



## Our Commitment to Notre Dame Students

### The Library will

- > provide a current and accurate catalogue of Library holdings
- > provide eligible students with access to an appropriate range of electronic information resources
- > provide a staffed service point during advertised opening hours at each library
- > for all courses taught at Notre Dame, hold at the appropriate Notre Dame libraries at least one copy of all prescribed texts and available recommended readings as advised by academic staff
- > maintain courteous and cooperative relationships with students
- > provide a mechanism for providing feedback to the library and reply to this feedback within 72 hours of receiving it
- > provide request service for 'standard' loan items at your home campus that are currently checked out
- > re-shelve returned materials within 48 hours of receipt at home Library
- > maintain confidentiality of student information used by the Library
- > provide guidance on the use of Library and information resources at our service desks and information literacy training in consultation with the academic community. This guidance will include provision of:
  - support materials, including subject guides, on the libraries website/portal
  - one-on-one research support and advice at our reference desks
  - upon request, make appointments with liaison librarians for specialised research advice
- > offer to eligible clients, a document delivery service to supplement the Library's holdings
- > develop comfortable study environments, including a range of study spaces to suit differing study needs
- > maintain quality assurance processes to ensure the provision of consistently high quality services and resources

### We ask that in return you

- > treat other students and Library staff with courtesy and consideration and respect
- > be responsible for all material borrowed against your Library record and ensure material is returned or renewed on time
- > notify the Student Administration immediately of any change of address, contact details or loss of your student card
- > do not lend your card to another student nor borrow on behalf of others
- > pay all fees and other charges promptly
- > observe noise and mobile phone restrictions
- > observe food and drink restrictions
- > observe copyright legislation
- > abide by the Library rules and Code of Conduct
- > suggest new items to enhance our collection
- > take advantage of Library training and tours
- > provide feedback on resources and services
- > check your University webmail account on a regular basis



## Our Commitment to Academic Staff

### The Library will

- > work collaboratively with the academic community in supporting the academic endeavours of the University
- > assign professional Library staff to liaise with each School to offer responsive library services
- > ensure available resources are placed on e-reserve/Reserve or short loan within ten working days of receipt of request
- > order requested resources within 21 days of receipt of the request
- > have resources available for loan within 14 days of receipt in the Library
- > provide a staffed service point during our advertised opening hours
- > communicate regularly with the University community on service and policy developments through the Library web site, newsletters, liaison and publications

### We ask that in return you

- > work with Library liaison staff to provide adequate scholarly resource support for your academic programs
- > ensure the Library is notified of all prescribed texts, recommended and supplementary readings eight weeks before they are needed to allow ordering and processing
- > provide the Library with copies of resources that you wish to make available to students but which are commercially unavailable to the library within an eight week period
- > ensure that requests for e-reserve/Reserve/Short Term Loan are supplied to the Library with at least ten working days before they are required by students
- > liaise with the Library in relation to resource implications of new or amended courses or units at proposal stage
- > ensure that all unit outlines provided to students contain full and accurate bibliographic details of cited materials
- > are responsible for all material borrowed against your Library record and for ensuring material is returned or renewed on time
- > observe copyright legislation
- > abide by the Library policies, rules and Code of Conduct

