



## Sheridan Library Service Charter

The Sheridan Library actively contributes to the Sheridan Institute of Higher Education's teaching, learning, and research activities by developing and delivering useful, responsive, and accessible Library services, facilities, and collections, in partnership with the Institute's staff and students.

The Sheridan Library Service Charter sets out the principles which guide the Institute Library's contributions to the Sheridan community. These principles, and all Sheridan Library practices are informed by the Objects of the Sheridan Institute of Higher Education.

### The Sheridan Library will:

- Maximise the quality of our services and resources:
  - Make available relevant scholarly information resources in both print and electronic formats.
  - Provide support and training on the effective use of all library resources.
  - Collaborate with staff and students to ensure our collection remains relevant and comprehensive.
- Create and foster supportive learning environments:
  - Treat all Library users with courtesy and respect.
  - Provide access to services and facilities which support academic endeavours.
  - Maintain awareness of changing and diverse user needs and industry trends, and modify services and environments as appropriate.
  - Maintain the confidentiality of all user related information.
  - Communicate effectively.
  - Provide timely and accurate information regarding the Sheridan Library and its services.
  - Utilise multiple methods of communication, including the Library Website, Library email, Canvas, and the Sheridan Institute of Higher Education's social media platforms.
  - Provide multiple avenues for feedback, including conducting regular surveys
- As our partners, we ask that you:
  - Treat other staff and students with courtesy and respect.
  - Use Library resources and facilities with care.
  - Read Sheridan Library communications, and provide a timely response when necessary.
  - Provide feedback to the Sheridan Library on how we can enhance services, facilities, and collections.
  - Adhere to Sheridan and Library policies, guidelines, signage, and directions from staff.

### References

University of Notre Dame Australia. (n.d.). *Notre Dame Library: University Library Service Charter*. University Library at the University of Notre Dame Australia. [https://library.nd.edu.au/ld.php?content\\_id=8175487](https://library.nd.edu.au/ld.php?content_id=8175487)

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