

## CUSTOMER CHARTER

### As a customer of the Surrey and Sussex Healthcare NHS Trust Library And Knowledge Services, you can expect:

- To find a range of up-to-date resources for clinical, management and support staff.<sup>1</sup> We welcome suggestions for new resources
- Library staff to be available to assist with your queries and / or to refer you elsewhere if they themselves cannot help
- The Library to obtain items held in other libraries. (Note that a maximum of six requests may be made at any one time)
- To have basic requests and enquiries dealt with within 24 hours of receipt, or by an agreed date
- More complex enquiries and literature searches will be completed by a mutually agreed date.
- Library staff will help students to carry out literature searches, rather than carry them out for the student
- To be informed, within a reasonable time, if there is to be a delay in service delivery
- To be able to have a search undertaken for you by a member of library staff<sup>2</sup>
- To be able to book a training session to learn how to search for information (including electronic resources) and receive ongoing support to develop these skills
- The library environment to be conducive to study, reference and research
- To have 24 hour access to the physical libraries
- To have 24 hour access to the electronic resources within the library, at your workplace and at home
- To be able to use library services without visiting a library by using the library website, contacting the libraries by phone, or e-mail, or via the Outreach Library Service
- To be able to make suggestions, comments or complaints about the service and receive a prompt, courteous response when required
- To find information about library services, opening hours and how to contact library staff, clearly displayed in the libraries and on the library website
- To find clear signage in the libraries and guidance on how to locate material in the collections
- To receive a sympathetic response to any special needs.

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<sup>1</sup> Within the constraints imposed by the library budget

<sup>2</sup> Undergraduate students are expected to undertake their own searches. Help is available if required.

## CUSTOMER CHARTER

As a customer of the Surrey and Sussex Healthcare NHS Trust Library  
And Knowledge Services, we expect you:

- To treat library staff with respect
- To treat library resources and facilities with respect
- To show consideration for other readers who may be studying
- To abide by the library regulations outlined on the library membership form
- To renew or return items on or before the date they are due
- Not to allow others to use your library card or to pass items borrowed by you to others
- To let us know when you change job, leave your placement or rotation, or change any of your contact details
- To return your library card and / or out of hours fob, and any items that are on loan to you when you leave your job or placement
- To report the loss of your library fob
- To comply with the Trust's Internet, Intranet and email policy whilst using computers in the libraries. (See the Trust Intranet for details)
- To comply with the Copyright Act when making copies on library photocopiers or requesting photocopies from library staff. (See the posters next to the photocopiers for details)
- When submitting a request ensure that the information you provide us is clear and tells us as much about your requirements as possible
- To use your mobile phone in the libraries **only** when absolutely necessary, and with discretion
- To place rubbish in the bins provided, or take it with you
- Not to leave personal items unattended in the library
- To pay for all printing (except literature searches)
- To replace lost or damaged items
- Keep confidential information and conversations confidential, secure and private. Don't leave information on computers, take paperwork with you or place it in the confidential waste bin.