

Library Charter

Welcome to the library

We are here to support all our users to get the most out of their GCU experience. To enable us to get it right, and deliver the highest quality of services, we need your help to deliver our commitments.

Our commitment to you:

- Provide accessible, easy to use services.
- Provide a welcoming environment.
- Be friendly, helpful and professional when dealing with you.
- Support you to get the most out of our library services, now, and in the future.
- Listen to and, where possible, action your comments and suggestions on how to help us improve our services.

To help us achieve this we ask you to commit to:

- Keep it quiet. In the silent study areas that really means silent, talking on your mobile or to friends prevents other students from studying.
- Keep it tidy. Put your litter in the bin and recycle using the appropriate bins.
- Keep it academic. Use PCs for study purposes. It's not fair to use a PC for social networking when someone else needs it to work on an assignment.
- Keep it with you. Keep your possessions, especially valuables, with you at all times and free up study spaces when you're not using them.
- Keep it in the right area. Only consume food and canned or hot drinks in the café area, level 0 and level 1, it's okay to have a sealable bottle of water with you while you study.
- Keep it legal. Read our photocopying notices which are displayed near the printers. They will keep you right. If you are creating your own presentations, be careful about what media and images you include. [Open Educational Resources](#) and items licensed under [the Creative Commons](#) scheme are safe to use. Read our guidance for information on how to use them and where to look.
- Treat people in the right way. Be respectful to other users and staff within the library.
- Treat resources and equipment in the right way. We have over 16,000 users of the library. Please follow guidelines and policies to allow others to get fair access and use of library services.
- Help improve our services by giving us [your feedback](#).
- Read and follow the library's [regulations](#).