

Library Services Statement of Service

Mission

Our mission in a constantly changing digital world is to support the teaching, learning and research of the University. We do this by:

- ensuring that all staff and students have seamless, timely access to world-class resources to support their learning and research.
- equipping students with the essential skills and capabilities to transform how they live, learn and succeed in the workplace.
- providing a centre of excellence in information management and preservation to support the business needs of the University.

You can expect us to:

- Provide you with access to carefully selected, trusted library content (for example academic journals, ebooks, images and newspapers).
- Support your skills development to enable you to be effective online. This includes being able to find, evaluate, manage and communicate information and to create and share digital content. These skills are essential for study, work and everyday life.
- Provide [help and support via the library website](#). We are available to answer your questions [24/7 via our specialist library helpdesk team](#), although complex enquiries may take longer to answer in full.
- Respond positively to different needs, ensuring equality of access to all our services for all our students.
- Develop and improve services based on your needs and your feedback.

How you can help us deliver our services to you

Before contacting us, try the [Library's online help and support](#) where we hope you will find the information or guidance that you need.

When you contact us, give us as much relevant information as you can so that we can answer your query effectively.

Due to Copyright Law and publishers' licensing terms you have a legal requirement to read and abide by [copyright and licensing regulations](#). Please note that downloading and printing online material may be limited.

[Notify](#) us as soon as possible if you have any concerns about or dissatisfaction with the services we provide to you.

Please [let us know your views](#) so that we can continue to deliver the services you need. We are committed to developing and improving the quality of our services which we regularly monitor using a variety of methods (for example surveys and focus groups).

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