

Library & Knowledge Services Local Library Policy

Library staff will be friendly, polite and helpful. We will provide you with a quality Library and Knowledge Service according to the Library Quality Assurance Framework.

Library staff would appreciate you being respectful of other library users and library staff. In addition, we ask you to:

- Comply with the Terms and Conditions of your BASE library membership
- Use library resources and equipment correctly and appropriately see Information technology acceptable use policy
- Comply with NHS Copyright Copying guidelines for the NHS in England
- Ensure health, safety and welfare in the workplace see Health and safety policy
- Comply with Information Governance and Data Protection see Information governance policy
- Speak with a member of library staff if you have a concern / complaint or complete a complaints form. The library manager will respond to your concern within two days.
- Do not remove items from the library without permission of library staff

- Pay for chargeable library services see Charges for library services
- Where ever possible please make and receive phone calls outside of the library; use the phone in the ERC foyer to answer bleeps, etc. The counter phone is typically for library staff but may be used to phone IT department for immediate queries
- Keep noise to a minimum
- You may bring drinks and snacks into the library but not hot food
- Use re-cycling facilities

Updated February 2015

Home library contact details: Library & Knowledge Service

Birmingham Women's and Children's
NHS Foundation Trust
Birmingham Women's Hospital
Mindelsohn Way
Edgbaston
Birmingham
B15 2TG

☎ 0121 623 6654

✉ library@bwnft.nhs.uk



www.bwnft.nhs.uk/healthcare-professional/library



Your BASE Library Membership: Important Information

Who can join?

All NHS and Social Services staff, volunteers working in Trusts and NHS students on placement in Birmingham, Solihull, Dudley, Sandwell, Walsall and Wolverhampton are eligible to register as BASE library members.

Non-NHS employees and NHS employees outside of the 'BASE' region can use BASE libraries for reference purposes and can apply for external membership at an annual cost of £50.

What can I borrow?

- Staff, volunteers and students can borrow a total of ten standard loan items for four weeks from any BASE library.
- External members can borrow a total of four standard loan items for two weeks from any BASE library.
- Books sourced from libraries outside the 'BASE' area do not count towards your BASE borrowing limit.
- Members can reserve up to ten items at any one time (external members up to four items).
- You can renew an item three times without returning it, unless all copies are reserved. If you wish to borrow the item again, it should be made available to other members first for at least one week. Except where there are sufficient copies available in the library, at that time, for all members to use.
- Journals cannot be borrowed.
- You cannot borrow any items until your details have been recorded on the BASE library system.
- Members can borrow from and return items to any BASE library (please check with the library or see www.base-library.nhs.uk for access restrictions if visiting in person).

What charges might I incur?

Items borrowed must be returned by the due date. All members are liable for any fines incurred due to the late return of items as follows:

- 20p per item per day for standard and two week loan items (up to a maximum of £5.00)
- 50p per item per day for 7 day loan items (up to a maximum of £5.00)
- £1 per item per day for special loan items (up to a maximum of £10.00)
- £2 per item per day for laptops and associated equipment (up to a maximum of £50.00)

If you accrue fines of £5.00 or more, all borrowing rights will be suspended until fines are paid (with the exception of volunteer and external members who are not permitted to borrow if any fines are owed).

You may be charged for items supplied from outside the BASE area or for journal articles held by BASE, charges may vary.

For your information

Inactive membership records will be deleted two years after membership expires.

A complaints procedure is in place at all BASE libraries.

Full details of all the libraries in the BASE consortium can be found at www.base-library.nhs.uk

The information in this leaflet forms the terms and conditions of your BASE library membership. We reserve the right to amend this information at any time.

Your responsibilities

You must report lost or damaged items immediately.

You must pay to replace any lost or damaged items. You will be charged by the library that owns the item with the replacement cost. This may include an admin charge. Overdue fines must be paid in addition.

Members agree to receive notification of overdue items and reserved items available for collection. However, members can opt-out of receiving service announcements such as library news, please let us know.

Trust IT policies, local library policies and copyright legislation must be abided by.

On the last date of your placement, employment or eligibility to use the service, all items on loan must be returned.

Please remember

You must produce your library card or Trust ID card when borrowing items.

Apart from in exceptional circumstances, you will be charged for a replacement card if lost or damaged. This charge may vary.

Please tell us immediately if your contact details change.



www.base-library.nhs.uk

Updated February 2016