

## TRFT Library & Knowledge Service Conditions of Use

Procedures and guidance for users of the Rotherham NHS Foundation Trust Library & Knowledge Service

### I would like to use the service – what do I need to know?

1. All users need to register if they wish to use any services. A membership form can be obtained from staff or users can register online via the Library & Knowledge Service website.
3. Library staff may ask to see user identification at any time before allowing access to library services.
4. Library services are available for:
  - all staff and students working in TRFT
  - the Rotherham CCG and independent contractors (GPs, pharmacists, dentists and opticians)
  - Rotherham Public Health
  - Rotherham Hospice
  - NHS England North Region Yorkshire and the Humber staff who are based at Oak House (Bramley)
  - Health Education England staff working across Yorkshire & the Humber
  - social services staff involved in patient care
  - clinical students on placement within the organisations we serve.

The following staff groups are eligible for limited services:

- Non-NHS staff with an interest in health promotion, are able to use the health education resources at Oak House.
- Other NHS staff from organisations not listed above are able to access the library on a reference only basis
- Members of the public and patients are able to access the library on a reference only basis and will need to speak to a member of staff in order to access the collection

Library staff may ask for a senior member of staff in the applicant's department to take responsibility for the applicant's use of the service. In these cases the senior member of staff will need to complete the appropriate form provided by library staff.

### What do I need to know to borrow items from library stock?

The following entitlements apply to those with full rights to use the library (see point 4/5 in the above section):

Maximum no. of loans	15 per reader
Length of Loans:	1 or 3 weeks depending upon the item.  *Health Promotion Resources Collection, electronic equipment and display boards can be booked in advance for a specified period of time and users are able to exceed the 10 item loan limit.
No. of Renewals:	6 for 3 week loans 12 for 1 week loans If no-one else has requested the item
Maximum no. of Reservations:	6 per reader
Reserved books are held for:	7 days before they are passed on to the next reserver or returned to the shelves
Fines:	10p per working day per book
Maximum fines:	£6 per book

A pre-overdue e-mail will be sent to users who have registered their e-mail 3 day prior to books being due back. 3 Reminder letters/e-mails will be sent to users who have overdue books.

### ***Overdue books and fines***

If fines incurred reach £6.00 a user will no longer be able to borrow, renew or reserve books until the fine (or part of) is paid.

Long term overdues will result in a letter being sent to the user's supervisor and then an invoice letter will be sent.

### ***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 with no renewal possible.

### ***Postal Loans***

For Staff not based at Rotherham Hospital or Oak House books may be sent out in the internal post. The Library & Knowledge Service will take responsibility for items as far as receipt by the user. Responsibility for return of items via the post rests with the user. Only by prior arrangement can an item be issued in the name of someone other than the person who takes it from the library.

### **What about borrowing from other libraries?**

Inter-Library Loans (ILLs) are items obtained from other libraries. 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 Rotherham Foundation Trust, the Rotherham CCG and independent contractors (GPs, pharmacists, dentists and opticians), Rotherham Public Health, Rotherham Hospice, NHS England North Region Yorkshire and the Humber staff who are based at Oak House (Bramley), Health Education England staff working across Yorkshire & the Humber are automatically entitled to use the ILLs service. Short term locums and other staff working in Rotherham for short periods will not normally be allowed to use the ILLs service.
- University of Sheffield & Sheffield Hallam students should ideally use their university libraries for ILLs. Students from other universities, on long term placements, may be able to use the ILL service. Please speak to library staff.
- Maximum number of requests (books and/or photocopies): 5 per week per reader. Additional items can be obtained at the discretion of library staff.
- Length of Loans: This is dependent upon the library from which we obtain the book
- Renewals: Are only permitted with the lending libraries approval and not always permitted

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.

### **Users with Additional Support Requirements**

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

- Guidance, publicity material made available in alternative formats
- Help with fetching & carrying items from library shelves
- Postal service for loans and photocopies
- Help with photocopying

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