

# MKH LIBRARY SERVICES

## TERMS AND CONDITIONS

### **Membership**

The library provides membership to all personnel who are employed in the local health economy, as well as those employed elsewhere who reside in Milton Keynes. In addition, it provides membership to students who are on placement at Milton Keynes.

To join the library, you are required to show a current ID badge, or provide proof that you satisfy the requirements of membership.

A library membership ticket will be given on completion of the library registration form. Please inform library staff of any change in details regarding name, email, workplace or home address. This complies with the Data Protection Act.

### **Borrowing books**

Up to 8 books may be borrowed for a period of four weeks. This can include up to 3 books on short loan, which may be borrowed for two weeks.

### **Renewals**

Items may be renewed 3 times before bringing them back to the library. This can be on-line, in person or by telephone provided they have not been reserved by another member. Fines must be cleared before renewals can be made.

Items on loan may be recalled by the Library Information Service Manager at any time.

### **Overdue items**

A fine of 25p per item per working day is charged.

Failure to respond to overdue letters will result in an invoice being raised by the Finance Department. This will be for the outstanding fines plus the cost of replacing the books and an administrative charge. This starts a process, which could involve the Debtor's Collecting Agency. Borrowing rights will be withdrawn during this process.

### **Missing books**

Members will be given one month's extension to find a missing book. After this period the cost of replacement will be charged.

If the book is found within 2 months of payment, and before a replacement has been purchased, then a refund will be given.

## **Answer-phone messages**

Messages are dealt with the same or next working day. Please ensure that you give us your name and membership number (to be found on reverse of library ticket).

Regarding requests for the renewal of library materials. Readers are responsible for confirming;

- a) messages have been received,
- b) the new date that items are due back.

## **Reservations**

Up to 3 items may be reserved on-line by either using the catalogue PCs in the library, or via the Internet.

## **Inter Library Loans Scheme**

This service is only for members who work for or with the following; Milton Keynes Hospital NHS Foundation Trust or Milton Keynes PCT.

Where material is not available within this library, we will try to obtain it from another library. Requests can be made by using the form available on-line, or in person by using the form available in the library. All requests have a definitive supply time of one month from the date of the request unless a different limit has been set by the reader. All requests are processed within 2 working days.

You will be notified on the day of receipt by email and must collect the book within 7 days. You will be expected to pay the replacement cost of any lost or damaged books. The supplying library will state the amount required.

This may be a charged service. Charges are made on submission of the request, thus enabling library staff to send articles directly to you. Refunds will be given for unsuccessful requests.

### Books supplied by the British Library Document Supply Centre

The British Library charges for renewals. We do not pass on this charge for the first 2 renewals.

Where books or articles are not collected, you may be expected to pay for future BLDSC requests.

## **Journals**

Journals may not be borrowed. Individual articles may be copied, within the terms of copyright legislation. Removal of journal stock from the library premises will result in borrowing rights and access to Library facilities being withdrawn.

## **Photocopying**

Library users may photocopy materials within the terms of copyright legislation.

This is a charged service. Photocopying cards may be purchased from the Library Staff. These cards can be re-credited.

Departmental cards are available on request. These are usually kept in the library for ease of access.

### **Printing**

Both colour and black and white printers are available. Costs vary accordingly.

### **Quiet study area**

This provides individual study carrels for 12 people to study quietly.

### **Beverages**

No hot food is to be consumed on the library premises.

### **Mobile phones**

Please be considerate to other library users. Calls should be made/taken outside the library premises.

### **Literature Searches**

These will be undertaken on behalf of members, with the exception of students and staff undertaking personal CPD and formal educational courses.

The results of a search will be sent within ten working days or by the date specified.

### **Information Skills Training**

The library runs a range of training programmes to improve skills in finding the information required, either within the library premises, or at your workplace.

Sessions, either for individuals or groups, should be booked with a member of library staff in advance. Where circumstances prevent attendance, inform the library staff as soon as possible about the cancellation.

### **Computers**

Usage is governed by the Trust's IT Policy. Access is restricted to members and employees who work for, or with, Milton Keynes Hospital NHS Foundation Trust or Milton Keynes PCT, as well as students on placement.

Each computer provides access to Word, Excel, PowerPoint, Access, Intranet and Internet. Access to Clinical Databases is via the Internet and an Athens password.

Users are encouraged not to use computers for more than 1-2 hours at a time, as recommended under Health And Safety Legislation.

## **Internet**

Usage is governed by the Trust's Internet Policy. Access is only permitted via a password provided by the IT Department. This may be requested via your manager or consultant.

During busy periods when all computers are being used, priority will be given to those wishing to undertake clinical research.

Library staff reserve the right to ask users to vacate computers.

Limited personal use of the Internet facilities is permitted provided that the material accessed is appropriate and is not potentially offensive to others. Anyone disregarding this will be suspended from the library and Managers informed.

Inappropriate use may result in disciplinary action.

IT Suite computers are not accessible when training sessions are being held.

## **CCTV**

These are in place to safeguard the library staff, users and stock.

Anyone found removing or defacing books, journals or any other media, or behaving in any other inappropriate manner will be reported. This may result in suspension of access rights and possible disciplinary measures.

Anyone borrowing books on another member's ticket, or accessing the internet via another person's password, will be reported and disciplinary measures may be taken.