

We welcome feedback about our service. If you have any suggestions, comments or complaints please complete a comments form available in paper version at the Library Enquiry Desk or electronically at <http://tinyurl.com/yald7844>, alternatively please just speak to a member of the library team.

We undertake to respond to suggestions and complaints within 5 working days.

We also seek your opinions through our annual user survey.

Please see our [Privacy/Fair Processing Notice](#) for information on how we handle your data.

The regulations given within this leaflet have been drawn up to ensure the smooth running of the Knowledge & Library Service and to preserve equity of access to information and resources.

Please be aware that by joining the library you are agreeing to abide by these regulations and all subsequent amendments to them.

Opening Hours & Contact Information

Knowledge & Library Service

Prince William Education Centre
Kettering General Hospital NHS Foundation Trust
Rothwell Road, Kettering. NN16 8UZ

Tel: 01536 492862 (Voicemail out of hours)

Library Email:

library.index@kgh.nhs.uk



Staffed hours: Monday - Friday
09:00—16:45

Library Intranet:

<http://kghintranet/knowledge/Pages/default.aspx>



Library Website:

<https://kghlibrary.koha-ptfs.co.uk/>

Library Catalogue Access:

<https://kgh.koha-ptfs.co.uk>



Knowledge & Library Service

Service Standards, Membership and Service Usage Regulations



Welcome

'The aim of this service is to provide an effective and efficient information service, which supports the education, research, clinical practice and management needs of healthcare professionals'

The KGH Library Service Team are here to help you.

We promise to treat you equally, with courtesy and according to your individual needs.

Please ask if you need any advice or support.

The Library Service is supported by our General User Library Group. If you would be interested in contributing to the development of the service by being a member of this group please contact Margaret Theaker, Knowledge and Library Services Manager - margaret.theaker@kgh.nhs.uk

When KGH NHS employees' accounts have attracted penalty charges the total will be deducted, without further notice, directly from their salary via the Payroll Officer.

Other users will be invoiced by the KGH Trust Finance Dept. *Non payment may be pursued through the small claims court.*

Before accounts are passed to Payroll or Finance we will carry out a shelf check. If the items are found and you have not contacted us to query return the fines will stand.

Outstanding fines. A reminder will be sent by email and post to those who have returned books and not cleared outstanding fines. If these are not settled, by the date stated in the reminder communication, a penalty charge will be added and the account will be passed to Payroll or Finance

All borrowing and member rights will be suspended until accounts are cleared, including 24/7 access.

All income from fines goes into the library book fund.

Lost or damaged items

The full replacement cost will be charged for any item lost/damaged. This will be the current price and will be for the most recent edition. *If an item is out of print, a similar or equivalent will be purchased and charged.*

Please note: If an item has been notified to us as lost overdue fines and penalty charges will be incurred up to that point.

The Knowledge & Library Services Manager may suspend any person infringing the Regulations from using the Library Service.

Overdues

We will send out 'reminder' emails the day before a book is due back *(or the number of days before it is due back if you have amended this on your account)* and on the actual day it is due back.

We will send out 'overdue' emails on the first day overdue, two weeks later and *(as detailed below)* four weeks later.

All notifications are a courtesy only

Reminder/overdue notices are sent to the last email address registered with the Library. **Failure to receive reminder or overdue notices does not invalidate any subsequent proceedings.**

Readers with overdue material will have their borrowing rights suspended until the overdue material is returned.

Fines (see tariff for current rates)

Fines are incurred from the day after the book was due back.

Penalty Charges (see tariff for current rates)

Books overdue by 4 weeks or more will incur penalty charges in addition to fines.

A final reminder will be emailed when a book is 4 weeks overdue.

We will check the shelf to ensure the book is not there. If it is missing we will resend the final reminder by post. Each posted final reminder incurs a **penalty charge** which is added to the member's account. *(Books due back on different dates will have separate letters)*.

If an item is not returned within **2 weeks** of the final reminder sent date, the book will be deemed to be lost. In addition to the maximum charge of £20 in fines and penalties per item, the borrower will be charged for the replacement cost of the item *(this will be the current price of the most recent edition. If it is out-of-print we may purchase a similar title and you will be charged the cost of that title)*.

The penalty charges are payable even if the item is returned.

Library Membership

Membership of the library allows you to borrow library materials, use our IT suite, access our catalogue, and request books, articles, information and training.

Full membership is restricted to East Midlands NHS/Social Care Services Staff and Students on placement at KGH or in the local community. Other local public, government and voluntary sectors who have a non-profit making health/ social care interest may apply in writing to the Knowledge & Library Services Manager.

Members of the general public can access the library book and journal stock free of charge on a 'reference only' basis. All non-member visitors must sign in and out at the Library Enquiry Desk

Completion of the work/home/personal contact information and provision of a valid email address is a condition of membership. All readers should notify the Knowledge & Library Service immediately of any change of details - Job Title, Employing Authority, address *(work or home)*, email address etc.

Membership is valid either for the length of your temporary contract, the duration of your placement or a maximum of 3 years for permanent members of staff or 1 year for bank staff. We will contact you shortly before your membership is due to expire asking you to re-submit your contact information.

Registered users taking a career break/sabbatical will have their membership suspended until they return. *Accounts must be cleared before leaving.*

Barcodes/Reader cards are issued as proof of registration and must be produced upon request. A charge may be made for the replacement of lost cards/barcodes.

Membership is not transferable.

We promise to welcome all eligible members to the library providing induction on how to use our services.



Data Protection

The library is registered under the Data Protection Act. We will treat all information held as confidential. We reserve the right to pass personal information to a third party in order to recover outstanding debts or the replacement cost of lost/damaged/unreturned books etc.

General library use

We promise to ensure that the library is a pleasant place conducive to quiet study and we ask users to respect this.

A separate Quiet Study Room is provided for individual study, where no talking or mobiles are permitted.

Mobiles should be switched to silent and all calls taken in the breakout area or outside the library building.

Music players may be used with earphones and at minimum volume, as long as they do not disturb other users

Guide dogs are welcome in the library.

Users of the service are responsible for their own health and safety.

The Knowledge & Library Service accepts no responsibility for loss or damage to personal possessions left in the library.

Respect must be shown for other users and library staff at all times.

Please note that the Centre is under constant recorded CCTV surveillance.

24/7 Library Access

24 hour access is available to library members on request. The rules relating to this are available in a separate leaflet '24/7 Library Access & Information'.

Returns

It is the responsibility of the borrower to ensure the safe return of library material no later than the due date indicated.

An external returns box is available at the foot of the steps leading to the out-of-hours library entrance/exit (opposite the Treatment Centre). This box is emptied early each working morning and books are returned as having been received the previous day.

For 24/7 members an internal returns box is available at the Enquiry Desk.

Items may be returned via the internal or external post, providing they are adequately packaged and clearly labelled. This is at the borrowers own risk and expense.

Reserving/Recalling an item

You can reserve (place a hold on) any item that is out on loan to another borrower.

We will notify you by email when a reserved item is available.

Items on loan may be recalled by Library Service staff at any time, however normally you would only be asked to return an item after the initial loan period has past.

Recalled items must be returned by the date indicated on the recall notice.

Borrowers not returning recalled items by the requested date will have a **£10 penalty charge** applied to their account



Borrowing, Renewing & Returning Items

Loans

Our loan periods are 2 weeks for popular items, and 6 weeks for general stock.

All material removed from the Library must be issued.

Borrowers are personally responsible for items on loan.

Users leaving the Library are required to show items in their possession if asked to do so by the library staff.

Loaned items may not be transferred from one borrower to another, but must be formally re-issued through the library.

Library staff may decline to issue material or restrict its circulation.

Journals and other reference material (marked with a **red** spine label) may only be borrowed with the permission of the Knowledge & Library Services Manager.

Items on loan, which are returned late, will incur fines

Renewals

Items on loan may be renewed **unless** they have been reserved by another reader.

This can be done either: -

- at the Enquiry Desk within the Library
- online at <http://kghlibrary.koha-ptfs.co.uk/library-catalogue> (*library account login required, please ask Library staff*)
- at the self-issue machine in the Library
- by email - library.index@kgh.nhs.uk
- by phone - 01536 492862



Renewals are **not automatic**.

A maximum of **6 renewals** per item will be permitted.

The renewal date is calculated from the day the renewal is requested.

Renewals are not permitted on accounts which exceed fines of **£5**. The account must be cleared **in full** (*payment by cash in the library or by card at the Trust Cashiers Office - 01536 493586/492036*).

Disabled Access

Disabled access to the library is normally only available when the library is staffed. If you have mobility problems and would like to use the library out of hours please contact library staff to make arrangements.

Computer Use and accessing the Internet

To access the computers in the IT suite you require a valid KGH IT login. Use of IT facilities must comply with the IM&T Department policies available on KNet.

Athens Registration

If you wish to access our online Journals, eBooks and databases you will need to register for an NHS OpenAthens Account. You can self register at <http://openathens.nice.org.uk>



Printing/Copying and Copyright

A printer/photocopier located by the Enquiry Desk is available for users of the Library and IT Suites.

All printing/copying must be paid for at the Enquiry Desk (please see current tariff for rates). If you are in out of hours please seal your money in an envelope (provided in the red box at the desk), write your name, the number of sides printed/copied and the amount on the envelope and place in the internal returns box.

Please note only acetate sheets sold by the Library may be used on our printer/copier.

All readers must operate within the requirements of Copyright Legislation. Copyright covers all versions of published works, including electronic.

Notices are displayed by each printer/photocopier/scanner which give an overview of Copyright Law.



IT Suites

The Library has 2 IT Suites, one as 13 computers the other 18 both have access to a display screen. One of the rooms may be booked for group training the other must be available for walk in users for study, e-learning etc. at all times.

Booking enquiries can be made through the Library Service.

Bookings are not confirmed until we have received a completed 'IT training room booking confirmation' form.

Charges apply for external applicants. Full payment must be received before booking is confirmed.

We will hold a provisional booking for 5 working days. Unfortunately if the room is subsequently cancelled no refund will be given.

Damage to library equipment or fixtures & fittings

Library equipment (including computers, CD-RoM's/DVD's, Copiers Printers and furniture) should be used with care. Members may be held responsible for any damage caused by misuse or carelessness.

Readers must not mark, deface or damage library stock. A charge will be made for the replacement of any damaged items.



Enquiry Service

We will provide literature searches to support any aspect of NHS patient care or Trust work. Where searches are required for coursework we can offer training to support you but will not do the search for you.

We undertake to carry out literature searches within 3 working days unless we have negotiated an individual delivery date with you. We will provide citations, abstracts where available and details of the databases consulted and search strategy used.

Request Form: -

You can request searches via our online form (<http://www.surveymonkey.com/s/37WZ5HB>), email or call in to complete a paper form.



Requesting Items

Journal articles - We are happy to try to source journal articles not available. Have you checked what is available to you with your NHS OpenAthens login from the library or the NHS Core Content? If not the holdings for both are available on the NICE A-Z Journal search site - <http://journals.nice.org.uk>

Books - We are happy to try to source books from other NHS libraries. Have you checked our library catalogue of print and ebooks? Go to - <http://kqhlbrary.koha-ptfs.co.uk/library-catalogue>.

Request Form:-

You can request articles and books via our online form (<https://www.surveymonkey.com/s/THV5X9L>) or call in to the library to complete and sign a paper form.



We undertake:

- to process your request within 2 days,
- to inform you when it is available or to let you know if we are unable to obtain it.

We will do our best to ensure your requests are available in a timely manner however, we cannot guarantee delivery within a particular time scale.

Payment (*non-refundable*) will be requested for material obtained from other libraries that is required for purposes other than NHS patient care.

Material borrowed from other libraries is subject to the conditions imposed by the lending library. This includes their lending terms, fines etc. (The British Library in particular levies heavy charges for overdue or lost material.)