



## Service Desk Charter: 2024/2025 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 [[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 2024/25 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 Interim Head, Research Partnerships & Collections, Arielle Lomness ([arielle.lomness@ubc.ca](mailto:arielle.lomness@ubc.ca))