

Library Customer Service Charter

The Library strives to offer excellent Library services to all at all times acknowledging the Library customer is the reason we offer Library service. It is therefore vital that every staff/customer interaction is a positive one for you and we trust that the Service Charter will help us achieve that.

Who are our Customers?

All NUST academic and administrative staff as well as all full-time and part-time, distance students. We also serve Alumni members and outside borrowers.

What you can expect from us

As a customer, you can expect us:

- To offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria which may be the source of discrimination
- To treat you as the most important people in the Library
- To take your needs and requests seriously and treat them with respect
- To treat as confidential all interactions and transactions between you and the Library
- To make decisions about users in your favor
- To consult all possible sources in your search for information and to refer difficult questions to relevant subject specialists
- To respond within 24 hours to any queries and keep you informed of the progress if delays are unavoidable
- To promote equal access to all information sources to all customers at all times and not collude with any customer to deny others such access
- To be familiar with and articulate Library policies as well as explain the rationale behind them
- To welcome constructive criticism and use comments and suggestions to improve services

- To handle conflict in a professional manner
- To be friendly, helpful and enthusiastic
- To be honest in all our interactions with you
- To communicate respectfully and professionally

What environment can you expect?

- Clean
- Quiet
- Attractive
- Safe

What we expect from you

To ensure you get the most out of our services we expect you:

- To familiarize yourself with all library rules and regulations
- To obey all library rules and regulations
- To be respectful and courteous in all your interactions with all library staff and the security personnel
- To pay attention to the due date of items issued to you
- To return library items on time
- To handle library items and equipment with care
- To heed the instruction of our staff

How do we measure ourselves?

- Suggestion box
- Customer Satisfaction Surveys
- Library Kindness Audits

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