

UNE University Library Service Charter

Our mission is to enable and encourage the University and its communities to achieve quality teaching, learning, research, and 'regional to global' impact through timely and effective access to recorded knowledge and customer-focused library services.

We endeavour to provide:

- collections of electronic and print resources that appropriately support teaching, research and community needs
- 24/7 access to online resources
- support for research through access to collections of other libraries
- appropriate borrowing facilities and opening hours
- professional assistance in person and via various communication technologies
- training in the use of Library and information resources
- regular communication about changes and new developments
- fair and respectful treatment of clients, ensuring confidentiality and privacy of information, and supportive services for people with particular needs
- a relaxed environment with flexible spaces for individual silent study, group work, and social learning
- up-to-date information communications technologies
- a range of facilities and equipment to facilitate learning and research needs, including printing, scanning and photocopying

We encourage you to:

- take the opportunity to expand your learning by participating in library information and research skills programmes
- respect our timelines for addition of material to our online, print and archival collections
- let us know when you have problems
- respect the [Library Rules](#) and [guidelines](#) by taking good care of Library property and showing courtesy and consideration
- observe relevant [Copyright](#) legislation and UNE [Rules for the Use of Information and Communication Facilities and Services](#)

We undertake to monitor and review this charter on a regular basis, and welcome your feedback as to how we might enhance our services to you.

We invite you to check the Library homepage at <http://www.une.edu.au/library/> for the latest information and up-to-date contact details.