



College of
Policing

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Using the National Police Library

Including terms, conditions and privacy information

Version 1

Using the National Police Library

The National Police Library provides access to a wide range of resources and services to College of Policing members in support of research, teaching, studies and evidence based policing development.

The information below covers eligibility, the terms and conditions of use of the online library and postal delivery service, details of how we will store and use your data, as well as arrangements for visiting the Library.

1. Eligibility

UK police officers and police staff

- Library membership is free to all College of Policing members. Full eligibility criteria for College membership can be found [here](#). If you are a serving UK police officer or member of police staff and are ineligible for College membership, please [contact the Library](#) directly.
- To join:
 - Register to become a **member of the College of Policing**. Registration requires an MLE login and password.
 - Complete a **Library registration form**, available on the membership site (login required). Registration requires your College of Policing Membership Number which will be provided to you in your Welcome email and is visible when you login to the membership site.
- New members will be provided with a welcome email containing their Borrower number and PIN. These are required for borrowing books via the Library catalogue. Your borrower number may also be required for renewing, reserving and other Library interactions.
- New members may also be provided with an OpenAthens user name and password. OpenAthens is required to access the majority of Library [eResources](#); it is provided by the company Eduserv with whom we will share your data (see section [5. Data protection and privacy](#)). You may decline an OpenAthens account on the registration form; this will limit your account to hardcopy loans and free-to-access resources only.

College partnership researchers

- If you are working on a research project in partnership with the College of Policing, such as Police Knowledge Fund, please speak to your College contact about temporary reference access to our physical collections. We may also be able to provide research support and enquiry services. Membership will last for the active length of the project and does not include access to online journals or any resource that we are prohibited by licensing or security to provide to non-College members.

Non-police personnel

- We are currently unable to offer membership to other non-police personnel including retired officers due to copyright, licensing, security and resource restrictions. We are focused on prioritising services to support serving officers. The College may in future offer a membership category for non-police personnel, but there is no anticipated delivery date for this.
- Where the Library holds items that are unique to our collection and are not Official Sensitive, non-police personnel may be offered the option to visit the Library if they have a legitimate research interest in policing. The visit provides reference access to resources on-site only, must be by prior appointment and is at the Library's discretion. Please [contact the Library](#) for further information.

2. Accessing eResources

EResources are Library resources that are born digital and can be accessed or downloaded by Library members. These include the majority of journals, trade magazines and all eBooks.

OpenAthens

- Following registration, you will be sent an OpenAthens activation email containing your username and an activation link. You will need to follow the link to activate your account and set up a password. NSCS guidance on creating safe passwords can be found [here](#)
- OpenAthens accounts are provided for the length of your Library membership, provided they are actively used. Library membership requires renewal every 2 years.
- If you do not activate your OpenAthens account within 3 months, it will be automatically deleted. Once activated, if it is dormant for 6 months, we reserve the right to delete it. You will need to contact us if you continue to require an account.
- By registering with the National Police Library you agree that:
 - Your OpenAthens account is for your use only and will not be shared with anyone else;
 - Your OpenAthens account is only to be used in the period you remain employed in the UK police service;
 - You accept the licence terms for eResources and all data will be used solely for academic or research purposes; data must not be used for financial or commercial gain; and
 - The copyright of the data will be observed.

If you do not comply with these conditions you may be liable to disciplinary procedures and legal action.

3. Borrowing resources

'Library material' or 'item(s)' are used here interchangeably to refer to any book, report, pamphlet or other hardcopy item that is physically loaned to you by the Library.

Loans

- The loan period for library material is usually 4 weeks; the date label will show the due-back date. If a particular item is in high demand or a special loan, it may be issued for a shorter period.
- You will receive an automatic 'due' notification in the week before your item(s) are due.
- You can request a renewal of your library material by phone or email; online renewal is not possible. Items may be renewed a maximum of five times, after which they must be returned to the Library.
- Renewal will not be possible if there is a waiting list. Please respond promptly to requests for the return of library material reserved by another borrower.
- We reserve the right to recall loaned items ahead of the due date.
- All items remain the property of the National Police Library and must be returned to the Library within the stipulated loan period, or renewed in good time.

You must take care of Library materials and not deface them in any way; this includes highlighting, writing in them, damaging their binding or removing any part of them. If you lose an item or it becomes damaged, let us know and we will invoice you for the full cost of replacement. Our current replacement charge is a minimum of £50.

Returns

- Items may be returned by post or in person. However you choose to return your Library materials, you remain personally responsible for all material issued to you until it is received safely back in the Library.
- If you wish to return items in person, remember to let us know you will be visiting and bring either your warrant card or other policing photo ID with you.
- If you wish to return items by post, these should be sent in a **padded envelope** using a delivery service which is trackable and insured. We do not recommend using internal mail systems as items have been lost or damaged in transit in the past.

Overdue books

- We do not charge fines but you will be sent a series of overdue notices, initially asking if you wish to renew, then requesting the return of the item within 7 days. If you do not respond, we will invoice you for a minimum standard replacement fee of £50 per item and your borrowing rights will be suspended until the matter is resolved.
- In cases where any invoice for costs has been settled and the book is subsequently found, it is not possible to arrange reimbursement as replacement costs will have already been incurred.

Reservations

- If the item you require is already out on loan, you can place a reservation by phone or email. It is not possible to reserve items online.
- If relevant, please provide a cut-off date after which the item will no longer be of use.
- If you wish to cancel a reservation, please contact the Library.

4. Scanned resources

- Where the Library holds a journal or other resource in hardcopy only, we may be able to provide a scanned copy of that resource provided that the request falls within the legal copyright limitations and permissions under the [CLA Central Government License](#).
- Scanned copies can only be provided after prior agreement to a copyright declaration. Requests for scanned hardcopy materials made through the catalogue or resource discovery system will require that you agree to the copyright declaration before your request will be sent.
- Some items are exempt from the copyright license and may not be scanned and sent.
- This is a discretionary service and we reserve the right to refuse requests based on volume, logistics or fragility of older material.

5. Data protection and privacy

This more detailed privacy information to that provided on the registration form.

OpenAthens

- In order to provide you with an OpenAthens account, the minimum amount of data is shared with Eduserv in order to create your account. This data comprises your full name, email address and membership number. This data is held on their servers for the active length of the account. Un-activated and expired accounts will be automatically deleted after 3 months.
- The Library does not have access to your account password but can assist you with a password reset should this be required.
- The Library does not retain or have access to data on the specific eResources accessed by any individual user, but can access OpenAthens data on the number of database access over a given period by an individual.
- Collective, anonymised statistical data is collected and retained in order to evaluate Library usage and feed into future resource decisions.

National Police Library Heritage Cirqa system

- The data that you provide on your membership form is retained within our Heritage Cirqa Library management system. This system is held on the College secure servers and there is no external access to this data. Library accounts are for 2 years from the date of registration until the end of the corresponding month. A reminder to renew your registration will be sent out 2 months before your account expires. If you choose not to extend your account, or if you do not actively declare that you would like your account extended, your account will be deleted within 30 days of expiry.
- To enable you to login to our classic catalogue, which is publicly available, your Library username and password are held in the classic catalogue system. Your current loans are also stored there and may be viewed when you login. This is the only personal data held on our external catalogue system.
- Membership forms are held for the period of your account; these will be shredded when your account is deleted.

General data retention

- The Library will retain email correspondence relating to requests, renewals, invoices, enquiries and complaints for time periods as detailed:
 - Correspondence relating to book requests, including issues and renewals, will be deleted within 3 months of the completion of the transaction. Completion is defined as the return of the loaned item(s).
 - Correspondence relating to document supply which includes a copyright declaration will be retained by the Library for 6 years.
 - Correspondence relating to official Inquiries will be retained for 2 years.
 - Correspondence relating to FOI requests will be retained for 1 year.
 - Correspondence relating to complaints will be retained for 3 years
- For borrowers who do not abide by the terms and conditions of use of the Library, we retain basic information relating to name and force indefinitely so that we may refuse subsequent membership.