

**Client charter**  
**1.0 - 28 mei 2008**

**Client Charter Library & Archive**

Our Client Charter reflects our commitment to providing a high quality service, and has been established to outline what Library & Archive does for you, and how we can work together to improve services.

We provide you with access to information resources and assistance in using them, and support to enable you to develop the skills needed to fulfill your current and future information needs.

Our archive services provide you with access to records of temporary or permanent importance for administrative or historical purposes.

We value your feedback on our performance.

**Mission**

Library & Archive is a service centre of the University of Twente. We focus totally on the needs of our clients in order to provide continually improving library and archive services, and to be responsive, innovative and professional.

We are dedicated to meeting your information needs by delivering an extensive range of services in the Library, through the Library's web site, and by offering an enquiry service. With our archive services we intend to develop a vital digital memory of and for our university.

**Staff**

Library & Archive staff is well trained and committed to giving you high-quality service and will:

- help you with your detailed information needs
- respond to your enquiries immediately or refer you to another staff member if necessary
- maintain a courteous and cooperative relationship with you
- continually strive to be aware of the requirements of faculties, (operational) management and disciplines
- advise you on how to enhance the impact of your publications
- help you with organizing your archives

**Services**

To provide services and to be helpful to you, we would like to become your partner in fulfilling your information needs. Here we outline what we expect to do for you, and what we expect you to do for us.

***L & A provides materials necessary for teaching, learning and research. This means we will buy it or borrow it in print or electronic format.***

WE AIM TO HAVE	WE ASK YOU TO
<ul style="list-style-type: none"><li>o 100 % of information resources recommended to undergraduates held in print or electronic collections</li><li>o 100% of materials shelved within one day of return or in house use</li><li>o 90% of new books for use within 20 days of receipt by the Library</li><li>o 95% of information resources sought by researchers available in print or electronic collections or through document delivery services</li><li>o 90% of interlibrary loans obtained from other libraries within three calendar days</li></ul>	<ul style="list-style-type: none"><li>o inform us about the sources you recommend to undergraduates</li><li>o return resources in good condition, by the due date</li><li>o respect others by fair sharing of (printed) resources</li><li>o suggest new items/websites to enhance our collection</li><li>o place requests early to allow for supply time and to include correct details on request forms to facilitate processing</li><li>o work together with your Information Specialist to create collection profiles</li><li>o provide feedback on our resources</li></ul>

***L & A provides services to enable you to use materials effectively***

WE AIM TO OFFER	WE ASK YOU TO
<ul style="list-style-type: none"><li>o an Information Desk staffed during 13,5 hours every workday, so your (e-mail) question will be answered immediately</li><li>o a well constructed website as a gateway to quality electronic information</li><li>o electronic information services and assistance available 24/7 through our website</li><li>o a web log containing latest news about Library Lunch and Learning meetings, information literacy, new books, databases and interesting websites</li><li>o 372 study places for individual or group use</li><li>o extended opening hours: Monday-Friday 8.30 - 22.00 hr</li><li>o extra opening ours for study every Saturday 11.30 - 16.30 and during exam periods on Sunday 11.30 -16.30 hr</li><li>o 26 study places on the 2<sup>nd</sup> floor available during opening hours of the Vrijhof building (till 24.00 hr)</li><li>o three classrooms, one with 16 pc's</li><li>o an open pc area with 48 pc's</li><li>o a wireless lan everywhere in the library</li><li>o the assistance of Information Specialists in each faculty</li></ul>	<ul style="list-style-type: none"><li>o provide advice on course assignments so that the Library can be properly prepared</li><li>o to study reasonably quietly and with consideration for all users of the Library</li><li>o contact library staff if you experience a problem in using our service</li><li>o respect others by fair sharing of equipment and resources</li><li>o provide feedback on our services</li><li>o Restrict downloading from databases and journals to personal use for study, research or education. Commercial use and excessive downloading is not allowed.</li></ul>

***L & A provides archive services for your organizational unit***

WE AIM TO OFFER	WE ASK YOU TO
<ul style="list-style-type: none"><li>o professional advice and support in set up and maintenance of your archives</li><li>o relevant information about archiving and legislation</li><li>o incoming post registration within one day</li><li>o filing of documents within one week after registration</li><li>o document delivery within one day</li></ul>	<ul style="list-style-type: none"><li>o provide us with correctly processed documents</li><li>o provide feedback on our services</li></ul>

***L & A provides training and advice services***

<p>WE AIM TO OFFER</p> <ul style="list-style-type: none"><li>o face-to-face classes information literacy as scheduled or integrated into academic programs</li><li>o a course systematically and efficiently searching for scientific information for teachers and researchers</li><li>o online self-paced modules and tutorials through our website</li><li>o basic information skills training in Library Lunch and Learning Meetings</li><li>o personal assistance by Information Specialists for research students and faculty staff</li><li>o professional literature searches by Information Specialists</li></ul>	<p>WE ASK YOU TO</p> <ul style="list-style-type: none"><li>o take advantage of formal information skills training which is provided by the Library</li><li>o add your Information Specialist in your professional network</li><li>o make your research requests in plenty of time</li><li>o promote library resources in your education</li><li>o work together with your Information Specialist for the development of academic skills in your education</li><li>o provide feedback on our services</li></ul>
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**Complaints**

We consider complaints about our services or staff as important input for the improvement of our organization. If you have a complaint about any aspect of Library & Archive, please contact us immediately.

<p>WE ASK YOU TO</p> <ul style="list-style-type: none"><li>• Contact us by using the <u><a href="#">form in our website</a></u></li><li>• Or call Peter Daalmans, director of Library &amp; Archive, phone 053- 4892058.</li></ul>	<p>WE AIM TO OFFER</p> <ul style="list-style-type: none"><li>• our appreciation for your input</li><li>• a first reaction within one working day</li><li>• to keep you informed of how your complaint is being dealt with</li><li>• a result that gets your approval</li><li>• statistics about complaints in our website</li></ul>
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