



College of
Policing

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Using the National Police Library

Including terms, conditions and privacy information

Version 1.1

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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. Joining the Library – 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 you are unable to register 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 who opt in will also be provided with an OpenAthens user name and password [see [Section 2. Accessing e-resources](#) and [Section 4. Privacy statement](#)]. OpenAthens is required to access the majority of Library resources. **If you wish to opt out** please tick no in the OpenAthens section of the registration form; your access will be limited to hardcopy and free to access resources only. You may opt to open an OpenAthens account at a later date, but this must be done in writing by [emailing the Library](#).
- Library membership is for 1 year. We will contact you a month before your account expires to ask if you would like to extend for a further year. We are only able to extend accounts when we have active written consent to do so. Your account will only be extended if you continue to meet the eligibility criteria for membership.

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 Library membership. Membership will last for the active length of the project and is for reference use only; it does not include access to online journals.

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 with a legitimate research interest may be offered the option to visit the Library. The visit provides reference access to resources on-site only, must be by prior appointment and is at the Library's discretion.

2. Accessing eResources

OpenAthens

- Upon registration you will be given the option to open an OpenAthens account. OpenAthens is an Eduserv product and we will share with them a limited amount of your data in order to be able to open your account.
- If you opt in 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 year.
- 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 opening an OpenAthens account 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; and
 - you accept the licence terms for e-resources and all data will be used solely for academic or research purposes; data must not be used for financial or commercial gain; and 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

Loans

'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.

- The standard loan period for library material is usually 4 weeks and you may borrow up to 10 books at any one time; 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.

- For remote users we will post items to your home or work address, depending on your specified preference.
- You will receive an automatic 'due' notification in the week before your item(s) are due.

Renewals

- 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, provided there is not a wait list. When renewal is not possible items must be returned to the Library by the due date.
- We reserve the right to recall loaned items ahead of the due date.

Returns

- Items may be returned in person or by post. 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.

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.

Overdues and fines

- We do not charge overdue fines but all items must be returned to the library within the stipulated loan period, or renewed in good time.
- If your items become overdue, 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.
- Items not returned will incur a replacement cost.

Unreturned or damaged items

- 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, fail to return an item, or if it becomes damaged we will invoice you for the full cost of replacement. Our current minimum standard replacement charge is £50; 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.

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.

4. Privacy statement

This refers specifically to Library member privacy. The full College privacy notice can be [found here](#).

The Library provides a service to College of Policing members. We are committed to protecting the privacy of the information you share with us in line with the College's Privacy Notice and the General Data Protection Regulation (GDPR) 2018. Our legal basis for using your personal data is under Public Task; we rely on Consent for Research Update. We may contact you with regards to your account and will send automatic notifications for pre-overdue and overdue items. We may contact your Force if you do not respond to final overdue notifications or item replacement invoices. In order to provide you with OpenAthens we will share your data with Eduserv. Data is retained for the length of your account and permission for accounts must be renewed annually. If we cannot use your data we would not be able to provide you with a library service. To exercise your rights over your data please contact: data.protection@college.pnn.police.

See below for further information on how the Library stores and processes your data.

OpenAthens

- In order to provide you with an OpenAthens account, the minimum amount of data is provided to 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 accounts will be automatically deleted after 3 months. Expired accounts will be automatically deleted after 1 month.
- 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 e-resources accessed by any individual user, but can access OpenAthens data on the number and type of database accesses 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 1 year 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.

5. Visiting the Library

- All College of Policing members may visit the Library. Members based at Ryton or visiting Ryton while on a course may drop in within opening hours, or arrangements can be made for out-of-hours access. For further information see the membership site.
- If you are a member and would like to visit Ryton specifically to visit the Library, please contact us so access arrangement can be made. Non-members with a genuine research requirement may be permitted to visit for reference only access at the Library's discretion.
- Visitors should note that no food may be consumed in the Library and that any photocopying must comply with the CLA License and may be charged for.
- Staff and visitors are expected to ensure an environment conducive to work and study.