Service Desk Charter: 2021/2022 Academic Year

Purpose

• This charter provides insight into the practices of the Library Service Desk, defining its scope and creating alignment with the Library Strategic Framework and other UBC strategic priorities.

What we do

• Respectfully engage with your questions
• Acknowledge that complex research questions require time and expertise to explore, and refer your questions appropriately
• Support you in your academic studies and research through the provision of library collections and learning technology
• Support you in developing the skills and resources to independently pursue academic research
• Update this charter annually to reflect an ever-evolving campus environment

How we do it

• We provide options for immediate library assistance, in-person at the Library Service Desk, and online though AskAway
• We respond to questions submitted through email (libquestions.ok@ubc.ca) by the end of the next business day
• We provide you with options to connect with librarians by email and by appointment
• We partner with IT Services to deliver peer technology support, access to UBC networked computers, and printing services
• We engage in professional development, with an emphasis on library research skills, to support all disciplines, and to support a welcoming and inclusive [link to new EDI page] library environment
• We communicate service updates with posters, on social media, and through our website

We expect that you

• Contribute to a respectful library environment by adhering to the Library code of conduct
• Engage respectfully with library employees in person and online
• Understand that the 2021/22 year poses unique challenges and limitations as we resume library services while still in a global pandemic
• Share any concerns or complaints that arise in a constructive manner, either at the Library Service Desk or by email to Associate Chief Librarian, M.J. D’Elia (mj.delia@ubc.ca)