



Users' Charter

This library works to meet your requirements by providing:

- Well-equipped, comfortable facilities that allow for quiet work, study and communication between library users.
- 24 hour access, 365 days per year, to hard copy and electronic collections.
- A wide range of library resources including print and electronic books, journals and audio-visual material to reflect the needs of the user community across the county. Currency of the collections is maintained in line with Regional policy and in consultation with library users.
- An efficient document delivery service.
- Access to networked computers and software that is appropriate to the needs of library users at a range of locations across the county.
- Library staff with current relevant skills, knowledge and expertise.
- Fast, accurate and skilled responses to enquiries and literature searches in line with standards defined in Service Level Agreements.
- Flexible, relevant information skills education and training at convenient locations across the county.
- Co-operative working within library networks in the South West and nationally, as well as other organisations within the health and education community, to provide mutual benefit and improve quality.
- Channels of communication between the health library and its users to help improve our service.

Staffed service points:

Cornwall Health Library
Knowledge Spa
Truro
Monday to Friday 8:30am to 5:30pm

Cornwall Health Library
Banham House
Bodmin
Tuesday & Thursday: 8:30am to 4:30pm

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