

Library Client Charter

Federation University Library harnesses specialist Library skills and expertise, systems, spaces and resources to deliver a highly valued service to the University community. Our priority is always to make significant contributions to the University as it delivers high quality, relevant, multi-sector education, research training and impactful research that drives economic and social transformation.

Our purposeful collaborations and partnerships with community organisations strengthen engagement and regional development, continuing the University's history of innovation, teaching excellence and student success. All six of the University's enabling principles: excellent; relevant; inclusive; empowering; innovative and agile, inform how we work together to provide broad access, diversity and inclusion, acknowledging our indigenous heritage.

The Library provides accessible, professional and friendly service both at our campus libraries and through the latest online channels. Our website is your launching pad to access electronic resources, information guides, learning modules and research-related platforms. Our skills and capabilities programs offer you great leverage at all stages of learning, teaching and research.

The Library's Client Charter outlines both our commitment to you, and your responsibilities – what we ask of you.

All Library Clients

We will	We ask you to
Treat you with courtesy and respect and provide access to professional, skilled and friendly staff	Show respect for and courtesy to Library staff and to each other
Provide a range of study and learning spaces across our campuses, with printers, PCs and access to power	Make use of the facilities and help us to improve them
Provide a comfortable and clean environment in which you can work and learn.	Help us to maintain comfortable and clean spaces
Provide a safe environment in which you can work and learn	Let staff know if you are concerned about others' behaviour
Provide fair and equitable access to a range of information and learning resources	Return items on time and comply with copyright law
Empower you to be an independent learner	Learn how to access and use library resources and develop your independent research skills
Communicate with you by email, FedNews and social media	Regularly read your email and FedNews and check Library social media accounts
Continually evaluate and improve our services	Provide feedback and participate in surveys

Teaching/Academic Staff and Researchers

We will	We ask you to
Provide expertise in selecting resources and ensuring they are available when required.	Suggest items for purchase or license
Assist in completing new subject /course proposals	Complete new subject/course proposals in collaboration with Library staff
Provide tailored skills development sessions/ resources to enhance student learning	Collaborate with Library staff to develop appropriate sessions/resources
Provide advice on the selection and use of resources for teaching and learning	Collaborate with Library staff to identify appropriate resources
Source information resources not held by Federation University	Submit resource requests via the Library website
Provide resources, programs and services to support your research and supervision	Advise Library staff of your needs

Provide repositories that archive and showcase your research publications and research data, internationally

Deposit your research and data into Federation University repositories – Federation ResearchOnline, Federation.figshare
