

## The James Cook University Brisbane Library Service Learning Environment Policy **Library Service Charter**

### **Our Purpose**

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The purpose of this charter is to communicate the standards of service you can expect from the James Cook University Brisbane (JCUB).

The main objective of the Library is to support the teaching and learning needs of the students and staff of the JCUB.

### **Our Service**

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We care about the needs of our clients and we aim to provide targeted services that are efficient, relevant and timely with a commitment to continual development and improvement.

The Library delivers resources, systems, information and support to enable world class learning and teaching. We will make information and resources easily available to you in a safe and professional environment.

#### **Our resources include:**

- ❖ hardcopy and online learning materials
- ❖ a physical space which is functional and inviting
- ❖ the knowledge, expertise and dedication of our Library staff

We will endeavour to resolve all interruptions to services in a timely and efficient manner and we will keep you informed about our services.

We will continue to explore new, effective and innovative ways to enhance and deliver services.

We will treat you in a courteous and professional manner at all times.

We will respect your privacy and ensure that your confidential information is kept secure.

## Our Focus

The Library promotes and teaches *information literacy*.

*“Information Literacy ... the ability to identify, locate, evaluate, organize and effectively create, use and communicate information to address issues or problems at hand; it is a prerequisite for participating effectively in the Information Society, and is part of the basic human right of lifelong learning.”* (Prague Declaration, 2003)

### The Library will support your information literacy needs through:

- ❖ imbedded in-class instruction
- ❖ scheduled workshops
- ❖ one-on-one appointments
- ❖ on-the-spot trouble-shooting and advice
- ❖ online study guides and tutorials and
- ❖ printed handouts

## Our values

The Library embraces these values in furthering the learning, empowerment and engagement of our students.

<b>Development and Reward</b>	<b>Service Delivery</b>	<b>Empowerment</b>
<ul style="list-style-type: none"> <li>➤ We exist to support the learning resource and research needs of our Library Users and are committed to helping our students achieve their academic and life goals.</li> </ul>	<ul style="list-style-type: none"> <li>➤ We develop client-focused services to meet the research, learning and teaching needs of our users.</li> <li>➤ We promote the Library as both a virtual and physical learning environment.</li> <li>➤ We strive to provide a comfortable, welcoming and secure place for study, research, work, reflection and interaction.</li> </ul>	<ul style="list-style-type: none"> <li>➤ We encourage students to take ownership of their studies within a framework of support and encouragement.</li> <li>➤ Our goal is that our students may become independent, life-long learners through the acquisition of effective information skills.</li> </ul>

<b>Tolerance</b>	<b>Safety</b>	<b>Trust and Respect</b>
<ul style="list-style-type: none"> <li>➤ We encourage a learning environment which is inclusive and diverse.</li> </ul>	<ul style="list-style-type: none"> <li>➤ We endeavour to provide, both, a physically and socially safe learning environment free from discrimination, harassment, injury and loss.</li> </ul>	<ul style="list-style-type: none"> <li>➤ We encourage a space which treats all Library Users with courtesy and consideration and values a culture of open communication.</li> </ul>
<b>Teamwork</b>	<b>Improvement</b>	<b>Integrity</b>
<ul style="list-style-type: none"> <li>➤ Our Library staff adhere to a common purpose to the benefit of all Library Users</li> <li>➤ We collaborate with faculty in order to provide the most targeted resources and support.</li> </ul>	<ul style="list-style-type: none"> <li>➤ We recognise the need to evolve in order to accommodate a changing information environment.</li> <li>➤ We welcome and seek feedback from our Library Users in order to build services which are responsive, relevant and timely.</li> </ul>	<b>Celebration</b>
		<ul style="list-style-type: none"> <li>➤ We promise to conduct all dealings in an ethical, legal and professional manner</li> </ul>

## We Welcome Your Comments

Your enquiries, suggestions, and feedback are valuable to improving our services and we will provide easy, effective and accessible feedback options for you.

You can help us by:

- offering suggestions for improvement via our web page or email address
- participating in our client surveys
- improving our collections by recommending titles for purchase or subject areas which are deficient