



Customer Care Statement...

We aim to

1. Treat you with respect, courtesy and fairness.
2. Provide a range of study environments in a pleasant and welcoming setting in which you can work.
3. Make available appropriate materials and information resources to support your studies.
4. Provide a helpful and friendly service responsive to your needs.
5. Wear identification to be recognised as Library staff.
6. Ensure Library staff provide a high quality service.
7. Publicise our range of services, opening hours and regulations and inform you of any changes.
8. Respond promptly to minimise any loss of service due to technical faults.
9. Provide feedback forms for your comments and suggestions to help us improve our service to you.

www.northumbria.ac.uk/Library

We ask you to

1. Treat Library staff and fellow users with respect, courtesy and fairness.
2. Use the designated study zones appropriately e.g. silent study, group discussion.
3. Take good care of all Library materials, property and equipment.
4. Contact Library staff whenever you need assistance.
5. Look after your personal property and keep valuable items with you at all times.
6. Allow enough time to complete your work before the Library closes.
7. Inform Library staff immediately of any problems with photocopiers, computers, printers or any other equipment.
8. Be aware of the Rules and Regulations of the Library, particularly
 - Always carry your Smartcard, user ID or passwords with you.
 - Do not lend your Smartcard, user ID or passwords to anyone else.
 - Return or renew materials you borrow on time and pay fines promptly.
 - Use only the Learning Café for eating and hot drinks.
 - Remember to switch your phone to silent or vibrate whenever you enter the library building.
 - Use the phone zone areas for making or receiving mobile phone calls.