

## **Library Charter**

### **Whittington Health Library will ...**

- Provide our members with a welcoming and excellent service that supports evidence-based practice, education and CPD.
- Deliver a professional information service with trained staff and up-to-date collections and respond to requests for information using all available resources.
- Publicise and actively promote our range of services and opening hours and keep members informed of any changes.
- Provide a pleasant, clean and safe environment for our members to relax and study.
- Treat all our members with respect and courtesy and ensure equality of access to all our services.
- Be transparent by freely publicising our policies, regulations, terms and conditions.
- Ensure that effective use of our funding benefits all our partners and members
- Survey members periodically and encourage members to make suggestions to ensure that the service is relevant to changing needs

### **Members will ...**

- Accept responsibility for all items loaned in their name, pay any fines accrued and return all loans promptly and when requested to.
- Respect the library stock and accept responsibility for any damage or loss by paying the full cost of replacement or providing the library with another exact copy.
- Treat library staff with courtesy and respect.
- Use library PCs, laptops and wi-fi in line with Partner Institutions policies.
- Observe NHS/academic copyright laws and any licensing restrictions when printing, photocopying or scanning to email.
- Show consideration for other library users and their right to quiet study.
- Take reasonable care of their health and safety whilst in the library and make sure they are aware of all Safety and Fire notices.
- Leave study and computer areas tidy.
- Keep the library up-to-date with their contact details

Updated July 2023