

The Library Charter

Our promises to you

We will:

- Provide a welcoming, high-quality and efficient service to support the practice, education, professional development and wellbeing of all our members
- Treat all our members with respect and courtesy and ensure equality of access to all our services and resources
- Provide a pleasant, clean and safe environment for our members to relax, work and study
- Maintain a high-quality, up-to-date, evidence-based collection covering all areas relevant to the work of the Trust and our partners
- Keep your personal information safe in accordance with the Data Protection Act 2018 and GDPR
- Listen to feedback and encourage improvement suggestions to ensure that the service meets changing needs
- Keep members informed of any changes to services and access to resources
- Be transparent by freely publicising our policies, regulations, terms and conditions
- Ensure effective use of our funding so that it benefits all of our members and partners

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Your promises to us

We ask that you:

- Keep us up-to-date with your contact details
- Respect all library staff and other users and their right to a quiet and orderly work environment
- Return library books and other materials promptly when asked
- Accept responsibility for items borrowed in your name including loss and damage - you may be asked to pay for replacement lost or damaged items
- Use our PCs and equipment in line with the RDUH and/or University of Exeter acceptable use policies
- Adhere to copyright law with all sources of information
- Leave study and computer areas clean and tidy
- Do not remove any books from the library without them being issued on your library record
- Do not deface, damage or remove any library equipment or property