

## LIBRARY SERVICE CHARTER

### LIBRARY MISSION STATEMENT

The mission of the ACC Library is to work in partnership with our Users to provide an exemplary and accessible Library service; a service that draws on the professional expertise of Library staff, responds to the information needs of students and Academic staff, reflects a commitment to quality assurance principles, treats each user with dignity and respect, and is future oriented.

The Library aims to support effective learning, teaching, and scholarship; while advancing the strategic priorities, vision, and values of the College.

### CLIENT SERVICES CHARTER

Our commitment to **all clients** is to:

- ensure access to Library staff with the appropriate skills, qualifications, and training to provide advice on Library and Information Services and Resources, as well as guidance and instruction in their selection and use;
- provide a welcoming and responsive service;
- provide both formal and informal mechanisms for relaying feedback on library services, resources, and facilities;
- respond to client feedback in a timely and considered manner;
- acquire and preserve historical collection holdings, including the rare and unique, connected with Chiropractic; and
- provide fair and equitable access to Library services and facilities in accordance with the College's Equity / Anti-Discrimination Policy and the Disability Policy.

Our commitment to **ACC Academic Staff** is to:

- collaborate in the development of collections that support the teaching and research, and ensure effective and efficient resource management;
- support teaching and research by providing specialised advice and training to staff and students;
- support students to become independent learners in accordance with the ACC Graduate Capabilities.

Our commitment to **ACC Students** is to:

- develop collections – both electronic and physical - that support student learning;
- provide access to a copy of each prescribed text, identified by the relevant unit coordinator, in the reference or overnight loan collection;
- provide guidance and training in the use of library and information resources;
- provide guidance and training to support the development of the necessary skills to become an independent learner;
- supplement the collection through the provision of a timely document delivery and inter library loan service;
- provide facilities for individual and group study;
- facilitate access to online resources through the provision of a combination of networked workstations and wireless access;
- provide printing and copying facilities; and
- provide an electronic catalogue of Library holdings.

## VERSION CONTROL

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Responsible Officer: General Manager		
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