

# CLIENT CHARTER

## CLINICAL LIBRARY AND INFORMATION NETWORK (CLIN)

The Clinical Library and Information Network (CLIN) provides a knowledge-based library and information service to the staff of South Western Sydney Local Health District, academics and medical students of UNSW Sydney, Western Sydney University and other affiliated individuals and groups by arrangement.

### MISSION

The mission of the Libraries is to support evidence-based practice and quality patient care; research, clinical teaching and education; and management and planning by satisfying our clients' information needs and, in so doing, support the goals of the Local Health District.

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#### The CLIN Libraries:

- Our professionally trained staff are committed to the provision of quality customer service.
- Provide 24/7 access to the Library catalogue and online resources.
- Provide an environment that is comfortable, welcoming and conducive to study.
- Provide learning and professional development opportunities for our clients through the provision of formal and informal information skills training.
- Will regularly monitor and evaluate our services and the use of resources, responding to client feedback as part of our continual quality improvement program.
- In co-operation with the wider library community, will provide access to a broad range of resources.
- Will regularly publish and distribute the Libraries' newsletter and current awareness bulletin to raise awareness and provide feedback on the Libraries' services and resources.
- Will liaise with other departments, key staff and our clients to monitor trends and developments in health in order to provide appropriate resources and services.
- Will refer our clients to appropriate libraries, agencies or individuals for information not covered by the Libraries' scope.
- Will respect our clients' right to privacy in regard to personal details, information sought or received and materials consulted or borrowed.

#### The Client:

- Will treat library staff and clients with consideration, courtesy and respect.
- Will comply with library rules and copyright legislation.
- Will provide feedback by participation in customer satisfaction surveys and suggestion boxes.