

LENDs Network

Standards for Inter-Library Document Supply

August 2015

Contents

1.	Introduction.....	2
2.	General information and responsibilities to the network	2
3.	Copyright, electronic supply and publisher licences	3
4.	Requesting journal articles.....	4
5.	Interlibrary loans: books, etc.....	6
6.	Reciprocal agreement with HLN (formerly SENDS), SWIMS, EDEN	7
7.	Contacts	8
8.	Acknowledgements	8
9.	Protocol review date: August 2016	8
	Appendix A: ILLs and copyright: scenarios	9
	Appendix B: Suggested wording for end-user declarations and to include with copies	12

London & Environs Network
Document Supply
(LENDs)
London Health Libraries (LHL)

1. Introduction

This protocol is intended to encourage efficient document supply between NHS and other participating libraries throughout London. It outlines standards and responsibilities for both requesting and supplying libraries. Please ensure that all staff dealing with interlending and document supply are familiar with its contents. This guidance will be kept under review and new versions issued when necessary.

2. General information and responsibilities to the network

Maintenance of library holdings/details on London Health Libraries (LHL) catalogue
<http://www.lawmunions.nhs.uk/>

All participating libraries should keep their book and serial holdings up to date on this London catalogue using the Admin function.

- Serials listed on the Union List of Serials (ULS) should be inclusive of all print titles held (except where prior agreement has been reached for selected holdings to be included) giving ISSNs, volume numbers and years. Titles should be presented as discrete runs. When a title change occurs a new entry should be created with a note indicating the previous title, and the entry for the superseded title should carry a note of the new title.
- Electronic journal subscriptions should be included where licences permit document supply to other libraries. If large numbers of electronic journals are subscribed to in bundles it might be considered including a selection of these (perhaps those most useful).
- ULS holdings should be updated as required but should normally be updated at least annually to reflect subscription changes. (Include additional titles, subscriptions cancelled or sets withdrawn from stock).
- New books added to library stock which are available for interlibrary loans should be uploaded to the Regional Document Database (RDD) periodically (preferably quarterly).
- Library details should be kept up to date on the Directory of Libraries <http://www.lawmunions.nhs.uk/libraries.aspx> including address, telephone numbers and email address, staffed open times, charging policy changes, etc.

First Resort Libraries

The LENDS scheme is underpinned by a system of First Resort Libraries. These are NHS libraries that hold strong collections in defined subject areas. They perform a dual role – providing normal library services to their local users and offering an enhanced document supply service to LENDS libraries (for which they receive some additional funding). As first points of access they provide librarians with a rapid and efficient means of accessing articles and books not held locally.

There is currently one first resort library in London

- John Squire Library (NWP) – subject area: medical and clinical science.

All participating libraries located in the London area are eligible to request articles and books from the first resort libraries and are encouraged to approach these libraries first.

Libraries that charge

Libraries which are not primarily funded by the NHS mostly charge and these libraries should be regarded as last resorts. Charging libraries appear highlighted amber in search results listed on the London catalogue.

Temporary closure status

If circumstances arise (e.g. ongoing staff shortages, major stock relocation) where a library is unable to supply documents and interlibrary loans for a period, the appropriate change may be made to the library status on the London catalogue (marked as red-"Do Not Use") when logged in to the Administration function. An e-mail should also be sent to the laselks@libraryservices.nhs.uk electronic discussion list

Response times

Under normal circumstances member libraries will respond to requests within 24 hours of receipt or next working day. Libraries that are not adequately staffed each day will respond within five working days.

Print journal disposal

If you are considering withdrawing a print journal from stock please first notify other libraries within LENDS via the laselks@libraryservices.nhs.uk electronic discussion list.

This may influence the retention/withdrawal decisions of other libraries stocking the journal concerned. If the title (or part of the run) is not stocked by another participating library a message should be sent offering up the back runs.

[Guidelines for London health libraries weeding periodicals](#)

3. Copyright, electronic supply and publisher licences

Libraries may make copies under the terms of the both the CLA Licence for the NHS in England and the Library Privilege terms of the 1988 Copyright Act, which was amended in 2014. Publisher licences also usually permit making limited copies from e-resources for licensed users, and sometimes printed copies for ILLs.

The CLA Licence

This Licence allows 'NHS authorised persons' to make and receive photocopies and scanned copies of *most* printed and many digital copyright works which are owned by the NHS (or by a university library which is contracted to provide services to NHS staff), regardless of the country of publication, although there are some exclusions.

The best way to find out which of your library's print and online titles can be copied under the CLA Licence is via the CLA's Title Search, available online or as a downloadable app at: <http://permissions.cla.co.uk/titlesearch.html> (select the Public Administration Licence option).

If a journal or other copyright work has been donated to your library, it can be regarded as being owned by the NHS.

"NHS authorised persons" are all those working for and contracted by the NHS and organisations established under the Health & Social Care Act 2012 (including public health staff employed by local authorities), as well as university students on clinical placement, university staff whilst contracted to work for the NHS, and non-NHS librarians who provide services to the NHS staff. From April 2015, authorised persons also include staff working for NHS 'collaboration

partners' i.e. organisations which have a business relationship with the NHS and which have their own CLA Licence.

Under the CLA Licence:

You may copy two articles from an issue of a journal (or several articles from an issue if on the same theme), or up to one chapter or 5% of a book

Multiple copies and 'copies of copies' are allowed

Copyright declarations are not needed

Scanned copies may be stored on an intranet for up to 30 days, but otherwise may only be stored digitally for 'workgroup' or individual use

Only single paper copies may be made for patients and carers

The Copyright Act and Library Privilege

Where copies cannot be supplied under the CLA Licence (e.g. because the end-user or the item being copied is not covered by the CLA Licence), they may still be made under the 'Library Privilege' terms of the Copyright Act.

From 2014, library staff may make Library Privilege copies for other not-for-profit libraries from *any* copyright work, including from e-journals and from works excluded from the CLA Licence.

In these cases:

You may only copy one article from an issue of a journal, or a 'reasonable' proportion of any other published work.

The requester must have provided a declaration in writing to say that they have not previously been supplied with a copy, that the copy is required for non-commercial research or private study, that they won't supply the copy to anyone else, and that as far as they know, no one else is going to be asking for the same copy for the same purpose at the same time. This declaration does not have to be signed, or use a set form, and can be sent electronically, so for instance requester could type their name or tick a check box to confirm agreement. See Appendix B for a form of words to use on electronic declarations

You can supply the copy digitally, but the individual receiving it may only store it digitally for their own personal use.

There is no longer a requirement to charge for the copies supplied.

Publisher licences

Electronic databases and journals are typically licensed for access by those who work for specific organisations, and library staff may make copies for everyone covered by the licence, without limit and without a declaration. Beyond this, they are usually quite restrictive in terms of the copying that is allowed. However a) you may be able to make copies under the CLA Licence (check the CLA title search at <http://permissions.cla.co.uk/titlesearch.html>) and b) following the changes to the Copyright Act in 2014, libraries can now make Library Privilege copies for other not-for-profit library from *any* copyright work, and this privilege cannot be overridden by a publisher's contract. Remember that in these instances, you will need a written/ticked declaration from your user.

4. Requesting journal articles

Checking for locations of the article you require

- First check the online journals database at <http://www.evidence.nhs.uk/nhs-evidence-content/journals-and-databases> for availability of full text access via OpenAthens. Requests should not usually be made for titles available via Athens.
- Check in the London NHS Union List of Serials (<http://www.lawmunio.nhs.uk/>) for the journal title.
- Select the libraries that you wish to request the article from. Please ensure they have the date and volume required.

The order of priority of your selection should be as follows

1. First resort library NWP. it will appear at the top highlighted green in the report list.
2. Any other library within LENDS (bearing in mind the advice about libraries that charge and libraries with temporary closure status under "General Information" above).

Making requests: journal articles

Requests should be made by using the online form at <http://www.lawmunio.nhs.uk/> and followed up by telephone if urgent. Request should include the following information:

- Journal or serial title in full
- Year, volume, part number and inclusive page numbers. Date is acceptable instead of part number for weekly serials
- First few words of title or, if not known, subject (use the notes field in the online form)
- Author(s) (use the notes field in the online form)
- The code of the library you are requesting from. The codes of two back-up locations, if available, can be included if desired (use the notes field in the online form)
- The code, name and contact details of your library (if not using the online form)
- Request number

Responsibilities of requesting libraries: journal articles

- Except for first resort libraries do not send more than three requests to any one location per day
- If possible check references for bibliographic accuracy before making request
- Only include one request per e-mail/form
- Requests sent by e-mail should be included in the body of the e-mail and not as an attachment
- Do not request items that are available via OpenAthens without good reason
- Do not request more than two articles from any one journal issue for NHS reader(s) from an NHS library, and no more than one article from any one journal issue for other readers and from other types of library. The source library may be prepared to lend the whole issue but this will be at the discretion of the librarian.
- Do not request multiple copies of single items
- Except for first resort libraries, requests to one library for an article or articles over thirty pages should be preceded by a phone call clearing it with the supplying library. The source library may be prepared to lend the whole issue but this will be at the discretion of the librarian.
- Urgent requests: It is the responsibility of the requesting library to exercise discretion as to whether or not a request should be sent as "urgent".

- To comply with the Data Protection Act DO NOT include information that precisely identifies a reader such as a full name or address

Responsibilities of supplying libraries: journal articles

- Requests should be processed within one working day of receipt, or as soon as possible where the supplying library is staffed part-time
- Electronic supply is preferred where allowed by copyright/licences. Otherwise, copies should be supplied by the quickest and most cost-effective means available
- Photocopies may be single or double sided and on A4 or A3 paper or supplied electronically
- Photocopies should be as clear and clean as possible and properly collated
- Ensure the supplied item includes the full journal source
- Ensure the supplied item includes the requesting library's request number or a copy of the original request
- Clearly indicate who the supplying library is
- Scanned copies of print articles may be sent by email. Ensure that the appropriate statement in appendix B is included (if unsure if the item is supplied from a hard copy or e- journal use statement 2)
- Should request forms inadvertently include readers' details, supplying libraries must treat them as confidential
- Supplying libraries may reserve the right to decline to fulfil specific requests but must provide an adequate reason, e.g. inadequate reference, missing, article too long, etc
- If you cannot supply the item requested, or the reference is faulty, notify the requesting library as soon as possible, including your library code, any request number and the reason why you cannot supply
- If you cannot supply the item requested, and backup library codes are supplied, forward the request to the next library listed, unless you suspect the reference is inaccurate. In both cases inform the requesting library

5. Interlibrary loans: books, etc

Making requests: loans

Check in the London NHS Regional Documents Database (RDD) (<http://www.lawmunions.nhs.uk/>) for the publication required. Requests should be made by using the online form at <http://www.lawmunions.nhs.uk/> and followed up by telephone if urgent. Request should include the following information:

- Requesting library code and full postal address (if not using the online form)
- Author of the book
- Title of the book
- Year of publication
- Specific edition if required
- Request number

Please bear in mind the following:

- BHL and NWP are first resort libraries for books
- Some libraries are not staffed every day and will take longer to respond
- Temporary last resort (appear in red on the report list) libraries should not be used unless the request cannot be supplied from elsewhere

Responsibilities of borrowing libraries: loans

- If possible, check references for bibliographic accuracy before making requests
- Only include one request per e-mail/form
- Requests sent by e-mail should be included in the body of the e-mail and not as an attachment
- To comply with the Data Protection Act do not include information that precisely identifies a reader such as a full name or address
- Borrowing libraries should ensure loan periods are adhered to as closely as possible
- Please return the item in a suitable and secure envelope e.g. padded envelope (please don't use staples)
- Libraries should purchase their own copies of books they find themselves requesting frequently

Responsibilities of supplying libraries: loans

- Requests should be processed within one working day of receipt, or as soon as possible where the supplying library is staffed part-time
- Ensure the supplied item includes the requesting library's request number or a copy of the original request
- Supplying libraries may reserve the right to decline to fulfil specific requests but must provide an adequate reason, e.g. short loan, inadequate reference, book too heavy, in demand locally etc.
- If you cannot supply the item requested, or the reference is faulty, notify the requesting library as soon as possible, including your library code, any request number and the reason
- Should request forms inadvertently include readers' details, supplying libraries must treat them as confidential
- Items should be sent in secure, protective and clearly addressed packaging (please don't use staples)

Renewals and loss or damage to books

- Renewal of books is at the discretion of the lending library
- In the interests of good network relations the library responsible for the loss of a book should offer to replace it. The following practice is suggested:
 - the supplying library replaces if the loss occurs during transit to the requesting library
 - the requesting library replaces if the loss occurs while the item is on loan to readers and during transit back to the supplying library

6. Reciprocal agreement with HLN (formerly SENDS), SWIMS, EDEN

A reciprocal arrangement is in place whereby LENDS libraries can make requests to libraries in the HLN (Kent, Surrey and Sussex), SWIMS and EDEN networks where requests cannot be satisfied within London. This is primarily for articles; books may be lent at the discretion of individual libraries. It would be helpful to clearly state **the library code** of the requesting library and

the network to which it belongs. Please make sure you are aware which libraries in each of the networks are not participating in the scheme and so shouldn't be contacted.

The agreement is that libraries in other networks will be approached in the following order:

South London –SENDS, SWIMS, EDEN

North London –EDEN, SENDS, SWIMS

The catalogues of the networks concerned can be found here:

SENDS http://www.kssllibraries.nhs.uk/southeastlibrarysearch/srch_inls.html

SWIMS <http://www.swims.nhs.uk/webview/>

EDEN <https://www.elms.nhs.uk/uhtbin/webcat>

7. Contacts

Ania Nogal
Resource Network Manager
London electronic Knowledge Access Team (eKAT)
ania.nogal@hee.nhs.uk

Paul Lee (compiler of this document)
Reay House Library (Lambeth Hospital)
paul.lee@slam.nhs.uk

8. Acknowledgements

The sections on copyright (section 3 and appendices) are taken from the SWIMS Standards for Inter-Library Document Supply (June 2015) written by Helen Bingham and are used with permission.

9. Protocol review date: August 2016

Appendix A: ILLs and copyright: scenarios

NHS libraries supplying copies to own service users

	Which licence/ legislation is relevant?	Is a written/ ticked declaration required?	Are there any restrictions on WHAT can be copied?	Are there any restrictions on WHO you can send the copy to?	Are there restrictions on WHAT THE END-USER CAN DO with the copy?
A. An article from a print/electronic journal which your library holds/subscribes to	CLA Licence for the NHS in England	No	<p>Almost every journal owned by/subscribed to by the NHS is covered by the CLA Licence, but to be sure, use the CLA Title Search</p> <p>You may only make two copies from a single journal issue, but there is no restriction on the number of copies that may be made.</p>	It is likely that all your registered library service users are covered by the CLA Licence, because they work for the wider NHS or a collaborating partner organisation.	Personal use and 'workgroup' sharing OK. Can put on intranet for 30 days. Use statement 1.
B. An article from a journal held by another library covered by the CLA Licence for the NHS in England¹	CLA licence for the NHS in England	No	<p>As above, probably not.</p> <p>The library will not be able to supply you more than two articles from a single issue.</p>	As above, probably not.	Personal use and 'workgroup' sharing OK. Can put on intranet for 30 days. Use statement 1.

¹ This includes HEI and other non-NHS libraries contracted to provide library services to the NHS; it also includes libraries in organisations which have their own CLA Licence and a business relationship with the NHS in England

C. An article from a journal held by a library <u>not</u> covered by the CLA Licence for the NHS in England²	Library Privilege permissions in the Copyright Act	Yes	The library will only be able to supply you with a single copy from a journal issue and no further copies are allowed.	You can only send this to the user who has supplied/ticked the declaration.	Private study and non-commercial research only. Strictly no further copying. Use statement 2.
	Which licence/ legislation is relevant?	Is a written/ ticked declaration required?	Are there any restrictions on WHAT can be copied?	Are there any restrictions on WHO you can send the copy to?	Are there restrictions on what the end-user can do with the copy?
D. A standard 'Library Privilege' copy from BL	Library Privilege permissions in the Copyright Act	Yes	Sometimes BL may not be able to supply you with a Library Privilege copy. Where they can, they can only supply a single copy from a journal issue and no further copies are allowed. .	You can only send this to the user who has supplied/ticked the declaration.	Private study and non-commercial research only. Strictly no further copying. Use statement 2.
E. A 'Copyright Fee Paid' (CFP) copy from BL	CLA Licence – you can treat a CFP article as if it were owned by the NHS	No	No.	No.	Personal use and 'workgroup' sharing OK. Can put on intranet for 30 days. Use statement 1.
F. An article that you have purchased via a publisher's website ('pay per view' or PPV)	Publisher licence	No	No.	Check the terms and conditions on the website from which you are purchasing.	Check the terms and conditions on the website from which you are purchasing.
G. An article that you find free on a website	The article or website will usually clarify the copyright status of the item and the extent to which copies may be made. You must ensure that it is clear to your end-user where the article has come from, who it is attributed to, and what further copies may or may not be made: it is good practice to send your end-user the link to the item, rather than a downloaded copy.				

² This includes the BMA Library

ILLs and copyright: NHS libraries supplying copies from stock to other libraries

	Which licence/ legislation is relevant?	Does the other library need to have got a written/ticked declaration?	Are there any restrictions on <i>what</i> can be copied?
A. To a library covered by the CLA Licence for the NHS in England³	CLA licence for the NHS in England	No	Assuming you can copy the title under the CLA Licence (check the Title Search to be sure), you may only copy two articles per journal issue. If you cannot make a copy under the CLA Licence, you may make a Library Privilege copy, as below.
B. To a not-for-profit library <u>not</u> covered by the CLA Licence for the NHS in England	Library Privilege permissions in the Copyright Act	Yes	You may only copy one article per journal issue.

³ This includes HEI and other non-NHS libraries contracted to provide library services to the NHS; it also includes libraries in organisations which have their own CLA Licence and a business relationship with the NHS in England

Appendix B: Suggested wording for end-user declarations and to include with copies

End-user declarations (for copies that will be supplied under the Copyright Act)

I declare that:

I have not previously been supplied with a copy of this by you or any other librarian;

I will not use the copy except for research for a non-commercial purpose or private study and will not supply the copy to any other person; and

to the best of my knowledge, no other person with whom I work or study has made or intends to make, at or about the same time as this request, a request for substantially the same material for substantially the same purpose.

I understand that if the declaration is false in a material particular, the copy supplied to me by you will be an infringing copy, and that I shall be liable for infringement of copyright as if I had made the copy myself.

Note: this wording is derived from the model declaration provided by CILIP, whose guidance on copyright declarations is available here:

<http://www.cilip.org.uk/cilip/advocacy-awards-and-projects/advocacy-and-campaigns/copyright/copyright-briefings-and-2>

Statements for library staff to use with supplied copies

Copies supplied under the NHS CLA Licence

“This copy has been supplied to you under the terms of the NHS England CLA Licence. You may store your own copy (e.g. on your personal drive or own PC), and make further copies for other NHS colleagues. You may put it on an intranet page for up to 30 days, but not place it on the internet. Thank you for your co-operation.”

Copies supplied under the Copyright Act, a Publisher Licence, or obtained from the BL, BMA or another non-NHS library

“This copy has been supplied to you under the terms of the Copyright Act or a publisher’s licence or from another library. It is for your personal, non-commercial use only. You may not make further copies. Thank you for your co-operation.”