensure module readings are made available in short-term/non-borrowing loan collections or online within 10 working days of receipt of request.
- Report on service initiatives, policies and developments through the Library website, correspondence, and liaison.

We ask you to

- Ensure the Library & Learning Centre is notified of all textbooks, prescribed and recommended readings, and supplementary resources, in time to allow the resources to be made available when required by students.
- Provide the Library & Learning Centre with copies of resources that you wish to make available to students but which are commercially unavailable.
- Liaise with the Library & Learning Centre in relation to resource implications of new or revised courses.
- Assist in identifying and evaluating information resources in support of your courses.
- Ensure that all module outlines distributed to students contain full and accurate bibliographic details of cited materials.
- Ensure that requests for module readings are supplied to the Library & Learning Centre at least 10 working days before students require them.

Adapted from:

Curtin University. (2013, February). Curtin University Library: Client Charter. Retrieved from <https://library.curtin.edu.au/local/docs/about/Client-Charter-2013.pdf>

Service Charter. (2018). *National Library of Australia*. Retrieved from https://www.nla.gov.au/sites/default/files/blogs/service_charter_2018_.pdf

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