



NoW Membership Terms and Conditions

19th September 2023

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1.3	19 September 2023	Amendments to draft
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What is NoW?

North West NHS Libraries (NoW) is a consortium of NHS libraries across the North West of England who are working together to provide library services. The information below forms your membership agreement with these libraries.

Please contact your local NHS library or ecn-tr.now.libraries@nhs.net if you have any questions.

The NoW consortium share a library catalogue and lend items to members across the region. Full details of all the libraries in the NoW consortium are on our catalogue: <https://now.koha-ptfs.co.uk>

Your **home library** is the library associated with the organisation where you are employed or on placement. Please contact your home library for information on further library and knowledge services available to you that are not covered by NoW membership. This can include access to organisation specific resources and services, and specialist staff support and training. You can find contact details for your home library on the catalogue.

By joining the NoW consortium, you (our users) agree to the terms and conditions outlined in this document. We (NoW) reserve the right to change these terms and conditions at any time and will inform you if we do so.

Who can join NoW?

All employees, learners on placement and volunteers at member trusts are eligible to join the NoW consortium as full members.

Some trusts also allow borrowing rights to additional external and patient members, and these have more limited borrowing allowances.

Member trusts are:

- Alder Hey NHS Foundation Trust
- Bolton NHS Foundation Trust
- Bridgewater Community Healthcare NHS Trust
- Countess of Chester NHS Foundation Trust
- East Cheshire NHS Trust
- Greater Manchester Mental Health NHS Foundation Trust
- Lancashire and South Cumbria NHS Foundation Trust
- Lancashire Teaching Hospitals NHS Foundation Trust
- Liverpool Heart and Chest Hospital NHS Foundation Trust
- Liverpool University Hospitals NHS Foundation Trust
- Liverpool Women's Hospitals Foundation Trust
- Mersey and West Lancashire Teaching Hospitals NHS Trust – Southport and Ormskirk
- Mersey and West Lancashire Teaching Hospitals NHS Trust – St Helens and Knowsley
- Mid Cheshire Hospitals NHS Foundation Trust
- North West Ambulance Service
- Pennine Care NHS Foundation Trust
- Stockport NHS Foundation Trust
- Tameside and Glossop Integrated Care NHS Foundation Trust
- Wirral University Teaching Hospital NHS Foundation Trust

Joining the library

You must register for membership to borrow items. You will receive an online account to manage your loans, reserve items from the catalogue, and view and update your details.

If you move to another organisation whose library is part of NoW, you don't need to register again. Just let your new home library know you have moved, and they will update your details. Please contact your home library with any questions about your membership.

Your home library aims to process your membership application within two working days. This includes checking your eligibility. Your home library will contact you to arrange for you to receive your library card / barcode.

You cannot borrow any items until we have processed your account and you have received your library membership details.

Your data is collected and shared according to the [NoW Privacy Policy](#).

Please let library staff know if you require additional assistance with library services. Library staff are here to facilitate your access to library services and will do all they can to enable you to access services and resources according to your specific needs.

What can I borrow?

Full members (staff, students on placement, volunteers, and external members whose organisation holds an agreement with a home library) can borrow up to 12 items at any one time, from any NoW library, and collect them from their home library. Some restrictions may apply for certain materials.

Some trusts also allow limited borrowing rights to additional external and patient members, who can borrow a total of 6 items from their home library.

We automatically renew standard loan and one-week loan books five times. Items will not renew automatically if they have reached their renewal limit, your membership has expired, the item has been reserved by another library member, you have overdue items or outstanding fees, or there is an issue with the item. Other items are not available for autorenewal, for example equipment and educational resources. You will need to contact your library to request renewals for these items.

If an item has renewed five times and you wish to borrow it again, you must show the library that you still have the item. If you are unable to visit the library in person, please contact your home library to discuss alternative ways of doing this. Otherwise, you must return the item to the library.

You may be able to directly borrow items from, and return them to, any NoW library that allows visitor access. If you plan to visit a NoW library that is not your home library, please contact the library in advance to ensure you can access the building. You can find contact information for NoW libraries on our catalogue.

When you visit a NoW library, library staff may ask you for proof of your identity, such as your trust ID badge. Please bring your membership card or barcode when you borrow items in person.

What charges might I have to pay?

You must return any items you borrow by the due date. You can find this date stamped in the book, on the receipt from the self-issue kiosk, on your online account, or in the reminder email sent to you. If you don't return an item after we have sent you three reminders, we will invoice you for it.

If you lose or damage an item, or it is lost in the post, we will ask you to pay for a replacement.

If you need to pay for a replacement, we will ask you to pay the recommended retail price of the newest edition of the item. Some NoW libraries may charge an administration fee to cover the cost of processing lost items. Some organisations may employ a debt collection service.

Once we have invoiced you for an item, you won't be able to borrow or renew items from any NoW library until you have returned the item or paid the invoice.

Your responsibilities

You must follow your organisation's policies (for example, IT, data security, Information Governance), home library policies and copyright legislation.

It is your responsibility to tell us if your contact details change. You can log into your account and change your details online or contact your home library.

If you leave an organisation, you must return all items by the last date of your placement or employment. Some organisations will deduct the cost of any items you haven't returned to the library from your pay.

For your information

Contact your home library if you have any feedback about the service.

You can log into your library account to choose which notifications you receive from the library. If you don't want to receive library service announcements, contact your home library.