



# Library User Charter

Our aim is to make everyone  
welcome in the library and to meet  
your information needs with  
courtesy and efficiency

## **Our guiding principles are**

To put the needs of our users (actual and potential) at the centre of everything that we do

To be multidisciplinary in approach

To ensure equity of access and opportunity

To promote information literacy and evidence based CPD

To provide libraries without walls-using clinical librarians and the web to reach users beyond the physical boundaries of the building

To promote the library as a modern research and resource facility

To be at the leading edge of library developments

To provide value for money

To demonstrate professionalism in all activities

## **Eligibility to use the Academy Library Services**

- All members of staff and students within Yeovil District Hospital NHS Foundation Trust, Somerset Partnership NHS Foundation Trust, St Margaret's Somerset Hospice (Yeovil) and South Western Ambulance Service NHS Foundation Trust
- The public and students not on placement here may use the Library as a reference facility
- Registered external members (Fee payable)

## **Access**

- We offer 24 hour access to Library Resources including the computers
- We exploit new technology to provide remote access at work and at home, to sources of information and for document delivery
- We accept enquiries and requests made in person, in writing, by telephone, or email

## **We undertake to offer the following**

- A suitable range of materials to meet the education, research and professional development needs of users
- A web enabled catalogue of library stock that enables users to search for

- Access to a range of electronic information resources
- A safe comfortable study environment
- Provide an enquiry service between normal weekday hours (Mon-Fri ,8am-6pm)
- A reservations service for books that are in stock but not currently available
- Appropriate items not in stock through purchase or interlibrary loan (Within the constraints of the library budget)
- Book and article request forms will be processed daily and readers will be informed in a reasonable time if there is to be a delay in service delivery. Article requests should always be provided within 7 to 10 days
- Contribute to the Trusts' induction programmes and provide ad hoc library tours for new users
- Provide training and guidance in the use of specialist information sources and ongoing support to enable users to develop these skills
- Undertake literature searches to meet negotiated deadlines
- Provide clear signage in the library and guidance on how to locate material in the collections
- Provide easily navigable web pages
- Provide information about library services, opening hours and how to contact the library staff, clearly displayed in the library and on the web pages
- Enable users to be able to make suggestions, comments or complaints about the service and if required provide a prompt courteous response
- Provide a sympathetic response to any special needs

### **User Responsibilities**

By registering with the Academy library users undertake to observe rules and regulations allowing us to best meet the needs of all users, in particular:

- All services offered by NHS libraries are on a goodwill basis and they should not be abused

- Treating library staff with courtesy and respect
- Treating library resources and library facilities with respect. Not defacing, damaging or removing any library services equipment or property
- Not attempting to remove material from the library without it first having been properly issued
- Abiding by the library regulations on the membership form
- Accepting responsibility for all items borrowed in their name, and for charges for lost items
- Observing copyright on print, audio-visual and electronic sources of information
- Not allowing your library card to be used by others or pass items borrowed by you onto others
- Keeping local journal or ATHENS passwords confidential
- Only using library computers and equipment in accordance with the Trust's acceptable use policies
- Observing licensing regulations applying to PC software and other resources
- Letting us know when you change job or any of your contact details
- Respecting the rights of other users to a quiet study area
- Placing all rubbish in the bins provided, or take it with you
- Not leaving personal items unattended in the library
- Paying for all printing (except literature searches)

**Contact us:**

Tel: (01935) 384697

Email: [Library@ydh.nhs.uk](mailto:Library@ydh.nhs.uk)