



Mission statement: “BCUHB Libraries is committed to supporting excellence in clinical practice, learning, teaching, research and management by providing a high quality, integrated and innovative service”

The Library is available to members of all professions employed by the Betsi Cadwaladr University Health Board, Public Health Medicine Officers, General Practitioners in North Wales and students on placement. Other bona fide enquirers may be permitted to use the Library at the discretion of the Library Service Managers. The Library is not available for use by the General Public or patients.

Your Responsibilities

The BCUHB Libraries seeks to provide a safe, secure and comfortable environment for study in all of its Libraries. We need your active co-operation to facilitate this to ensure the greatest benefit for all our users.

Membership and Borrowing

- You should register with us, which signifies acceptance of the Library rules and your responsibilities. We will give you a membership card which you must produce to have items (books, CDs, DVDs, educational board games) issued to you.
- You should not remove any items of library stock which have not been issued to you. Items are security tagged and will trigger the alarms if removed without authorisation, and security cameras are in operation. Please note some items are intended for **reference only in the Library**, and will be marked accordingly.
- You are responsible for all items borrowed on your Library membership card (Maximum of 10 items across the BCU Libraries. If a colleague or friend wants to borrow a book that you have on loan, you should return it to the Library, where it will be discharged from your record and reserved for them. Do not give them an item that is still charged out to you.
- Items will be issued for up to a maximum of 4 weeks, after which time they will be subject to recall unless returned or renewed. Items may be renewed up to a maximum of 3 times by phone, post or e-mail, self-issue kiosks in the libraries or by self-renewal via the Library Catalogue using the My Account tab <http://nhs-wales-library-search.cardiff.ac.uk>
- Renewal will be refused if the item has been reserved by another reader.
- Any items sent to you or returned to the Library, using the Internal Mail Service or the Royal Mail (obtain proof of posting/recorded delivery) will be your responsibility until they are received back at the Library. You will be charged for unreturned, damaged or lost items. Failure to return overdue/lost items or pay for them will result in the library notifying the Accounts Receivable Department to initiate the recovery procedure. In addition to the cost of the item(s) a £10 administration charge will be levied.

- Interlibrary loans (loans we obtain for you from another library) should be returned in person to the library that issued them to you and not returned directly to their home library.
- You should notify the Library immediately if you lose your Library membership card, or inter-library loan or change your home or work address. A charge of £1 may be made for replacing a lost library membership card.
- Please treat the Library's books, journals, multimedia resources and other equipment with care.

Library IT Facilities

- The Library's computing facilities are primarily provided for work, research or study. All BCUHB policies should be adhered to, failure to do so may result in disciplinary action by the Health Board. The downloading or installation of software onto any Library PC from any source is not allowed, nor is the alteration of existing settings. Only Health Board approved and encrypted laptops can be plugged in to the BCUHB network, please check with Library staff.
- Observe copyright regulations. Please refer to the printed guides or ask a member of the Library staff if you are in any doubt about copyright.

Library Environment

- To maintain an atmosphere that is conducive to study, please work quietly in study areas. In other areas levels of noise should never disrupt other individuals. Please switch off mobile phones or switch to silent.
- Assume responsibility for your belongings and keep your valuables safe. Unattended items are left at your own risk (including in lockers, if provided).

User Feedback

We aim to provide an excellent service. If you want to comment, complain or provide suggestions for improvement you do so online on our feedback form on our webpage or by contacting the Library Services Manager at the relevant site.

**Ysbyty Gwynedd
Library & Learning Centre**
Ysbyty Gwynedd
Bangor, LL57 2PW
Tel : 01248 384191
Email:
bcu.libraryWest@wales.nhs.uk

**Ysbyty Glan Clwyd
Glan Clwyd Hospital Library**
Bodelwyddan
Denbighshire, LL18 5UJ
Tel : 01745 534882
Email:
bcu.libraryCentral@wales.nhs.uk

**Wrexham Maelor Hospital
John Spalding Library**
Wrexham Medical Institute
Wrexham, LL13 7YP
Tel : 01978 727454
Email:
bcu.libraryEast@wales.nhs.uk