

## User Role—What can you do to help?

To enable us to maintain and improve the service we offer, it would be appreciated if you could assist the library staff by:

- Taking care of books, journals and other library property and equipment.
- Returning or renewing items by the due date.
- Planning ahead. Please do not wait until the close of your deadline before requesting assistance. The more time we are given the more able we will be to satisfy your requests and avoid any last minute panics.
- Returning periodicals to the right place on the shelves after use.
- Responding promptly to any letters or phone calls from us.
- Adhering to library practices.
- Looking after your personal belongings. Opportunist thieves are always around, so keep valuable items with you at all times.
- Informing us of any difficulties when using the library services, either by talking to library staff or leaving a note in the suggestion box.

### Rodney Cove-Smith Library

Academic Centre  
James Cook University Hospital  
Middlesbrough  
TS4 3BW  
Tel: 01642 854820  
Email: [medicallibrary@stees.nhs.uk](mailto:medicallibrary@stees.nhs.uk)

### Friarage Hospital Library

Academic Centre  
Friarage Hospital  
Northallerton  
DL6 1JG  
Tel: 01609 762525/6  
Email: [library@stees.nhs.uk](mailto:library@stees.nhs.uk)

<http://southtees.nhslibraries.com>

## OUR COMMITMENT TO YOU

## South Tees Hospitals Library Service



# QUALITY FIRST



## Quality Statement—Customer Care

### Customer Care Standards

- We aim to provide a helpful and friendly service.
- We will provide an introduction to the library and its services to all new users.
- We will provide the fullest possible service at all times within the constraints of available resources.
- We will provide an environment conducive to study which complies with health and safety resources.
- If the member of library staff required is unavailable he/she will make contact at the earliest opportunity

### Collection Standards

- We will direct you to the stock with clear signs and guiding, so that you can find appropriate material quickly and easily.
- We will continually review the books and journals to ensure they are relevant, balanced and take account of your needs within the constraints of available resources.

### Enquiry Standards

- Our aim is to deal efficiently and effectively with all enquires.
- We will respond to all enquires immediately and advise you of any timescales involved in satisfying your request.

## Literature Searching Standards

- We will provide training by appointment to enable you to perform your own online searches.
- We will provide access to information sources, including internet sites, subject to organisational restrictions.
- We will undertake all search requests submitted to library staff within 5 working days of receipt.

## Inter-Library Loan Standards

- An inter-library loan is any printed information which we request on your behalf from an external supplier.
- We will action inter-library loan requests within 24 hours of receipt of completed request.
- 95% of requests are satisfied within 7 working days.
- We will keep you informed of the progress of your requests.

## Satisfaction

- We provide a suggestion/ comment box for your opinions.

If you feel that the service provided has not met these standards you are invited to raise your grievance with the Library Services Manager, Mrs Janet Gee on Ex 53696 or Email:janet.gee@stees.nhs.uk