

# Library & Knowledge Service Users' Charter

## We aim to provide

- ✓ An efficient, considerate and good quality service at all times.
- ✓ Staff available during all advertised opening times to assist with this provision.
- ✓ Defined library service standards (*see below*).
- ✓ Instant registration to enable books to be borrowed straightaway.
- ✓ Confidentiality of personal data, in accordance with the General Data Protection Regulation (GDPR).
- ✓ An enquiry service available to deal with all information requests, available via phone, email, library website, Knowledge and Library Hub and in person.
- ✓ 24-hour access to the library for reference and private study purposes, book loans, IT access, photocopying, scanning and printing.
- ✓ An up-to-date collection, and a wide range of resources, which are fully multi-disciplinary.
- ✓ User informed improvements to the service through annual surveys, website feedback forms, whiteboards, workshop/induction evaluation forms and social media postings.
- ✓ A safe and comfortable study and learning environment.
- ✓ One-to-one, and group training sessions on a range of electronic health databases and study skills.
- ✓ Access to the IT network for Trust staff, with free wi-fi access to the Internet for mobile devices.

## We ask that you

- ✓ Treat library staff with consideration.
- ✓ Respect other users of the library
- ✓ Do not remove any stock without permission.
- ✓ Do not deface or damage any library stock or property.
- ✓ Do not leave personal possessions unattended in the library.
- ✓ Update your personal details as they change.
- ✓ Keep noise to a minimum and do not disturb other library users through the use of mobile phones, Teams meetings and group discussions etc.
- ✓ Abide by LKS terms and conditions.
- ✓ Prioritise your ILL requests and allow sufficient time to obtain large amounts of information.

## Library service provision standards

- We will aim to process all requests within two working days.
- Requests will be processed on a first come first served basis, although urgent patient care requests take priority.
- When items have to be obtained from elsewhere, we will supply them to an agreed timescale as necessary and communicate any delays and waiting lists in a timely manner.
- Evidence searches will be undertaken by professional library staff, using a wide range of key health databases. We will endeavour to provide them to meet your deadlines.
- New books will be provided on a regular basis to meet the needs of all users.
- Our existing stock will be regularly checked, and old material weeded, in accordance with internal and regional policies.
- Our electronic subscriptions will be re-evaluated on a regular basis, and new titles will be bought to reflect all users' needs whenever possible and as funding permits.
- We will consider and actively encourage all suggestions for new stock.
- Our website and social media sites will be regularly updated with service and resource information, and quality healthcare links.