



Phone Messages	Are dealt with immediately
Email	Are acknowledged within one working day
Letters	Dealt with on receipt
Visitors	Enquiries are dealt with immediately
Hours of business	9am - 5pm on Monday, Wednesday and Friday 9am - 7pm on Tuesday and Thursday

We provide:

24/7 access to most library services (printing and coffee purchases available during staffed hours)

Computer workstations with access to the Internet, personal emails, WiFi, Microsoft Office applications, 24/7 self service issue and reference management software

- A quiet study area
- Document delivery
- Print & electronic journals
- Up-to-date books
- Training to search electronic databases
- Literature searches
- Printing & photocopying
- Binding and laminating facilities
- Coffee and Tea are available for purchase during staffed hours

Membership

Our service is available to all Bedford Hospital NHS Trust staff, NHS Bedfordshire staff and SEPT staff in Bedfordshire, Luton and Essex

Proof of identity such as employment ID is required on registration.

Borrowing

Most books, except those marked '*Reference only*' may be borrowed .

Up to five books may be borrowed for a period of one month. Journals cannot be borrowed and must not be removed from the library.

Renewals

Renewals can be made over the phone, by e-mail or in person by 24/7 self service issue .

Items can only be renewed if they are not required by another reader. Renewed items, required by another reader, will be recalled. The maximum loan period is three months.

Returning Items

All items must be returned to a member of the library staff

Fines Overdue items will incur a fine (details displayed in the library)

Lost Items

These will be invoiced at the full replacement cost of the lost item. There will also be a non-refundable administrative fee of £10 per item

Document Supply

Items requested which are not available in the library will be requested from another library within the East of England Network where possible. Library Membership cards show personal PIN numbers which can be used for this search on the ELMS website.

Books and journal articles may also be requested electronically, via the library Web page. There is a charge for this service

A wide range of electronic resources can be accessed from the National Library of Health via the library website. These include clinical databases, and electronic books and journals.

Subscription items require an Athens password for access.

Athens registration is possible via the library website where a password can be requested.

The Bevan Librarian is the Athens Administrator for NHS Bedfordshire.

The library, together with other NHS libraries in the Eastern Region, has subscriptions to electronic journals. These journals can be accessed via an Athens password by following the links on the "journals list" in the menu on the library webpage.

The Website has links to good quality evaluated resources in health and medicine that are freely available on the web

Multimedia

CD-ROMs are available for use in the library only. DVD's are available for library use and loan

Medical Masterclass is installed on the library computers.

A password is required to access the Medical Masterclass website which is available on request from the Librarian.

Photocopying & Printing

A self service photocopier is available in the library.

Black & white copying costs 5p per A4 and 10p per A3 sheet of paper.

Colour copying is 20p per A4 and 40p per A3 sheet of paper.

All copying must comply with the Copyright Act.

Printing from the Library computers is available at 5p per sheet.

Literature Searches

Literature searches are available on request.

Literature search request forms are available on the library website or this service can be booked by email.

Training

Training and advice on retrieving high quality health information from the electronic

Databases and the internet is available in the library.

Sessions can be arranged for groups or on a one to one basis.

These can be booked with the library staff, by phone, email or in person.

A training request form is available on the library website.

How to Find Items in the Library

Journals are arranged alphabetically.

The library book catalogue can be searched on the library website.

Books are classified using the NLM classification scheme.

Inter-Library loans from ELMS (East of England Network group), BMA and British Library are available. A charge is applicable for this service from BMA and British Library.

These loans can be requested in person, email or through the library web page