



## Knowledge and Library Services Northern

# Charter

**“Providing high quality support and information to all staff, supporting your professional needs and patient care.”**

**All Knowledge and Library Service members are entitled to receive the services outlined in this Charter and are also requested to abide by the expectations outlined in this charter. Thank you.**

### Our Responsibilities

- ◆ Provide a welcoming and supportive environment, with a professional, courteous, efficient and effective service to all of our users.
- ◆ Put the needs of our users and potential users at the centre of all we do, ensuring equality of access and opportunity.
- ◆ Ensure confidentiality of personal data, in accordance with the *General Data Protection Regulation (2018)*. This means we can't tell you who currently has any book on loan.
- ◆ Provide an up to date collection and wide range of multidisciplinary resources, to meet the education, study, learning, professional development and research needs of users.
- ◆ Provide access to and support when using computers, and associated resources.

- ◆ Provide remote access to a variety of resources via NHS OpenAthens accounts, including the NHS Knowledge and Library Search Hub.
- ◆ Provide training and guidance in the use of all Knowledge and Library Service resources, and on-going support to enable users to make best use of them.
- ◆ Provide a professional evidence search service to support clinical practice, research projects or teaching sessions.
- ◆ Provide training to enable students and staff who are studying for qualifications to carry out evidence searches.
- ◆ Provide assistance in finding patient information for health care professionals, on behalf of the general public.
- ◆ Provide access to and support when using photocopying, scanning and printing facilities.
- ◆ Obtain books and articles which are not immediately available from other libraries. They will be provided as quickly as possible but may take a few days to arrive. If items or services are needed urgently please let us know.
- ◆ Loans from other sources are not normally offered to students or staff on short fixed term contracts of two months or less, although occasional exceptions may be made. Students studying university courses should have access to facilities through their university library.
- ◆ Review book stock, and on-line resources regularly to ensure the collection remains current. New and additional titles, usually those published in the current year, will be added annually with due consultation, to provide a well-balanced collection reflecting all user groups and local needs.
- ◆ Contribute to the Trusts' induction programmes and provide individual or group induction sessions outlining our services and any other relevant information
- ◆ Provide up to date information about our services, opening hours and how to contact the library staff, which will be clearly displayed in the library and on our web pages.
- ◆ If you have any suggestions, comments or complaints about the service, please talk to our staff, or contact us in writing, by email, or telephone. The Knowledge and Library Service Manager will investigate and will respond in writing if you request a reply.

## Your Responsibilities

- Please treat other library users and library staff with dignity and respect.
- Please respect the rights of other users to a quiet work and study environment.
- Please silence your phones when you are in the library, and take calls outside the library whenever possible.
- You should always wear or carry valid ID badge at all times when using the Library.
- During unstaffed hours, please do not let anyone follow you through the door without checking that they are a member of staff, volunteer or student on placement.
- Do not leave any confidential patient information or patient notes in the library or open on a computer screen so that they are visible to others.
- You may borrow up to 12 items at any one time from the Healthcare Library. Most items may be borrowed for a maximum of 28 days and must be renewed or returned promptly.
- You are responsible for all items that you borrow, including those from other libraries. All items must be returned to the library.
- All items borrowed must be issued to you. Some books are 'reference only' and must not be removed from the Library.
- You should not lend items to anyone else or borrow items on behalf of someone else. The items remain your responsibility.
- You may renew items which you have borrowed, unless another user has reserved the item. You can renew items online, and you are allowed a maximum of three 'unseen' renewals, after which the items must either be returned, or taken to the library to be re-issued. If you need any help renewing your books, please contact us.
- ◆ Please do not write in, on, or otherwise deface or damage any books or other library property. Any accidental damage should be reported to library staff.

- Respond promptly to communications from the library about items you have borrowed.
- If items are lost, damaged or not returned, you will be asked to provide an equivalent replacement, which should either be a new, or as new copy.
- Use library computers & equipment in accordance with the Royal Devon University Healthcare NHS Foundation Trust policies, guidelines and acceptable use policies. Please log out of the computer when you finish using it.
- You are asked to make your own photocopies whenever possible complying with the Copyright, Designs and Patents Act (1988). Details are available near the printer in the library. Please ask staff for assistance if required.
- There is no charge for printing documents required for work, study or research. If you print documents for personal use a donation of 20p per sheet should be placed in the wooden donations box.
- Leave the library when you hear a continuous fire alarm or when requested to do so by library staff.
- Please keep the library tidy. Food and drink may be consumed in the library, but you should take care to avoid any spillages, and dispose of any waste food and packaging in a responsible manner. Recycling bins are provided for this purpose.
- The lights should be left on when you are using the library. During unstaffed hours, please turn the lights off if you are the last person leaving the library. The light switches are located to your right on the wall behind the security gate as you exit.
- Please do not leave your possessions unattended, or where they will prevent others from accessing furniture or equipment. We are unable to take responsibility for any loss or damage of any personal property while users are in the library.

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