

Library Client Charter

Federation library provides high quality systems, spaces and resources to contribute to the success of students, teaching staff and researchers and the University's learning, teaching and research activities. Our expert staff provide accessible, professional and friendly services both face to face and through the latest online channels.

The library demonstrates Federation's living values of inclusion, innovation, excellence, empowerment and collaboration. It provides broad access, equity, diversity and inclusion, and acknowledges our Indigenous heritage, both independently and in collaboration with other departments and professional organisations.

The library seeks to implement best practice services guided by evidence-based decision making and the principles, guidelines and ethical codes of relevant professional bodies.

This Charter outlines our commitment to you, and your responsibilities – what we ask of you.

All Library clients	
We will	We ask you to
Treat you with courtesy and respect and provide access to professional, skilled and friendly staff	Show respect for and courtesy to Library staff and to each other
Provide a range of study and learning spaces across our campuses, with printers, PCs and access to power	Make use of the facilities and help us to improve them
Provide a comfortable and clean environment in which you can work and learn	Help us to maintain comfortable and clean spaces
Provide a safe environment in which you can work and learn	Let staff know if you are concerned about others' behaviour
Provide fair and equitable access to a range of information and learning resources	Return items on time and comply with copyright law
Empower you to be an independent learner	Learn how to access and use library resources and develop your independent research skills
Communicate with you by email, FedNews and social media	Regularly read your email and FedNews and check Library social media accounts
Continually evaluate and improve our services	Provide feedback and participate in surveys

Teaching/academic staff and researchers

We will	We ask you to
Provide expertise in selecting resources and ensuring they are available when required	Suggest items for purchase or license
Assist in completing new unit /course proposals	Complete new unit/course proposals in collaboration with Library staff
Provide tailored skills development sessions/ resources to enhance student learning	Collaborate with Library staff to develop appropriate sessions/resources
Provide advice on the selection and use of resources for teaching and learning	Collaborate with Library staff to identify appropriate resources
Source information resources not held by Federation Library	Submit resource requests via the Library website
Provide services, resources and programs to support your research and HDR supervision	Collaborate with Library staff to identify appropriate services and resources
Provide repositories that archive and showcase your digital research, data and other research outputs,	Deposit your research outputs into Federation University repositories – Federation ResearchOnline, Federation.figshare