

We aim to provide you with:

- a welcoming, supportive and efficient high quality service at all times
- staff available during advertised opening times to assist with information requests and enquiries
- an enquiry service available to deal with all information requests – phone, e-mail, library website, or in person
- defined library service standards as detailed in this leaflet
- an individual or group library induction outlining library services and any necessary health and safety information
- confidentiality of personal data, in accordance with the Data Protection Act/GDPR (read on to see how your personal data will be used)
- out of hours access, where eligible, for private study purposes or IT use
- an up to date collection and wide range of resources which are multidisciplinary
- a safe, comfortable study and learning environment
- self-service book issuing, photocopying and printing facilities
- one to one or group training on a range of electronic health databases, information and IT skills
- access to IT facilities and various software including the Internet and Microsoft Office (for both NHS and Medical School users).

We ask that you:

- respect library staff and other library users
- return library books and other materials promptly when asked to
- accept responsibility for all items borrowed in your name (including interlibrary loans) and for charges on lost or overdue items
- do not remove stock without it being properly issued to you
- do not deface, damage or remove any library services equipment or property
- use library computers & equipment in accordance with the RD&E/University of Exeter acceptable use policies
- observe copyright laws on all sources of information, in accordance with NHS/academic copyright guidelines
- respect the rights of other users to a quiet study environment
- update us with personal details if they change
- leave study and computer areas tidy.

Library Services Standards:

Under normal circumstances we will:

- staff the Library Monday – Friday 9am-5pm
- provide out of hours access to the library to eligible library users, either with their RD&E staff badge, or our own proximity cards

- provide instant library registration (including the option to register online) so that you can borrow books immediately
- induct new users individually or in groups providing each person with a copy of the library guide & user charter
- provide literature searches and information (in response to requests) within an agreed specified deadline or 5 working days
- offer bespoke training for individuals or groups of users, within one week of the request whenever possible or required
- action interlibrary loan requests daily and aim to supply documents within 3-7 working days, e-mailing urgent requests where appropriate and keeping users informed if there are delays
- add new items of stock ASAP, prioritising urgently required material
- consider and encourage all suggestions for new stock
- review book stock and journal holdings annually to ensure they remain up to date
- e-mail/send overdue notices on a daily basis, the first being sent when the book is one week overdue
- keep a record of complaints and commendations and encourage suggestions for improving the service
- regularly update our website with service and resource information.

How we will use your personal data:

We will:

- inform you when items you have requested or reserved become available
- inform you when items you have borrowed will become or have become due for return or renewal
- keep your record as up to date as possible; please inform us if any of your details change
- let you know when new resources or services have become available to you.

We may (if appropriate):

- contact you individually about a resource or service we think will be of particular interest to you
- occasionally contact you about a non-library issue, e.g. an item of lost property.

We will NOT:

- disclose your personal library circulation or usage to a third party; all activity statistics that are collected are anonymised. This also means we can't tell you who currently has the book you have reserved.
- sell or pass your information to any other company or body for any purpose, including advertising.

Communication/Feedback

We encourage feedback from users in a variety of ways:

- by e-mail, post or in person
- book suggestion cards
- user surveys
- social media – Facebook, Twitter, our blog.

Contact us:

Exeter Health Library

Peninsula Medical School Building
Royal Devon & Exeter NHS Foundation Trust
Barrack Road
Exeter
Devon
EX2 5DW

Tel: 01392 406800

E-mail: rde-tr.library@nhs.net

Web address: <https://exeterhealthlibrary.net>



Follow us on Twitter - @RDELlibrary



<https://www.facebook.com/ExeterHealthLibrary>

Exeter Health Library

Library & Information Service Guide

User Charter

Our mission:

To support the provision of high quality health care in the Exeter & District Healthcare Community, by providing access to the knowledge base of health care, and by facilitating its effective use.