

NORTH EAST NHS LIBRARY & KNOWLEDGE SERVICES

JOINT REGULATIONS FOR LIBRARY USE

1. **General**

These joint regulations for library use apply to the use of, and the lending of items from the following library services:-

County Durham and Darlington NHS Foundation Trust
Gateshead Health NHS Foundation Trust
Newcastle Hospitals NHS Foundation Trust
North Tees and Hartlepool NHS Foundation Trust
Northumberland, Tyne and Wear NHS Foundation Trust
Northumbria Health Care NHS Foundation Trust
Tees, Esk and Wear Valleys NHS Foundation Trust

2. **Users eligibility**

- 2.1 All NHS staff working for the above Trusts are eligible to join the NHS Library & Knowledge Services, and use any of the libraries in the Trusts listed above.
- 2.2 All NHS students on placement in the Trusts listed above are eligible to join the NHS Library & Knowledge Services, and use any of the libraries in those Trusts for the duration of their course. Other students may be eligible to join for the duration of their placement.

3. **Admission and Registration**

- 3.1 Staff should register with one library at their Trust library service listed above. Students should register at the library nearest to their main placement. This is their home library.
- 3.2 Other local rules and regulations specific to the individual library service may be given out at registration. Members who infringe any regulation may have their borrowing privileges suspended by all the libraries listed above, for a stated period. Serious infringements may be reported to the appropriate authority.
- 3.3 If the user wishes to use other libraries it is their responsibility to ask for, and familiarise themselves with any additional local rules and regulations on arrival at the new library.

4. Borrowing items from libraries

- 4.1 Members must possess a current library ticket and produce this ticket in order to borrow items.
- 4.2 Members are responsible for items borrowed in their name, with their library ticket. Therefore members should not lend their library ticket, or items borrowed with it, to any other party.
- 4.3 Members can use any of the libraries in the Trusts listed above to borrow items. Members have an overall loan limit of 10 items.
- 4.4 No item of stock may be removed from the library unless it has been issued by a member of library staff or through a self-issue procedure.
- 4.5 Members should return all items by the due date in good condition.
- 4.6 Members may be invoiced for the full cost of replacing damaged and non-returned items, plus an additional administrative and handling charge in some Trusts.
- 4.7 Items can be renewed by telephone, in person, or via the web catalogue up to a maximum of two renewals, as long as the item has not been requested by another user.
- 4.8 Some services, such as inter library loan requests and reservation requests may only be available from the members home library.

5 Data Protection

Uses of your information

- 5.1 When completing the library registration form you will be asked to provide data so we can contact you about the library stock loaned to you. We store your name, full work and/or home address, telephone number(s), job title, academic institution where relevant, and preferred email address(es) to which automated messages regarding items we loan to you will be sent.
- 5.2 The Library and Knowledge Services management system is made available in the Trusts mentioned above and is used:
 - To record contact details for the purpose of loaning library stock

- To record loans of stock to users
- To send notifications to users about their loans
- To provide management information for library staff on usage and membership.

We rely on your consent to process information for the above purposes.

- 5.3 Where necessary, information may be passed to your local finance department and/or debt collector agencies for the purpose of collecting goods or outstanding debts in relation to lost or overdue items. We do not rely on your consent to do this. It is in the legitimate interests of Library & Knowledge Services to process your personal information in this way.

Your Rights

- 5.4 Members must inform their home library service of any changes to name, address, telephone or email address. If the library hold any incomplete or incorrect information about you, this may be completed and/or corrected by contacting your home library.
- 5.5 If you no longer wish to be a member you may contact your local Library service who will remove you from the system. You may rejoin as a member at any time.
- 5.6 All information held by the library will be kept confidential in accordance with the Data Protection Act (2018). The personal information you have supplied to the library will be stored by North East Library & Knowledge Services and shared with our library system supplier for the purpose of administering your account and contacting you when necessary.
- 5.7 **Your personal information will be held on the library system for 3 years, at which point you will be asked to re-register. If you do not re-register your personal information will be removed at this point.** You can re-register with the library service at any point in the future should you change your mind.

You can find further information in your local organisation's fair processing notice. Library staff can provide you with a copy of this, or direct you to it.

Further assistance:

Contact your local library:

Education Centre Library, North Tyneside General Hospital ext.32761

Library, The Northumbria Hospital ext 72172

Education Centre Library, Wansbeck Hospital, ext.33665

Education Centre Library, Hexham General Hospital, ext.35420

library@nhct.nhs.uk

www.library.northumbria.nhs.uk

Northumbria Healthcare NHS Trust

Local Regulations for Use of Libraries

1. General

- 1.1. The use of the Library is conditional on the observance of these Regulations; any infringement may lead to suspension from Library facilities and services.
- 1.2. All Users must register with the Library before using any of the Library facilities. Users who are entitled to join the Library will be issued with a Library card. Students will be required to have their University swipe card with them.
- 1.3. All Users will be issued with a copy of the Joint Regulations for Library Use and Northumbria Healthcare Local Regulations for the Use of the Libraries (this leaflet). By signing your registration form, you are agreeing to abide by the terms of both sets of rules, so please read carefully.
- 1.4. All Library staff may enforce the Regulations.

2. Users – Admission and Registration

- 2.1. Arrangements for visitors to access the Library must be made with the Librarian.
- 2.2. The following categories of Users are entitled to admission to the Library:

Full Access to Library Facilities and Services

Northumbria Healthcare NHS staff

Full time students on placement at Northumbria Trust

Restricted Access to Library Facilities and Services

Access to the categories listed below is restricted to staffed opening hours

- Employees of other Trusts in North East area
- Any other visitor on approval of Librarian
- Employees of organisations which have a service level agreement with the library

3. Behaviour

- 3.1. Users must not behave in any way likely to disturb others, including the use of mobile phones.
- 3.2. Any user found to have removed or attempting to remove any material/equipment belonging to the Library may be suspended from using the Library and facilities.
- 3.3. Damage to stock or equipment must be reported to Library staff .
- 3.4. Users must respect the Silent study rooms. Quiet discussion is permitted in other areas.
- 3.5. Drinks and cold food may be consumed in the libraries.

4. Miscellaneous

- 4.1. **Copyright** – Copying, recording or downloading materials in any format supplied by the Library must comply with current Copyright regulations and Trust Licenses. Further information is available in the Library and at <http://www.cla.co.uk>
- 4.2. **Information governance** – Users must comply with the Trust IG policies
- 4.3. **Printing** – The printer/copiers are primarily for library use, e.g. printing articles, assignments and other small amounts of information. Users who print large amounts will be asked to provide their own paper.
- 4.4. **Property** – The Library accepts no responsibility for items left unattended in the Library. Any suspicious items will be immediately removed by Security.
- 4.5. **Reservation of seats** – This is not permitted
- 4.6. **Trust Policies & Procedures** – Users must abide by all Trust Policies & Procedures at all times.
- 4.7. **CCTV** – The Library is covered by security cameras. The barriers at the entrances are alarmed. If you set off an alarm inadvertently, please report to the Enquiry Desk during staffed hours. All security breaches will be investigated and reported to Security where appropriate.

Customer Care Statement

We will:

- Be polite and helpful
- Create a friendly and pleasant environment in which you can study/work
- Make appropriate resources available to support you in your work
- Keep you informed of any changes to these Regulations, opening hours etc
- Answer enquiries (received in person, by telephone, email or via Internet) as quickly as we can (depending upon staff availability)
- Process Inter-Library Loan requests within 24 hours
- Deal with basic IT questions (e.g. logging on to the Internet) and faults such as printer paper jams and pass more serious faults to the appropriate Department for action
- Provide formal & informal training in Library skills & information searching
- Provide equal access to all Northumbria Healthcare staff
- Advise other user groups on Libraries funded to provide a service to them
- Use your suggestions to improve stock, services & training