



## **Customer service policy statement, Linköping University Library**

In your interactions with library personnel, whether in person or online, you can expect

*Commitment*

*Competence*

*Professionalism*

*Courtesy*

As a library user, this means that you can expect that we will always try to reach a workable solution for your information needs without compromising either content or quality. This in the spirit of our vision:  
*Learning and information unbounded*