

Library and Knowledge Services Charter

The Library and Knowledge Services library sites are open to all NHS staff and placement students in the Lincolnshire area who work for United Lincolnshire Hospitals NHS Trust (ULHT), Lincolnshire Partnership NHS Foundation Trust (LPFT), Lincolnshire Community Health Services NHS Trust (LCHS) or St Barnabas Hospice.

Students (not on placement with the above stated organisations) may use the library for reference and study. All non-members (e.g. non-placement students and contractors) must report to the enquiries desk at the relevant library site to sign the Visitor's Book. You must contact the relevant library in advance of your anticipated visit to ensure a member of library staff will be on site.

Members of the public, patients and relatives must contact their nearest library either by telephone or email (not in person) if they have any queries on patient focussed information. Private membership is available subject to the agreement of the Head of Library and Knowledge Services.

Contact details for the library sites can be found on the website:
<https://www.nhslincslibrary.uk/my-library/>

Staff and patients can borrow from the Reading for Leisure collection.

We will:

- Ensure your personal data is handled according to the General Data Protection Regulations
- Provide an up to date range of resources to support clinical care, learning, professional development and research
- Provide remote access to a variety of resources that can be accessed via a NHS OpenAthens account
- Provide a welcoming, clean and safe library environment
- Provide professional and customer service focussed staff
- Place our users at the centre of our service delivery strategy
- Publicise our range of services and opening hours and keep users informed of any changes
- Treat all our users with respect and courtesy and ensure equality of access for all users
- Provide induction sessions for new members on how to access the resources available to them

- Provide training and guidance for users to be able to get the most out of the resources available
- Provide access to computers
- Provide photocopying, scanning and printing facilities
- Aim to respond to all general enquiries within the timeframe in the Service Delivery Standards
- Invite users to suggest improvements to service delivery
- Respond to feedback in a timely manner
- Ensure the personal safety of users and staff through the use of CCTV 24/7

If you have any suggestions, comments or concerns please contact us in writing, by email or telephone. You can also contact us via the website:

<https://www.nhslincslibrary.uk/contact-us/>

The Head of Library and Knowledge Services will review any suggestions, comments or concerns received and will respond in writing if a reply is requested.

Users will:

- Provide accurate details when requesting information or a service
- Provide any requested paperwork in a timely manner for library staff to process user requests
- Inform us of any changes in contact details
- Treat other library users and library staff with dignity and respect in line with ULHT's Values and Behaviours
- Show consideration for other users deciding to work in designated quiet areas
- Respect the other library users by taking calls on mobiles outside of the library
- Have their staff ID badge at hand whilst in the library and be prepared to show it upon request from library staff
- Not allow other members of staff to enter the library if they are entering when the entrance is by card entry
- Not allow other members of staff to use their staff ID badge to enter the library
- Not leave any physical confidential patient information in the library (on desks or on the printer) and ensure no patient information is visible on the computers in the library
- Treat books, journals, equipment and furniture found in the library with care
- Not write in, on, or otherwise deface or damage any books or other library property
- Accept responsibility for physical items borrowed in their name including any damage or loss by paying the full cost of replacement of the item plus and any other charges that may apply

- Not take items out of the library on their account for use by another person. Users will be held responsible for these items if they are not returned.
- Pay any fines accrued
- Return borrowed books when they are due or when they have been recalled
- Not remove items out of the library if they have not been issued by library staff or self-issued to their account
- Use the computers in line with ULHT's Computer Acceptable Use Policy
- Abide by ULHT's Smoke Free Policy (including eCigarettes)
- Observe copyright laws and licensing restrictions when photocopying, scanning and printing
- Take responsibility for their own Health and Safety whilst in the library
- Follow social distancing and cleaning guidelines in accordance with Government guidance and ULHT's Policies and Procedures on COVID-19
- Be aware of fire notices and evacuate the library immediately on hearing the intermittent fire alarm or when requested to do so by a member of library staff
- Leave the library tidy and free from rubbish and use the bins provided
- Not leave 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 for unattended items)
- Report any accidental damage to library staff
- Not eat or drink (except bottled water) in the library

Please note:

- Any emails sent to users about the return of items are a courtesy. Users still have a responsibility to pay fines and charges that will result from the failure to return or renew items by the due date.
- The library sites are monitored by CCTV at all times. The purpose of which is to record any incidents of theft from the library, to record any incidents deriving from the incorrect use of the library self-issue system and to enable library and/or facilities staff to identify and contact the person or persons who has/have set off the security alarm.
- Any member of library staff has the power to enforce library regulations. The Library and Knowledge Services has the right to restrict or suspend the library privileges of anyone contravening these terms and conditions.
- Personal Information recorded on the Library Management Systems, or in service request forms may be used for the purpose of communication about Library and Knowledge Services and resources.

- Every effort is made to ensure that information provided by and within Library and Knowledge Services is accurate, up-to-date and complete. However, it is possible that it may not be representative of the whole body of evidence available and both printed and Internet resources may contain errors or out-of-date information. Information is provided in good faith but should be evaluated in context and alongside any other supporting information in order to make an informed decision on its appropriateness.