

Customer Charter:

MISSION:

The Library Service is committed to a partnership where knowledge resources, the needs of management, research, clinical skills, health professionals and students are united; so as to promote a quality patient-focussed service within the NHS that reflects evidence-based health care.

The Library Service will provide an effective and efficient information service, which is essential to meet these demands and to help improve the standards of health care.

OUR PROMISE:

- ❖ A Library Team which possesses appropriate levels of knowledge and skills to assist your information needs and ensure that your service encounter is a productive one.
- ❖ We will actively maintain our collection development policy by providing access to current information sources.
- ❖ We will perform all tasks as efficiently, accurately and comprehensively as possible.
- ❖ Ensure that the Library environment is a pleasant one and that it is conducive to quiet study.
- ❖ Endeavour to obtain through our inter-library loan service any item which is available through our consortium networks and not held in-house.
- ❖ Maintain our library web/intranet pages successfully so as to provide timely access to our library catalogue, guides, documentation and other important library services information.
- ❖ Welcome all eligible members to the service providing induction and instruction on how to use the services available.
- ❖ Promote User Education by offering a variety of training packages supporting information literacy and critical appraisal.
- ❖ Maintain performance indicators and constantly strive for improvement.
- ❖ Constantly seek the opinion of our users through comments forms, the library index email and our annual survey.

YOUR PROMISE:

- ❖ Abide by ALL the Library Guidelines, Rules and Regulations.
- ❖ Return items borrowed in a timely manner and in good condition.
- ❖ Ensure payment is made for services provided where appropriate.
- ❖ Comply with Copyright Law when both downloading and photocopying from resources.
- ❖ Maintain a library environment conducive to study and always ask staff for assistance.
- ❖ Show respect for other users and library staff.
- ❖ Inform us if you change your job, address, email or other contact details.
- ❖ Take part when we are conducting user surveys.