



Library and Knowledge Services User Charter

The Library and Knowledge Services team provides library services and resources to all staff and students at United Lincolnshire Teaching Hospitals NHS Trust (ULTH), Lincolnshire Partnership NHS Foundation Trust (LPFT) and Lincolnshire Community Health Services NHS Trust (LCHS). We support and enhance clinical practice, patient care, personal learning, professional development, education and training, organisational performance, service improvement and research.

NHS and Health and Social Care staff working in the East Midlands, but not employed by the above NHS Trusts can hot desk with their laptops in our physical libraries during our staffed hours and borrow 6 library books. You must contact the relevant library in advance of your anticipated visit to ensure a member of library staff will be on site. Contact details for all our library sites can be found via: <https://www.nhslincslibrary.uk/page/my-library/> you must report to the enquiry desk at the relevant library site to sign the Visitor's Book and wear your ID badge at all times during your visit.

We will:

- Place our users at the centre of our service delivery;
- Ensure users' personal data is handled and protected according to the Data Protection Act (DPA) 2018 / UK General Data Protection Regulation (GDPR);
- Provide users with 24/7 access to a collection of print books and e-resources, including BMJ Best Practice, e-books, e-journals and healthcare databases, accessed via a NHS OpenAthens account;
- Provide users with 24/7 access to a welcoming, clean and safe library environment, conducive to studying or learning;
- Invest in training and supporting the continuous professional development of our team so that you can rely on us for an expert, professional and efficient service;
- Be friendly, courteous, respectful and treat all our users equally;
- Promote and maintain a library website and Trust Intranet content to give users easy access to current information about library resources and services;
- Provide access to Trust networked computers, Wi-Fi and photocopying, scanning and printing facilities in all our library sites;
- Maintain all reader and book records held in our library management system to ensure that readers can find, borrow, reserve and renew books;



- Provide service awareness induction sessions to all new library users and on an ad-hoc basis to different staff groups, so they know how to access library services and resources;
- Deliver a programme of pre-planned and ad-hoc tailored group and individual 1:1 training courses and resource discovery sessions designed to help learners to effectively access and be able to get the most out of library services and resources;
- Provide subscribers with a range of current awareness bulletins and journal contents alerts to help maintain their understanding of the latest knowledge base in their specialty or professional interests;
- Aim to promptly complete literature and evidence search requests and keep users informed of any delays;
- Aim to promptly satisfy user requests for articles, chapters and books and keep users informed of any delays;

We welcome and invite users to make suggestions, comments or raise concerns about the delivery of library services and resources. Please contact us in writing, by email or telephone. You can also contact us via: <https://www.nhslincslibrary.uk/contact-us/> The Library and Knowledge Services Manager will review any suggestions, comments or concerns received and will respond in writing in a timely manner, if a reply is requested.

Library users and readers will help us to help you by:

- Treating other library users and library staff with consideration, dignity and respect in line with Trust Values and Behaviours, including taking calls on mobiles outside of the library and wearing your ID badge at all times whilst in the library;
- Providing accurate details when registering as a library reader, or for a NHS OpenAthens account to access library resources, or when submitting a request for an article, book, chapter, literature search, a training session, or to subscribe to our current awareness services;
- Completing and returning any requested paperwork in a timely manner to library staff;
- Informing library staff promptly of any changes in your contact details;
- Not allowing another person to use their ID badge to enter the library;
- Not sharing their IT account details with another person to log on to a library computer;



- Not leaving any physical confidential patient information in the library (on desks or on the printer) and ensure no identifiable patient information is visible on a library computer;
- Treating books, journals, equipment and furniture in the library with care and not writing in, or otherwise defacing, or intentionally damaging any books or library furniture;
- Accepting responsibility for any items borrowed in their name including any damage or loss, by paying the full cost of replacement of the items, plus any other charges that may apply;
- Not taking any items out of the library on their account for another person to use. Readers will be held responsible for these items if they are not returned, lost or damaged;
- Not removing any items out of the library if they have not been issued by library staff or self-issued to their account;
- Promptly returning borrowed items when they are due or when they have been recalled;
- Complying with the NHS Copyright License Agency restrictions when photocopying, scanning and printing, or when requesting library staff to supply an article or book chapter;
- Taking responsibility for their own Health and Safety whilst in the library;
- Being aware of fire notices and evacuate the library immediately on hearing the intermittent fire alarm or when requested to do so by library staff;
- Leaving the library tidy and free from rubbish, and using the bins provided;
- Not leaving their personal possessions unattended or in a place that prevents other users from accessing furniture or equipment. No liability can be accepted by the Library and Knowledge Services team for unattended items;
- Promptly reporting any accidental damage to library furniture to library staff;



- Not eating or drinking (except bottled water) in the library;

Please note:

- Any overdue emails sent to library readers about their borrowed items are a courtesy;
- Our library sites are monitored by CCTV at all times. The purpose of which is to record any health and safety incidents or theft from the library;
- Any member of library staff has the power to enforce this library user charter and to restrict or suspend the library privileges of anyone contravening these terms and conditions.
- Personal information held in our Library Management System, NHS OpenAthens accounts, or in received service request forms may be used for the purpose of promoting library services or resources;



Library and Knowledge Services Customer Care Standards

These customer care standards ensure we remain committed to placing our users at the centre of our service delivery and ensure we provide a positive user experience.

Staffed Hours:	We aim to staff all our library sites Monday - Friday, between 9:00am - 5:00pm. Please see https://www.nhslincslibrary.uk/page/my-library/ for our current staffed hours.
24/7 Access:	We aim to provide 24/7 access to all our library sites and to library resources.
Enquiries:	- We aim to respond to standard enquiries within 3 working days. - We aim to respond to complex enquiries within 5 working days.
Reader Membership:	We aim to register new readers within 2 working days.
Literature Search Requests:	We aim to respond to literature search requests within two weeks (unless there is an clinically urgent need)
Book, Chapter and Article Requests:	- We aim to respond to requests for journal articles, book chapters and books required by users within 3 working days. - Requested books will be held for collection for 10 working days. - We aim to respond to requests for a new book within 5 working days.
Training Requests:	We aim to respond to requests for inductions, resource discovery sessions and information skills training within 3 working days.