



Knowledge, Library & Information Service

Library Charter

Our Mission Statement is:

- To provide support for the provision of high-quality patient care and experience.
- To provide a gateway to the knowledge base and facilities for study and research.
- To provide support for education, lifelong learning, research and CPD.
- To provide quality training for staff in accessing, exploiting and appraising the evidence base.
- To support clinical governance, high-quality evidence-based practice, managerial decision making and service development.
- To provide recreational and health and wellbeing library services for both patients and Trust staff.

Access

We offer varying levels of access to services for all NHS staff and students based at DBTH and from other NHS organisations in the Doncaster & Bassetlaw area. Please ask staff for further information if you are unsure of what services you are entitled to.

Our commitment to you – we wil endeavour to:

- Provide a helpful, efficient and effective service that reflects user needs.
- Maintain high levels of customer care at all times and provide a pleasant and welcoming environment for everyone.
- Maintain, and provide access to, a collection of materials and resources to suit user needs within our available budget.
- Maintain and develop our web and social media presence so that the most up-to date information is available.
- Invest in the training and development of our staff.
- Encourage feedback from users at all times.

Your commitment to us – we ask that you help us by:

- Returning library materials and equipment promptly and accepting responsibility for all items borrowed in your name, and for any charges that

you may incur.

- Keeping us up to date with changes to your contact details.
- Using library space, PCs and equipment with care and in accordance with Trust policies.
- Observing copyright and licensing regulations at all times
- Treating library users and library staff with consideration and respect.
- Being proactive in making suggestions and comments.

Library Service Standards:

Enquiries

All enquiries will be responded to promptly.

We will arrange a mutually agreed response time for more complex enquiries.

Inter-library Loan/Document Supply

Requests will be despatched within 2 working days of receipt.

85% of requests will be supplied within 5 working days.

Literature Searching

Requests to be linked to NHS clinical or corporate business.

The search will be completed within 10 working days from receipt, or by a mutually agreed date.

The Knowledge & Library Service will, where agreements allow:

- Provide an enquiry service during normal weekday opening hours.
- Provide a request and document supply service as required.
- Provide training, on a one-to-one basis or to small or large groups, as required on the use of a wide range of e-resources or other subjects as agreed.
- Provide a literature searching service to support the work of the NHS.
- Support e-learning, CPD and study by providing access to PCs, wi-fi and study space and by offering staff support.
- Provide a range of current awareness alerting services.
- Contribute to DBTH's induction programmes, welcome events, study days and events.

Contact Us

Library & Learning Resource Centre
Bassetlaw Hospital

Tel: 01909 572917

E-mail: bas.library@dbh.nhs.uk

Library & Learning Resource Centre
Doncaster Royal Infirmary

Tel: 01302 642894

E-mail: dri.library@dbh.nhs.uk