

## Our guiding principles are:

- ❖ To be multidisciplinary in approach
- ❖ To ensure equity of access and opportunity
- ❖ To promote information literacy and evidence-based practice and CPD
- ❖ To provide a service to all staff within the Trust, wherever based. Off-site contact by email, phone, and intranet/internet. Site visit or training on request.
- ❖ To provide value for money
- ❖ To ensure library staff provide a professional service.

## Access

- ❖ We offer access to Library Services that meet the needs of users
- ❖ We provide remote access at work and at home to sources of information and for document delivery
- ❖ We accept enquiries and requests made in person, by telephone, website form, or email.

## Accommodation/Facilities

- ❖ Study spaces with quiet areas
- ❖ PC's and printing available

## Learning resources

- ❖ A suitable collection of materials to meet the education, research and professional development needs of users, including support for evidence-based practice
- ❖ An online catalogue of books and e-books that enables users to search for materials
- ❖ Access to a range of electronic information resources
- ❖ A reservations service for books that are not currently available
- ❖ Appropriate items not in stock through purchase or interlibrary loan
- ❖ Satisfying, or reporting on interlibrary loan requests in accordance with Library Services Standards (see over).

## Library Services will:

- ❖ Provide an enquiry service within core working hours.
- ❖ Contribute to the Trust induction programmes, and provide service information for new users
- ❖ Provide training and guidance in the use of specialist information sources.

## Library Services Standards

- ❖ Book request forms will be processed within 2 working days
- ❖ Books requested will be provided or an explanation given for the delay within 15 working days
- ❖ Article requests will be actioned within 2 working days
- ❖ Articles will be delivered:
  - 80% within 5 working days
  - 90% within 10 working days
  - 100% within 15 working days or an explanation provided for the delay
- ❖ Literature searches will be provided to meet negotiated deadlines
- ❖ A range of key health databases will be used for each search request, including evidence-based resources.
- ❖ Urgent patient care articles will be actioned immediately.
- ❖ Athens account requests will be dealt with as soon as possible and within 2 days of receipt of request.
- ❖ Enquiries will be acknowledged within 1 working day and actioned within 3 days.

## User responsibilities

By registering with the Trust Libraries, users undertake to observe rules and regulations, allowing us to best meet the needs of all users, in particular:

- ❖ Returning library books and other materials promptly
- ❖ Accepting responsibility for all items borrowed in their name, and for lost items
- ❖ Keeping local journal or ATHENS passwords confidential
- ❖ Only using library computers and equipment in accordance with the Trust's acceptable use policies
- ❖ Not attempting to remove material from the library without it being properly issued
- ❖ Not defacing, damaging or removing any library services equipment or property
- ❖ Observing copyright on print, audio-visual and electronic sources of information
- ❖ Respecting the rights of other users to a quiet study environment.

## Communication and feedback

The Trust Libraries encourages feedback from users in a variety of ways:

- ❖ By email, phone or in person
- ❖ User surveys
- ❖ Library user groups

## Contact us:

### Library and Knowledge Services Manager

Claire Bradley  
Claire.bradley@covwarkpt.nhs.uk  
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### Outreach/Training Librarian

Andy Hough  
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Tel. 02476 932450

### Education Centre Library

St Michael's Hospital, Warwick  
Tel. 01926 406749  
stmichaels.library@covwarkpt.nhs.uk

### Health Sciences Library

Caludon Centre, Clifford Bridge Road, Coventry  
Tel. 02476 932450  
caludon.library@covwarkpt.nhs.uk

### Manor Court Library

Manor Court Avenue, Nuneaton  
Tel. 02476 321561  
manorcourt.library@covwarkpt.nhs.uk

### Brian Oliver Library

Brian Oliver Centre, Brooklands,  
Marston Green  
Tel. 0121 3294923  
brooklands.library@covwarkpt.nhs.uk



Coventry and  
Warwickshire Partnership  
NHS Trust

# Library User Charter



Providing access to  
quality information  
for healthcare  
professionals