

The Rotherham Foundation Trust Library & Knowledge Service: Customer Charter

Our vision

Ensure patients are at the heart of what we do, providing the evidence-base for excellent clinical outcomes and a safe and first class experience

Who is eligible to use the service?

- All staff and students working in TRFT
- Rotherham CCG and independent contractors (GPs, pharmacists, dentists and opticians)
- NHS England South Yorkshire & Bassetlaw
- Rotherham public health
- The Rotherham Hospice staff
- Social services staff involved in patient care
- Clinical students on placement within the organisations we serve
- Health Education England staff working across Yorkshire & the Humber

- Teachers, students, youth workers and other groups with an interest in health promotion are also welcome to contact us for information about health promotion and public health

- Other NHS staff from organisations not listed above are able to access the library on a reference only basis

What can you expect from our services?

- Enquiry services
 - All enquiries will be dealt with in appropriate time periods agreed with our customers
 - All e-mails to the library mail boxes will be responded to within 24 hours
 - Service points at Rotherham Hospital and Oak House will be staffed during opening hours
- Literature searches and evidence summaries
 - We aim to meet all customer deadlines for literature searches
 - We offer a guaranteed two-week turnaround time
 - We offer a fast track service for searches related to patient care or management decision-making
- Information Skills Training
 - We offer training to suit all levels of ability at a suitable venue (including your workplace) and at a time convenient to you
- Resources
 - We offer an up-to-date collection of books, journals, health education resources and IT equipment available for loan. We provide ebooks, ejournals and point of care resources. We also promote online databases, journals and ebooks procured nationally and regionally. Library inductions are available to all staff
- Interlibrary Loans
 - An interlibrary loan service is available free of charge to all staff working in the organisations we serve. Students from local universities on placement should contact their university library for interlibrary loans
 - To request a book or journal article please fill in a interlibrary loan request form (library membership is required) and allow 7 – 10 days for your items to be obtained
 - We will endeavour to obtain the item as quickly as possible and will contact you as soon as it is available
- Current Awareness
 - We provide a comprehensive service to encourage all our customers to keep up-to-date with the latest developments in health. We provide a range of bulletins, blogs and alerts.
- Information Consultancy



- We are available to contribute our specialist information skills to any project or working group
- IT facilities
 - We provide PCs, photocopier and scanner free of charge. We have a silent study room available to customers

Opening times

Rotherham Hospital: Monday – Friday 8.30 – 5pm *24 hour fob access is available*
Oak House: Monday – Friday 9.00 – 5pm

Customer care: We will treat all customers equitably and with respect and courtesy. We will offer a confidential and efficient service

Consultation/suggestions: We welcome your suggestions for new stock or service development

We regularly consult with our Library & Knowledge Service steering group if you are interested in joining this group as either a physical or virtual member please get in touch

We will carry out a user survey every two years

Complaints: If we do not come up to scratch we want to know. If you have a complaint please contact the Library & Knowledge Service Manager Helen Barlow or Katherine France (job share) on 01709 427139. If this is not appropriate contact Jon Clark, Director of Medical Education on 01709 427889