Knowledge Services Borrowing Policy

Author: Head of Evidence
Responsible Lead Executive Director: Director of Human Resources
Endorsing Body: HR Forum
Governance or Assurance Committee: Staff Governance Group
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Responsible Person: Head of Evidence
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### CONSULTATION AND DISTRIBUTION RECORD

<table>
<thead>
<tr>
<th>Contributing Author / Authors</th>
<th>• A. Minns, Head of Evidence</th>
</tr>
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| Consultation Process / Stakeholders: | • Staff and Organisational Development Group  
|                                       | • HR Forum  
|                                       | • Joint Policy Forum  
|                                       | • Quality Directorate |

| Distribution: | • HR Forum  
|              | • Staff Governance Group  
|              | • SOD Group  
|              | • FirstPort – Knowledge Services pages |

### CHANGE RECORD

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<td>A. Minns</td>
<td>Fines Levies, 24 hour access borrowing system</td>
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<td>July 2010</td>
<td>A. Minns</td>
<td>New section – theft and overdues</td>
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<tr>
<td>August 2012</td>
<td>A. Minns</td>
<td>Update fines and policy on recovery of monies</td>
<td>2</td>
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<td>August 2012</td>
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<td>Increase in number of items that can be borrowed</td>
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<tr>
<td>Sept 2014</td>
<td>A. Minns</td>
<td>Extended review date &amp; implemented fast-track</td>
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<td>July 2017</td>
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<td>Changed Stakeholder OD to Quality</td>
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<td>Clerical update, dept name change etc</td>
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<td>May 2018</td>
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<td>GDPR statement added into section 3 and updated name of Data Protection Act</td>
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<td>October 2018</td>
<td>A. Minns</td>
<td>Update fine information/clerical updates</td>
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<td>May 2020</td>
<td>K. Torrance</td>
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1. INTRODUCTION

BORROWING POLICY DOCUMENT

The NHS Lanarkshire Knowledge 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, Achieving Excellence and linked to the Clinical Governance and Risk Management Health Improvement Scotland standards as well as the Knowledge into Action for Quality Healthcare Review.

This policy applies to all users of NHS Lanarkshires’ Knowledge Services, 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 ALMA.

The ALMA 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 the 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. Information from ALMA is also searchable from the Knowledge Network via the PRIMO platform.

Through the self issues system, 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.

2. AIM, PURPOSE AND OUTCOMES

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

This policy will outline:-

• All library procedures relevant to borrowing material from NHS Lanarkshire and partner agencies
• Current Data Protection legislation 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 NHS Lanarkshire libraries.

3.2 **Who are the Stakeholders**

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

NHS Lanarkshire take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at [www.nhslanarkshire.scot.nhs.uk](http://www.nhslanarkshire.scot.nhs.uk) or ask a member of staff for a copy of our Data Protection Notice.

4. **PRINCIPAL CONTENT**

Requirements from borrowers

Each borrower will be required to complete a borrower registration form.

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 when joining the library.

‘I apply to join the library and agree to observe library policies. Please see library handbook for additional information on policies and current Data Protection legislation.’

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
General Public (Health Improvement Library only)
Borrowing

Items may be borrowed from any NHS Lanarkshire library 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 access to a 24 hour electronic self-lending system. 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 sent 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 even if the item never arrives at its' destination. 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 ALMA.

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 £15.65 per item. British Library items lost will be charged at £166.20. 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 Knowledge Services. Borrowers are required to sign a copyright declaration form before items can be ordered. This service is free of charge to the user. Journal 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 without 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 stolen. Replacement cards will be charged at £1.
Loan periods

<table>
<thead>
<tr>
<th>Group</th>
<th>Duration</th>
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<tbody>
<tr>
<td>NHS Staff</td>
<td>28 days</td>
</tr>
<tr>
<td>HP Client</td>
<td>28 days</td>
</tr>
<tr>
<td>Library Staff</td>
<td>28 days</td>
</tr>
<tr>
<td>Students</td>
<td>28 days</td>
</tr>
<tr>
<td>Non NHS Staff</td>
<td>28 days</td>
</tr>
<tr>
<td>General Public</td>
<td>21 days</td>
</tr>
</tbody>
</table>

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 via Knowledge Services 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 Knowledge Services staff, NHSL staff and students who are denied access to the materials. NHS Lanarkshire Knowledge Services 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 Lanarkshires’ 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 can view the following information within the library handbooks for each site.
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/or 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 Knowledge Services. 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 may be 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 library staff are not available, items should be placed 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.

Items can be sent through the internal or external post, but users are responsible for items until they are safely received by Knowledge Services 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 ALMA system. Items lost in the post will be charged to the borrowing board at the full-replacement cost.
Current Data Protection legislation

‘In line with General Data Protection Regulation (EU) 2016/679, personal data provided on the borrower form shall be kept in a secure manual and/or electronic filing system on library premises. In addition, this data will be entered into the ALMA library management system in order to administer individual library borrowing accounts. The ALMA library management system is a cloud based system hosted by Ex Libris. NHS Education for Scotland holds a contract with Ex Libris on behalf of NHS Scotland. The NHS Scotland instance of ALMA assumes a single institution and therefore data will be accessible to library staff throughout NHS Scotland and partner organisations using the ALMA library management system in order to facilitate effective library service provision across all Boards and institutions. Library staff will have access to the registered borrower data of all NHSS libraries: they will treat this data as confidential, and will not transmit or transfer this information to any third parties nor use it for any other reason beyond defined library service provision. NHS Education for Scotland will act as the data controllers for all those who join their local ALMA library. Borrowing forms will be kept for 2 years before being destroyed in line with guidance from NES Knowledge Services.’

Review

This policy will be monitored by the Head of Evidence and senior knowledge services staff who will also be responsible for the review of the policy in conjunction with the Joint Policy Forum and the Human Resources Forum.

5. ROLES AND RESPONSIBILITIES

Medical Director – Executive lead

Director of Quality – Comment on policy and placing of policy within Quality Directorate

Head of Evidence – 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. Highlight policy to new members joining the library

Relevant NHS Lanarkshire managers– 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 Services policy will need regular up-dates as fines will increase when partner agency fines increase e.g. British Library

**Education/Training/Awareness:**

- Staff requiring additional training in how to use online library system.
- Staff need to be made aware of the fine system in place and the implications for this.
- Staff will require introduction packs when joining library.

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.

The Quality Directorate, of which Knowledge Services is part, will also be made aware of the policy and its 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.

Copies of policy will be given to partner agencies such as NHS Education for Scotland, Universities, North and South Lanarkshire Council staff and other partner agencies as required.

8. **QUALITY IMPROVEMENT – Monitoring and Review**

The policy will be reviewed with stakeholders via three methods:

- Observation
- Comments received from users

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

10. **SUMMARY or FREQUENTLY ASKED QUESTIONS (FAQs)**

   N/A

11. **REFERENCES**

   1. ALMA Memorandum of Understanding
   2. British Library Borrowers Guide and pricing structure 2018
   3. NHS Lanarkshire Library Handbook