

Library Service Level Agreement

The library aims to provide resources to staff and students of the Institute to support their teaching and learning, and to assist library users in finding information for their academic work.

The library will:

- Be open from 9:00am – 8:00pm Monday to Thursday during term time. During Institute holidays opening hours may vary. Opening hours are dictated by staffing budgets and usage of the library and will be reviewed on a yearly basis.
- Provide a quiet and comfortable space in which to study. To this end, we ask that no food or drink is brought into the library and for reasons of noise the use of mobile phones is prohibited in this area. Please be considerate of other library users.
- Purchase books, journals and electronic resources to support teaching and learning at the Institute. The Librarian will liaise with academic staff and program co-ordinators to ensure that key reading list items are stocked by the library, and will keep up-to-date with new publications. The Librarian may need to direct library users to other New York libraries for items not specifically linked to courses taught by the Institute.
- Loan items to current staff and students of the Institute so long as the library user has sufficient space on their account. The current loan allowance is four items at any one time.
- Attempt to assist library users with all enquiries relating to their course of study, and will endeavour to respond to all email, telephone and personal enquiries promptly.
- Provide library orientations for new users, and run a program of user education on other relevant subjects.
- Provide 3 workstations for online academic research. We aim for these workstations to be working during building opening times, except for instances of planned downtime and hardware/system failure. We will attempt to notify library users of these instances via the library website and the student portal program pages and by notices on the notice boards in the library area and throughout the Institute. Scanning facilities are available in the library. Wireless internet access is available in the library, student common areas and classrooms and this service is maintained by the IT support team.
- Provide basic IT support to staff and students. If a Librarian is unable to assist with your query in the library they may need to consult the IT support team. If unable to reach them immediately, you will be given a timescale in which we aim to contact them, and will take details to get back to you as soon as possible.

- Re-shelve returned items and items used in house with one working day.
- Keep the library catalogue accurate and up-to-date.
- Ensure the efficient circulation of materials via a system of emails to users with overdue items. Users will receive up to three reminder emails and if the item is still not returned to the library they may have their borrowing rights suspended. The Librarian may also contact you by email or telephone if an item is urgently required by another user.
- Be staffed by knowledgeable and experienced staff in order to provide effective support to students. Staff will be required to attend relevant training in order to keep service up-to-date and relevant to you. Library staff will always be courteous and will try to help to the best of their ability. In return we expect all library users to treat staff with courtesy and respect. Verbal and physical abuse is not acceptable under any circumstance and may result in disciplinary action.
- Provide photocopying and limited printing facilities for students. Library printers are to be used for the printing of research materials only. This does not include assigned course readings. To this end, library computers are not equipped with Microsoft Office. Library staff are responsible for keeping paper trays full and for changing toner cartridges when necessary. Library staff can also carry out basic maintenance on broken equipment, but be aware that in some cases we will need to call out specialist repair staff to fix the problem. We appreciate your understanding at these times.

Library Users will:

- Abide by the rules of the library
- Return or renew books on or before their due date
- Treat library books with care
- Inform library staff if they have lost or damaged books
- Not eat or drink in the library
- Not use mobile phones in the library
- Not underline or mark library books in any way
- Abide within the copyright laws as outlined in the library student handbook and the notices affixed to library photocopiers and scanners
- Work quietly in the library and with respect for other students and staff
- Treat library staff courteously