

## QA817 James Hardiman Library Customer Charter

The [James Hardiman Library](#) is committed to achieving the highest standards in the provision of information resources and services to advance teaching, learning and research, and to foster lifelong learning. In providing our services, we value:

- Meeting the needs of our users
- The diversity and individuality of all people
- The professionalism of our staff
- Effective communication, including your feedback on our services
- Our approachability

This charter, which will be reviewed every two years, outlines our commitments to you.

### Courtesy

#### We will:

- Provide users with a friendly, courteous and helpful service at all times.
- Ensure staff are easily identifiable.
- Endeavour to minimise problems and respond to complaints promptly and diplomatically.
- Invest in the ongoing training and development of staff to provide a high-quality user-focussed service, and to help you make the most of your time at [NUI, Galway](#).

### Equality/Diversity

#### We will:

- Ensure equality of access to, and full use of, all our services and facilities.
- Ensure our buildings are easily accessible and comply with Health and Safety Regulations and the Disability Act 2005.
- Offer dedicated support to users with special needs through our [Assistive Technology Service](#).
- Recognise the needs of part-time students and distance learners and respond to them accordingly.
- Accommodate and value diversity by implementing our procedures with sensitivity and flexibility.

### Services

#### We will:

- Provide a central [Customer Service Desk](#) which will act as your initial gateway to the Library during service hours. Where necessary, more detailed enquiries will be referred to the relevant [Subject Librarian](#).

- Liaise with academic staff to ensure that material relevant to students' needs is acquired by the Library.
- Offer a range of training opportunities and publications, in various formats, to enable you to use our resources effectively and efficiently.
- Provide specialist expertise and information support to NUI, Galway's [research community](#).
- Provide access to self service facilities for borrowing and returning books, fines payment, [photocopying and printing](#) (subject to copyright law), and the [NUIWiFi Service](#).
- Provide the opportunity to request items not held in NUI, Galway via the [Inter Library Loans service](#).
- Provide access to services by telephone, letter, fax, e-mail or via the internet and respond to such enquires promptly.
- Publicise our services and [opening hours](#) and keep you informed of changes via written and on-line guides.

## Collections

### We will:

- Provide relevant books, journals, electronic resources and other materials in support of users' learning, teaching and research needs.
- Provide access to unique archival material and rare book collections via our [Special Collections](#) and [Archives Services](#) and [donations](#).
- Manage collections of printed, non-printed and electronic materials as set out in our Collection Management Policies.
- Host and manage NUI Galway's institutional repository ([ARAN](#)) which collects, preserves and makes freely available scholarly communication, including peer-reviewed articles, working papers and conference papers created by NUI Galway researchers.

## Environment

### We will:

- Seek to provide a pleasant environment conducive to study and research.
- Provide a variety of learning environments for both [group](#) and individual study.
- Ensure that all library equipment is in working order.
- Provide clear signage and guiding to services and resources.
- Promote environmental awareness by maximizing all options for recycling/ paper saving opportunities in the Library.

## Regulations

### We will:

- Display a full set of Library Regulations throughout the Library and on the Library Web pages.
- Take action in relation to users found in contravention of regulations.

## Security

### We will:

- Seek to provide a safe and secure environment conducive to study and research.
- Train staff in Health and Safety procedures, and will expect that in addition users also take all reasonable steps to ensure their own Health and Safety while in the Library.
- Ensure that the CCTV system is active at all times to ensure users personal safety and for the safety of Library staff and resources.
- Make every effort reasonably possible to ensure the safety of users' belongings while in the Library.
- Respect your privacy at all times, comply with the Data Protection Acts, 1988 and 2003 for personal information and adhere to the Freedom of Information Act 1997 for all other information.
- Request ID cards to be shown at the entrance to the Library to ensure only *bona fide* users may enter.

## Service through Irish

### We will:

- Meet our commitments under the Official Languages Act 2003 / Acht na dTeangacha Oifigiúla 2003.

## Help Us to Help You

### You can help us to improve our service to you by:

Making comments and suggestions about our service  
Participating in any customer surveys we conduct  
Reporting any issues as they arise  
Giving us all the information we need to help you

### We also expect that in return you will:

Observe the regulations in place for the use of the Library and Library Material  
Treat our staff with courtesy and respect  
Respect the rights of other Library users  
Be fair and honest in your dealings with us