Library and Learning Resources Charter

LLR is committed to:

• Putting our customers first.
• Providing a quality service that is efficient, consistent and responsive to your needs.
• Providing the resources and support needed to help you succeed in your studies.
• Continuously improving our services through seeking and welcoming constructive feedback.
• Providing you with a variety of ways to offer your views on our service.
• Keeping you informed about our services, opening hours and publicising any changes.
• Creating a pleasant and welcoming learning environment.

You can expect our staff to:

• Be courteous, helpful and knowledgeable.
• Provide you with accurate and up-to-date information in a timely way.
• Be well-trained and competent.
• Provide necessary help to customers with additional needs.
• Be identifiable and to give you their name when asked.
• Deal with sensitive situations in a tactful manner.

If a problem arises, we will:

• Deal with it promptly.
• Keep you fully informed of progress in addressing long-term problems.
• Give you helpful advice and where appropriate refer enquiries to the relevant person and ensure you are kept informed of developments.
• Advise you who to contact in the event of any dissatisfaction.

Customer suggestions and complaints on Library services/facilities/staff can be submitted in the first instance to:

Site Manager | Alan Doherty
Email | dohertaa@lsbu.ac.uk

Suggestion/complaint forms are also available at our help desk. In absence of Site Manager on leave, there will be a nominated deputy to respond to urgent enquiries which can be submitted to library@lsbu.ac.uk.

You can find full details of the service levels you can expect from us, and our suggestions/complaints procedures via the link on this page: https://my.lsbu.ac.uk/my/applicant/Study-Support/Library