

LIBRARY MEMBERS' CHARTER

Our vision: *Leading in NHS information service delivery, we will help to improve patient care by enabling and transforming the way professionals use evidence-based information.*

Our commitment to you: standards of service

Standards are established through annual Service Level Agreements.

Core services

Library services are outlined in the Library & Information Service Guide available from the Library and on the Intranet site.

Enquiries and information searching service

- ◆ We aim to answer all enquiries within 24 working hours. Literature search requests will be completed within 14 working days unless otherwise agreed. If you have an urgent clinical deadline please let us know and we will, wherever possible, ensure it is met.
- ◆ Appointments for literature-searching tutorials are arranged for mutually convenient times within a week of your request.

Document supply

- ◆ Books from stock are despatched within 24 hours.
- ◆ Reservations for items out-on-loan are placed within 24 hours.
- ◆ Reservations are recalled within one week of expiry of current loan and overdue notices are circulated within one week of expiry of the loan.
- ◆ All urgent inter-library loan requests will be processed on the same working day. Please make sure you have a clear clinical need, as urgent requests can be expensive and time consuming to complete. Inter-library loans will be actioned within 24 hours and supplied within two weeks. Where material cannot be obtained or there is a delay you will be notified two weeks after the date of the original request. Any costs will be discussed before proceeding.
- ◆ Copies that can be supplied from stock are despatched within 48 hours. Any costs will be discussed before proceeding.

Resource collection

- ◆ 10% of library stock will be reviewed annually. Items over ten years old will not normally be kept except in specific circumstances. New and additional titles will be added annually with due consultation.
- ◆ New items will be added to stock within one month of delivery. Where books have been purchased at the request of users these will be processed and made available within two working days of delivery.

Online resources

- ◆ The library subscribes to various online resources such as databases, journals and ebooks. Access is via a personal NHS OpenAthens account. These accounts are for individual use and should not be shared.

Services to students on placement within the NHS in South Devon

- ◆ Reference services: students may use the Library for reference purposes.
- ◆ Loans: most registered students are entitled to a number of loans, which must be returned before leaving your placement.
- ◆ Interlibrary loans are not normally offered to students, though occasional exceptions may be made at the discretion of the Library Manager. Students studying university courses should note that they are likely to have access to facilities through their university library.

- ◆ IT and printing facilities are available to all students allocated a Trust login. NHS OpenAthens access is available to students for the duration of their placement. Assistance with searches for course-work is only available at the discretion of the Library Manager.

Staffed hours

The Library is staffed from 08:30 hours until 17:00 hours, Monday to Friday (excluding bank holidays). 24/7 swipe access is available.

Comments or complaints

We value your feedback. If you have any comments about the service please fill out a feedback form, or write, fax or email to the Library Manager who will investigate any complaint and respond in writing.

Your commitment to the Library: regulations

To ensure that the Library services works safely and effectively, you are asked to observe the following regulations:

Membership and access

All NHS staff and students working or on placement within TSDFT, Devon CCG, SWASFT and DPT. Also South Devon based staff working for Rowcroft Hospice, general practices and local authority public health teams.

- ◆ To join the Library, fill out a library registration form (available from the Helpdesk or on the Hive). It is your responsibility to inform the Library of changes to your contact details. I
- ◆ Out of hours access will be granted to registered staff and students who have a TSDFT ID badge. Please look after your swipe-card and, for everyone's safety out of hours, do not let anyone follow you through the door.
- ◆ Please wear/carry ID at all times when working in the Library.
- ◆ Upon ceasing to be a member, all items must be returned and outstanding charges paid.

Borrowing and accessing online resources

- ◆ You may borrow up to eight items at any one time from the ordinary loan stock (includes books, DVDs, games etc). Most items may be borrowed for a maximum of 28 days and must be returned promptly.
- ◆ You are responsible for all items that you borrow. You should not lend any item to anyone else or borrow items on behalf of someone else.
- ◆ Journals and some books are 'reference only' and must not be removed from the Library.
- ◆ NHS OpenAthens accounts are for your personal use. Logins must not be shared with anyone.

Renewals

You may renew items you have loaned, unless another user has reserved the item (maximum of three renewals per item). You can renew items online from the SWIMS catalogue, or by phone, email or in person.

Scanning and printing

- ◆ You are asked to make your own copies wherever possible. All users are expected to comply with the Copyright, Designs and Patents Act (1988) and the current NHS CLA licence – guidance is provided by the scanners.
- ◆ A4, black and white printing facilities are available.

Charges

- ◆ There is no charge for scanning. You can scan documents up to A4 in size which can be printed and/or saved. Please observe copyright restrictions outlined by the scanners.
- ◆ There is currently no charge for printing documents required for work, study or research purposes. For personal printing there is a charge of 5p a sheet which can be deposited in the honesty box by the printer.

- ◆ You will be billed for the replacement value of lost or damaged items, plus an administrative fee to cover these and any very overdue items.
- ◆ Inter-library loans are expensive and may be charged back to you. No charges for these will be made without prior discussion and knowledge.

Visitors

- ◆ Visitors may use the Library on a reference-only basis by prior appointment and at the discretion of the Library Manager.
- ◆ Visitors must report to the Enquiries Desk and sign the visitors' book.

Private members

- ◆ Non-NHS health and care personnel may apply to join the Library on an annual basis at the discretion of the Library Manager. Please contact the Enquiries Desk for details (membership charges apply).

Contact details

Library & Information Service
The Library
Torbay Hospital
Torquay TQ2 7AA

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E-mail: library.tsdf@nhs.net Website: www.sdhl.nhs.uk