University Library Service Charter

The University Library actively contributes to The University of Notre Dame Australia’s teaching, scholarship, and research activities by developing and delivering useful, responsive, and accessible Library services, facilities, and collections, in partnership with University staff and students.

The University Library Service Charter sets out the principles which guide the University Library’s contributions to the University community. These principles, and all University Library practices, are informed by the Objects of the University.

The University of Notre Dame Australia Library will:

**Maximise the quality of our services and resources**
- Make available relevant scholarly information resources in both print and electronic formats
- Provide support and training on the effective use of all library resources
- Collaborate with staff and students to ensure our collection remains relevant and comprehensive

**Create and foster supportive learning environments**
- Treat all Library users with courtesy and respect
- Provide access to services and facilities which support academic endeavours
- Maintain awareness of changing and diverse user needs and industry trends, and modify services and environments as appropriate
- Maintain the confidentiality of all user related information

**Communicate effectively**
- Provide timely and accurate information regarding the University Library and its services
- Utilise multiple methods of communication, including the Library Website, Library Blog, and the University’s social media platforms
- Provide multiple avenues for feedback, including conducting regular surveys

**As our partners, we ask that you:**
- Treat other staff and students with courtesy and respect
- Use Library resources and facilities with care
- Read Library communications, and provide a timely response when necessary
- Provide feedback to the Library on how we can enhance services, facilities, and collections
- Adhere to University and Library policies, guidelines, signage, and directions from staff