

SWIMS Network Standards for Inter-Library Document Supply

April 2019
Review date: April 2020

Contents

1. GENERAL INFORMATION.....	2
1.1 Network libraries and membership categories.....	2
1.2 Temporary last resort status and other issues affecting supply	3
2. COPYRIGHT	3
3. DATA PROTECTION	3
4. SEARCHING FOR ITEMS.....	3
5. RESPONSIBILITIES OF THE REQUESTING LIBRARY	4
6. RESPONSIBILITIES OF THE SUPPLYING LIBRARY	4
7. RESPONSIBILITIES TO CUSTOMERS.....	5
8. BOOK RENEWALS.....	5
9. LOST OR DAMAGED ITEMS.....	5
10. RESPONSIBILITIES TO YOUR NETWORK AND OTHER NETWORKS.....	5
11. WIDER RECIPROCATION	6
12. FURTHER INFORMATION	6

1. GENERAL INFORMATION

This document specifies standards for document delivery between SWIMS Network members and outlines the responsibilities of both requesting and supplying libraries. It should be used in conjunction with the [national good practice guidelines](#), taking into account the general principles in section 1 of that document.

It lists any additional standards and arrangements particular to the SWIMS Network, and also any variations from the national guidelines. These variations take precedence over national guidelines.

1.1 Network libraries and membership categories

The SWIMS Network embraces health care libraries in the areas covered by the South West, Thames Valley and Wessex regions and part of the East Midlands. This includes libraries in Avon, Berkshire, Buckinghamshire, Cornwall, Devon, Dorset, Gloucestershire, Hampshire, Isle of Wight, Milton Keynes, Northamptonshire, Oxfordshire, Somerset and Wiltshire. The health care libraries on Guernsey and Jersey are also members of the network.

There are three categories of Network membership:

Full	NHS libraries using the SWIMS shared library management system, with journals and books included on the SWIMS catalogue; these libraries participate in free, reciprocal resource sharing. The exception is EXE at which a separate catalogue is additionally available for book stock.
Affiliate	Partner libraries not using the SWIMS LMS, with print and electronic journals included on the SWIMS catalogue; these libraries also participate in free, reciprocal sharing of articles, and full members may lend books to them on request
Affiliate – permanent last resort	Partner libraries not using the SWIMS LMS, with print journals only included on the SWIMS catalogue; these libraries should only be used for requests on a last-resort basis but may occasionally request items from other network members. Exceptions are NOC and HGM at which a separate catalogue is additionally available for book stock.

A complete list of full and affiliate libraries is available at <http://www.swimsnetwork.nhs.uk/membership/locations/>

A list of permanent and temporary last resort libraries and special arrangements is maintained at <http://www.swimsnetwork.nhs.uk/last-resorts/>

The journal holdings of all members and the book holdings of full members are included on the SWIMS catalogue at <http://www.swims.nhs.uk/> (except EXE, HGM and NOC¹),

¹ To check EXE book holdings go to: <http://lib.ex.ac.uk/search/X?SEARCH=&SORT=D&b=medic&b=whh>. EXE are happy to participate in interlibrary lending but note this does **not** apply to Exeter University holdings. The book holdings of HGM and NOC are at http://solo.ouls.ox.ac.uk/primo_library/libweb/action/search.do - select *All libraries/collections > Health Care Libraries – Horton General Hospital/Nuffield Orthopaedic Centre*

1.2 Temporary last resort status and other issues affecting supply

Libraries which are temporarily closed, insufficiently staffed or where stock is temporarily unavailable may claim temporary last resort status, for periods of 3 days or more. **This is only to be used in extreme circumstances.** Libraries claiming temporary last resort should e-mail LIB-SOUTH@JISCMail.AC.UK including the SWIMS Network library code in the subject line or message text. The Network Administrators will update the list at <http://www.swimsnetwork.nhs.uk/last-resorts/> when time allows. When mailing the list, include the reason for claiming temporary last resort status, and the likely duration of this, so that other members understand whether there will be no service at all, or simply a slower service than usual. If you have claimed last resort status, in fairness to other libraries, you should avoid making a large volume of requests.

Other issues affecting supply, such as a broken photocopier or email address not working, should also be notified to LIB-SOUTH@JISCMail.AC.UK including the SWIMS Network library code in the subject line or message text. A follow-up email should be sent when the problem has been fixed.

2. COPYRIGHT

The Department of Health pays the Copyright Licensing Agency (CLA) for a Licence that allows staff in the NHS in England to make/share copies of copyright materials owned/subscribed to by the NHS in England. The Licence adopts a broad and inclusive definition of the NHS and treats the NHS in England as a single entity. The Licence covers the majority of the copying you will need to do from journals and books, both for your customers and other NHS-funded libraries.

In addition, under the 1988 Copyright Act (updated in 2014), libraries may make 'Library Privilege' copies of small 'fair dealing' amounts from copyright works, digital or print, for individual, non-commercial use.

Full information on copyright is available on the [copyright webpage of the NHS LKS website](#). This includes:

- Links to the CLA licence and the CLA's 'check permissions' tool
- A briefing on copyright including summary tables, declarations and statements, and FAQs
- A decision tree
- An interactive NHS copy aid tool
- Other useful links
- Information about the Copyright First Responders who can help with copyright queries

3. DATA PROTECTION

See the [national good practice guidelines](#).

4. SEARCHING FOR ITEMS

See the [national good practice guidelines](#)

5. RESPONSIBILITIES OF THE REQUESTING LIBRARY

See the [national good practice guidelines](#). In addition, in the SWIMS Network:

- a) Do not request any article that you are able to access electronically, unless for any reason you cannot access it yourself within the required timeframe.
- b) Do not use SWIMS reservations or traps as a way of making book requests.
- c) Be cautious about asking another library to reserve an item that is currently on loan: SWIMS Network libraries may prioritise renewals by their own users over reservations by other libraries, so please contact the holding library to discuss this if necessary.
- d) The LIB-SOUTH mailing list may be used in addition for speculative requests. Include 'ILL request - can anyone help?' in the subject header, so that list members can quickly distinguish these as speculative rather than specifically targeted requests. If a request is satisfied via the network, immediately send a follow-up message to the list to let others know. It is good practice to add 'if permitted by licence' to requests. Bear in mind that libraries may not be able to supply e-pubs ahead of print, even if they have an electronic subscription to the journal.

6. RESPONSIBILITIES OF THE SUPPLYING LIBRARY

See the [national good practice guidelines](#). In addition, in the SWIMS Network:

- a) Under normal circumstances member libraries will respond to requests **within 24 hours** of receipt or next working day. Libraries that are not adequately staffed each day will respond within **five working days**. (The national standards state 48 hours or five working days.)
- b) For books, ensure that the return date is clearly visible. If there are any specific instructions for the requesting library (e.g. no renewals), include these in the copy trap in SWIMS and on the item, and inform the requesting library by phone or e-mail. If the book that has been requested is very large or heavy, you may decline to lend or consider advising the requesting library, in case their reader only requires a chapter.
- c) Where post must be used, second class post is assumed. Items should be sent in secure, protective and clearly addressed packaging. Do not use staples.
- d) If you cannot supply the item requested, or the reference is faulty, notify the requesting library ASAP by the quickest means (or immediately, if the request is urgent). **If the request was made by e-mail, reply by e-mail**. Include the reason for non-supply in your response. The abbreviations below are commonly used but use a fuller explanation if appropriate.

MFS	missing from stock	OL/DB....	on loan/due back...
Ref only	reference only	NYR	not yet received

- e) SWIMS Network libraries may prioritise renewals by their own users over reservations by other libraries. If you agree to reserve for another library an item that is currently on loan, please ensure they are aware of any caveats that apply.

7. RESPONSIBILITIES TO CUSTOMERS

See the [national good practice guidelines](#).

8. BOOK RENEWALS

See the [national good practice guidelines](#). In addition, in the SWIMS Network:

- a) Where the loaning library allows renewals, you may self-renew an ILL loan a maximum of two times. This can be carried out on the SWIMS staff interfaces. ILL self-renewal must not be carried out on SWIMS WebView. If a book is significantly overdue the borrowing library should contact the lending library before self-renewing. More details in the FAQ at <http://www.swimsnetwork.nhs.uk/ilds/ilds-fags/#selfrenew>
- b) For subsequent renewals, the borrowing library should contact the lending library by phone or email to request a renewal. The lending library will update the record on SWIMS as appropriate.

9. LOST OR DAMAGED ITEMS

See the [national good practice guidelines](#). In addition, in the SWIMS Network:

- a) 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 and offer to replace it:

10. RESPONSIBILITIES TO YOUR NETWORK AND OTHER NETWORKS

See the [national good practice guidelines](#). In addition, in the SWIMS Network member libraries must:

- a) Comply with the SWIMS Network Terms of Reference available at <http://www.swimsnetwork.nhs.uk/membership/policies/>
- b) Try to resolve any particular difficulties in supply with the library involved. Notify the [SWIMS Network ILDS Group](#) about any unresolved or general problems, or with any suggested improvements to the operation of the scheme.

11. WIDER RECIPROCATION

- a) There is a reciprocal arrangement with other geography based networks called the INC scheme. This is primarily for articles; books may be lent at discretion. More information is at <http://www.swimsnetwork.nhs.uk/ilds/other-networks/>
- b) Any formal arrangements for wider reciprocatation will be agreed by the SWIMS Network Board and will be evaluated for balance. Please participate in these arrangements as directed by the Board.

12. FURTHER INFORMATION

See <http://www.swimsnetwork.nhs.uk/ilds/ilds-faqs/> for various documents, links and FAQs.

The **Network Administrators'** contact details can be found at <http://www.swimsnetwork.nhs.uk/networkcontacts/>

Information about joining the **LIB-SOUTH discussion list** is available in the document on discussion lists at <https://southlks.libguides.com/lks/home>

Contact details for members of the **SWIMS Network ILDS Group** are at <http://www.swimsnetwork.nhs.uk/groups/ilds-group/>