NHS Lanarkshire

Knowledge Services Borrowing Policy

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Endorsing Body:	HR Forum
Governance or Assurance Committee	Staff Governance Group
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CONSULTATION AND DISTRIBUTION RECORD	
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Consultation Process / Stakeholders:	• Staff and Organisational Development Group • HR Forum • Joint Policy Forum • Quality Directorate
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CHANGE RECORD			
Date	**Author**	**Change**	**Version No.**
July 2010	A Minns	Fines Levies, 24 hour access borrowing system	3
July 2010	A Minns	New section – theft and overdues	1
August 2012	A Minns	Update fines and policy on recovery of monies	2
August 2012	A Minns	Increase in number of items that can be borrowed	2
Sept 2014	A Minns	Extended review date & implemented fast-track	1
July 2017	A Minns	Changed Stakeholder OD to Quality	1
July 2017	A Minns	Borrower statement updated	4
July 2017	A Minns	Update all references to SHELCAT with ALMA	1
July 2017	A Minns	Clerical update, dept. name change etc	4
August 2020	R Clark	HPAC Update/Borrower form removed/ BL update	2
August 2020	A Minns	Effective conduct policy updated to national policy	4
Sept 2024	C Hallesy	Updates to HPAC data protections/BL charges/Registration process/Overdues	6

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', 'Our Health Together – Living Our Best Lives in Lanarkshire' 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 Lanarkshire's Knowledge Services, irrespective of race, sex, gender, disability, age, sexual orientation or philosophical 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. The Health Improvement Library uses a library management system called HPAC for all multi-media resources and leaflets. Users of the system are also able to order and reserve materials and see their own borrowing record. They are also required to adhere to the NHSL borrowing policy.

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
- 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 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

4. PRINCIPAL CONTENT

Requirements from borrowers

Each borrower who wishes to borrow books from any of the 4 libraries will be required to have an Athens account via The Knowledge Network and a single sign-on an account is automatically generated using an NHS email address. Borrowers can then ask library staff for a library card/ barcode to borrow physical books/ use self-issue machine.. If patrons then want to borrow books library staff update their online information with them at the desk and change their status to full borrower. A name, profession, permanent address, and email address is required.

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

Borrowers

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)
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 an office address or another NHS Lanarkshire or NHS Scotland 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 partner libraries can be ordered from the British Library. Borrowers will be notified when items are available. This service is provided free of charge. British Library items lost will be charged at £214.30 in total. This include an admin fee £107.15 and a replacement fee of £107.15. £107.15 is refundable if either the original item or a replacement is returned to the British Library within 6 weeks of the invoice being raised. These charges are fixed by the British library and are correct at the time of writing.

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 agree to a copyright declaration before items can be ordered. This service is free of charge to the user although borrowers are made aware that there is a cost to the library for this service and to consider whether the article is needed. Journal articles will be delivered electronically as standard unless unavailable in this format from the publisher.

Library Cards

All staff can request a library account and will be issued with a physical card with a unique barcode and PIN number if they wish; alternatively, the library can provide them with a sticker containing the same barcode and PIN number. 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.

Loan periods

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

Special Loans

Long loan   6 months or longer if required (NHS staff only – with agreement of library staff)

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 NHS Board libraries or 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 Scotland Policy on Workforce 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.

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 'Overpayments/money owed' policy (available on the Corporate Policies page on the public website) 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 2nd overdue letter has been sent. I also understand that my manager may be 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 4 weeks overdue
- 2nd warning letter after 12 weeks overdue
- 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 2nd 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 2 overdue notifications 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.

This excludes items from the Health Improvement Library which must be returned to this specific Library or to one of the partner Public Libraries who accept drop offs and collection. More information about our Public Library partners can be found on the HPAC homepage. Users are responsible for items until they are safely received by Knowledge Services staff. Any damages or loss which occurs while at the public libraries or in transit will be charged to the borrower.

Data Protection

Personal data provided on the borrower form shall be kept in a secure electronic filing system. This data will be entered into the ALMA/HPAC 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.

HPAC is a cloud-based system hosted by Durham County Council in its own data centre. Each HPAC library has its own database which is linked to the URL registered for the library in question. i.e. The Lanarkshire database is only accessible via

* the Lanarkshire user side URL hpac.nhsl.lanarkshire.scot.nhs.uk .

* the admin site with usernames and passwords linked to the same database created specifically for Lanarkshire, either by the Durham County Council staff initially or by the administration users for Lanarkshire.

* database tools used by Durham County Council ICT staff

. Administration users populate the system with the resources and users can be added by the administration users or by the user themselves on the HPAC user side. Accounts created on the user side are deactivated until a member of the administration staff enables the account after suitable checks.

The HPAC data is not transferred to any organisation.

Review

This policy will be monitored by the Evidence Manager 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

Evidence 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. 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 '*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.

7.   COMMUNICATION PLAN

The policy will be available on the Corporate Policies page on the public website 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 two 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 by email.

9.   **EQUALITY AND DIVERSITY IMPACT ASSESSMENT**

    This policy meets NHS Lanarkshire's EQIA   ✔

10.   **REFERENCES**