

Northumbria Healthcare Library Customer Charter

We will:

- Be polite and helpful
- Create a friendly and pleasant environment in which you can study/work
- Make appropriate resources available to support you in your work
- Keep you informed of any changes to regulations, opening hours etc
- Answer enquiries (received in person, by telephone, email or via Internet) to your satisfaction
- Process book and article requests within 24 hours
- Deal with basic IT questions (e.g. logging on to the Internet) & faults such as printer paper jams & pass more serious faults to the appropriate Department for action
- Provide formal & informal training in Library skills & information searching
- Provide equal access to all Northumbria Healthcare staff
- Advise other user groups on Libraries funded to provide a service to them
- Use your suggestions to improve stock, services & training