

# Knowledge and Libraries Charter

## We promise to

- Adhere to the values and behaviours of University Hospitals Sussex NHS Foundation Trust
- Provide professional, courteous and timely responses to your requests
- Meet urgent deadlines whenever possible and keep you informed of our actions and timescales
- Do our best to ensure that our collections are relevant to your needs
- Do our best to ensure that appropriate study space is available
- Do our best to ensure that all library equipment is in good working order
- Help you to get the best out of our services and resources
- Publicise our services so that you know what is available
- Consult you about your information needs
- Seek your comments about the service

## In order to do this, we expect you to

- Be courteous and polite to our staff
- Show your staff or student ID card if asked by library staff and when using the library out of hours
- Give us realistic deadlines well in advance of need where possible
- Give us as much information about your requirements as you can
- Look after items loaned to you and return them to us on time
- Respond promptly to our requests to return items
- Maintain a pleasant environment for fellow staff and students by keeping food, drink and noise to a minimum and tidying up when you leave
- Not remove library property including books and journals without them being issued to you
- Look after library equipment and report faults to our staff.
- Limit the number of book and journal requests you make at one time. Requesting too many will affect the efficiency of the service. Requests may be limited at the discretion of our staff
- Let us know when you change your contact details or change jobs