

LIBRARY CUSTOMER CHARTER

Library and Knowledge Services aim to support evidence based practice, decision making, research and lifelong learning by providing all staff and teams with access to the information and knowledge they need to carry out their work, by equipping them with the skills to make full use of it, and by supporting use of the evidence base in all aspects of Trust activity.

We undertake to provide the same standard of service to organisations holding a formal agreement with Library Services, in line with the agreed services specification. For details of who can use our services please see the 'Library Registration guidelines (User entitlement grid)'.

We aim to deliver a friendly, helpful and efficient service meeting our users' information needs with courtesy and efficiency.

OUR STAFF

Library staff will:

- Be competent and professional as well as helpful and polite
- Advise users who to contact if we cannot help with any enquiry
- Treat all library users fairly and without discrimination, in accordance with local standards
- Maintain the confidentiality of personal information held by the service

OUR SERVICES

We will ensure our users are kept fully informed about and are involved in our services by:

- Providing up to date and clearly written guides, supplied in accessible formats on request.
- Publicising services and opening hours, rules and regulations, and updating users on any changes
- Maintaining a library website (<http://library.sssft.nhs.uk>) with online access to the library catalogue, services and e-resources
- Regularly consulting users and obtaining feedback, then listening and responding to views and suggestions
- Providing efficient services tailored as far as possible to user needs

- Ensuring users unable to visit the library are still able to use all our services
- Working with library users with a disability to ensure their needs are being met

OUR FACILITIES AND RESOURCES

The Library will do its utmost to provide and maintain the following for its users:

- A safe, pleasant, secure and accessible environment for all
- Facilities for reading, quiet study and computer access
- Training and support in searching for and using information, either in the library or at the user's work base
- Library tours, inductions and advice on using the library
- Photocopying and printing facilities at a fair and reasonable cost
- A range of services and tools designed to help users find and use high quality health information, regardless of whether they visit the library in person
- Print and electronic materials to meet users' needs within resource constraints. Please see our Collection Development Policy for further details.
- Supplying appropriate items not immediately available, through a reservations service, purchase or interlibrary loan

OUR STANDARDS

Our main standards of service are set out in our [Library Standards](#) document and reported on in our Annual Review. In addition:

- We will provide a staffed enquiry service on at least one library site during normal office hours (Monday - Friday, 9.00 - 17.00) or advertise any closed days
- We will ensure best value for our resources by initially limiting document supply requests that can only be satisfied through the British Library to two items at a time. If you ask for more than two items, we will discuss your requirements with you

COMMUNICATION and FEEDBACK

Library and Knowledge Services encourages feedback from and communicates with users in a variety of ways including face to face, message books and postcards in the libraries, user surveys, the library web pages and social media.:

We will deal with any feedback or complaints promptly in line with the Library Feedback and Complaints procedure

USER RESPONSIBILITIES

Through registering with Library and Knowledge Services, you agree to observe rules and regulations, which exist so we can best meet the needs of all users. These include:

- Returning library books and other materials promptly
- Accepting responsibility for all items borrowed in your name, and accepting responsibility for costs on overdue or lost items
- Helping us improve the service by being proactive with suggestions and comments and taking part in surveys when requested
- Providing us with updated contact and other details if and when they change
- Following the Trust’s acceptable use of IT policies within the library
- Not trying to remove material from the library without it being properly issued
- Not defacing, damaging or removing any library services equipment or other property
- Observing copyright and licensing regulations on library resources
- Complying with ‘Out Of Hours’ usage terms and conditions

Version	Postholder	Date	Review Date
1.0	Site Librarian, Stafford/ Library services Manager	12.07.12	12.07.15
1.1	Library Services Manager	04/08/2017	04/08/2020

Changes history	Comments and initials
1.1	Service offer updated; made more concise