

## Blackpool Health Library

### Terms and Conditions of Membership

Please read carefully the terms and conditions of membership. By signing this form you are agreeing to the following:

#### General:

- To respect Library Staff and other Library Users, to keep the Library clean and tidy and to be mindful of people studying and keep noise levels to a minimum.
- To respect Library property and to inform the Library staff if you see anyone acting in breach of these terms.

#### Regarding borrowing items from the Library:

- Library users can borrow up to 10 items from the Library; items are loaned for a period of 4 weeks and can be renewed up to 3 times unless another Library member has requested them.
- Library users are responsible for all items which are borrowed: lost or damaged items are chargeable at the replacement cost of the item.
- No items can be borrowed if there is £5.00 or more owing on the library account.
- No holiday extensions will be provided beyond the renewal process. Library users taking books or an iPad on holiday will be responsible for renewal and liable to any subsequent fines.
- All borrowed items of stock must be returned to the library prior to leaving the Trust. If borrowed items are retained after membership has expired and no response is received through the overdue process, further action may be taken.

#### Fine Charges and Process:

Charge	3 days overdue	14 days overdue	28 days overdue	56 days overdue	Payment due date
10p per day per item	First Reminder via Text / email /letter advising of charge	2 <sup>nd</sup> reminder via Text / email /letter advising of charge	Final reminder via Text / email /letter advising of charge notification of invoice	Invoice via email and letter	Outstanding monies deducted directly from pay

By signing your registration card you are agreeing to the Library's Terms and Conditions of Membership and you are giving your consent for the Library to instruct the payroll department to deduct the cost of any items that you do not return (plus fines) from your wages.

### **Using your personal information**

We are committed to safeguarding your information. The information you supply will be used to contact you about services or resources you have requested from the Library service. Our systems help us to deliver library services to you. Occasionally we may need to contact you by email or telephone, please tell us if you are not happy for us to do so.

### **Further information**

For further information on what information we store, how your information is used, who we share it with, and your rights to access it, read our privacy policy on the library webpage.

### **Your declaration**

By signing the library registration from you are making a declaration that you are applying for membership of the Library a service and agree to abide by the terms and conditions. You are also agreeing to your data being held as described above.

## Customer Charter

### Mission Statement

The Blackpool Teaching Hospitals Health Library and Knowledge Service places itself

*“at the heart of quality information on the Fylde Coast.”*

The library aims to provide a high quality information service to all staff and students working in the Fylde Coast health community.

### Our Commitment to You

Our staff will:

- ❖ Be professional, responsive and welcoming
- ❖ Treat all individual library users equally
- ❖ Aim to provide a safe and secure environment for all library users

The Blackpool Teaching Hospitals Health Library and Knowledge Service is committed to:

- ❖ Making every effort to deal with your enquiries promptly and efficiently
- ❖ Providing access to resources which will support the clinical, management and educational knowledge needs of our health community
- ❖ Providing facilities for reading and study
- ❖ Providing access to electronic resources via the NHSnet, the Internet and the Higher Education network
- ❖ Providing access to our virtual library on the Intranet
- ❖ Providing library induction training for new staff and students
- ❖ Providing appropriate training workshops on information retrieval, and the process and application of evidence based healthcare
- ❖ Promoting the use and sharing of knowledge and best practice to improve services for our patients and staff

Feedback and Evaluation

It is important to us that you are happy with our service. We welcome both your positive and negative comments in order to improve our service. The Blackpool Health Library staff will:

- ❖ Actively seek your opinion
- ❖ Provide opportunities for you to give comments and suggestions
- ❖ Guarantee to investigate and, if appropriate, respond to all comments and concerns

### Your Commitment to Us

Help us to help you by:

- ❖ Treating our staff courteously
- ❖ Treating library facilities with due care
- ❖ Observing library rules and regulations
- ❖ Respecting the rights of other library users
- ❖ Providing us with relevant information for library membership

DT, May 20