

Statements of Intent 2025-26

These represent our promises regarding the aspects of our services that you have indicated are important to you (from an analysis of your feedback in 2024-2025).

Theme	Statement of Intent
Library environment	We will provide a well maintained, studious library environment that meets a diverse range of user needs.
Access to quality resources	We will provide timely access to a wide range of high quality, up-to-date information resources to support teaching, learning, and research.
Equality, diversity and inclusion	We will treat all customers fairly and with courtesy and respect, ensuring inclusivity and accessibility in both our Physical and Digital environments
Digital capability	We will provide customers with the guidance and support to develop the digital and information skills they need to use applications and to navigate resources.
Timely IT support	We will resolve IT issues promptly to minimise disruption, and we will keep customers informed throughout the process.
Software availability	We will ensure that students can access the relevant and appropriate software that is necessary to support their studies.
Effective WiFi	We will provide performant wireless networking coverage across all areas of campus for staff and students, and we will provide a guest WiFi service for non-University members visiting campus.

