Essex Libraries Project
User Charter & Service Level Agreement

Membership

All NHS and social care employees in Essex can join the libraries, regardless of job title, where you are based or what Trust you work for. We also provide a full service to all students on placement within local Trusts .For the purposes of this SLA **users** are defined as those staff and student members who have joined one of our libraries and are in possession of a current library membership card.

This document outlines the level of service we provide and what we expect in return from our users.

Members of the public, patients and carers may use the library on request but for reference only. They are also bound by the expectations of this document.

Our Vision

To advance excellence in the Trusts by delivering the best Library and Knowledge Services possible, providing professional knowledge and evidence based resources to enhance patient care and safety.

Our Mission

To promote the understanding and practice of evidence based healthcare for all staff thus contributing to health improvement across the our healthcare community

General Requirements

The libraries 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 evidence based healthcare and the importance of information literacy for all healthcare staff to ensure high quality patient care and safety.
- Provide a library without walls– using our librarians knowledge and the web to reach users beyond the physical boundaries of the building.
- Promote the libraries as modern research and resource facilities.
- Be at the leading edge of library developments.
- Provide value for money in the provision of resources and services.
- Demonstrate professionalism in all areas.

In return members undertake to observe 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 Trust acceptable use policies.
- Not remove material from the library without it being properly issued.
- Not deface, damage or remove any library services equipment or property.
- Observe copyright regulations 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 Service Requirements

Service	What we provide	What we expect from our users
Opening hours	- Libraries will be accessible 24 hours per day, 7 days per week (where possible) for all users with appropriate ID/security cards. - Key Performance Indicator– that libraries are to be staffed as advertised >95% of the time. - At least 5 days notice to be given to changes to published hours except for emergencies or unforeseen staff shortages. - Users to be alerted to any changes via notices, website and Trust intranets	- To check staffed hours on website, notices and guides. - To leave promptly if requested.

Service	What we provide	What we expect from our users
ELMS Library Catalogue	• The library catalogue will be an accurate record of all materials held within our libraries and other NHS libraries in the East of England. • All items will be catalogued to Marc21/AACR2 standards or other agreed standards. • The catalogue will be accessible 24/7 both inside and outside the NHS network	• To notify the library of any access problems. • To notify the library of any errors or inaccuracies.
Book Collection	• In consultation with departments... to provide a range of books/ literature covering all major areas of healthcare and healthcare management. • To ensure that each item has an accurate catalogue record. • To ensure that each item is in its correct place on the shelf. • To provide a fully functioning self-issue/return/renewal machine/ service 24/7 (where possible).	• To show library card when being issued books. • To return or renew books on or before the due date to the library or via Book Return boxes. • To treat books with care. • To pay requisite overdue charges on books returned late. • To pay for replacement copy if an item is lost/ damaged. • To notify your library of any change of personal details e.g. address, email • To use self-issue machines appropriately.
Inter Library Loans (Articles)	• To ensure an effective and efficient ILL service for journal articles required by users but not held within our own collections. • Key performance Indicator 1—95% of requests to be actioned within two working days. • Users to be notified if item is not available. • Key Performance Indicator 2—that 85% of requests to be sent to users within 7 working days. • Articles to be emailed to user if in electronic format (or posted if paper copy) with covering copyright information. • Large numbers of articles for specific requests i.e. for systematic reviews will be completed in the time frame agreed between ourselves and the user.	• To provide complete and accurate online request forms. • To provide current contact details including email address. • To comply with copyright law in downloading and saving requested articles.

Service	What we provide	What we expect from users
Inter Library Loans (Books)	• To ensure an effective and efficient ILL service for books required by users but not held within our own collections. • Key performance Indicator 1—95% of requests to be actioned within two working days. • Users to be notified if item is not available. • Key Performance Indicator 2—that 85% of requests to be available for users within 7 working days. • User to be contacted email when item available. • Books to be held for 5 working days before being returned to lending library.	• To provide , complete and accurate online request forms. • To provide current contact details including email address. • To ensure that borrowed items are looked after and returned on time. • To pay any renewal or overdue charges as specified by the lending library
Holds/ Requested Books	• To provide stock that is placed on hold to the first person in the reservation queue and the rest of the queue in order of request date. • To notify users when item available. • To keep a item for 5 working days to enable user to get to library or send via courier service. (where available) • To report to users those items not found or missing. • To purchase items in response to requests at discretion of the Library Resources Manager.	• To follow hold procedures to ensure a timely delivery and fairness to all users. • To collect the book promptly or notify us if it is not needed. • To report any problems to the Library Managers promptly. •
Library Website	• To provide a relevant, up to date, intuitive and navigable website that provides a gateway to high quality information resources, gives information about services, and information on how to access both. • To be available 24/7. Key Performance Indicator– that website available >95% of the time. • To be compliant with disability access guidelines • To maintain working links to available resources and websites	• To provide feedback about the site, i.e. what information is missing, how easy it is to use, any problems encountered. • To comply with any license restrictions.

Service	What we provide	What we expect from our users
Electronic Resources	• Working in consultation with users and stakeholders. to provide a range of electronic resources including E-Books, E-Journals, specific educational resources and healthcare databases and point of care products covering all major areas of healthcare and healthcare management with equity of access where possible across all 3 sites. • To provide access to national, regional and local electronic subscriptions via our website and links to NICE Evidence Health Information Resources. • To administer NHS Open Athens accounts for Trust staff and students and those of our affiliated organisations, enabling them to access all electronic resources • Access problems or faults to be reported within 24 hours to supplier	• To notify the library of any access problems encountered. • To comply with licence restrictions and ensure passwords are kept secure.
Induction	• To provide planned face to face or virtual library inductions for Trust staff , University students on specific courses and medical students. • To provide individual inductions on an ad hoc basis to individuals joining the library. • To provide planned inductions for groups of students when requested.	• 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.
Networked PC Access	• To provide an adequate number of PCs attached to Trust networks to enable users to undertake Trust related work, study or Trust e-learning requirements. • To allow access to users from other Trusts to word processing and internet facilities. • To ensure relevant and necessary software is installed and working correctly. • To report any problems to Trust IT Departments immediately. • To support users with basic IT troubleshooting and e-learning queries. • To maintain PCs in a clean, working order.	• To use PCs in accordance with Trust IT and information security policies. • To refrain from tampering with or disconnecting any computer hardware.

Service	What we provide	What we expect from users
Scanning and printing services	• To provide access to scanning facilities • To provide advice and guidance in the use of these machines. • To provide copyright guidance for users. • To provide printing facilities attached to networked PCs 24/7. • To provide paper for printing within staffed hours. • To report faults quickly and chase repairs to maintain service.	• To use the scanners responsibly • To take care of materials being copied. • To adhere to copyright regulations. • To bring their own paper for printing out of hours. • Users to keep printing to the minimum necessary to save paper • To not use recycled paper in the printer. • To report faults in equipment to a member of staff.
Enquiries	• All library staff to answer general and specific enquiries, however received, in a timely and professional manner, Key Performance Indicator— 100% of Enquiries , however received, to be dealt with within 2 working days or timeframe specified by user. • 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, FAQs and other basic information. • To speak to or email staff politely and with courtesy. • To specify a reasonable timeframe for the request to be completed.
Library Environment	• To provide a range and variety of suitably equipped learning spaces and study areas. • Areas to be clean, tidy, well maintained and serviceable. • Equipment to be in good working order. • Furniture to be checked on a regular basis. • Items that are broken/out of order to be dated with action taken. • Environment/ background noise to be kept at an acceptable level. • WiFi access available , where possible and where supported by Trust IT departments.	• To treat environment with care and respect. • To take care when consuming food and drink in the library. • To put litter in waste baskets. • To notify staff of any broken/damaged items. • To keep noise to an acceptable level. This includes loud talking on mobile phones.

Service	What we provide	What we expect from users
Evidence Searching and Clinical Librarian Service	• Working within the timeframe requested by user and as per priorities laid out in the evidence searching policy. Key Performance Indicator 1—100% of requests actioned within agreed timeframe. • To undertake a systematic and thorough search of the healthcare databases and to identify items pertinent to the user's topic and provide the user with a bibliographic list of resources and a summary if appropriate. • To effectively search point of care products, databases and other relevant resources as necessary in each instance to identify the relevant research/ guidance to inform high quality patient care. • Key Performance Indicator 2— that satisfaction rates are > 95% • This service is not available to undergraduate students doing coursework.	• To provide accurate, complete and online and contextual request forms. • If search being done as part of a meeting/ward round then spelling and patient context to be given. • To provide current contact details including email address. • To specify a reasonable timeframe for completion. • To understand and abide by the evidence searching policy which gives priority to searches for direct patient care. • To provide formal/ informal feedback which can be used as evidence of impact and for the Library Quality Assurance Framework submission
Information Skills Training	• To provide regular and generic critical appraisal courses available to all NHS staff and students on placement within the Trusts. • To provide tailored literature searching to specific groups of users upon request. • To provide 1-2-1 literature searching sessions to individual users upon request. • To provide virtual access to IS training and information through our website and Trusts Virtual Learning Environments where applicable • To provide other training in line with Trust needs where possible, for example, Reflective Writing for Nurse Revalidation • To ensure such training is advertised throughout the Trusts • To ensure that the content of courses is reviewed annually . • Key Performance Indicator 1—that >95% of attendees express satisfaction with training content . • Key Performance Indicator 2—that training met the personal objectives of > 95% of attendees.	• To attend booked sessions and on time • To give reasonable notice if unable to attend. • To complete post training evaluation questionnaires on request. • To provide formal/ informal feedback which can be used as evidence of impact and for the Library Quality Assurance Framework submission

Service Standards

- Delivery against these service standards will be measured annually and the results published via the Library Annual Reports, available on the website.
- These service standards will be reviewed annually.

Suggestions/Comments

- Suggestions about service development and stock purchasing will be acknowledged, and 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 current Trust complaints procedures.
- Complaints will be recorded and stored in within the library's shared drive..

For any queries about these standards or the information in this document please contact:-

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