LIBRARY MEMBERSHIP CONDITIONS

1. All NHS, social care staff and students on placement within Essex can register for membership of the Library. Members of private companies and other NHS areas undertaking courses run by the Trust may also join for the duration of the course.

2. Staff joining the library should complete a membership form and produce their ID badge or a form of identity to prove their employment.

3. Registered users are allowed to take up to 8 books out for a period of up to 4 weeks. Books will not be issued without a library card or some form of NHS ID.

4. You can renew books online, by phone, or in person. It is not possible to renew an item if someone else has requested it. We reserve the right to recall books at any time.

5. In addition to Library Rules, items borrowed from other libraries may be subject to conditions imposed by the lending library, including the possibility of a charge.

6. Users with outstanding fines for overdue books will not be allowed to borrow items and access to all other library services will be restricted.

7. Users must pay for lost, damaged or non-returned items and outstanding fines. Invoice or deduction from salary may be issued by the Director of Finance for the full replacement cost. Additional fees may be incurred & payable by you if the matter is referred to a debt agency.

8. Members who repeatedly abuse their privileges will be barred from using the library and its resources, including electronic.

9. Failure to return library material on completion of a course may lead to the withholding of a qualification certificate.

11. Users must comply with the copyright law when photocopying or scanning material.

12. All users of network information must abide by the rules set out in the Trusts Information Governance Policies & Procedures.

13. All material requested via the library catalogue ELMS is subject to copyright law and the CLA/NHS copyright agreement. When requesting material you agree that it will only be used for non-commercial research or private study, and that to the best of your knowledge no other person has made or intends to make a request for this item for substantially the same purpose.

14. Any material supplied electronically can be downloaded and printed only once and then deleted. It cannot be photocopied and circulated nor supplied to another person by any other means.

15. The library does not accept responsibility for personal property left in the library.

16. Users are required to treat the staff and the library with respect. Should any incident be reported, the matter will be pursued with the appropriate authority.

17. You must notify the library as early as possible of any change of name, job title, address, or other contact details.

19. The library reserves the right to close at times other than those published.

20. Library borrowing rights may be withdrawn or restricted at the discretion of <u>Library Managers</u>.

GENERAL DATA PROTECTION REGULATION (GDPR)

I agree to abide by the Library rules and regulations and agree that the personal data and records of my library use may be shared with library staff in accordance with the Data Protection Act 1998. I understand that my information may be accessible to library staff at other NHS and partner organisations within the shared library management consortium to enable loans of other libraries' materials. I understand that my data will not be shared with any third party.

Information that we collect

We store certain personal information about you when you register to join the library. We enter your personal information from the paper form you completed at registration and transfer this information on our library management system, known as ELMS, which is part of a consortium of NHS library services across the east of England. Paper membership forms are then destroyed securely once the information has been transferred onto ELMS.

Following submission of your membership form, your Library account will be created within 2 working days. You will also receive an automatic email within 2 working days with your log-in details for your online Library Account.

In order to ensure that library staff can contact you and easily identify you in the system we store your name, home address, email address(es), phone number, organisation, department, work location, job title and role. This information is added to ELMS on your behalf when you join the library.

Once registered to join the Library, library users are responsible for updating the Library staff with any changes to their contact details so that we can ensure data is kept up to date.

Additional recording and administrative methods will be used to record and process information regarding specific services you use such as document supply, literature searches, training, current awareness and overdues etc.

The Library service has a legal basis for processing your data, as we cannot provide

the services without the processing mentioned in this policy.

Article 6(1)(e): this is necessary for our legitimate interests.

How we use your data

By registering with the Library, you are giving consent for the Library to use your information to contact you about (but not limited to):

• your account, (e.g. items on loan and due for renewal and overdues,etc)

• Library services and resources (e.g. updates and/or changes regarding resources / services you can access, upcoming training courses, changes to opening times, etc)

• feedback from you about the Library and Library services (e.g. annual library survey, feedback surveys after specific service provision such as evidence searches and training)

• the information we hold about you to check it is up-to-date

• your account if it is about to expire.

Your information is also used by the library in order to deliver the services that you have requested from us and to enable the Library to facilitate loaning of items, renewals, requests, document supply, historical transactions and statistics.

Statistical, non-identifiable data is submitted to Health Education England annually to report on our activity.

Sharing your information with others

We work with external organisations to:

• store the information held on ELMS

• develop the software and fix bugs

• manage email delivery for things like overdue notices

The external organisations that we work with are:

• NHS library services based in the east of England

• SirsiDynix who are the developers and suppliers of the software used in

ELMS

•   Health Education East of England who fund the subscription for ELMS and work with us and SirsiDynix to utilise and develop the system to its potential.

These organisations are provided with access to your information in order to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

We will share your information with others where required to do so by law. We will never sell your information to anyone, or share it in a way not described in this notice without your permission.

We want to ensure that your library record can be transferred from one library service to another as you move between organisations or if you choose to borrow books from another library service. In some circumstances, access to your information will be transferred.

Information security

Technical safeguards are in place to help ensure that your data is kept safe and only disclosed to people who are authorised to view it.

We restrict access to personal information to the Library staff and other partners who need to know that information in order to process it for us (as described above). Staff at these organisations are subject to strict contractual confidentiality obligations.

Data Retention and deletion

User information which is stored on the Library Management System will be kept for as long as you are making use of NHS library services and until your privilege on your library account expires (2 years for permanent staff or the relevant contractual period for students and temporary staff). If your privilege expires and there has been no activity on your library account, your account will be deleted. All previous book loans will also be deleted. If you return to the trust after a period of time, you will need to re-register for membership of the library.

You can email the Library to ask to be deleted from our system. If you do not have any items on loan, we will delete your account within 10 working days of receiving your request.

If you request for your account to be deleted and you have items on loan, we will keep your data until items have been returned. After the items have been returned, we will delete your account within 10 working days.

In certain situations (for example, where we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to

your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if certain limited conditions apply. If we do agree to your request, we will delete your data but will generally assume that you would prefer us to keep a note of your name on our register of individuals who would prefer not to be contacted. That way, we will minimise the chances of you being contacted in the future where your data are collected in unconnected circumstances. If you would prefer us not to do this, you are free to say so.

Information Governance

The system will only store as much information about you as is required, and we will securely destroy any personal information about you when it is no longer of use.

The Library LMS are accessed through web based accounts and/or with the use of a VPN.

We regularly review our compliance with our Privacy Policy and adhere to the UK General Data Protection Regulations.

Access your data

You may log in to our Library system at https://www.elms.nhs.uk/ (using your username and PIN) to see information about your book loans and reservations. For further information about data we hold about you on our Library system, please contact the Library staff.

Contact us

If you have any concerns related to this privacy policy, or have queries about the use of your personal information, please contact the Library.