

# Bevan Library User Charter

## Our Mission:

**... to support high quality and safe patient care by providing a dynamic and responsive library service which is accessible and indispensable to all those in our multi-professional health care community**

## Membership

All Bedford Hospital NHS employees, SEPT staff and medical students can join the library. We also provide a full service to students on placement from University of Bedfordshire, University of Hertfordshire and Anglia Ruskin University.

For the purposes of this Charter **users** are defined as those staff members who have joined the library and are in possession of a current library membership card.

This document outlines the level of service we provide and what we expect in return from our users

## General Requirements

### The library will...

- Put the needs of our users (actual and potential) at the centre of everything that we do.
- Be multidisciplinary and multiprofessional in approach.
- Ensure equity of access and opportunity.
- Promote information literacy and evidence based healthcare.
- Provide a library without walls– using our librarians knowledge and the web to reach users beyond the physical boundaries of the building.
- Provide value for money.
- Demonstrate professionalism in all areas

### In return members undertake to observe rules and regulations, allowing us to best meet the needs of all users, in particular to...

- Return library books and other materials promptly.
- Accept responsibility for all items borrowed in their name, and for charges on overdue or lost items.
- Only use library computers and equipment in accordance with the Bedford Hospital NHS Trust acceptable use policies.
- Not attempt to remove material from the library without it being properly issued.
- Not deface, damage or remove any library services equipment or property

### Observe copyright regulations on all print, audio-visual and electronic sources of information.

- Observe licensing regulations applying to PC software and other resources.
- Respect the rights of other users to a quiet and pleasant study environment.
- Treat library staff and other users with respect and courtesy at all times

## Specific Requirements

Service	What we provide	What we expect from users
<b>Opening Hours</b>	<p>The library will be accessible 24 hours per day, 7 days per week for all users with a Bedford Hospital ID card.</p> <p>The library is to be staffed as advertised</p> <p>At least 1 days notice to be given to changes to published hours except for emergencies or unforeseen staff shortages.</p> <p>Users to be alerted to any changes via notices and intranet.</p>	<p>To check staffed hours on notices and intranet.</p> <p>To leave promptly if requested</p>
<b>Book Collection</b>	<p>In consultation with departments... to provide a range of books/literature covering all major areas of healthcare and healthcare management.</p> <p>To ensure that each item has an accurate catalogue record.</p> <p>To ensure that each item is in its correct place on the shelf.</p>	<p>To show library card when being issued books.</p> <p>To return or renew books on or before the due date to the library.</p> <p>To treat books with care.</p> <p>To pay requisite overdue charges on books returned late.</p> <p>To pay for replacement copy if an item is lost/ damaged.</p> <p>To notify the library of any change of personal details e.g. address, email</p>
<b>Electronic Resources</b>	<p>The Library will provide a range of electronic resources, E-Journals, specific educational resources and healthcare databases covering all major areas of healthcare and healthcare management.</p> <p>To provide access to national, regional and local electronic subscriptions via our website and links to NICE Evidence Health Information Resources.</p> <p>To administer NHS Open Athens accounts for staff of Bedford Hospital enabling them to access all electronic resources</p>	<p>To notify the library of any access problems encountered.</p> <p>To comply with licence restrictions and ensure passwords are kept secure</p>
<b>Library Website</b>	<p>To provide a relevant, up to date and navigable website that provides a gateway to high quality information resources, gives information about services, and information on how to access both.</p> <ul style="list-style-type: none"><li><input type="checkbox"/> To be available 24/7</li><li><input type="checkbox"/> To be compliant with disability access guidelines</li></ul>	<p>To provide feedback about the site, i.e. what information is missing, how easy it is to use, any problems encountered.</p> <p>To comply with any license restrictions</p>

## Service

## What we provide

## What we expect from users

### ELMS Library Catalogue

The library catalogue will be an accurate record of all materials held within this library and other NHS libraries in the East of England. All items will be catalogued to Marc21/AACR2 standards or other agreed standards. The catalogue will be accessible 24/7 both inside and outside the NHS network

To notify the library of any access problems.  
To notify the library of any errors or inaccuracies

### Inter Library Loans (Articles)

To ensure an effective and efficient ILL service for journal articles required by users but not held within our own collections. All requests to be actioned within two working days if item available. Users to be notified if item is not available. User to be contacted by email when item delivered as photocopy. Article to be emailed to user if in electronic format (or posted if paper copy) with covering copyright information.

To provide accurate, complete and signed request forms or online request forms. To provide current contact details including email address. To comply with copyright law in downloading and saving requested articles

### Inter Library Loans (Books)

To ensure an effective and efficient ILL service for books required by users but not held within our own collections. All requests to be actioned within 2 working days if item available. Users to be notified if item is not available. User to be contacted when item available. Books to be held for 5 working days before being returned to lending library.

To provide accurate, complete and signed request forms or online request forms. To provide current contact details including email address. To ensure that borrowed items are looked after and returned on time. To pay any renewal or overdue charges as specified by the lending library

### Scanning and Emailing Article Requests

To action requests for articles available in our electronic or paper collections within 3 working days.

To provide accurate, complete and signed request forms or online request forms. To provide current contact details including email address. To comply with copyright law in downloading and saving requested articles

## **Service**

## **What we provide**

## **What we expect from users**

### **Evidence Searching**

Working within the timeframe requested by user, to undertake a systematic and thorough search of the healthcare databases and other relevant resources to identify as many items as possible that are pertinent to the user's topic and provide the user with a detailed bibliographic list of resources. This service not available to undergraduate students doing coursework.

To provide accurate, complete and signed request forms or online request forms.  
To provide current contact details including email address.  
To give reasonable context to the request.  
To specify a reasonable timeframe for the request to be completed

### **Shelving & Tidying**

To ensure that returned books are reshelfed within 24 hours of return.  
To maintain a rolling programme of tidying shelves.

Treat shelving order of books with respect.  
When browsing the collection, put removed books back in correct sequence

### **Induction**

To provide individual inductions on an ad hoc basis to individuals joining the library.  
To provide planned inductions for groups of students when requested by Education Centre

To be notified in advance of dates for planned inductions.  
To be notified in advance of numbers and names if necessary.  
To provide us with feedback and evaluation of events.

### **Information Skills Training**

To provide tailored courses to specific groups of users upon request.  
To provide 1-2-1 sessions to individual users upon request.

To turn up for booked sessions and on time  
To give reasonable notice if unable to attend.  
To complete post training evaluation questionnaires on request

To ensure such training is advertised throughout the Trust via a variety of methods.  
To ensure that the content of courses is reviewed annually and kept current and in line with needs and expectations of users.

### **Reservations/ Requested Books**

To provide stock placed on reserve to the first person in the reservation queue and the rest of in order of request date.  
To notify users when item available.  
To keep an item for 5 working days to enable user to get to library  
To check the reservations shelf regularly for unclaimed items and return them to the shelves.  
To report to users those items not found or missing.  
To purchase items in response to request at discretion of Librarian:

To follow reservation procedures to ensure a timely delivery and fairness to all users.  
To report any problems to the Librarian promptly

## Service

## What we Provide

## What we expect from users

### Net-worked PC Access

To provide an adequate number of PCs attached to the Bedford Hospital network to enable users to undertake Trust related work, study or Trust e-learning requirements.

To allow access to users to word processing and internet facilities.

To ensure relevant and necessary software is installed and working correctly.

To report any problems to IT Department immediately.

To support users with basic IT troubleshooting and e-learning queries.

To maintain PCs in a clean, working order.

### Photocopier and Scanning Services

To provide a basic photocopying service for library users.

To provide advice and guidance in the use of the machine including, how to use, cost of copying and copyright regulations.

To provide copyright guidance for users to refer to.

To report faults quickly and chase repairs to maintain service.

To provide a scanner for library users.

To provide advice and guidance in the use of these machines.

### Enquiries

All library staff to answer general and specific enquiries, in a professional manner, within 2 working days, unless timeframe negotiated separately with the enquirer.

Library assistant will deal with all general level enquiries but may need to refer to librarians for more specific questions.

### Library Environment

To provide a range and variety of suitably equipped learning spaces and study areas.

Areas to be clean, tidy, well maintained and serviceable.

Equipment to be in good working order.

Environment/ background noise to be kept at an acceptable level.

### Journal Archive

To provide an archive of subscribed and previously subscribed journal of ten years where possible.

To use PCs in accordance with IT and information security policies.

To refrain from tampering with or disconnecting any computer hardware.

To use the photocopier/ scanners responsibly  
To take care of materials being copied.

To adhere to copyright regulations.

To report faults to a member of staff

To use website and leaflets for contact details, FAQs and other basic information.

To speak to staff politely and with courtesy.

To specify a reasonable timeframe for the request to be completed

To treat environment with care and respect.

To observe rules about food and drink.

To put litter in waste baskets.

To notify staff of any broken/damaged items.

To keep noise to an acceptable level. This includes talking on mobile phones in entrance area only

To use journals within the library only.

To treat journals with care