

Library Services Customer Charter

Our commitment to you is to:



- ensure your needs are the focus of our services, collections and resources
- provide welcoming and accessible spaces and environments conducive to learning and research
- encourage and help you to become critical and independent and develop the skills you need, through a wide range of seminars, courses and on-demand support
- continually develop our skills and expertise in order to give the advice and guidance you need
- deepen our insight into your needs by listening to you and using your feedback to develop our services, collections and resources
- create opportunities for you to work with us on the development of new and existing services
- promise to deal with complaints promptly, in confidence, and to keep you informed of progress.

To help us achieve this we ask you to:

- treat your fellow users and library staff with respect and courtesy
- carry your university ID or Library membership card in order to access the library
- return all loans on time in order to keep items in circulation for your fellow library users
- read and follow the Library and IT Regulations
- tell us when something's gone wrong so we can do our best to put it right
- help improve our services, collections and resources through your comments and suggestions.

Library staff can help you get the most out of services, collections and resources, and we welcome your feedback.

Visit us at an Enquiry Desk or see
www.kcl.ac.uk/library/contact

**CUSTOMER
SERVICE
EXCELLENCE®**

