

UNIVERSITY LIBRARIES

Quality Service Commitment



In providing service to our users, we are:

Approachable

- We acknowledge users in a friendly manner.
- We interact in a courteous and respectful manner.
- We are sensitive to the diversity of our user community.
- We offer and provide assistance to library users wherever we encounter them in our libraries.
- We serve as positive ambassadors for University Libraries.

Accurate

- We provide factual information about University Libraries and its services, resources, policies, and procedures.
- We provide a consistently high level of service.

Accountable

- We take responsibility for assuring user satisfaction and we follow through on commitments.
- We collaborate with coworkers when additional expertise is needed.
- We facilitate the referral process by making the initial contact and providing pertinent information.
- We stay current in our knowledge of library services and resources.
- We are efficient in providing service.

UNIVERSITY LIBRARIES



Mission

The mission of University Libraries is to provide excellent research collections, quality service, responsive instruction and training, and inviting facilities in pursuit of the University of Cincinnati's comprehensive mission of teaching, learning, research, and community service.

Vision

University Libraries will be an innovative, energetic organization that is recognized as a model provider of quality collections and service. The Libraries will be the scholarly information and research gateway of first choice for all members of the University of Cincinnati community. The faculty and staff of University Libraries will hold themselves to high standards of expertise, collaboration, and efficiency in pursuit of their mission.

Quality Service Commitment

Provide quality service that anticipates the needs and exceeds the expectations of a diverse user group and empowers staff to make responsible decisions with an emphasis on continuous improvement of service.