

Eligibility to use NHS-funded library services in NHS South Central – October 2008

One of NHS Education South Central's strategic objectives is to increase access to and the effective application of knowledge and evidence by all those involved in the delivery, improvement, commissioning and management of patient care. One of our guiding principles is to promote inclusivity, equity and ease of access to knowledge and evidence, by seeking to minimise the barriers and discrepancies that exist due to funding, licences, IT infrastructures and geography. A degree of seamlessness is arguably particularly important in an increasingly diverse NHS provider environment, and for staff and trainees whose career pathways take them across and between organisations, networks and care-providing teams.

NHS-funded library services are a key element of this strategy. The managers of these services have collaborated to develop a shared access and eligibility policy, which aims to:

- promote the principle of inclusivity, equity and ease of access, and the use of library services generally
- acknowledge that each service has particular responsibility, via funded SLAs, for the provision of services for the staff of one or more NHS Trusts (i.e. has a set of 'core users')
- recognise that each service is hosted by an organisation which may have differing policies e.g. regarding IT access
- simplify matters for front-line library staff as well as end-users in search of information
- recognise that resources are finite

Please note that access to the electronic knowledge resources funded by NESC and available via NHS Athens is covered separately: for eligibility details see <http://www.library.nhs.uk/forlibrarians/content/corecontent/athens/eligibility>

The policy in summary:

Describes the **minimum service** that will be provided: allows for local decisions on whether fuller services are provided where this supports their host organisation objectives.

Provides **guidance on charging**: allows for local decisions on whether or not a charge is made for standard and premium services for partner members, the level of charges where charges apply, and whether external members may join.

Acknowledges that the two University-hosted library services in NHS South Central (Oxford and Southampton) may not be fully-compliant: as branches of University Libraries, they must comply with University library access, eligibility and charging policies (we will monitor this to ensure no unacceptable inequities arise).

Note:

All users of NHS libraries are expected to show their ID, provide full contact details and sign to agree to membership rules.

In summary:

- **Core members:** NHS employees, GPs, practice staff, pharmacists, opticians and dentists with NHS contracts in South Central may have **full services and access** from their 'home'* library service, *and basic services and access from the other NHS libraries.*
- **Partner members:** staff employed by organisations *other than large private organisations* which work in partnership with the NHS, by providing care to NHS patients and/or by taking NHS students on placement, may have free **basic services and access** from their local NHS library. At the discretion of the local library manager, they may have additional services at a charge.
- **Large private partner members:** staff employed by large private organisations (private hospitals and Independent Sector Providers) which work in partnership with the NHS may have free **reference access**. Their organisations may pay for their staff to become members and receive further services from a particular library.
- **Students:** the rights of students on placement or attachment are described in the South Central Library Charter (<http://www.nesc.nhs.uk/docs/Library%20charter.doc>); students studying at partner institutions will receive services according to local arrangements; any other students will be treated as 'Patients and public'.
- **Patients and the public:** may have free **reference access** and other services at the discretion of local library managers.

	Reference access	Basic access	Standard services (provided by home library only)	Premium services (provided by home library only)
<p>(A) Core members</p> <p>Employees of HSO(s) ¹ that contracted to serve</p> <p>GPs, practice staff and other independently contracted staff working within contracted HSO(s) ²</p> <p>Social care staff working within healthcare teams on NHS sites</p>	<p>Access during staffed hours</p> <p>Reference and referrals</p> <p>Quick enquiries</p> <p>Use of computers, printing and photocopying if permitted by local policy</p> <p>Free at point of use except for printing and photocopying</p>	<p>Loans</p> <p>Library inductions</p>	<p>Extended access (where access systems allow)</p> <p>Induction and education</p> <p>Document supply</p> <p>Enquiries and searches</p> <p>Access to locally purchased e-resources (where licences allow)</p> <p>Promotion</p> <p>Current awareness services</p> <p>Workplace information support</p> <p>Free at point of use except for printing and photocopying (charges at local discretion)</p>	<p>Extended and innovative services, as per local agreements (e.g. in line with developmental standards of NSF)</p> <p>Libraries may be able to provide these within existing funding, or may need to bid for additional funding from the HSO, or another source.</p>

<p>(B) Partner members</p> <p>Students on placement³ Core members from elsewhere in South Central Bank and locum staff Care homes Day care facilities run by charitable/voluntary sector organizations Defence Medical Services staff⁴ Department of Health staff in SC-based teams Drug and alcohol units Health Protection Agency Hospices Macmillan and Marie Curie nurses National Blood Service Nurseries on NHS sites taking students on placement Prison, police and Home Office staff⁵ Social services staff Special schools Voluntary staff and staff with honorary NHS contracts, including members of non-executive Boards, Local Ethics Research Councils, Patient & Public Involvement Forums</p>	<p>Access during staffed hours Reference and referrals Quick enquiries Use of computers, printing and photocopying if permitted by local policy Free at point of use except for printing and photocopying</p>	<p>Loans Library inductions</p>	<p>May be provided at discretion of Library Services Manager but charges will be levied in line with locally determined costings.</p>	<p>May be provided at discretion of Library Services Manager but charges will be levied in line with locally determined costings.</p>
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<p>(C) Private partner members</p> <p>Private charitable hospitals Private commercial hospitals Independent Sector Providers Private contractors who provide support services to the NHS</p>	<p>Access during staffed hours Reference and referrals Quick enquiries Use of computers, printing and photocopying if permitted by local policy Free at point of use except for printing and photocopying</p>	<p>May be provided at discretion of Library Services Manager or as part of funded SLA.</p>	<p>May be provided at discretion of Library Services Manager or as part of funded SLA</p>	<p>May be provided at discretion of Library Services Manager or as part of funded SLA</p>
<p>(D) Students at partner institutions (and not covered by Placement students charter)</p>	<p>According to locally agreed and funded SLA</p>			
<p>(E) Others (including patients and the public)</p> <p>All individuals not covered by the above categories, including NHS staff from outside South Central, retired NHS staff, etc.</p>	<p>NHS-funded libraries in NHS South Central generally provide reference access to members of the public, including individuals not covered by the above categories. Visitors should contact their chosen library in advance. Additional services may be provided at discretion of Library Services Manager but charges may be levied in line with locally determined costing. Further guidance for library staff on handling access and information enquiries from patients is included in the South Central guidelines for handling patient enquiries in libraries</p>			

Notes

¹ HSO = Health Service Organisation = Trust, PCT or Independent Sector Provider

² Although eligible for standard services, these are typically provided to independent practice staff on request rather than proactively, except where SLAs with PCTs specify this.

³ See South Central Library Charter for Placement Students <http://www.nesc.nhs.uk/docs/Library%20charter.doc>

⁴ The primary service for these staff is the Defence Medical Library Service.

⁵ Prison health care staff are PCT employees regarded as core members.

Appendix

'Home' library services for core users

For core members entitled to full services, the concept of 'home' library service is important, since each library service is funded to provide services to staff in specific local organisations, as defined by service agreements. The table below reflects the current pattern of service agreements.

Employing organisation	Home library service
BASINGSTOKE & NORTH HAMPSHIRE	HHLS
BERKS EAST PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	WXM / HWD
BERKSHIRE HEALTHCARE	PPH
BERKS WEST PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	PPH
BUCKINGHAMSHIRE HOSPITALS	WYC / AMG/ SMH
BUCKS PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	WYC / AMG/ SMH
HAMPSHIRE PARTNERSHIP	HHLS
HANTS PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	HHLS
HEATHERWOOD & WEXHAM PARK	WXM / HWD
IOW PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases on the Island	I01
MILTON KEYNES HOSPITAL	MKH
MK PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	MKH
NUFFIELD ORTHOPAEDIC CENTRE	NOC
OXFORD RADCLIFFE HOSPITAL	OXU / HGM
OXFORD & BUCKS MENTAL HEALTH	WARN / LIT / TIN
RIDGEWAY PARTNERSHIP	WARN / LIT / TIN
OXFORD PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	OXU* / HGM
PORTMOUTH CITY PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	H26/H27
PORTSMOUTH HOSPITALS	H26/H27
ROYAL BERKSHIRE	RBH
SOUTH CENTRAL AMBULANCE	RBH

SHA (including NESC)	HHLS
SOUTHAMPTON CITY PCT and GPs, practice staff, pharmacists, opticians and dentists with work bases in this area	HHLS
SOUTHAMPTON UNIVERSITY HOSPITALS	HSL
WINCHESTER & EASTLEIGH HEALTHCARE	HHLS