NHS Lanarkshire
Knowledge and Library Service Borrowing Policy

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<tr>
<th>Author:</th>
<th>Amanda Minns</th>
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<td>Responsible Lead Executive Director:</td>
<td>Director of O.D.</td>
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<td>Endorsing Body:</td>
<td>HR Forum</td>
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<td>Governance or Assurance Committee</td>
<td>Staff Governance Committee</td>
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<td>Implementation Date:</td>
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<td>Version Number:</td>
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<td>Review Date:</td>
<td>November 2017</td>
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<td>Responsible Person</td>
<td>Amanda Minns</td>
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</table>
CONTENTS

i) Consultation and Distribution Record
ii) Change Record

1. INTRODUCTION

2. AIM, PURPOSE AND OUTCOMES

3. SCOPE
   3.1 Who is the Policy Intended to Benefit or Affect
   3.2 Who are the Stakeholders

4. PRINCIPLE CONTENT

5. ROLES AND RESPONSIBILITIES

6. RESOURCE IMPLICATIONS

7. COMMUNICATION PLAN

8. QUALITY IMPROVEMENT – MONITORING AND REVIEW

9. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

10. REFERENCES
## CONSULTATION AND DISTRIBUTION RECORD

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<td>• Amanda Minns</td>
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## CHANGE RECORD

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<td>Fines Levies, 24 hour access borrowing system</td>
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<td>New section – theft and overdues</td>
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<td>August 2012</td>
<td>Amanda Minns</td>
<td>Update fines and policy on recovery of monies</td>
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<tr>
<td>August 2012</td>
<td>Amanda Minns</td>
<td>Increase in no of items that can be borrowed</td>
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<tr>
<td>Sept 2014</td>
<td>Amanda Minns</td>
<td>Extended review date &amp; implemented fast-track</td>
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1. INTRODUCTION

BORROWING POLICY DOCUMENT

The NHSL Knowledge and Library service will endeavor to provide a professional, efficient and relevant service, ensuring NHS Lanarkshire is at the forefront of the development of future Knowledge and Library services. These services will be matched to both local needs and national developments. These aims have been developed in line with NHS Lanarkshire aims and objectives, A Healthier Future and linked to the Clinical Governance and Risk Management HIS standards and the Knowledge into Action for quality Healthcare Review.

This policy applies to all users of NHSL’s library service, irrespective of race, gender, disability, age, sexual orientation or religious belief.

As part of a national development within NHS library services, NHS Lanarkshire runs a Unified Library Management system called SCOTTISH HEALTH LIBRARIES Catalogue (SHELCAT) MANAGEMENT SYSTEM.

The SHELCAT management system provides a unified system for promoting the availability of locally acquired resources to our own staff and to libraries across NHS Scotland. All libraries in the system will reciprocate services as far as local needs permit. The system requires that information on resources (metadata) is entered to the highest international standards and this in turn enables the end user to access that information via the Internet (Web-based Online Public Access Catalogue - SHELCAT). Information from SHELCAT is also searchable from the Knowledge Network.

Through their personal secure log-in SHELCAT users are able to issue and reserve material, request loans of books and copies journal articles (even if not held locally), and see their own borrowing record. Users have to register to use the system and agree to the regulations listed below. Library staff across the service use this single system to automate and standardise workflows for such areas as acquisitions, cataloguing, circulation and use analysis.

2. AIM, PURPOSE AND OUTCOMES

The aim of this policy is to outline guidance for Knowledge and Library service within NHS Lanarkshire for various user groups and partner agencies.

This policy will outline:

- All library procedures relevant to borrowing material from NHSL and partner agencies
- Data protection issues in relation to library borrowing
- Fines and overdue issues
3. **SCOPE**

3.1 **Who is the Policy intended to Benefit or Affect?**

The policy is intended for all staff, students, partner agencies and members of the public who borrow from NHSL libraries.

3.2 **Who are the Stakeholders**

Staff
- Anyone living or working in Lanarkshire
- Students on placement
- Partner agencies i.e. UWS, University of Glasgow, University of Strathclyde

4. **PRINCIPLE CONTENT**

**Requirements from borrowers**

Each borrower will be required to complete a borrower registration form (appendix one)

The borrower registration form contains information needed for individuals to join the library such as: - name, profession, permanent address, email and a signature. By signing the form each borrower agrees to the borrower policy. Users will not be able to borrow books without signing the borrower form.

The borrower policy states the rules and regulations under which borrowers agree to use and access the library service. Main points are:

**Borrowers**

Borrowers must sign and agree to the following statement:

*I apply to join the library and agree to observe library regulations. I understand that my membership is only valid whilst I am employed by NHS Lanarkshire or on placement. Members of the public are permitted to join the Health Improvement Library.*

*I understand that by joining the library I agree to be responsible for the cost plus a handling fee for the replacement of any late/lost/damage to items. After due notification this may be deducted directly from my wages. I also understand that my manager may be informed of any items not returned.*

The following are entitled to join and borrow from the NHS Lanarkshire library service:

- NHS Staff
- Students
- Non NHS Staff (inc. clinical attachments/partner groups e.g. local authorities)
- HP Client
- Library staff
- General Public (Health Improvement Library only)
Borrowing

Items may be borrowed from any NHS Lanarkshire libraries based on acute hospital sites 24 hours a day 7 days a week. Borrowing from the health improvement library at Law House will be restricted to office opening hours. In the absence of library staff the acute service will have a 24 hour electronic lending system in place for staff. Staff must be registered with the library to use this service. This electronic system is linked to the security systems within the hospitals and staff must not remove items from the library unless they are registered borrowers.

Borrowers can request that items are send via internal/external mail to a home/office address or another NHS Lanarkshire library. Borrowers are responsible for items once they are placed in the external mail. Loss or damage to items will be charged to the borrower. Knowledge Services at NHS Education for Scotland have also been made aware of this part of the policy as it also relates to external health-boards requesting items via Shelcat.

British Library Loans

Books

Books not available from NHS Lanarkshire libraries or partners libraries can be ordered from the British Library. Borrowers will be notified when items are available. This service is provided free of charge, however, borrowers will be charged for items ordered but not collected at £14.10 per item. British Library items lost will be charged at £147.20. These charges are fixed by the British library and are correct at the time of writing. Items found and returned after this charge has been applied will have 50% of the charge returned.

Journal items

The first port of call for articles should be the Knowledge Network (www.knowledge.scot.nhs.uk). Journals articles not available from the Knowledge Network, NHS Lanarkshire or partner libraries can be ordered from the British Library via the library service. Borrowers are required to sign a copyright declaration form before items can be ordered. This service is free of charge to the user. Journals articles will be delivered electronically as standard unless unavailable in this format from the publisher.

Library Cards

All staff will be issued with a library card with a unique barcode and password from which they can access their online library record. Items will not be issued with out a valid library card.

Borrowers can only borrow using their own library card. Borrowers are responsible for notifying library staff if cards are lost or stole. Replacement cards will be charged at £1.
Loan periods

NHS Staff                 28 days
HP Client                 28 days
Library Staff             28 days
Students                  28 days
Non NHS Staff         21 days
General Public        21 days

Special Loans

Long loan  3 months (NHS staff only)
Short loan  7 days
Overnight
Day loan       (In-house 2 hour loan at participating libraries only)

Maximum loan

10 items per reader

Renewals/Recalls

Borrowers may renew loans for up to a maximum 6 month period. Renewals may be made through online system or through library staff. Items that are requested from other borrowers may not be renewed. Items must be returned to the library service after 6 months.

Items cannot be recalled from another borrower within the first loan period. Items will be reserved once returned and borrower informed.

Overdues & theft of library material

Theft of library stock is a crime. It is not only the person who has committed the act that it harms, but also the library staff, other staff and students in NHS Lanarkshire who are denied access to the materials. NHSL Library service does not have the funds to replace stolen materials.

Theft from libraries takes two forms:
1. Direct theft: Removal and retention of items from the library shelves without having them issued.
2. Non-return of issued items.

Borrowers who steal or refuse to return library materials will be subject to NHS Lanarkshire’s procedures on the Effective Management of Employee Conduct. Legal measures will be taken to recover items that are not returned to the library service.

Staff with items overdue will automatically have their borrowing rights suspended. Borrowing rights will be reinstated once items are returned. Staff are asked to agree and sign the following declaration.
I understand that by joining the library I agree to be responsible for the cost plus a handling fee for the replacement of any late/lost/damage to items. In line with the ‘Reclaiming of overpayments/money owed’ policy (available on policies area of FirstPort) I understand that costs of lost/damaged and non-returned items will be deducted directly and in full from my salary after due notification. I understand that a non-refundable admin fee of £10 will be applied to my account once the 3rd overdue letter has been sent. I also understand that my manager maybe informed of any items not returned.

Overdue letters are a courtesy from the library service. Staff will be sent a reminder by email/post: -

- 1st warning letter after week 3 weeks overdue
- 2nd warning letter after 4 weeks overdue
- 3rd warning letter after 2 weeks overdue (total 9 weeks)
- Senior managers within the borrower’s department maybe notified of refusal to return items after 3rd letter.
- For staff still employed by NHS Lanarkshire, information on items still not returned will be automatically referred to the finance department of NHS Lanarkshire. Money will be recovered in line with the ‘Reclaiming of overpayments/money owed’ policy. Recovery of administration costs and costs of items will be sought and may in cases be passed to an external debtors agency for staff who have left the employment of NHS Lanarkshire.
- Staff who refuse to return/pay for late/lost/damaged items will be subject to disciplinary procedures.
- A non-refundable £10 administration cost added after 3rd warning letter.

All items borrowed from the library are NHS Lanarkshire property. Staff are reminded that they should not remove items from the library without following the correct procedures for borrowing. Items not returned after 3 overdues will be considered theft and appropriate disciplinary procedures may commence.

**Returning Materials**

Material may be returned to any library within NHS Lanarkshire.

Within the acute sites, if the librarian is not available, items should be place in the book return drop. Items left on the desk are not secured and remain the responsibility of the user. Items which go missing could result in charges being made to the borrower.

Item can be sent through the internal or external post but users are responsible for items until they are safely received by library staff. Any damages or loss which occurs while in post will be charged to the borrower.

Items borrowed by partner health boards are also subject to this policy and items sent back in the post remain the responsibility of the borrowing board until they are received on the Shelcat system. Items’ lost in the post will be charged to the borrowing board at the full-replacement cost.
Data Protection

Personal data provided on this form shall be kept in a manual and/or electronic filing system on these library premises. In addition, this data will be entered into the Aleph library management system in order to administer your library borrowing account. The Aleph library management system is managed by NHS Education for Scotland on a single server hosted by Atos Origin in Livingston, and system security has been approved by NHS National Services Scotland. This data will therefore be accessible to library staff throughout NHS Scotland and partner health services using the Aleph library management system, in order to facilitate effective library service provision across all Boards and institutions. Under no circumstances will personal data be used for any other purpose than library service provision, will not be given to any third parties, and will not be transferred onto any other library system without your consent. Borrowing forms will be kept for 6 years before being destroyed.

Review

This policy will be monitored by the library service manager who will also be involved in the review of the policy in conjunction with the Joint Policy Forum and the Human Resources Forum.

5. ROLES AND RESPONSIBILITIES

Development Manager – OD – Comment on policy and placing of policy within OD Directorate

Knowledge and Library Services Manager – draft and submit policy for approval

Library staff – contribute to content of policy

Library members – read all relevant information when joining library and following library rules and procedures as laid out in policy documents. Contribute to content of policy.

Borrowers manager – To assist library in recovery of items for staff they directly manage.

6. RESOURCE IMPLICATIONS

Financial considerations:
- Part of this policy levies fines to borrowers. This has been checked and approved through Joint Policy Forum and is enforced in conjunction with the ‘Reclaiming of overpayments/money owed’ policy. This part of the Knowledge and Library services policy will need regular up-dates as fines will increase when partner agency fines increase e.g. British Library
- Introduction packs will have to be printed as and when needed.

Education/Training/Awareness:
- Staff requiring additional training in how to use online library system
• Staff will require introduction packs when joining library

• Staff need to be made aware of the fine system in place and the implications for this.

7. COMMUNICATION PLAN

The policy will be available on FirstPort and written copies of the policy will be available at the issue desk of all the libraries.

OD Directorate, of which knowledge and library service is part, will also be made aware of the policy and it’s implications for staff, dates for review and any issue that occur.

Communications dept will be employed to help with raising awareness of policy to staff and members of the public

Copies of policy will be given to partner agencies such as UWS, NES, Universities, North and South Lanarkshire Council staff and other partner agencies.

8. QUALITY IMPROVEMENT – Monitoring and Review

The policy will be reviewed with stakeholders via three methods:-

• Questionnaire
• Observation
• Comments received from users

A questionnaire will be developed and distributed via the library and FirstPort to determine the impact of the policy and any issues of concern that users may have.

Separate arrangements will be made to gain feedback from members of public and partner agencies.

Staff will observe and pass back any issues that they see or are asked about, particularly when users have issues or concerns about the policy.

Comments boxes are available in all libraries. These will be monitored for any issues concerning this policy and feedback given to staff both directly and through FirstPort.

9. EQUALITY AND DIVERSITY IMPACT ASSESSMENT

This policy meets NHS Lanarkshire’s EDIA

(tick box)

10. REFERENCES