



## User Charter and Service Delivery Standards

The Illingworth Library provides information support and skills training to meet the clinical, teaching, learning and research needs of Sheffield Children's NHS Foundation Trust and the wider healthcare community in the region. This Charter aims to make your use of the Library Service as productive as possible, while setting out some of the basic terms and conditions that apply.

### General Requirements

The library will...

- Put the needs of our users (actual and potential) at the centre of everything that we do
- Be multidisciplinary and multiprofessional in approach
- Ensure equity of access and opportunity
- Promote information literacy and evidence based CPD
- Provide a library without walls – using our librarians knowledge and the web to reach users beyond the physical boundaries of the building.
- Promote the library as a modern research and resource facility
- Be at the leading edge of library developments
- Provide value for money
- Demonstrate professionalism in all areas
- Consult with users regularly to identify areas for improvement
- Protect the privacy of the information we hold on our users

In return members undertake to observe the library's rules and regulations, allowing us to best meet the needs of all users, in particular to...

- Return library books and other materials promptly
- Accept responsibility for all items borrowed in their name, and for charges on overdue or lost items
- Only use library computers and equipment in accordance with Sheffield Children's NHS Foundation Trust's acceptable use policies
- Not attempt to remove material from the library without it being properly issued
- Not deface, damage or remove any library services equipment or property
- Observe copyright on all print, audio-visual and electronic sources of information
- Observe licensing regulations applying to PC software and other resources
- Respect the rights of other users to a quiet and pleasant study environment
- Treat library staff and other users with respect and courtesy at all times

Specific Requirements		
Service	What we provide	What we expect from users
<b>Opening hours</b>	<p>The library is to be open as advertised whenever possible.</p> <p>Users to be alerted to any changes as soon as possible via email, notices and the library website.</p>	<p>To check opening hours on the library website, notices and guides.</p> <p>To leave promptly when requested.</p>
<b>Book and Journal Collection</b>	<p>Provide a range of books, journals and literature covering Paediatrics and all major areas of healthcare and healthcare management. The most current editions of standard texts will be available.</p> <p>To ensure that each item has an accurate catalogue record and is correctly shelved.</p> <p>To conduct annual stocktaking and revision.</p> <p>To provide an archive of subscribed and previously subscribed journals.</p>	<p>To show library card when being issued books.</p> <p>To return or renew books on or before the due date.</p> <p>To treat books with care.</p> <p>To pay requisite overdue charges on books returned late.</p> <p>To pay for replacement copy if an item is lost.</p> <p>To notify the library of any change of personal details e.g. address, email.</p> <p>To use journals within the library only.</p> <p>To treat journals with care.</p>
<b>Electronic Resources</b>	<p>Provide a range of electronic resources including e-books, e-journals and healthcare databases covering Paediatrics and all major areas of healthcare and healthcare management.</p> <p>To provide access to national, regional and local electronic subscriptions via our website and links to NHS Evidence Health Information Resources.</p> <p>Access problems or faults to be reported within 24 hours to providers/suppliers.</p>	<p>To notify the library of any access problems encountered.</p> <p>To comply with licence restrictions and ensure passwords are kept secure.</p>
<b>Library Website</b>	<p>To provide a relevant, up to date and easily navigable website that gives information about services, how to use them and provides a gateway to high quality</p>	<p>To provide feedback about the site, i.e. what information is missing, how easy it is to use, any problems encountered.</p> <p>To comply with any license restrictions.</p>
<b>Illingworth Library Catalogue</b>	<p>The library catalogue will be an accurate record of all materials held within the library. The catalogue will be accessible both inside and outside the NHS network.</p>	<p>To notify the library of any errors or inaccuracies.</p>
<b>Document Supply (Articles and Books)</b>	<p>To ensure an effective and efficient document supply service for journal articles and books required by users but not held within our own collections.</p> <p>Users to be notified if an item is not available.</p> <p>Article to be emailed to user in electronic format with covering copyright information.</p>	<p>To provide accurate, complete and signed request forms or online request forms.</p> <p>To provide current contact details including email address.</p> <p>That borrowed items are looked after and returned on time.</p>

<b>Scanning and emailing article requests</b>	To action requests for articles available electronically or from our paper collection quickly and efficiently.	To provide accurate, complete and signed request forms or online request forms. To provide current contact details including email address.
<b>Evidence Searching</b>	Working within the timeframe requested by user, undertake a systematic and thorough search of the healthcare databases to identify as many items as possible that are relevant to the user's topic and provide the user with a detailed bibliographic list of resources. This service is not available to students doing coursework.	To provide accurate, complete and signed request forms or online request forms. To provide current contact details including email address. To allow a reasonable timeframe for the request to be completed.
<b>Induction</b>	To provide planned library inductions for SCH staff.  To provide individual inductions on an adhoc basis to individuals joining the library.  To provide planned inductions for groups of students when requested by the Universities of Sheffield.	Induction organisers To be notified in advance of dates for planned inductions. To be notified in advance of numbers and names if necessary. To provide us with feedback and evaluation of events. To encourage students/users to attend induction.
<b>Information Skills Training</b>	To provide regular and generic relevant IS training courses which are available to all NHS staff and students on placement within the Trust. To provide tailored courses to specific groups of users upon request. To ensure such courses are advertised throughout the Trust via a variety of methods. To ensure that the content of courses is reviewed annually and kept current and in line with needs and expectations of users.	To turn up for booked sessions and on time To give notice if unable to attend To complete training questionnaires on request
<b>Overdues, Reservations/</b>	To issue overdues within one day of loan expiry. To issue a notification the day before expiry. To provide stock that is placed on reserve to the first person in the reservation queue and the rest of the queue in order of date. To notify users by email when a reserved item available and keep a reserved item for five working days to enable user to get to library. To check the reservations shelf daily for unclaimed items and return them to the shelves.	To follow reservation procedures to ensure a timely delivery and fairness to all users. To report any problems promptly to the Librarian
<b>Computers</b>	To provide networked computers on the Trust and University of Sheffield networks.	To abide by the Library's Computer Use Policy
<b>Shelving &amp; Tidying</b>	To ensure that returned books are re-shelved within 24 hours of return.	Treat shelving order of books with respect.

	All desks to be cleared at least once per day and books re-shelved. To maintain a rolling programme of tidying shelves.	When browsing the collection, put removed books back in correct sequence.
<b>Photocopier Services</b>	To provide a basic photocopying service for library users. To provide advice and guidance in the use of the machine including, how to use, cost of copying and copyright regulations. To provide copyright guidance for users to refer to. To report faults quickly and chase repairs	To use the photocopier responsibly To take care of materials being copied. To adhere to copyright regulations. To report faults to a member of staff.
<b>Enquiries</b>	All library staff to answer general and specific enquiries, however received in a timely and professional manner. Library assistants will deal with all general level enquiries but may need to refer to librarians for more specific questions.	To use website and leaflets for contact details and other basic information.
<b>Library Environment</b>	To provide a range and variety of suitably equipped learning spaces and study areas. Areas to be clean, tidy and well maintained Equipment to be in good working order. Furniture to be checked on a regular basis. Environment/ background noise to be kept at an acceptable level.	To treat environment with care and respect and observe rules about food and drink. To put litter in waste baskets. To notify staff of any broken or damaged items. To keep noise to an acceptable level.

### **Suggestions/Comments**

Suggestions about service development and stock purchasing will be acknowledged, & wherever possible, responded to within three working days.

### **Complaints**

Complaints received in person or by telephone will be responded to within three working days.

Written complaints or those received by email will be responded to within five working days, in accordance with the current Sheffield Children's NHS Foundation Trust complaints procedure.

Complaints will be recorded and stored in the Library Office 'Complaints and Compliments' folder.

### **Service Standards**

Delivery against these service standards will be measured monthly and annually and the results published via the Illingworth Library annual report.

These service standards will be reviewed annually.

# Service Standards

The following current Quality Standards take into account Trust aims and objectives and include the agreed national Key Performance Indicator.

Local key performance indicators (reported on in the monthly Service Delivery standards dashboard):

**Access to a professional librarian during library opening hours:** there will be access to a professional Librarian 80% of the time

**Literature Searches:** 100 % of literature searches will be completed within the timeframe specified by the user.

**Document Supply:** articles supplied to SCH staff

100% of requests will be satisfied from stock or online resources within 1 working day of processing

100% of requests coming from other libraries will be satisfied within 10 days of processing or the user informed of delays over 10 days.

**Inter library loans:** articles supplied to other libraries

100% of requests will be satisfied within 2 working days of receipt of request

**Enquiries:** 100% of all enquiries received by phone and email or in person before 4pm on working days will be responded to the same day. (2pm on days where we close at 5pm)

Urgent requests for clinical information will be dealt with immediately and at least within two hours unless made outside staffed hours when they will receive attention at the start of working hours on the next working day

**OpenAthens accounts:** A minimum 20% staff to have an OpenAthens account

Other Performance Indicators to ensure quality of library services: (less easily recorded/monitored but staff retain a general awareness of these standards)

**Overdue notices:** Will be sent out within 1 day of due date and then again after 8 days and again after 15 days. An invoice will be sent after 22 days.

**Training:** information skills courses will be held as scheduled. Introduction to critical appraisal course will be scheduled 4 times/year

**Library website:** will be kept up to date

**Library stock:** the collection will be reviewed on an ongoing basis, out of date material withdrawn and new material purchased where possible, applicable and relevant. Items requested for stock by borrowers and approved for purchase will be ordered within one month and shelf ready within two months of receipt.

The national KPI, will be reported as part of the Trust LDA to the SHA:

KPI1. Number of the organisation's workforce (headcount) who are registered library members by ESR staff group

KPI 2. Income and Expenditure on library services

KPI 3. Document supply of books and articles

KPI4. Number of information Mediated searches

KPI 5. Number of user education sessions conducted

KPI6. Current awareness services available

KPI7. Library stock available