

Other ways we can help

We aim to

Answer your questions or refer you to someone who can.

Have a range of help sheets available on the Library's web site.

Assist students with passwords and give help with basic IT problems in all libraries.

Answer telephone and online queries as they are received and check email twice a day during Library opening hours.

Give instruction on how to identify and use Library resources through workshops, tours and online subject guides and tutorials.

Have required readings available in an accessible format for students registered with Disability Services.



You can assist by

Using online self-help resources, including tutorials, and attending Library workshops.

Bringing your unit outline with you when you ask Library staff about information research.

Academic staff can also assist by

Working with your Liaison Librarian to make information research skills part of your curriculum.

Please tell us what you think

Did you find what you were looking for? YES NO

Comments:.....

Did you have to wait more than 5 minutes for service? YES NO

Comments:.....

Were you happy with the service you received? YES NO

Comments:.....

How can our services be improved?

.....

If you would like a personal reply to your comments, please complete this section

Name:.....

Address:.....

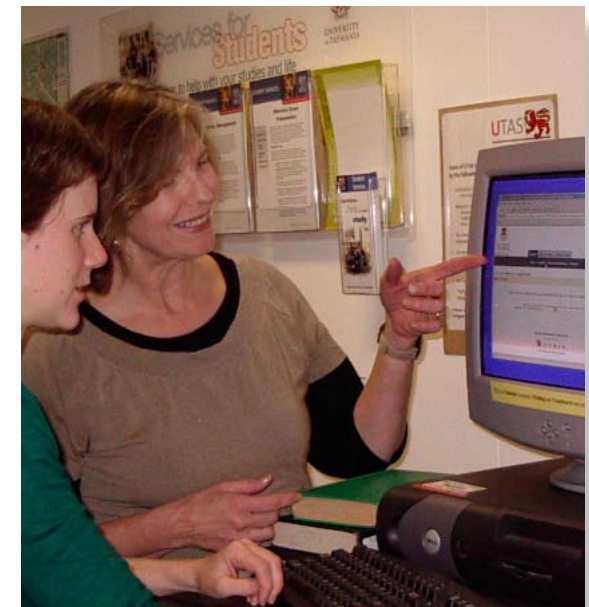
Phone:.....

Email:.....

Thank you for giving us your feedback. Drop this form into the suggestion box in your UTAS Library or post it to: Launceston Campus Librarian Locked Bag 1312, Launceston, Tasmania 7250

The Library aims to provide excellent service in supporting the teaching, learning and research of our clients.

This document clarifies our service standards. We encourage your feedback and suggestions for improving our services.



Finding Information

We aim to have

24/7 access to online Library services and electronic resources.

Returned items available for loan within 2 hours.

Your required readings on Reserve and eReserve or available via our electronic resources.

The majority of additional material on unit reading lists available in the Library or via our electronic resources.

Items available on the shelves at another UTAS library location sent to you within 3 working days.

Journal articles requested from Store delivered electronically the next working day.

Exam papers released to us available online within 3 weeks of receipt.

Document Delivery requests delivered within

- 5 days for copies
- 14 days for loans
- 24 hours for urgent copies
- 3 days for urgent loans

Newly acquired material available promptly on the Library shelves, normally within 6 weeks. Items awaiting processing are available on request.

Orders for new material placed within 3 days of receiving the request. Urgent orders will be placed within 24 hours. Most orders are received within 3 months.

You can assist by

Planning your Library research and asking for items as early as possible with accurate details.

Reading and responding to email notices we send you.

Returning all items in good condition by the due date, or earlier if recalled.

Complying with the Copyright Act, UTAS policies and guidelines on the use of computing and network facilities, licence and access conditions for Library resources.



Academic staff can also assist by

Giving the Library up-to-date reading and Reserve lists with all requested details, 6-8 weeks prior to the start of a new semester.

Ordering Library resources via your Liaison Librarian.

Including a Library Impact Statement as part of the course approval process to ensure that the Library has adequate resources for your new course.

Library Spaces

We aim to provide

A range of study and group workspaces.

Library computers and laptop wireless access in all libraries.

Copying and printing services in all libraries.

Prompt reporting and resolution of interrupted services.

You can assist by

Observing the guidelines for food and drink, noise and the use of mobile phones in the Library.

Being considerate and allowing others fair and equitable access to Library resources.

Treating Library facilities, equipment and resources with care.

You can help us improve our service by giving feedback through

Using the *Ask us for help* form on the Library homepage (www.utas.edu.au/library) and the suggestion boxes in our libraries.

Telling us what you think of our services and by talking to Library staff about any problems.

Participating in University and Library surveys.

You will find Library staff to be

Polite and helpful.

Friendly and easy to identify.

Knowledgeable about Library services and resources.

We will respond to all suggestions and feedback within 2 week days when name and contact details are included.