



West Middlesex University Hospital

Chelsea and Westminster Hospital **NHS**
NHS Foundation Trust

Patricia Bowen Library & Knowledge Service

Library Users Charter

The Library aims to support the education, lifelong learning, training, research and clinical support needs of all the Trust staff based at West Middlesex University Hospital site and medical and nursing students on clinical attachments.

What you can expect from us:

Induction

Library induction is included as part of the Trust Induction Programme and also at junior medical staff induction. Individual induction is also always available on your first visit or initial contact with the Library.

Access to Electronic Resources

To access the full range of national and local eResources library users are advised to complete the online self-registration form for an NHS OpenAthens account:

<https://openathens.nice.org.uk/>

Document Delivery Services

If you require a book or article that is not available in the Library we will seek to obtain it from another source.

Information Skills Training

We offer a timetable of training sessions in the use of electronic information resources as well as adhoc training for individuals and groups. Check for the training dates on the training guide at the Library counter.

Literature Searching

Library staff can conduct work-related literature searches for patient care, audit, guideline development, knowledge management using a range of biomedical databases and evidence-based information sources. Urgent requests can normally be satisfied the same day.

Current Awareness

Library staff are able to set up alerts on databases and electronic journal sites to retrieve up to date information and/or tables of contents. Library Current Awareness portal can be accessed at: <http://www.library.wmuh.nhs.uk/wp/>

Enquiry Service

Staff can offer assistance in finding information in electronic and paper format. Library staff will endeavour to answer specific enquiries at any time. You can contact us in person or by phone or through email.

Books and Journals

Books may be borrowed from the Lending Collection. Items may be renewed by phone or e-mail. If an item you require is already on loan staff will reserve it for you.

An electronic catalogue of holdings is available in the Library and on the Intranet and is accessible via the Internet at the following address:

<http://wmuh.soutron.net/Library/Catalogues/>

* Books from the Reference Collection and Journals cannot be borrowed.

Intranet/Internet

The Library Intranet offers links to key websites, user guides and news on training sessions and new developments. You can access Library website at: <https://wmuh.soutron.net/Portal/>

Out-of-Hours Use

It is possible for staff to access the Library outside normal working hours. Please ask the Library staff for full details. **This facility is for your personal use only.** You must not let others in and out of the Library; if you do so, your out-of-hours access will be withdrawn.

Study Room

A study room for private/quiet study is available between 9-4:30pm Monday to Friday subject to availability and two hours at a time.

Feedback Mechanisms

You are welcome to pass any comments you have at any time to a member of Library staff.

You can send an

email: Library.InfoService@chelwest.nhs.uk



What we expect from you:

Registration

Please complete a Library Registration form to join including details of your contact address, telephone number and place of work. Be sure to inform the Library of any change in these details.

Photocopying

Use your ID badge to photocopy or print items within the NHS copyright limits.

Please see the notice by the photocopier, or speak to Library staff for further details.

Computer Use

Priority is given to use for work and study purposes. In using the computer facilities you must abide by the Trust's Information Security Policy on use of email and Inter/Intranet Services. You can access this policy on the Intranet or ask Library staff for a copy. Please do not alter settings on the computers/printer or software or use anything in the printers other than standard A3/A4 paper.

After your use do not lock or shut down the computers, just log off.

Library Etiquette

Please switch off all mobile phones before entering the Library and keep noise to a minimum to avoid disturbing other readers. Please also refrain from eating in the Library.

Removing material from the Library without permission is theft of NHS property and will be treated as such. Removing pages from journals or books or defacing Library stock in any way will result in suspension of membership and any other action deemed appropriate

To provide an efficient, courteous and high quality service we expect you:

- To behave in a courteous and respectful manner to fellow staff, students and users
- Maintain a pleasant environment for fellow staff and students by not bringing food, drink and keeping noise to a minimum and tidying up when you leave
- Do not leave your personal belongings unattended.
- Do not leave any patient notes/handover notes, put them in the confidential bin
- Do not leave your paperwork/bags when you leave the library.
- Look after items loaned to you and return them to us on time, respond promptly to requests to return items
- To help us improve the service by being proactive with suggestions and comments and taking part in user surveys and focus groups when requested
- To treat all library equipment/stock and property with care and thought for other users
- To provide us with any updated personal details as they change
- To comply with library rules and regulations for the benefit of other users

Opening Hours, Library Staff and Contact Details

Opening hours

Monday- Friday 9.00am- 4:30pm

Library Staff

Uma Devalapalli, Library & Knowledge Services Manager

Louise Wann, Assistant Librarian

Fiona Price, Library Assistant