The Library aims to support the University’s teaching and research needs and its staff are committed to providing a prompt and efficient service in a courteous and friendly manner. Users can help us to maintain standards by observing some simple guidelines.

Our commitment to you:
- to aim to provide sufficient relevant resources for all users, especially reading list materials
- to provide quiet study areas
- to provide a clean, tidy and safe environment for you to work in
- to try to minimise queuing times

How you can help
- return or renew your books on time
- take care of library books and materials
- only use your mobile phone in designated areas
- don’t talk in Silent Zones
- respect the rule that food and drink must not be brought into the Library
- have your books and University or Library card ready at the loans desk

We welcome your feedback

If you would like to make a comment or suggestion, or if you believe that our service has failed to meet our commitment to you, please:
- talk to a member of staff
  or
- complete a suggestion form (these are available throughout the Library and can be deposited in the Suggestions Box by the exit)
  or
- use the online suggestions book, via the Library webpage: http://www.sussex.ac.uk/library/about

The Code of Practice reflects the spirit of the Library Regulations which can be viewed by visiting: http://www.sussex.ac.uk/library/about

September 2008