

# Service Desk Charter: 2023/2024 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 through AskAway
- We respond to questions submitted through email ([libquestions.ok@ubc.ca](mailto: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](#) 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 2023/24 year poses unique challenges and limitations as we continue to deliver library services while working through ongoing public health trends
- Share any concerns or complaints that arise in a constructive manner, either at the Library Service Desk or by email to Associate Chief Librarian, Engagement and Access, M.J. D'Elia ([mj.delia@ubc.ca](mailto:mj.delia@ubc.ca))

