

## **University of Worcester Research Collections Service Statement**

- Response to email or telephone enquiry within 24 hours of the day it is received (i.e. if on holiday or at weekend, on the day of return, known to enquirer through out of office note.)
- Appointments arranged as convenient to the enquirer as soon as the Research Collections Librarian is able to be present. (i.e. it could be the next day if needed.)
- Introduction to use and requirements of Collections as needed.
- Individual requirements of Research Students working on the Collections negotiated with student.

*Dr Rachel Johnson MA MCLIP, Research Collections Librarian November 2009.*