

# Library and Knowledge Service Charter

## We promise to

- Adhere to the values and behaviours of BSUH NHS Trust
- Provide professional, courteous and timely responses to your requests
- Meet urgent deadlines whenever possible and keep you informed of our actions and timescales
- Do our best to ensure that our collections are relevant to your needs
- Do our best to ensure that appropriate study space is available
- Do our best to ensure that all library equipment is in good working order
- Help you to get the best out of the services the Library and Knowledge Service (LKS) offers
- Publicise our services so that you know what is available
- Consult you about your information needs
- Seek your comments about the service

## In order to do this, we expect you to

- Give us realistic deadlines well in advance of need where possible
- Give us as much information about your requirements as you can
- Look after items loaned to you and return them to us on time
- Respond promptly to requests to return items
- Maintain a pleasant environment for fellow staff and students by keeping food, drink and noise to a minimum and tidying up when you leave
- Not remove LKS property including books and journals without them being issued to you
- Look after library equipment
- Limit the number of interlibrary loan requests you make at one time. Requesting too many will affect the efficiency of the service and has cost implications. Requests may be limited at the discretion of the LKS staff
- Let us know when you change your contact details or change jobs
- Be courteous and polite to LKS staff

January 2014