

# Knowledge and Library Services 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.**



# Membership and Registration

Knowledge and Library Services are available to all NHS staff, and students on placement, who work for Northern Devon Healthcare NHS Trust, Devon Partnership Trust, Hospice and SWASFT staff working in the North Devon area.

Staff not employed by the NHS but working in NHS organisations can also register to use the library, including Sodexo staff. Students not on placement here may use the library for reference and study.

To join, please fill out a library registration form available from either the library (Valid ID will be required), or online via our website at: [www.northdevonhealth.nhs.uk/library/](http://www.northdevonhealth.nhs.uk/library/). It is your responsibility to inform us of any changes in your contact details. If we are unable to contact you charges may be incurred if overdue books are not returned.

Members of the public and patients may use the library for reference and study, and request patient focussed information on medical conditions.

Staff and patients may borrow items from the leisure library collection.

Private membership is available subject to the agreement of the Knowledge and Library Services Manager. A fee is payable for this service.

All visitors must report to the Enquiries Desk and sign the visitors' book.

## Our Responsibilities

- ◆ Provide a welcoming and supportive atmosphere, with a professional, courteous, efficient and effective service to all of our users, in a comfortable and safe environment.
- ◆ 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 Regulations. This means we can't tell you who currently has any book on loan.
- ◆ Out of hours access is available to registered NHS staff only. Please contact the Information and Library Service staff for details.
- ◆ Provide an up to date collection and wide range of multidisciplinary resources, including electronic resources to meet the education, study, learning, professional development and research needs of users.
- ◆ Provide access to and support when using computers, and associated packages.
- ◆ Provide remote access to a variety of resources via NHS OpenAthens accounts, including our Discovery Search tool.
- ◆ 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 these resources.
- ◆ 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.

## Our Responsibilities continued ...

- ◆ 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 at the discretion of the Knowledge and Library Services Manager. Students studying university courses should have access to facilities through their university library.
- ◆ Review book stock, journal holdings and on-line resources regularly to ensure the collection remains current. Books over ten years old will only be kept in exceptional circumstances. 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. We welcome suggestions for book purchases. Final decisions are at the discretion of the Knowledge and Library Services Manager.
- ◆ 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.
- ◆ We value your feedback. If you have any suggestions, comments or complaints about the service, please talk to our staff, complete a Library Suggestions and Comments Form or contact us in writing, by email, or telephone. The Knowledge and Library Services 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.

## Your Responsibilities cont'd ...

- Respond promptly to communications from the library about items you have borrowed.
- If items are lost, damaged or not returned to the library you will be charged the full replacement cost of the latest edition of the book plus a £5 administration charge per book. Please contact the library for details of the replacement cost for other items. We reserve the right to take the cost of non-returned items from your salary. You will be notified before this happens by a letter addressed to the contact details you have given us. Once this cost has been paid the book(s) become your property and the amount cannot be refunded.
- Use library computers & equipment in accordance with the Northern Devon Healthcare NHS 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 5p per sheet should be placed in the wooden donations box, adjacent to the printer.
- 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.
- 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.

# Knowledge and Library Service Online Resources

**LIBRARY DISCOVERY SEARCH**



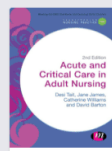
*Find all of the resources  
→ → → in one place* 

Easy access to articles, books and ebooks ...  
... through a single search box

# DynaMed<sup>®</sup>

# ClinicalKey<sup>®</sup>

## Kortext

 <p>A Guide to Cancer Original and Reversible Medical John</p> <p>A Guide to C... John, Melford EPUB</p>	 <p>A Mindful... Wax, Ruby</p> <p>A Mindfulne... Wax, Ruby EPUB</p>	 <p>Acute and Critical Care in Adult Nursing Tait, Desireeja...</p> <p>Acute and Cr... Tait, Desireeja... EPUB</p>
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MAHcomplete  
inter nurse  
inter mid  
health professionals



BMJ Best Practice

Please contact us to learn  
more about these and  
other library resources.



# KnowledgeShare

## STAFFED OPENING HOURS

**Monday - Friday : 8.30am - 5.00pm**

Out of hours access is available to registered NHS staff only. Please contact the Information and Library Service staff for details.

## STAFF

### **Knowledge and Library Services Manager**

Lynsey Southern

### **Assistant Librarian**

### **Library Assistants**

Talli Black and Alan Pedlar

## CONTACT

### **The Knowledge and Library Service**

Northern Devon Healthcare NHS Trust

Level 1

North Devon District Hospital

Raleigh Park

Devon. EX31 4JB

Tel: 01271 322363 (Internal: Ext. 2363)

Email: [ndht.library@nhs.net](mailto:ndht.library@nhs.net)

Web: [www.northdevonhealth.nhs.uk/library](http://www.northdevonhealth.nhs.uk/library)