

UNIVERSITY OF OTAGO LIBRARY SERVICE CHARTER

The Library is committed to the University's goals for the advancement of knowledge, scholarship and lifelong learning in partnership with scholarly and professional communities, both local and international, by providing:

- access to excellent information resources
- information literacy skills programmes
- a stimulating learning environment

The Library is a prime contributor to the University's distinctive "repository of knowledge" characteristic as defined in the Education Amendment Act, 1990.

We will:

- Endeavour to provide equitable access to information for teaching, learning and research, independent of resource format and user location.
- Collect and manage resources efficiently to support teaching, learning and research programmes.
- Maintain an environment that is conducive to study and research.
- Help users to develop information literacy skills as the basis for independent, life-long learning.
- Provide skilled assistance to help locate resources.
- Continually strive to improve collections and services.
- Publicise services and communicate effectively with users.
- Seek and be responsive to feedback from users
- Respond promptly and courteously to all requests and communications

We ask you to:

- Respect Library resources and environments.
- Return all resources in good condition by the end of the loan period or earlier, if recalled.
- Be considerate of the needs of others.
- Observe restrictions on noise, food, drink and cell-phones.
- Observe any legal and contractual requirements relating to the use of resources.
- Take into account likely time and availability constraints when requesting services
- Treat staff courteously

You are encouraged to:

- Take advantage of opportunities offered by the Library for acquiring information literacy skills.
- Develop independence in finding resources.
- Assist the Library in the evaluation of resources and services