

## Douglas College Learning Resources Service Standards

Douglas College Learning Resources is comprised of the Library, the Learning Centre, the Archives, Records and Information Management and Privacy.

### Service philosophy statement

Douglas College Learning Resources provides welcoming services for people to learn, study and gather. We provide access to quality learning resources such as research help, tutoring, materials, spaces, and equipment to help our users succeed in their educational and professional journey.

### We are accountable

We take responsibility for the information we provide and acknowledge mistakes. We follow through on ensuring our users are served to the best of our ability in alignment with policies, procedures and legislative requirements.

### We are engaged

We are attentive to user needs and we ask questions to make sure that we understand fully. This means we listen with an open mind without making assumptions.

### We are knowledgeable

We are trained professionals who are continuously learning. We know how to help our users find what they are looking for or to whom we should refer them for further assistance.

### We are inclusive

We approach every interaction respectfully which means we take the time to listen before responding. We understand that each person has different service needs and we respond accordingly.

This statement is reviewed annually

May 2026