

Education & Research Centre Library

Customer Charter & Standards

The Library will provide or carry out the following for its users: -

Study Environment	<ul style="list-style-type: none"> • environment conducive to study • variety of learning environments, including quiet, designated group study areas and a multimedia area with access to networked PCs • books, journals and other materials to support hospital staff or students employed or based in this Trust • keep the library tidy • take action on users found damaging library materials or furniture • safe and secure study environment • treat library users with courtesy and respect
Library Membership & Borrowing	<ul style="list-style-type: none"> • allow all registered readers to borrow their designated quota of books or journals • recall items on loan required for use by other library users • fine users for the late return of books (<i>see library staff for current charges</i>) • opportunity to request items not held in the ERC Library via the Document Supply Service (<i>see library staff for current charges</i>) • provide and maintain a library web page allowing users to search the library book and journals catalogues and enter their Interlibrary loan requests • telephone renewal service • recall overdue items and charge fines or invoice for the cost of replacements
Services	<ul style="list-style-type: none"> • facility to remotely search the catalogue • updated library information and guides to services (<i>printed and on web page www.erclibrary.org.uk</i>) • access to <i>ERC Library News</i> – the library newsletter • access to photocopiers, subject to current Copyright Law
Standards	<ul style="list-style-type: none"> • continuously work towards achieving and maintaining the User Charter to provide an effective Trust Library Service • review our standards of service and our mission statement every year • produce an annual report showing how closely we achieved our targets in the past year and setting out targets for the coming year. • aim to serve borrowers at the service counter within five minutes • respond initially to oral requests for information within five minutes • aim to obtain, within seven working days any book requested for loan and is available on the shelves of another library in the Library & Information Health Network Northwest (LIHNN) • purchase not fewer than 20 books per 100 borrowers each year (<i>depending on budget constraints</i>) • respond to comments or complaints within seven working days
Regulations	<ul style="list-style-type: none"> • display a full set of Library Regulations at the reception desk and on the library web page • advertise penalties that are imposed for contravention of regulations, particularly those concerning eating and drinking and the use of mobile phones in the Library
Safety	<ul style="list-style-type: none"> • The Library will clearly label all fire exits and train staff in health and safety procedures

Enquiries, comments & suggestions are welcome

The Library will provide an enquiry desk service during opening hours and has the following ways you can provide us with feedback

- talking to the Library Manager either in the Library or by phone (0161 291 5779)
- emailing Library Manager via Groupwise or donna.schofield@manchester.ac.uk
- submitting a suggestion into our Suggestions Box
- submitting a comment or joining in a discussion using our online user forum at http://www.erclibrary.org.uk/library_forum/library_forum.asp