

Protocol for Interlending and Document Supply

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INTRODUCTION

This protocol has been prepared and updated by the Pan Northern Document Delivery Agreement (PANDDA) Group in order to facilitate the efficient and considerate operation of document supply and interlending.

It is a code of conduct, which specifies standards and copyright considerations for document delivery and interlending and outlines the responsibilities of both requesting and supplying libraries. Please ensure that all library staff who deal with interlending and document supply are familiar with its contents.

If you identify any errors or inconsistencies with data on the Union List, please contact the current Union List editors.

The PANDDA Group will review this protocol at least annually.

COPYRIGHT

When undertaking document delivery both the supplying and requesting libraries should ensure that they comply with all relevant copyright laws and licences.

Copyright in the NHS in England is currently governed by the 1988 Copyright, Designs and Patents Act, last amended in 2014, and the CLA Licence Plus which was introduced in 2015.

NB: Higher education libraries and NHS organisations in the devolved nations and the Isle of Man have different regulations; please check with the supplier if you are unclear as to what they can provide.

CLA Licence Plus

Most works, which have been purchased or subscribed to by the NHS in England, are covered by the CLA Licence Plus, including donated items. A limited number of works are not covered by the CLA Licence, mainly those published outside the UK. To check if an item is covered use the CLA Permissions Checker at <https://www.cla.co.uk/nhs-england-licence> using the 'Public Sector' option.

Under the terms of the CLA Licence, when the end user is an NHS authorised person (this includes contracted to deliver work on behalf of the NHS and hospices) they may copy two articles from a journal issue (or more if a themed issue), or 5% or one chapter of a book, whichever is the greater. Copyright declarations are not required.

Copies may be supplied electronically between libraries and to end users. The end user may share copies with other NHS authorised persons including storage on a secure network for access by colleagues.

Under the terms of the CLA Licence Plus, NHS libraries can also order Copyright Fee Paid articles from the British Library and the Royal Society of Medicine.

Reprints Desk

Copyright Fee Paid articles can also be ordered from the Reprints Desk. The easiest way to request these articles is to go to <https://cla-nhscontent.com/> and log in with your library service's user details. Select '*Need an account? You can register here*' if your library service is not yet signed up.

Copyright fee paid articles can also be requested from the British Library, but the advantage of using <https://cla-nhscontent.com/> is that you can immediately check whether the article you want is definitely reusable under the CLA NHS Licence, and whether it has previously been

ordered or is Open Access (in these cases, the article will still be supplied, but it won't be deducted from our annual allocation).

You may request an article from Reprints Desk (or from the British Library via your library service's CLA-linked CFP unit account) **only if**:

- Your requester needs to share the article with others **AND**
- You have checked that it is not available via any of [the networks in the INC scheme](#)

You **may not** request articles from Reprints Desk (or from British Library via your library service's CLA-linked CFP unit account) if:

- Your requester needs the article for their own use only. If you have not been able to obtain a library privilege copy from the British Library or any other source, then we suggest you advise your requester about the cost of you obtaining a copyright fee paid version via your library service's own BL account, to help them decide how valuable to them the article will be (for more information see <https://www.bl.uk/help/what-are-copyright-fees>; depending on your local policy, your library may bear the cost or expect the individual/their department to pay) **OR**
- You cannot source the article from within your own regional network but have not checked all the others in the INC scheme. The introduction of INCDocs in April will make it much quicker to do a nation-wide search of articles available for sharing under the CLA Licence, but meanwhile you do need to search each networks holdings separately.

These can only be stored locally and not detailed in a database but can be freely shared among NHS colleagues and so can be used to fill any speculative document supply requests.

Copyright, Design and Patents Act (1988)

Where an item is not covered by the CLA Licence a copy can still be made under the terms of the 1988 Act. Only one article from an issue or a reasonable proportion of a book can be copied. Under the terms of the act, the requesting library must obtain a copyright declaration which has been agreed to by the end user. This can be obtained electronically and can be in any form that denotes agreement, e.g., a signature or a tick box. Copies can be supplied electronically between libraries and to the end user, including from e-journals, but copies cannot be shared by the end user.

Publisher licences for electronic works cannot override the 1988 Act and so these can still be shared between NHS libraries electronically, either under the CLA Licence (use the Permission Checker) or under the 1988 Act.

Copyright Statements

When supplying an item, either to the requesting library or to an end user, always include a statement detailing whether it has been supplied under the terms and conditions of the CLA Licence or the Copyright Act.

Approved statements are as follows:

1. Copies supplied under the NHS CLA Licence:

"This copy has been supplied to you under the terms of the CLA Licence for the NHS in England. 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 store it on a secure NHS network, but not place it on the internet. Thank you for your co-operation."

If the requester intends to pass the information to a patient, they should advise the patient as follows:

Here is a copy from a journal/book which you may find helpful. You may print a copy and share this with your family or carers, but for copyright reasons, you may not put it on a website or share on social media.

If appropriate add: *If you use software to read content aloud or magnify the content, you may use a digital copy for this purpose.*

2. Copies supplied under the Copyright Act:

“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.”

Further information on copyright in the NHS is available at <https://library.hee.nhs.uk/resources/copyright>.

There are a team of ‘Copyright First Responders’ who are available to answer queries by emailing nhscopyrightqueries@knowledgeforhealthcare.nhs.uk

1. RESPONSIBILITIES OF THE REQUESTING LIBRARY

Urgent requests

It is the responsibility of the requesting library to exercise discretion as to whether a request should be sent as “urgent”. For example, when material is for patient treatment or a legal matter. These requests should be made by telephone.

Selection of locations

ILDS staff are reminded to check electronic resources e.g., Core Content and open access journals before initiating the process. It is recommended that library staff add their local paper and electronic content to Link Resolver to make these resources available to their users.

It is recommended that libraries within the North be used before other schemes. The list of libraries and their journal holdings is available on the Library Knowledge Services (North) website <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/>

Most PANDDA libraries are members of the Inter-Network Collaboration (INC) scheme for document supply between geography-based networks across the country. PANDDA libraries have joined INC to request and supply books and copies of articles. Further details of the scheme, and links to the catalogues are on the INC webpage <https://library.hee.nhs.uk/resources/inter-lending-and-document-supply>

The order in which to approach other networks is: PANDDA, EDEN, SWIMS, KSS (SENDS), MIDS, LENDS.

Bear in mind that some libraries are not staffed each day and will therefore take longer to respond [see 2(a)].

Try to distribute requests evenly throughout the list, trying to avoid always using those at the top.

2. RESPONSIBILITIES OF THE SUPPLYING LIBRARY

Supplying items

- a) Requests should be processed as soon as possible in accordance with response times below.

Libraries that are staffed each day, should under normal circumstances, respond to document supply requests within 24 hours of receipt or the next working day.

Libraries that are staffed less frequently, or single staffed are likely to take longer to respond but should aim to respond within 3 working days.

If you cannot meet this timescale, inform the requesting library as soon as possible.

- b) A scanned PDF copy of the article is the preferred method of sending.
- c) If a scanned copy is not possible photocopies should be made on A4 or A3 paper, clear, clean and properly collated; and sent by first class post if possible.
- Under both the CLA Licence and the Copyright Act, there should be no instances (except technical issues) where NHS Libraries are supplying other NHS Libraries via post. All document supply should be electronic.
- d) Ensure that either the original or a copy of the request accompanies the book or article supplied so that the receiving library can identify the copy. This should include the reference number.
- e) Supplying libraries reserve the right to decline to fulfil a request but must provide a reason for their decision:
- inadequate reference
 - not within the bounds of copyright
 - on loan
 - missing
 - reference copy
 - in high demand by the home service
 - subject to high postage charges
 - high value
- f) If request forms include reader details, supplying libraries must treat them as confidential in accordance with the General Data Protection Regulations 2018.

3. RESPONSIBILITIES TO THE NETWORK

Member libraries must:

- a) Keep local and electronic holdings information up to date on the Link Resolver and the Union list (<https://www.lksnorth.nhs.uk/resources/union-list-of-journals>). Union list holdings should be updated at least annually, or when there are any changes.
- b) Maintain statistics of items requested and supplied as required by the HEE Annual Statistical Return.
- c) Libraries that are temporarily closed; insufficiently staffed or where stock is temporarily unavailable may claim temporary last resort status. If a library wishes to claim temporary last resort status, a message must be sent to the inter-library loan mailing list (inter-library-loans@knowledgeforhealthcare.nhs.uk) and Union List editors.

Remember to send another message when the library is functioning normally.

- d) Keep library details updated on HLISD and include your PANDDA code. Inform Union List editors of Trust name changes, mergers, or closures. If you need editing rights to HLISD contact danielle.casson@hee.nhs.uk
- e) Before disposing of journal back-runs, particularly unique holdings, offer them to other libraries via regional mailing lists or duplicates exchange schemes such as the *Medical Libraries Duplicates Scheme*, which can be subscribed to via JISC <http://www.jiscmail.ac.uk/lists/lis-medjournal-duplicates.html>

If you are the only remaining library holding the title, please state this.

- f) Try to resolve any particular difficulties in supply with the library involved. Notify the Chair of the PANDDA Group about any unsolved or general problems and with any suggested improvements to operation of the scheme.
- g) It is the responsibility of library managers to inform their staff of changes to this protocol.

4. RESPONSIBILITIES TO READERS

It is recommended good practice to ensure that readers are informed if there is likely to be a delay in satisfying their request, or if for any reason their request cannot be satisfied.

5. DOCUMENT SUPPLY

Making requests

- a) Send non-urgent requests by a database document requesting system or email. Use the telephone for urgent requests (see section 1).

If sending requests by email, please use a generic email address where possible (example: library@merseycare.nhs.uk).

There is no need to reply to the email unless the request cannot be satisfied. In that case, inform the requesting library in accordance with the time scales in section 2a.

- b) When selecting locations, check holdings as well as titles to make sure that the locations you approach have the journal for the dates that you require.
- c) Do not request articles that you are able to access in full-text electronic format, without good reason, e.g. suppliers' website unavailable or local access issues.
- d) Speculative requests **should only** be made to the inter-library loans or HealthILL list with an appropriate subject heading. Please inform the list promptly if your request has been satisfied.
- e) Requests that cannot be satisfied should be replied to as soon as possible, especially for urgent requests, in accordance with the time scales in section 2a.
- f) When requesting from other libraries in the INC scheme, specify PANDDA and your PANDDA network code somewhere in your request. E.g. INC scheme request from PANDDA N-NOL. If you are unsure of your PANDDA network code contact the Union List editor, or consult the list at: <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/>

6. INTERLENDING

- a) Library staff should check local and regional OPACs before emailing the inter-library loans list with a specific request. A list is available on <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/opac-links-for-the-north/>
- b) Requests should be made by email with the subject line *PANDDA book loan*. Telephone requests may be made if the item is urgent or the customer is awaiting an immediate reply. This should later be confirmed by email.
- c) When requesting from other libraries in the INC scheme, specify PANDDA and your PANDDA network code somewhere in your request. E.g., INC scheme request from PANDDA N-NOL. If you are unsure of your PANDDA network code, contact the Union List editor, or consult the list at: <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/>
- d) Supplying libraries should include a return date and supply a return address label.
- e) If a book is lost or damaged during transit from the supplying library to the requesting library, the supplying library should assume responsibility for the loss.

If the loss occurs whilst the item is on loan to the customer, or during transit back to the supplying library, then the borrowing library (or their customer) should assume responsibility.

Given the costs involved in raising invoices network libraries should not invoice each other in respect of lost, damaged or overdue books. In the interests of good network relations, the library responsible for the loss of a book should contact the lending library about the preferred arrangements for replacement or compensation.

If no like for like replacement is available, the two libraries should agree on a compensation fee.

Libraries should take into account local budget restrictions when borrowing high value items.

- f) Borrowing libraries should ensure loan periods are adhered to.
- g) Borrowing libraries should inform the supplying library as soon as a problem arises.
- h) Renewals will be at the discretion of the lending library but may be subject to immediate recall, particularly by HE libraries.
- i) Please supply and return the item in a suitable and secure envelope e.g. padded envelope.
- j) High value items should be sent and returned by recorded delivery at the agreement of participating libraries. Borrowing libraries are responsible for the item if it needs to be replaced.

APPENDIX

Email Lists

Instructions for signing up to local and national inter-library loan lists

- **Northern Inter-library-loans**

To sign up to the Northern inter-library-loan list go to

<https://lists.knowledgeforhealthcare.nhs.uk/cgi-bin/mailman/listinfo/inter-library-loans>

This is the email address to send requests to once you are a member: inter-library-loans@lksnorth.nhs.uk

- **National**

To sign up to the national Health inter-library loan request list go to:

<http://lists.knowledgeforhealthcare.nhs.uk/cgi-bin/mailman/listinfo/healthill>

This is the email address to send requests to once you are a member: healthill@knowledgeforhealthcare.nhs.uk

Websites

- **Union List of Journals**

Search journal holdings across the North at <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/holdings/>

- **Northern OPACS**

A list of these is available on <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/opac-links-for-the-north/>

- **INC Scheme and catalogue links**

<https://library.hee.nhs.uk/resources/inter-lending-and-document-supply>

- **HLISD**

<https://www.hlisd.org/>

- **Reprints Desk**

<https://cla-nhscontent.com/>