

The User's Role

What can you do to help?

- 🌸 Observe Library regulations
- 🌸 Observe noise restrictions and keep noise to a minimum. Please use headphones where appropriate.
- 🌸 Return books and journals to the correct place on the shelves after use in the library.
- 🌸 Do not remove material from the library without it being issued to you
- 🌸 Do not deface or damage library materials.
- 🌸 Accept responsibility for all items issued to you:
- 🌸 Return books at or before the end of the loan period, or earlier if recalled
- 🌸 Pay outstanding fines without argument.
- 🌸 Observe copyright regulations in print, audio-visual and electronic sources.
- 🌸 Treat other library users and staff with respect and courtesy at all times.
- 🌸 Look after your personal belongings. Keep valuables with you at all times – Thieves may be operating in the library.
- 🌸 Inform us of any difficulties when using the library services, either by talking to library staff or leaving written comments in the suggestions box.

Opening Hours

Mon - Fri	8.45 – 17.00
Sat, Sun	Closed
Bank Holidays	Closed

Contact Details

Knowledge & Library	
Services Manager:	Sarah Massey BLib MCLIP
Assistant Librarian:	Jessica Waite
Library Assistant:	Kate Nettleship ACLIP

Illingworth Library
Floor F, Stephenson Wing,
Sheffield Children's NHS Trust
Western Bank
Sheffield, S10 2TH

Tel: 0114 271 7347

Email: illingworth.library@nhs.net
Website: sheffieldchildrens.nhs.uk/illingworth-library
Catalogue: <http://illingworth.cirgahosting.com>

Quality Statement



Illingworth Library

Supporting your
Knowledge for
Healthcare

Mission Statement

The Illingworth library seeks to provide a multidisciplinary service for all staff within the trust and other health professionals in the community by:






Delivering high quality, evidence-based knowledge resources in a timely way, to support NHS staff in providing the best possible care to patients.

Helping to foster a culture of learning and development for staff at all levels in the organisation, supporting research and innovation.



Customer Care Standards

We aim to provide a helpful and friendly service to all our users.

We will:





-  Treat library users with respect & courtesy at all times.
-  Provide an introductory talk about the library's services on request.
-  Have opening hours that are appropriate within available resources & constraints.
-  Provide access to study space during opening hours and provide an appropriate environment that complies with Health & Safety regulations.
-  Consult users over service improvement and development.

Enquiry Standards

-  Our aim is to deal efficiently and effectively with all enquiries.
-  We will respond to all enquiries quickly and advise you of the timescales involved in satisfying your request.





Books & Journal Standards

We will:

-  Provide a broad collection of materials to meet the needs of all users.
-  Improve collections on a continuing basis within the constraints of available resources.
-  Direct you to the stock with clear signs and guiding so that you can find material quickly and easily.
-  Provide appropriate borrowing arrangements for all materials.


Literature Searching Standards

We will:

-  Help users develop information skills as a basis for independent life-long learning.
-  Provide training by appointment on literature search skills and database use.
-  Provide access to information sources including Internet sites, subject to appropriate licenses.
-  Undertake to complete all search requests submitted to the library within the specified timeframe or inform you of any delay.

Document Supply

Supply of any printed information we request on your behalf from an external supplier.

-  We aim to fulfil all requests within 10 days.
 -  We will keep you informed of the progress of your request if a delay is likely.
 -  Please also see the [Library User Charter and Service Delivery standards on the library website.](https://www.sheffieldchildrens.nhs.uk/illingworth-library/documents-and-forms/#)
- <https://www.sheffieldchildrens.nhs.uk/illingworth-library/documents-and-forms/#>

Satisfaction

We are interested in hearing your opinions. If you wish to comment or compliment us on our service or you feel that the service provided has not met our standards and could be improved, please fill out one of our Library Feedback forms.

There is an online feedback form on the library website or printed forms can be found in the library. Alternatively please speak to a member of staff regarding your request / problem or contact Sarah Massey, Knowledge & Library Services Manager.