



## THE HEALTHCARE LIBRARY CHARTER



**Anyone is welcome to use our printed resources for reference purposes only.**

**We undertake to offer you the following:**

- Staffed opening hours during advertised times (including one evening a week)
- A safe and comfortable study environment protected by CCTV
- An up-to-date and relevant book, journal, video and multi-media collection
- An enquiry service to deal with information requests, available via telephone, fax and email as well as in person
- The Healthcare Library website <http://healthcarelibrary.org.uk> including recommended quality Internet resources
- Self-service photocopying facilities
- A comments/complaints system via "Tell us what you think"

**We ask that you:**

- Respect other users and their use of the library
- Do not remove any stock without permission
- Do not deface or damage any library stock or property
- Remain responsible for the security of your own possessions when working in the library
- Treat library staff with courtesy and respect

**The Healthcare Library also provides a professional library and information service to the following user groups:**

- All NHS and primary care employees based in Hampshire and the Isle of Wight.  
[NB Other professionals (eg dentists, pharmacists, social care) contracted to provide care to NHS patients, are also eligible for the full library service]
- All students assigned to a local NHS service
- Registered External Members (Fee payable)

**We undertake to offer these users the following additional services:**

- The right to borrow and reserve items of stock
- Access to the Internet and Microsoft Office
- 24 hour access to the library on request (deposit payable; not available to External Members)
- Document delivery, literature searches, information skills training, and current awareness services (not all available to all groups; charges may apply)
- An opportunity to contribute to ongoing library development via the Library Consultation Group
- The right to inspect your personal data held by the library, used only in accordance with the Data Protection Act (1998)

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