

## Trust Library Service Charter

The role of the library is to support clinical and corporate governance, quality, education, training and learning, patient care and professional development. Library services are provided by well-trained staff who are responsive to user needs and proactive in the development of services and in the use of new technology.

### We aim to provide

- a courteous and efficient service at all times
- a library environment which is conducive to study, reference and research
- support in the use of library resources through induction, user guides, one to one and group training
- access to a wide range of resources through co-operative working both locally and nationally
- up to date information on the library web pages
- constant improvement to our collections and services through consultation with library users
- a service in accordance with the Data Protection Act ensuring that all personal information is held securely
- a reply to comments/complaints within 5 days

### We ask library members to

- treat library staff and other library users with respect and courtesy
- abide by the regulations outlined on the membership form
- treat library resources with respect and to let us know if they are damaged
- abide by IT regulations when using the PCs
- be responsible for your belongings in the library
- abide by copyright legislation displayed by the photocopier
- let us know of any changes to personal details so that our records can be updated
- take care of resources obtained from other libraries
- pay any fines/outstanding charges promptly