

## **SCIENCES PO LIBRARY SERVICE CHARTER**

**We are pleased to welcome you to the Sciences Po Library and we make a commitment by the present charter to provide you with the highest level of service**

### **Easy access to library services**

- Our hours of operation will be posted on library premises and on our website.
- We will provide personalized attention to users with disabilities.
- We will continue to develop new tools to help you locate and access the resources you need.

### **Quality assistance**

- Library staff will be easily identified by their badge.
- We will make every effort to respond to your queries:
  - with care and courtesy.
  - with the shortest possible delay.
  - by responding to your telephone queries during operating hours.
  - by responding within 3 working days to your email queries.
  - by sending you a confirmation of receipt.
- by respecting our obligations of confidentiality and neutrality in any exchanges we have with you.
- by providing you with a clear and comprehensible response to your queries.
- We will post the library's rules and regulations on library premises and on our website.
- We will enforce these rules and regulations for the benefit of all.
- We will explain the library's rules of operation.
- We will apply these rules uniformly.

### **Making every effort to respond to your needs**

- We will assist you in your research to best meet your needs
- We will provide you with training and information to promote autonomy in using the library.
- We will direct you to the person or organization best placed to provide you with any information we are unable to immediately provide ourselves.
- We will not refer your query on to more than two different parties.
- We commit to quickly forward information or problems to the competent party.
- We will consider any suggestions that you submit and respond accordingly.

### **Systematically responding to your complaints**

- We will let you know how to submit your complaints and respond to them.
- We will make notebooks available at the information desk and in the reading rooms for you to share your comments and complaints with us.

### **Attentive to your needs in order to constantly improve our services**

- We will regularly ask you about your expectations and level of satisfaction concerning our services.
- We will assess the outcomes of any improvements we make.
- We will keep you informed of the results of these assessments and of our progress.
- We will maintain multiple channels of communication (telephone, email, assistance forms, Facebook, Twitter, etc.).

**Thank you for your confidence and for your participation in improving the quality of our services, in a spirit of mutual respect.**