

Library Charter

We will ...

- Provide our members with a welcoming, supportive and excellent service that delivers current, evidence-based information so that they are able to deliver the best possible care to patients.
- Place our members needs at the centre of our service delivery strategy. Our goal is to support their work, learning and development and any research activities that they may undertake.
- Deliver a professional information service with trained staff and up-to-date collections and respond to requests for information using all available resources.
- Publicise 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 members.
- Continually invite members to make suggestions and contributions and act upon them appropriately to ensure that the service is relevant.

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 computers in line with Whittington Health Trust's/UCL's IT /Middlesex University's IT 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 your contact details.