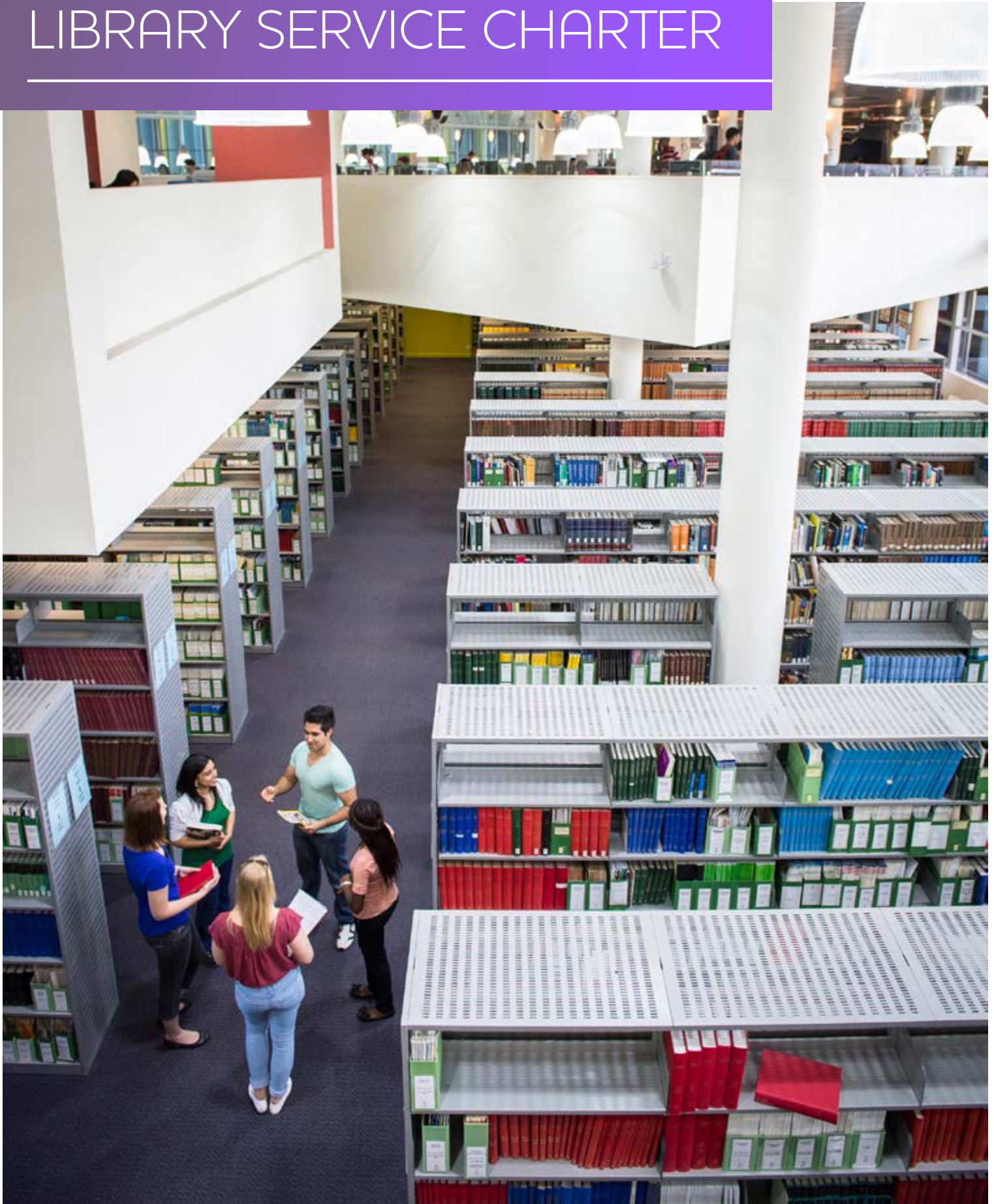


LIBRARY SERVICE CHARTER



ECU Library Service Charter

This charter outlines the role of ECU Library, how we will best serve ECU staff and students, and how staff and students can assist the Library in providing the best possible service.

The Library will

FACILITIES

- Provide a welcoming physical environment with access to computing, photo-copying and printing facilities.
- Provide individual and group study spaces to assist with teaching, learning and research needs.

ONLINE ENVIRONMENT

- Provide online learning support to help you use the Library.

COLLECTIONS

- Provide relevant and up-to-date collections to support teaching, learning and research needs.
- Supply books and journals electronically in preference to printed material.

ASSISTANCE

- Ensure library staff are courteous, efficient and committed to the service of students and staff.
- Provide information sessions and tours primarily during the orientation periods.
- Help students to develop information skills as a basis for independent, life-long learning in support of [ECU Graduate Attributes](#).
- Provide support via an in-person enquiry service, telephone and email.

SERVICES

- Provide fair and equitable access to library collections through appropriate borrowing periods, renewals, requests, recalls and prompt delivery of items from one ECU library to another.
- Ensure items reported missing are investigated promptly so they can be re-purchased if required.
- Enable staff and students to recommend new books for the library collection.
- Maintain confidentiality of personal information used by the Library.
- Obtain items from other libraries to supplement our collections for postgraduate students or staff.
- Work collaboratively with academic staff in supporting the academic endeavours of the University.
- Provide prompt communication about changes and new developments in library service and policy.
- Provide self-service facilities such as self-loan machines and quick enquiry terminals.
- Address feedback and complaints promptly.

We ask that you

FACILITIES

- Use self-help facilities such as self-loan machines where available.
- Observe noise and mobile phone restrictions.
- Abide by the [library rules](#) and [student charter](#).
- Respect library facilities, equipment, collections, furniture, and property and place rubbish in the bins provided.
- Let us know when equipment fails or resources are damaged so we can consider replacement.

COLLECTIONS

- Advise us of any items for teaching, learning or research that you think we should have in our collection.
- Let us know promptly if a problem occurs such as losing a book or being unable to pay a fine so we can reach a resolution.
- Observe copyright legislation, contractual restrictions on electronic resources, and the [IT Acceptable Use of Resources](#) policy.
- Be responsible for all material borrowed against your library record and for ensuring material is returned in good condition or renewed on time.

ASSISTANCE

- Plan your research needs ahead of time to obtain library assistance and resources.
- Take advantage of services offered for learning information and research skills.

SERVICES

- Treat staff and students with courtesy and consideration.
- Notify library staff immediately upon loss of your ECU ID card.
- Do not lend your ECU ID card to another person or borrow on behalf of others.
- Pay all fees and other charges promptly, or contact us to discuss issues with payment.
- Provide feedback on resources and services by completing a feedback form from library enquiry desks or by speaking to a library staff member.
- Read and respond to library notices sent to your university webmail account.

If you have any questions or concerns, please contact the Library at:

Edith Cowan University
270 Joondalup Drive,
Joondalup WA 6027

Phone: 6304 5525
Email: library@ecu.edu.au
Twitter @ECU_Library

or visit us at www.ecu.edu.au