

North East and Cumbria Library and 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
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
Gateshead Health NHS Foundation Trust
Newcastle Hospitals NHS Foundation Trust
North Cumbria Integrated Care NHS Trust
North Tees and Hartlepool NHS Foundation Trust
Northumbria Health Care NHS Foundation Trust
South Tees NHS 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

Privacy Notice for NHS Knowledge and Library Services

By submitting personal data to us, you agree that we, your NHS Knowledge and Library Service, may collect, use and store any such personal information data in accordance with relevant data protection legislation and regulations, as described in this Privacy Notice.

Further details on relevant data protection legislation and regulations can be found on the website of the [Information Commissioner's Office \(https://ico.org.uk/\)](https://ico.org.uk/)

This privacy notice explains:

1. why we hold your personal data
2. how you can find out what data we hold, and have that data updated or deleted
3. who may have access to your data
4. how your data is processed and stored
5. how long your data is retained
6. how you can request that we stop contacting you

If you have any concerns related to this Privacy Notice or have any queries about the use of your personal data, please contact your library service.

1. Why we hold your personal data

We store your personal data so that we can track your use of knowledge and library services and contact you if we need to about the services that we provide for you.

2. How you can find out what data we have, and have that data updated

For more information please contact your library service.

3. Who may have access to your data

Your data is accessible to knowledge and library service staff who use systems to deliver knowledge and library services to the NHS in England.

In addition, your data is accessible to the system suppliers and system managers who provide and manage these systems. You may view the privacy policies of individual systems, which are included in the Appendix.

Staff at all organisations work in compliance with this Privacy Notice and any other appropriate confidentiality and security measures.

We will share your data with others only if required to do so by law, or for the purpose of collecting overdue items or outstanding fines. We will never sell your data to anyone or share it in a way not described in this notice without your permission.

4. How your data is processed and stored

When you register to use an NHS Knowledge and Library Service, we input the data into our systems. If you notify us of a change to your data, we update the systems accordingly.

Technical safeguards are in place to help ensure that your data is kept safe and only disclosed to people who are authorised to view it.

5. How long your data is retained

Your personal information will be held on the library system for 3 years, at which point you will be invited to re-register. If you do not re-register your personal information will be securely destroyed. You may re-register with the library service at any point in the future should you change your mind.

6. How you can request that we stop contacting you

If you wish to stop receiving communications about knowledge and library services, please contact your library service.

Health Education England and NHS Knowledge and Library Services.
Last updated: 24 October 2022

Appendix

The WMS Library Management System, supplied by OCLC:
<https://policies.oclc.org/en/privacy/privacy-statement.html>

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 Library staff.
- 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 Library staff
- 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
- Process book and article 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 and 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

Contact your local library:

Education Centre Library, North Tyneside General Hospital, 0191 2932761 or ext.114062

Library, The Northumbria Hospital, 0191 6072172 or ext 122172

Northumbria Health and Care Academy Library, 0191 6072113 or ext 122113

Education Centre Library, Wansbeck Hospital, 01670 529665 or ext.139665

Education Centre Library, Hexham General Hospital, 01434655420 or ext.145420

library@nhct.nhs.uk

www.library.northumbria.nhs.uk