

## Library Service Standards

- Book and journal article requests that are in stock will be actioned within 1 working day.
- Book and journal article requests that are not in stock will be provided within 7 working days or an explanation given for the delay
- Literature searches will be provided to meet negotiated deadlines
- One to one training sessions will be provided at the requesters' convenience, subject to staff availability.

★ The Library has been assessed under the Library Quality Assurance Framework and has achieved **100%**, demonstrating 'significant evidence of excellence and innovation'.



Working together for a healthy Somerset



Somerset  
Partnership

### Library Service Musgrove Park Hospital

#### The Library Team

Carol-Ann Regan	Library Manager
David Chambers	Deputy Library Manager
Jess Pawley	Librarian
Siobhan Linsey	Outreach Librarian
Laura Hamilton	Library Assistant
Denise Manning	Library Assistant



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<https://librarymph.wordpress.com/>



[@musgrovesompar](https://twitter.com/musgrovesompar)

Library Service   
Musgrove Park Hospital

## Library User Charter

### Our Mission is...

- *To contribute to informed and quality patient care by providing a multidisciplinary information service to all employees and students on placement across the Taunton and Somerset NHS Foundation Trust, Somerset Partnership NHS Foundation Trust and the wider Somerset health community.*
- *To support evidence-based practice and decision-making, clinical governance, education and training, research and continuing professional development.*

## WHAT OUR MEMBERS CAN EXPECT FROM US.....

- To contribute towards the aims and objectives of the Taunton & Somerset NHS Foundation Trust and the Somerset Partnership NHS Foundation Trust by working in partnership with all professional and staff groups
- To ensure that the library service fulfils the terms of its Service Level Agreements with stakeholders.
- To provide a suitable and pleasant library environment for all staff and students on placement.
- To provide 24/7 access to library premises.
- To provide a staffed enquiry service between the hours of 8.00am to 5.00pm Monday to Friday, answering telephone, email and in-person enquiries promptly and politely.
- To provide appropriate information technology to enable access to the knowledge base for all staff and students on placement.
- To provide an up-to-date and comprehensive collection of print resources which cover all the specialities and disciplines of its user base.
- To promote the use of electronic evidence-based information resources and to provide training in their effective and efficient use.
- To offer all forms of information skills training both in the library and in the clinical setting if required.
- To develop and maintain the library web pages and social media accounts as user-friendly information portals.
- To supply a quick and accurate response to all enquires and requests for articles and book loans, whether in stock or via inter-library document supply services.
- To ensure that patient outcomes are best served by providing a literature search and clinical query service that is carried out by a suitably experienced member of the library team who will work closely with the requesting clinician.
- To help staff keep up-to-date with the latest health research and policies by providing a current awareness service.
- To provide a variety of feedback channels to ensure that the service is responsive to users' needs.
- To promote and market the library service in both new and traditional ways.
- To ensure the professional development of library staff through in-service training, attendance at regional study days and meetings and through external courses.
- To ensure that library staff are informed of current, national and local policies and are familiar with their stock in order to best meet the needs of their users.
- To ensure that students on placement are provided with a full library service.

## WHAT WE EXPECT FROM OUR MEMBERS.....

- To treat library staff, resources and facilities with respect
- To register before using library facilities.
- To follow library borrowing procedures at all times and to renew or return items on or before the date they are due
- To pay the full replacement costs plus an administration charge for any items lost or damaged whilst on loan to you.
- Not to allow others to use your library card or to pass items borrowed by you to others
- To let us know when your contact details change
- To comply with the Trust's Internet, Intranet and email policy whilst using computers in the library.
- To comply with the Copyright Act when making copies on library photocopiers or requesting photocopies from library staff
- To submit requests clearly and provide as much information about your requirements as possible
- To show consideration for other library users who may be studying, especially with regard to mobile phone use.
- To place rubbish in the bins provided, or take it with you
- Not to leave personal items or confidential information unattended in the library
- Students to pay for all printing and photocopying. Trust employees to pay for items that are not directly related to patient care. An honesty box is provided.