

CONDITIONS OF USE

Library & Knowledge services are available to staff employed by or contracted to the NHS in Southport and Ormskirk and placement students from Edge Hill University, UCLAN and the University of Liverpool.

- People not in these categories need to speak to library staff if they wish to use Library & Knowledge Service. Library staff reserve the right to refuse or offer a limited service only.

I would like to use the Library & Knowledge Service – what do I need to know?

1. All users need to register if they wish to use any of the Library & Knowledge services. A registration form can be obtained from staff or the library web pages.
2. The registration form should be completed as fully as possible. Staff will check the form, may ask for additional information and can refuse to accept an incomplete form. Users will not have access to certain services until a form has been accepted.
3. Library staff may ask to see user identification at any time before allowing access to library services.

What do I need to know about borrowing items from library stock?

Books

Max No. of loans	12 books
Length of loan	Usually 4 weeks (except IT equipment which is 1 week) All items must be returned on or before the date due.
Max No. of renewals	4 unless requested by another library user.
Max No. of reservations	6 per reader. Reservations will be held for 7 days and then be passed to next reserver or returned to open shelves.

- For items not returned, lost or damaged an invoice for the replacement cost of the item will be levied for the cost of replacement.

- All items may be recalled prior to the return date stamped in the items at the time of issue.
- Users will be held responsible for all items issued to them, until items are returned to the library
- Members must inform the library staff immediately of any change of address or department

Journals

Journal issues will NOT normally be loaned. Access to a photocopier is available. However, by special arrangement it may be possible to loan certain journals e.g. supplements and thematic issues but there is NO guarantee that any issue will be loaned. The length of loan will be for one week in the first instance.

Please Note:

- The library will encourage loans in person. However, for staff not based on the hospital sites books may be sent out in the internal post. The library will take responsibility for items as far as receipt by the user. If an item is loaned via the internal post users must let the appropriate library know they have received the item. Responsibility for return of items via the post rests with the user.
- An item can only be issued in the name of someone other than the person who takes it from the library by prior arrangement with library staff.

What if you don't have the books / journal articles that I need?

Inter-Library Loans (ILLs) are items obtained from other libraries on your behalf. There are two distinct categories:

- Books, reports or whole journal issues borrowed from other libraries, that must be returned to the library of origin.
- Photocopies of journal articles or sections of books or reports obtained from other libraries that are for retention by the user.

Only staff employed by the NHS within Southport & Ormskirk are automatically entitled to use the ILLs service. University students should use their university libraries for ILLs in the first instance.

Maximum number of requests: (books and/or photocopies)	5 per week per reader.
Length of Loans:	Depends on the library we obtain the book from.
Renewals:	In general other libraries will NOT allow renewals.

Overdue ILL books will result in heavy fines being charged and eventually the reader being invoiced for the replacement cost according to the rules of the library the item has been borrowed from. Inter-Library Loan items MUST be collected in person.

Can I use the Library outside of opening times?

Yes, both the Hanley Library and Sanderson Library Resource Room can be accessed out of hours using a “swipe card”. Both libraries also have a self-issue machine which allows you to borrow and return books yourself.

Contact the library staff to have your staff badge activated for 24hr access and to obtain a self issue machine barcode.

What do I need to know if I want to use the Library PCs?

Use of the network is subject to Trust IT policy and relevant laws, including the laws of copyright and libel and the Computer Misuse Act (1990)

Users must not damage or tamper with the computing equipment, its systems programs, or other stored information

The use of facilities for the display, storage or transmission of offensive, obscene, or defamatory or otherwise illegal materials is forbidden and may result in disciplinary action.

I have additional support requirements – how can the library help?

If you have any difficulties in using the library and require additional help, please let Library Staff know. The following types of support will be available.

- Help with fetching & carrying items from library shelves
- Postal service for book loans and photocopies
- Help with photocopying, scanning etc.

All additional support needs will be dealt with on an individual basis, please ask to speak to a senior member of staff to register your requirements

SERVICE STANDARDS

Our standards set out the current level of service staff and students can expect in key areas of our service activities. Our performance against these standards will be reviewed annually, and the results published.

We will aim to:

- Free library membership and 24-hour access for all staff and students
- Treat all users equally
- Deal with all enquiries within appropriate time periods
- Carry out an annual user survey and keep you informed of service changes via the most appropriate means
- Publicise all services in an appropriate format for all users
- Advertise a regular rolling programme of information skills training sessions Offer information skills training sessions to meet your needs (one to one sessions are available on request)
- Make library induction sessions available to all staff on registration
- Provide targeted and timely current awareness services
- Supply inter-library loans within an average of 10 working days (urgent action service is available on request for patient related enquiries)
- Provide a relevant book & journal stock and take into consideration your requests for new stock
- Monitor the relevance of older stock and carry out an annual stock edit
- Provide a full range of IT facilities
- Always provide a friendly, helpful service

We would like you to:

- Treat staff as you would like to be treated, with politeness and respect
- Abide by all library regulations and the Trust's policy for Acceptable Use of the Internet
- Return books on time and respect the needs of other users
- Abide by regulations regarding renewal limits and overdue charges
- Comply with copyright law when photocopying, printing or downloading information
- Use the printing facilities sensibly for work related purposes. DO NOT waste paper and toner. CVs and job applications should only be printed once. If you require more copies you should use the photocopier and pay the personal copying charges
- Abide by the regulations for 24 hour access – cards must only be used by the registered person
- Be aware that CCTV monitoring takes place in the library 24/7
- Take reasonable precautions against theft of your belongings.
- conduct yourself quietly throughout the library and keep conversations between users must be kept to a minimum
- Users should not make use of the mains electrical supplies to power their own equipment, unless the equipment has been tested and confirmed as meeting the required Health & Safety standards. Written evidence of such compliance will be required.