

Service Charter

Our commitment to you is to:

- ensure your needs are the focus of our services, collections and resources
- provide welcoming and accessible spaces and environments conducive to learning and research
- support you in developing your information literacy skills and knowledge through a wide range of digital and face-to-face learning opportunities
- deepen our insight into your needs by listening to you and using your feedback to develop our services, collections and resources
- create opportunities for you to work with us on the development of new and existing services
- promise to deal with complaints promptly, in confidence, and to keep you informed of progress.

To help us achieve this we ask you to:

- treat your fellow users and library staff with respect and courtesy
- carry your university ID or Library membership card in order to access the library
- return all loans on time in order to keep items in circulation for your fellow library users
- read and follow the Libraries & Collections Policy
- tell us when something has gone wrong so we can do our best to put it right
- help improve our services, collections and resources through your comments and suggestions.

Library staff can help you get the most out of services, collections and resources, and we welcome your feedback.

Visit us at a library Information Point or see **www.kcl.ac.uk/library/contact**