UNIVERSITY LIBRARY CHARTER & GUIDE TO SERVICES
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Focused on the future:
Introduction from the University Librarian

The Murdoch University Library is recognised as a key partner for learning, teaching and research activities across the University. It’s central to the overall Murdoch experience and a welcoming environment connecting students, staff and the community.

In the face of a changing educational landscape, the University Library aims to strengthen its position as a key resource by providing innovative and engaging services. With this in mind, last year the Library developed a new Operational Plan – a blueprint for our approach to strategic engagement in 2016. It outlines our core services, support for learning, teaching and research goals, while also driving new ways to improve the student and staff experience.

An important aspect of the Library Operational Plan is our Charter & Guide to Services, which communicates our identity, purpose and structure, promoting a wide variety of services and resources available to University stakeholders.

Please use the Charter & Guide to Services as an introduction to our Library’s services and resources. Hopefully it grows your understanding of how we can assist in meeting your individual, team and organisational goals. Our Library staff also use this charter as a commitment to Murdoch University and to maintain consistency, accountability and transparency in our service offering.

For our Library to remain effective and relevant, we need your feedback. We encourage conversations that continue to improve our services and commit to regularly reviewing and modifying our offering where we can.

I look forward to seeing you in the Murdoch University Library soon.

Susan Ashcroft
University Librarian
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.

<table>
<thead>
<tr>
<th>Communication</th>
<th>Services</th>
<th>We ask you to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will keep you informed about our services and activities by:</td>
<td>The University Library delivers resources, systems, information and support to enable world class learning, teaching and research. We will:</td>
<td>- Exercise courtesy and respect with each other and staff at all times</td>
</tr>
<tr>
<td>- Providing accurate information using plain English in all communication</td>
<td>- Make information and resources easily available to you in a safe and professional environment</td>
<td></td>
</tr>
<tr>
<td>- Communicating available services, changes, scheduled interruptions and incidents affecting our service delivery</td>
<td>- Resolve all faults and interruptions to services in a timely and efficient manner</td>
<td></td>
</tr>
<tr>
<td>- Using a variety of communication methods and strategies</td>
<td>- Continue to explore new, effective and innovative ways to enhance and deliver services</td>
<td></td>
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<thead>
<tr>
<th>Experience</th>
<th>Feedback</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>We are committed to providing excellent client service. We will:</td>
<td>Your enquiries, suggestions, and feedback are valuable to improving our services. We will:</td>
<td></td>
</tr>
<tr>
<td>- Treat you in a courteous and professional manner at all times</td>
<td>- Provide easy, effective and accessible feedback options for you</td>
<td></td>
</tr>
<tr>
<td>- Clearly identify ourselves and our purpose when dealing with your service needs</td>
<td>- Welcome and acknowledge your feedback, taking prompt and decisive action where appropriate</td>
<td></td>
</tr>
<tr>
<td>- Respect your privacy and ensure that your confidential information is kept secure</td>
<td>- Conduct regular surveys to provide opportunities for you to help shape our services</td>
<td></td>
</tr>
</tbody>
</table>

- Handle all resources and facilities with care |
- Adhere to the Library Conditions of Use and Information Systems policies and guidelines |
- Read and respond to all notices and requests in a timely manner |
- Let us know when equipment fails, resources are damaged or services are interrupted so we can rectify them as quickly as possible |
- Plan your information needs to allow sufficient time for unexpected delays |
- Provide us with feedback |
- Utilize self service resources available to you where appropriate |
- Identify yourself clearly when communicating with us |
- Assist us to gather information about your request to enable a timely and effective response |
Our Purpose

**Murdoch University Library Operational Plan 2015-2016**

In 2015, Library staff worked together to identify key learning, teaching, research and engagement priorities for the Murdoch University Library. The resulting Operational Plan document will direct our activities and ensure our ongoing alignment with, and contribution towards, the University's strategic goals.

The Murdoch University Library Operational Plan 2015-2016 focuses its attention in six areas:

- Research
- Learning & Teaching
- Student Experience
- Physical Infrastructure
- Governance, Finance & Management
- People & Culture

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
  - 270,000 e-books*
  - 82,000 e-journals*
  - Access to millions of journal articles

- Print resources
  - 460,000 monographs*
  - 700 print journal titles

- Special collections such as Speculative Fiction, Film Tie-in, WISALTS and Irene Greenwood collections.

* 2015 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:

- South Street Campus and Veterinary Libraries
- Mandurah Campus Library

In 2015, 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 Catalogue by Sierra
- Library Service Platform by Sierra
- Findit – Summon Discovery service
- University Library website
- My Unit Readings by Talis
- Subject Guides by LibGuides
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 2014, our overall satisfaction rating was 81%. As part of our commitment to the Learning and Teaching goals in the University Library Operational Plan 2015-2016, we aim to further improve our satisfaction rating. 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, please contact us: [http://goto.murdoch.edu.au/ContactUsLibrary](http://goto.murdoch.edu.au/ContactUsLibrary) or [http://goto.murdoch.edu.au/AskALibrarian](http://goto.murdoch.edu.au/AskALibrarian).

If you are not satisfied with our response, contact the Library Enquiries and Loans Desk: [loans@murdoch.edu.au](mailto:loans@murdoch.edu.au) or phone 08 9360 2563.
A-Z guide to the University Library

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
illi@murdoch.edu.au
Phone 08 9360 2100

Ask a Librarian
Use Ask a Librarian for help using Library resources or study or research support via email or online chat.

goto.murdoch.edu.au/AskALibrarian
libhelp@murdoch.edu.au

Ask a Librarian Desk
For study or research help, visit the Ask a Librarian Desk at one of our campus Libraries.

goto.murdoch.edu.au/AskALibrarian

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


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
loans@murdoch.edu.au
Phone 08 9360 2565

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

Carrels
Study carrels are located on all levels in the South Wing of the South St Campus Library. They are available for use by PhD, MPhil and DBA (by research/thesis component) students. To apply, visit:


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:

Level 3, North Wing of the South St Campus Library
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
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

Digital Promotion
Digital displays are used to promote activities, events and services to those who visit the Library. Staff, student and University organisations are welcome to submit content to be displayed on these screens.

goto.murdoch.edu.au/PromoScreens
promoscreens@murdoch.edu.au

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
dl@murdoch.edu.au
Phone 08 9360 2100

Donations
The University Library welcomes donations and gifts that enhance its collections and support Learning and Teaching within the University.

library.murdoch.edu.au/About-the-Library/Donating

Enquiries Desk
Visit the Enquiries Desk for assistance with borrowing, requesting and other general enquiries. The Enquiries Desk is located in North Wing, Level 3 of the South Street Campus Library. Alternatively, visit:

library.murdoch.edu.au/About-the-Library/Contact-us

Exam papers
The Library makes available exam papers (no answers) from the last five years.

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) and the Murdoch University Research Repository.

Findit: library.murdoch.edu.au
Findit help: library.murdoch.edu.au/Borrowing-and-access/Search-and-browse-resources/Findit

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
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 South St Campus 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/Learning-Common

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

prospero.murdoch.edu.au/search

My Library
MyLibrary allows our clients to have a personalised library profile where they can see or renew borrowed items, check their borrowing history, collect Article Reach deliveries, create reading lists and rate items, and request items from the Library Catalogue. Log in using your Murdoch University username and password or user ID and PIN.

mylibrary.murdoch.edu.au

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

unitreadings.murdoch.edu.au
For staff support: goto.murdoch.edu.au/MyUnitReadingsHelp
For student support: library.murdoch.edu.au/Students/Using-My-Unit-Readings

Opening Hours
For current opening hours, visit the Library website.

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

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

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/#inperson

Reference and Information Service Librarians
The Reference and Information Service 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
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

Requesting
If an item is on loan to another person or is located at a different campus, it can be requested through the Library Catalogue. Special collection and ‘In Store’ items can also be requested.

library.murdoch.edu.au/Borrowing-and-access/Requesting

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
repository@murdoch.edu.au
Phone 08 9360 1456

Reserve
The Reserve collection holds print books and readings identified by unit coordinators as important for study units. These items can be used within the Reserve area or borrowed for 2 hours during the day.

reserve@murdoch.edu.au
Phone 08 9360 6530

Special Collections
The Murdoch University Library houses archival material of cultural and local significance along with important research information including the Irene Greenwood, Speculative Fiction and WISALTS collections.

goto.murdoch.edu.au/SpecialCollections

Study spaces
The University Library offers a variety of study spaces and facilities including silent and quiet study areas, group study rooms, study carrels, computer labs, AV Viewing rooms and Equity study room.

goto.murdoch.edu.au/LibraryFacilities

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

Tours
Self-paced tours may be lead between 9:30am - 3:00pm, Monday to Friday. Contact Library Enquiry and Lending Services to book a group visit.

loans@murdoch.edu.au
library.murdoch.edu.au/About-the-Library/Self-paced-tours

At the start of semester, Library staff are available to conduct scheduled group tours by request.

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

library.murdoch.edu.au/Borrowing-and-access/Search-and-browse-resources/Databases/Troubleshooting
Wireless access

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:

Level 3, North Wing of the South St Campus Library
goto.murdoch.edu.au/ITServicedesk
Phone 08 9360 2000
Location and contact information

South St Campus Library
Building 350 (Bush Court Entrance)
South Street Campus
Phone: (08) 9360 2563
Email: libhelp@murdoch.edu.au

Veterinary Library
Room 260, Building 250, South Street Campus
Phone: (08) 9360 2652
Email: vetlibrary@murdoch.edu.au

Mandurah Campus Library
Building 107 (Learning Common), Mandurah Campus
Phone: (08) 9582 5521
Email: mandurahlibrary@murdoch.edu.au

University Library website
http://library.murdoch.edu.au

Ask a Librarian
Study, teaching and research support:
http://goto.murdoch.edu.au/AskALibrarian

Social Media
Facebook: http://facebook.com/murdochlibrary
Twitter: http://twitter.com/murdochlibrary
Instagram: http://instagram.com/murdochlibrary