

Service Philosophy

Kent State University Libraries and Media Services

Our Commitment to our clients:

RELIABILITY

We will provide service that is thorough, dependable, and accurate.

RESPONSIVENESS

We will consistently provide prompt, courteous assistance. When we are unable to help, we will direct users to the party who can.

RESPECT

We will give individualized attention to each users' need without bias and with full use of available resources.

ACCESSIBILITY

We will endeavor to provide equitable access to services and resources for both in-person and off-site users.

ENVIRONMENT

We will strive to provide a leaning environment conducive to study and research.

STAFF QUALITY

We will support our staff to ensure that they are knowledgeable and prepared to offer service that inspires trust and confidence.

SATISFACTION

We will always work to deliver the highest-quality product to our clients.