

And the winners are...

Clients of the Department of Health and Aged Care...

In July 2000 the Central Office Library Team of the Department of Health and Aged Care received an award in recognition of the 'high standard of innovation and client service consistently provided by the library team in delivering information services to staff across the department'. While not part of the library team, further recognition of the Department's information service came with the HealthInsite Editorial Team's successful nomination for an ALIA Award for Innovation in 2001. And now the library has received yet another accolade when library manager, Titi Alexander, was presented with a Departmental Award (Best Practice) for her outstanding client service and leadership skills.

The Departmental Award (Best Practice) is awarded for outstanding contribution to innovation, client service, corporate achievement, or public

administration. Titi's personal commitment to client service is reflected in the attitude of her staff. Their courteous approach, helpfulness, and quality advice on the all aspects of information management has been remarked upon by many clients over the years. Titi is well known throughout the department, promoting the library and its services whenever possible.

A reflection of the esteem in which Titi is held is that her nomination for the Departmental Award was a 'whole-of-staff' effort — every library staff member contributed to the nomination.

Titi has also been the recipient of an Australia Day Award for Library Services and an Excellence in Service Award from the former Department of Administrative Services.

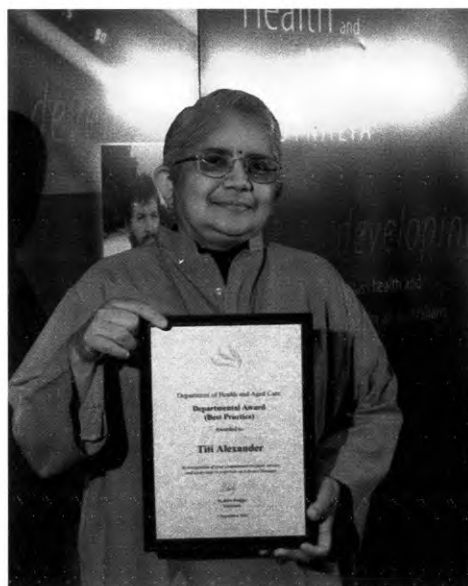


Photo: Andrew Campbell

Titi Alexander, director, Health and Aged Care Library, with her Departmental (Best Practice) award.

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