

Library Charter

The role of the library is to support clinical and corporate governance, quality, education, training and learning, patient care and professional development. Library services are provided by well-trained staff who are responsive to user needs and proactive in the development of services and in the use of new technology.

We aim to provide

- a courteous and efficient service at all times
- a library environment which is conducive to study, reference and research
- support in the use of library resources through induction, user guides, one to one and group training
- access to a wide range of resources through co-operative working both locally and nationally
- up to date information on the library web pages
- constant improvement to our collections and services through consultation with library users
- a service in accordance with the Data Protection Act ensuring that all personal information is held securely
- a reply to comments/complaints within 5 days

We ask library members to

- treat library staff and other library users with respect and courtesy
- abide by the regulations outlined on the membership form
- treat library resources with respect and to let us know if they are damaged
- abide by IT regulations when using the PCs
- be responsible for your belongings in the library
- abide by copyright legislation displayed by the photocopier
- let us know of any changes to personal details so that our records can be updated
- take care of resources obtained from other libraries
- pay any fines/outstanding charges promptly