

# UNIVERSITY LIBRARY CHARTER & GUIDE TO SERVICES



**Murdoch**  
UNIVERSITY

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# Our Commitment to Service Excellence

## Client Service Charter

Our team is united in our commitment to world-class research resources and support services to aid and support the highest levels of learning, teaching and research at Murdoch University. The charter outlines our commitment to providing a high level of service and addresses four focus areas we strive to improve along with ways our clients can support us.

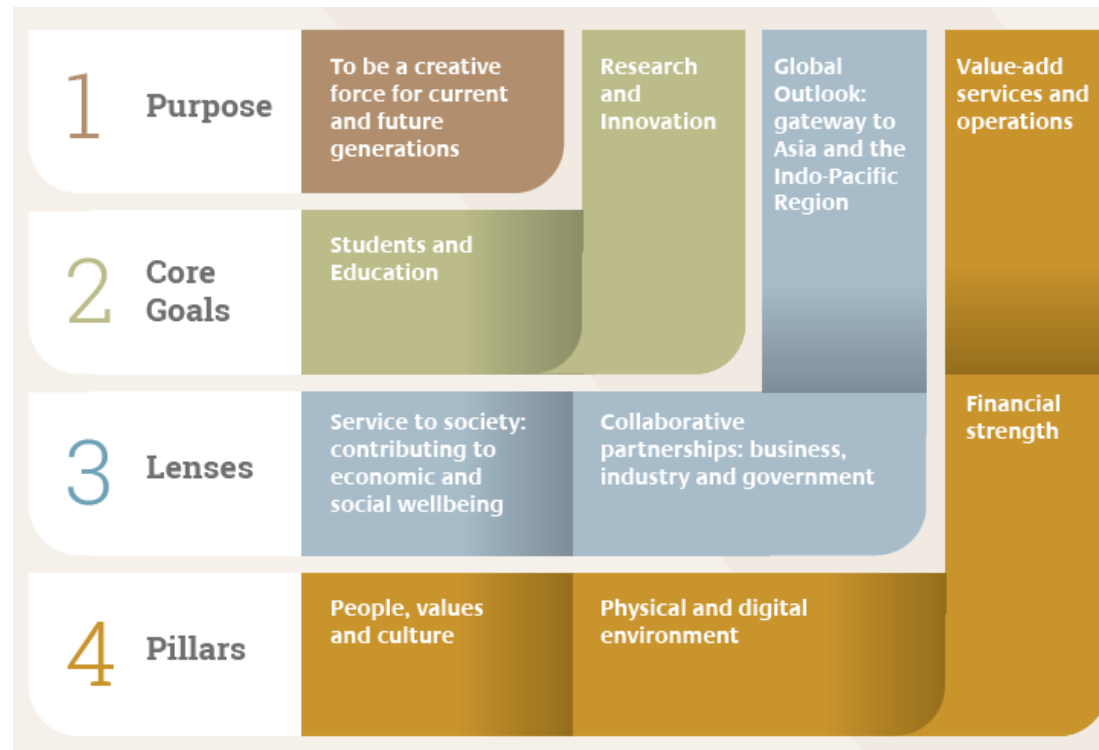
Communication	Services	We ask you to:
<p>We will keep you informed about our services and activities by:</p> <ul style="list-style-type: none"> <li>- Providing accurate information using plain English in all communication</li> <li>- Communicating available services, changes, scheduled interruptions and incidents affecting our service delivery</li> <li>- Using a variety of communication methods and strategies</li> </ul>	<p>The University Library delivers resources, systems, information and support to enable world class learning, teaching and research. We will:</p> <ul style="list-style-type: none"> <li>- Make information and resources easily available to you in a safe and professional environment</li> <li>- Resolve all faults and interruptions to services in a timely and efficient manner</li> <li>- Continue to explore new, effective and innovative ways to enhance and deliver services</li> </ul>	<ul style="list-style-type: none"> <li>- Exercise courtesy and respect with each other and staff at all times</li> <li>- Handle all resources and facilities with care</li> <li>- Adhere to the Library Conditions of Use and Information Systems policies and guidelines</li> <li>- Read and respond to all notices and requests in a timely manner</li> <li>- Let us know when equipment fails, resources are damaged or services are interrupted so we can rectify them as quickly as possible</li> <li>- Plan your information needs to allow sufficient time for unexpected delays</li> <li>- Provide us with feedback</li> <li>- Utilize self service resources available to you where appropriate</li> <li>- Identify yourself clearly when communicating with us</li> <li>- Assist us to gather information about your request to enable a timely and effective response</li> </ul>
<p>We are committed to providing excellent client service. We will:</p> <ul style="list-style-type: none"> <li>- Treat you in a courteous and professional manner at all times</li> <li>- Clearly identify ourselves and our purpose when dealing with your service needs</li> <li>- Respect your privacy and ensure that your confidential information is kept secure</li> </ul>	<p>Your enquiries, suggestions, and feedback are valuable to improving our services. We will:</p> <ul style="list-style-type: none"> <li>- Provide easy, effective and accessible feedback options for you</li> <li>- Welcome and acknowledge your feedback, taking prompt and decisive action where appropriate</li> <li>- Conduct regular surveys to provide opportunities for you to help shape our services</li> </ul>	

# Our Purpose

## Library Operational Plan

The Library Operational Plan ensures our ongoing alignment with, and contribution towards, the University's strategic goals in supporting the learning, teaching and research activities at Murdoch.

The Library Operational Plan 2018 focuses its attention on the University's core priorities:

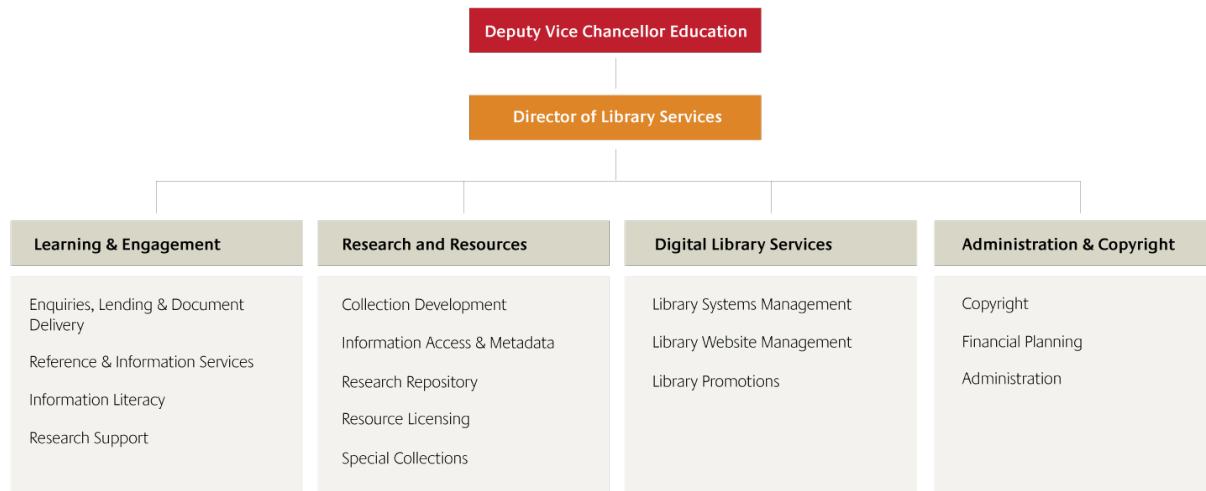


The Operational Plan requires all members of the Library team to contribute towards its success. Qualitative and quantitative indicators outlined in the plan help us measure our performance against each activity.

# Our Identity

## Murdoch University Library Organisational Chart

The University Library is a diverse group working together to provide a variety of services, as indicated in the organisational chart below.



## Collections

World-class research and study resources and collections are curated by library staff, including:

- Electronic resources
  - 329,000 e-books\*
  - 85,000 e-journals\*
  - Access to millions of journal articles
- Print resources
  - 383,000 monographs\*
  - 500 print journal titles\*
- Special collections such as Science Fiction, Film Tie-in, WISALTS and Irene Greenwood collections.

- History of Murdoch University Special Collection.

*\* December 2017 data*

### **Campus Libraries and visitor statistics**

We offer a variety of spaces and experiences to enhance learning, teaching and research within the university. Our locations are:

- Geoffrey Bolton Library at the Perth Campus
- Veterinary Library at the Perth Campus
- Mandurah Campus Library at the Mandurah Campus.

In 2016, the Murdoch University Library had one million visitors. Visits per Equivalent Full Time Student Load (EFSTL) in the same year, gave Murdoch University Library the second-highest ranking of all university libraries across Australia.

### **Library support systems**

Services from the University Library are supported by large-scale electronic infrastructure, which includes:

- Library Management System by Sierra (Innovation Interfaces Inc.)
- 'Findit' discovery layer by Summon
- University Library Website
- My Unit Readings by Talis Aspire
- Subject Guides by LibGuides
- Support Portal by ServiceNow
- Research Repository and Digital Special Collections by Eprints

# Measuring our performance

## Surveys

The Library Client Satisfaction Survey and Murdoch Whole of University Experience Survey provide important opportunities to gauge the University Library's performance across the wide range of services and resources we provide. As of 2017, our overall satisfaction rating from the Library Client Satisfaction Survey was 76%. The University Library Client Satisfaction Survey is run over a two-week period every two years. Our response to survey findings is made available to the community via our website.

## Usage data and comparison against other university libraries

The University Library collects statistics and data on its services, facilities and resources usage. This information assists with regular internal audits that help inform and reshape Library outcomes. We also collect data on how website and online resources are used to ensure clients are catered for and the online experience is of the standard of an internationally recognised university library.

Collection and usage statistics are also submitted to the Council of Australian University Librarians (CAUL), the Western Australian Group of University Libraries (WAGUL) and the Innovative Research Universities (IRU) group. These organisations compile data from university libraries for information sharing and benchmarking purposes. We use this valuable data to compare and contrast our performance against other local or similar university libraries.

## Your feedback

Murdoch University Library encourages feedback from its clients. Your comments and suggestions help us assess our performance and improve in line with the needs of the Murdoch University community. We consider and respond to all feedback we receive.

If you would like to provide feedback about any aspect of the Murdoch University Library, contact us: <https://murdoch.edu.au/SNLIBFM018>.

If you are not satisfied with our response, contact the Library: [library@murdoch.edu.au](mailto:library@murdoch.edu.au) or <https://goto.murdoch.edu.au/SNLIBFM002>.

# A-Z guide to Library Services

## ArticleReach

Use ArticleReach to request journal articles that are not available from Murdoch University Library. This service is available to all Murdoch University staff and students.

[goto.murdoch.edu.au/ArticleReach](http://goto.murdoch.edu.au/ArticleReach)

## AV viewing rooms

The library has a number of rooms available for viewing audio visual materials. No bookings are required.

[library.murdoch.edu.au/Facilities-and-spaces/AV-viewing-rooms](http://library.murdoch.edu.au/Facilities-and-spaces/AV-viewing-rooms)

## Borrowing

Staff and students at Murdoch University are eligible to borrow and request items from our collections along with access to other services including Document Delivery, reciprocal borrowing, BONUS+ and ArticleReach. Community and Corporate memberships are available for an annual fee. Borrowing and membership conditions apply.

[library.murdoch.edu.au/Borrowing-and-access/Borrowing](http://library.murdoch.edu.au/Borrowing-and-access/Borrowing)

## BONUS+

BONUS+ allows Murdoch University staff and students to borrow selected library material from other participating university libraries (over 7 million items available for requesting).

[goto.murdoch.edu.au/Bonus](http://goto.murdoch.edu.au/Bonus)

## Carrels

Study carrels are located on all levels in the South Wing of the Geoffrey Bolton Library. To apply, visit:

[library.murdoch.edu.au/Facilities-and-spaces/Study-Spaces/](http://library.murdoch.edu.au/Facilities-and-spaces/Study-Spaces/)

## Computers

Computers located in the Library are available for use by students, staff and visitors. Use your Murdoch username and password to login. For assistance, visit the IT Service Desk:

Geoffrey Bolton Library

[goto.murdoch.edu.au/ITServiceDesk](http://goto.murdoch.edu.au/ITServiceDesk)

Phone 08 9360 2000

## Copyright

The Copyright Coordinator helps staff and students manage the copyright protected works that they use and create in their research, study, teaching, and other activities in and for the University.

[library.murdoch.edu.au/Copyright-matters](http://library.murdoch.edu.au/Copyright-matters)

[copyright@murdoch.edu.au](mailto:copyright@murdoch.edu.au)

Phone 08 9360 7491

## Databases

Search our databases to access up to date journal articles and information on a particular topic or subject.

[goto.murdoch.edu.au/Databases](http://goto.murdoch.edu.au/Databases)

## Document Delivery

When an item is not available at the University Library, or via ArticleReach or BONUS+, it can be requested using the Document Delivery service. This service is available to Murdoch academic staff, graduate research and honours students and other staff by special request.

[goto.murdoch.edu.au/DocumentDelivery](http://goto.murdoch.edu.au/DocumentDelivery)



### **Exam papers**

The Library makes available past exam papers (no answers) from the last five years, searchable via Findit or the website.

[goto.murdoch.edu.au/ExamPapers](http://goto.murdoch.edu.au/ExamPapers)

### **Findit**

Use Findit to explore the Library's online and print collection with one simple search. Findit searches through the entire Library Catalogue (including books, ebooks), the majority of subscribed databases (including journals, journal articles, book chapters, newspaper articles, videos, conference papers and more), past exam papers and the Murdoch University Research Repository.

Findit: [library.murdoch.edu.au](http://library.murdoch.edu.au)

Findit help: [library.murdoch.edu.au/Borrowing-and-access/Search-and-browse-resources/Findit](http://library.murdoch.edu.au/Borrowing-and-access/Search-and-browse-resources/Findit)

### **High Demand Collection**

The High Demand collection holds print books and readings identified by unit coordinators as important for study units.

### **Law Library Help Desk**

The Law Library Help Desk is staffed by senior law students who can assist with Library Research Tests and legal research queries.

[libguides.murdoch.edu.au/law](http://libguides.murdoch.edu.au/law)

### **Learning Common**

Learning common areas are available at all Murdoch University Library locations and provide staff and students with study spaces and facilities including computers, printers and copiers, wireless network access, tutorial rooms and help desks. The Level 2 Learning Common at the Geoffrey Bolton Library and Veterinary Library (Veterinary Science students and staff only) are accessible 24 hours a day, 7 days a week.

[library.murdoch.edu.au/Facilities-and-spaces/Study-Spaces/](http://library.murdoch.edu.au/Facilities-and-spaces/Study-Spaces/)

### **Library Catalogue**

Locate printed books, non-book resources and online materials via indexes or Advanced Keyword searching.

[prospero.murdoch.edu.au/search](http://prospero.murdoch.edu.au/search)

### **My Library**

MyLibrary allows our clients see or renew borrowed items, check their borrowing history, collect ArticleReach requests, create reading lists and rate items, and request items from the Library Catalogue.

[mylibrary.murdoch.edu.au](http://mylibrary.murdoch.edu.au)

### **My Unit Readings**

My Unit Readings provides an easy way for students and staff to access and manage essential and recommended readings for units.

[unitreadings.murdoch.edu.au](http://unitreadings.murdoch.edu.au)

For staff support: [goto.murdoch.edu.au/MyUnitReadingsHelp](http://goto.murdoch.edu.au/MyUnitReadingsHelp)

For student support: [library.murdoch.edu.au/Students/Using-My-Unit-Readings](http://library.murdoch.edu.au/Students/Using-My-Unit-Readings)

### **Opening Hours**

For current opening hours, visit the Library website.

[goto.murdoch.edu.au/OpeningHours](http://goto.murdoch.edu.au/OpeningHours)

### **Printing, copying and scanning**

Machines are located around each Library. Use your staff or student card to pay for copying and printing. Use the Autoloader machines located at the Library to add credit to your card. Scanning to your USB drive or delivery to an email address is free of charge.

[goto.murdoch.edu.au/CopyingPrinting](http://goto.murdoch.edu.au/CopyingPrinting)

Visit the IT Service Desk on Level 3, North Wing of the Library for assistance.

[goto.murdoch.edu.au/ITServiceDesk](http://goto.murdoch.edu.au/ITServiceDesk)

Phone 08 9360 2000

### **Reciprocal borrowing**

Murdoch University students and staff may be eligible to borrow from other university libraries in Australia or overseas.

[library.murdoch.edu.au/Borrowing-and-access/Accessing-other-libraries/](http://library.murdoch.edu.au/Borrowing-and-access/Accessing-other-libraries/)

### **Referencing**

The Library has up-to-date referencing style guides for a variety of referencing styles used at Murdoch University. For help with referencing, see the style guides on the Library website.

[goto.murdoch.edu.au/Referencing](http://goto.murdoch.edu.au/Referencing)

### **Research Repository**

The Murdoch Research Repository is a digital collection of research created by Murdoch University staff and students. It collects, preserves, and where possible makes openly available the scholarly output of the University.

[researchrepository.murdoch.edu.au](http://researchrepository.murdoch.edu.au)  
Phone 08 9360 1456

### **Special Collections**

The Murdoch University Library houses archival material of cultural and local significance along with important research information including the Irene Greenwood, Science Fiction and WISALTS collections. The History of Murdoch University project is a recent addition to our special collections. We also encourage applications to the Special Collections Volunteer Program.

[goto.murdoch.edu.au/SpecialCollections](http://goto.murdoch.edu.au/SpecialCollections)

### **Study spaces**

We offer a variety of study spaces and facilities including silent and quiet study areas, group study rooms, study carrels, computer labs and Equity study room.

[library.murdoch.edu.au/Facilities-and-spaces/Study-Spaces/](http://library.murdoch.edu.au/Facilities-and-spaces/Study-Spaces/)

### **Subject Guides**

Subject Guides provide a starting point to resources and information on all areas of study conducted at Murdoch University and serve as a point of contact with the Subject Librarians.

[goto.murdoch.edu.au/SubjectGuides](http://goto.murdoch.edu.au/SubjectGuides)

### **Subject Librarians**

Subject Librarians can help students, teaching staff and researchers achieve their study or research goals. They assist with in-depth research enquiries, provide help to develop research skills and can provide guidance with collection and resource development.

[goto.murdoch.edu.au/SubjectLibrarians](http://goto.murdoch.edu.au/SubjectLibrarians)

### **Troubleshooting**

For help with resource access issues, see the Troubleshooting guide.

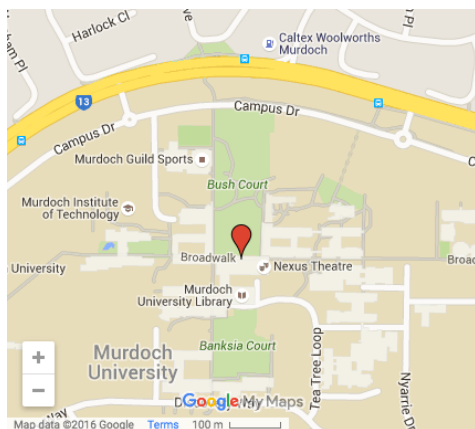
[library.murdoch.edu.au/Borrowing-and-access/Search-and-browse-resources/Databases/Troubleshooting](http://library.murdoch.edu.au/Borrowing-and-access/Search-and-browse-resources/Databases/Troubleshooting)

### **Wireless access/Wifi**

Wireless Internet access is available throughout the Library to all Murdoch University staff and students using the Eduroam network. For help connecting to the Eduroam network, see the IT Service Desk:

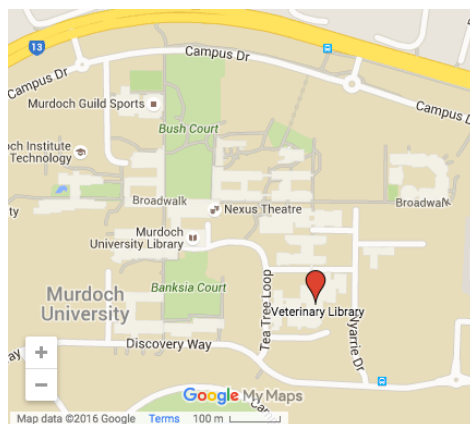
Geoffrey Bolton Library  
[goto.murdoch.edu.au/ITServiceDesk](http://goto.murdoch.edu.au/ITServiceDesk)  
Phone 08 9360 2000

# Locations & Contact



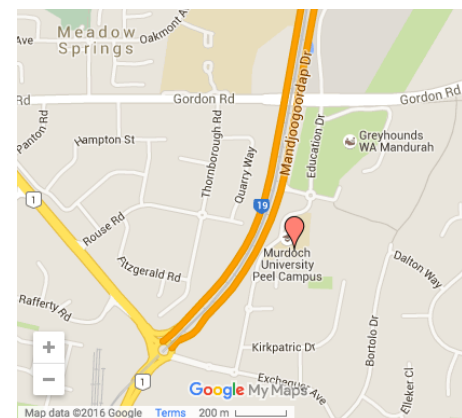
## **Geoffrey Bolton Library**

Building 350 (Bush Court Entrance)  
Perth Campus, Murdoch  
Phone: (08) 9360 2563



## **Veterinary Library**

Room 260: Building 250,  
Perth Campus, Murdoch  
Phone: (08) 9360 2652



## **Mandurah Campus Library**

Building 101 (Learning Common),  
Mandurah Campus, Mandurah  
Phone: (08) 9582 5521

## **University Library website**

<http://library.murdoch.edu.au>

## **Contact**

General enquiries:  
<https://goto.murdoch.edu.au/SNLBFM002>

## **Social Media**

Facebook: <http://facebook.com/murdochlibrary>  
Twitter: <http://twitter.com/murdochlibrary>  
Instagram: <http://instagram.com/murdochlibrary>