

Library Charter

Article requests

We undertake to start the process of obtaining the articles for you on the date of receipt by a member of library staff (requests emailed to us are received at the next time library staff are present) unless received at the end of our working day. In the case of very long lists of requests a minimum of ten will be dealt with that day. More if we can do so without compromising services to others.

Exceptions: Extreme breakdown of IT resources, unexpected staff shortages.

You can expect to receive the articles or an explanation for any delay within seven working days. The majority will be received within three days – many the same day.

From you: please present your requests legibly and as with as complete detail as possible.

Enquiries:

We aim to answer quick enquiries on the day of receipt. Those requiring more detailed research will take longer. We will agree a time scale with you.

From you we expect a clear explanation of what you want and an understanding that some information can be elusive and may take longer to find..

Literature Searches

We undertake to carry out your search using appropriate resources within the time scale agreed with you. This will be carried out by appropriately qualified and experienced staff. Occasionally if the subject area is very specialised we may refer to colleagues with expertise in that area.

Exceptions : extreme breakdown of IT resources. Sudden unexpected staff shortage

From you we expect a clear explanation of what you need and for what purpose. This will enable us to prioritise during periods of high demand. And a willingness to answer any supplementary questions we may ask in order to clarify the question. Sometimes these will be asked once the search process has started.

Book Loans

We undertake to borrow books on your behalf from other libraries. We will seek to make the request the same or next working day. To contact you when the book has arrived or to notify you of any problem.

From you we expect correct details of the book's title and author as a minimum. An understanding that a minority of books may be unavailable for loan from any source. An understanding that book loans can be affected by postal delays.

We also expect your co-operation in returning books on time. This also applies to our own books.

General

We will endeavour to provide you with the service you need. Any suggestions are welcome.

From you we expect consideration for other library users. We also ask for **your co-operation in completing any evaluations we send you**. This will help us improve services.

We acknowledge that in the Watford library some disturbance may be caused by an adjacent department. Please bring instances to our attention.

Thank you

The Library Staff