Library Charter

Introduction

The Library role is to help you reach your learning, teaching, research and service goals. This Library Charter has been designed and arranged to describe what the Library does for you and how we might work together to achieve these goals. Library staff are dedicated to meeting your information needs in a professional manner.

This charter sets out the standards of service you are entitled to expect from us. It enhances and links closely with the Learner Charter, developed jointly by IADT and the Students Union, in which the mutual responsibilities of both the Institute and Students are set out. IADT aspires to be an equal opportunities institution. In keeping with this vision and strategy, the Library aims to ensure that equality and diversity are considered as part of our everyday practice.

While this charter does not form a legally binding document, it does outline the service levels to be expected in normal circumstances, within the resources available.

Library Charter: What we aim to do for you

The Library will:	You are expected to:
- Provide fair and equitable access to resources some of which are in heavy demand. - Treat students and library users courteously - Continuously strive to improve collections and services to support teaching, learning and research programmes. - Provide equitable access for users with additional needs wherever possible. - Provide and maintain a comfortable and safe environment with facilities that are conducive to study and research. - Help you to develop information skills as a basis for independent lifelong learning. - Evaluate our services in response to feedback received from users.	- Have your valid IADT ID card when using the Library. - Treat staff and other students/users courteously. - Respect Library resources & property and tell us if they are damaged. - Return all loans in good condition and on time. - Keep conversation to a minimum and consider others. - Observe restrictions on noise, food, drink and use of mobile phones and cameras. - Use a personal stereo / headphones in a manner that will not interfere with others. - Participate in learning information and research skills sessions. - Find resources independently whenever possible. - Comply with copyright and legal and contractual restrictions on the use of electronic resources and equipment.

Library related services include:

- The facility to remotely search the catalogue to access Library services and to use electronic resources where permitted by licenses.
- A range of regularly updated pamphlets which give detailed information on the range of Library related services.
- Service hours and Opening hours are posted on the Library webpage and Library notice boards.

Your Health and Safety in the Library

It is our policy to give the greatest importance to the Health and Safety of all Library users including visitors. However, you should be aware that you are also responsible for your own safety. To ensure your safety please evacuate any section of the Library when asked to do so by the Library staff. You must leave the Library immediately when the fire alarm sounds and follow the directions of the fire safety marshalls

Seirbhís Dhá Theanga/Bilingual Service

Tá rún daingean againn caighdeán na seirbhíse a cuirtear ar fáil trí Ghaeilge a fheabhsú:

- Trí freagra a thabhairt ar chomhfhreagras sa teanga ina scríobhtar é.
- Trína chinntiú go mbéadh duine a bhfuil Gaeilge aige ar fáil dá'r dteileafónaithe

If your experience in the Library has been good then please let us know.

In the event that your experience has not been good then please let us know that too by talking to a member of staff or the Librarian.

IADT has a formal complaints policy should you feel that your complaint has not been resolved. Copies of the policy are available at the Library Issue Desk or from your school office.

Contacting Us:

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