



Terms and conditions for External Members within the East of England of the EACH Library & Information Service

This sheet gives you more information about the services from the EACH library, the terms and conditions and also the way we ensure your data is kept secure.

1. All health, social care, voluntary sector, other colleagues and students within the East of England who work within the catchment area of EACH, with an interest in children with complex and palliative care needs are eligible to be library members.
2. The services available to external members include loans of resources, the current awareness bulletins, journal article and book chapter supply by email within copyright restrictions and literature search service. More information is on our library pages - <https://www.each.org.uk/how-we-help-for-professionals/library-and-information-service>
3. All loanable resources require collection from one of our 3 hospice sites in Milton, Cambridge, Quidenham, Norfolk and the Treehouse Hospice, Ipswich between 9.30 – 4 pm Monday to Friday from the Care Administration office. Return of the books can either be by return to the hospice site they were collected from, or by post, direct to the “Library Service”, Education Centre, EACH, Church Lane, Milton, Cambridge, CB24 6AB. A return post label will be provided with the resources.
4. Library members are allowed to take up to 6 resources for a 35 day period. These can be renewed twice if no one else has reserved them. Renewal can be by phone, online or in person. Renewal is not possible if a resource has been reserved by someone else.
5. On occasions resources may be available for longer if agreed by the Library & Information Services Manager
6. When returning the item by post, library members are responsible for the safe packaging of the item. Any damage to, or loss sustained in the post when returning an item will be the responsibility of the library member and charged for the replacement cost.
7. Library members must notify the library as early as possible of any change in contact details.

How is your data stored and used

The following explains how the EACH Library & Information Service collects and uses your personal data when you become a library member.

Information that we collect

In order to ensure you can access and loan resources from the EACH Library & Information Service, we collect your name, home and/or work address, email address, phone number, organisation, work location, job title and role. This information is stored in the library management system Access-IT [Access-IT Software UK Ltd].

Sharing your information with others

Access-IT Software UK Ltd provides a cloud hosted service, and on occasions may have access to your personal data when providing IT support. Further details of the technical and organisational measures Access-IT Software UK Ltd take to ensure your personal data is kept secure is available on request.

Other EACH Library Services and data collection

You may choose to receive additional emails including current awareness bulletins or information about the library service. The Current Awareness Bulletins emails are sent to a secure third party supplier. Receiving these additional emails is based on opt-in consent that we will ask you to provide. You may choose to unsubscribe to these emails at anytime.

Requests by individual library members for services such as journal article supply, books loans and other general enquires are collected and stored securely within the EACH IT system. This custom made service report records your name, job role, place of work and request. This is then anonymised and used for statistical reporting purposes on the usage of library services.

Access to your personal information via the Library Management System is restricted to the EACH Library Service Manager and EACH Library Service volunteers who require access to this information to provide library resources and services to you.

We never share, swap, rent or sell your data to third parties for marketing purposes.

We will email you annually to check that the information we have is up-to-date and ascertain if you wish to remain a library member.

Deleting your information

We will keep your information for as long as you wish to be a member of the EACH Library Service and remain eligible to do so. The Library Management System will securely destroy any personal information about you when you are no longer a member, and personal data from the custom made service report will be removed annually once statistical purposes have been obtained.

If you have any questions about any of the information provided, please contact Sue Langley, Library & Information Services Manager, sue.langley@each.org.uk / 01223 815103.