REACHT presentation by Shanitha Bhim

To trust is to rely on someone with confidence that they will do what is expected, correctly and ethically.

- In an academic library, our work is trust: students trust us with their research, faculty trust us with their collections and the university trusts us with knowledge.

What trust looks like:

- Firstly, between colleagues: For example: Cataloguing trusts circulation to shelve correctly. Circulation trusts cataloguing to have accurate records. Research Support trust IT to keep systems up.
- Secondly, with faculty & students: They trust us to be impartial, accurate and confidential. No judgement and no sharing of their research topics.

The 4 Pillars of Trust are:

- 1. Reliability: Reliability in an academic library means you can be counted on to do what you said you would do, when you said you would do it and how it should be done – consistently. Reliability builds trust over time.

- 2. Clarity: Clarity means clear signage, clear rules and clear communication. Clarity builds trust immediately.

- 3.Confidentiality: What a student asks stays in the library. This is our ethics.

- 4.Care and Respect: means acting in a way that shows we value people, their needs and the knowledge entrusted to us. Treat every user and colleague with empathy and try to understand the pressure they are under before you respond. Care and respect make them want to come back to the library.

What Breaks Trust: Inconsistent rules, favoritism and not owning errors.

What Builds Trust: Close the loop: if you say you'll find out, follow up and provide feedback – builds more trust than guessing.

In closing I would like to say that a library is more than books and databases. People trust us to be the one place on campus that is accurate, reliable, confidential and neutral. Collections can be digitized, buildings can be renovated, but trust once broken takes years to recatalogue.

Thank You