

Library & Knowledge Service

Customer Charter

Our aim is to provide the best evidence, knowledge and learning experience to:

- drive high quality patient care leading to the best possible outcomes and experience for patients and their families
- improve the health and wellbeing of the local population

Our Commitment to You

We will:

- ensure that our customers are treated fairly and equitably
- be helpful and courteous to all Library & Knowledge Service (LKS) users
- aim to provide a quality, customer-focused service that meets the needs of the individual
- support LKS users to develop their skills to make the best use of the service
- aim to provide collections that are well balanced, relevant, in good condition and up to date
- endeavour to fulfil all of our customers' information requests quickly by using appropriate networks and online resources
- provide a safe, pleasant and secure environment including facilities for quiet study
- ensure that all personal details are used in accordance with the General Data Protection Regulation (GDPR)
- actively encourage feedback from our customers to help us develop the service
- ensure that complaints are dealt with and responded to promptly

Members' Responsibilities

Members are expected to:

- treat other customers and library staff with courtesy and respect
- treat library facilities and resources with due care
- undertake to be responsible for every item issued to them and to pay for any item lost or damaged while on loan to them
- return loaned items promptly
- pay fines on overdue items where applicable
- observe 24 hour access regulations when using the library out of hours
- inform the LKS of any changes to contact details
- abide by trust IT policies when using the computers
- observe copyright regulations

Our Service Standards

The Library & Knowledge Service aims to offer an efficient, high quality service to all customers. The following standards outline the levels of service you can expect from us.

- The library will be open and staffed for a minimum of 95% of normal opening hours. A minimum of one week's notice will be given via the LKS website and global emails for planned closures.
- 24-hour access will be available 95% of time.
- There will be a staffed enquiry service 99% of time during opening hours.
- 95% of enquiries will receive a response within 2 working days of receipt.
- 90% of mediated evidence searches will be supplied by the date specified where 10 days' notice is provided.
- 90% of document requests will be processed within two working days of receipt.
- 95% of timetabled courses and drop-in sessions will be fulfilled.
- 90% of new books will be available to borrow within 4 weeks of receipt.
- A reminder email will be sent to customers 2 working days before their books are due for return.
- Overdue notices will be sent immediately an item becomes overdue.
- Customers will be notified of reserved items awaiting collection within one working day of receipt.
- The website will be available a minimum of 95% of time. A minimum of one week's notice will be given for planned downtimes.

It is important to us that you are happy with the service you receive. If you are not satisfied with any aspect of the Library and Knowledge Service or would like to make suggestions for improvement, please let us know in any of the following ways:

- Speak to a member of the library staff
- Use the Contact Us link on the LKS website <https://www.knowledge-nw.nhs.uk/contact-us>
- Email us at library@sthk.nhs.uk
- Suggestion box in the library

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