



Knowledge and Library Services Byelaws

Knowledge and Library Services offer a comprehensive, high-quality service to all UK Health Security Agency (UKHSA) staff, enabling access to knowledge and information from various sources, along with professional assistance from the KLS team.

Through our services you will be able to access the evidence base to support your work on UKHSA programmes and services aimed at the wider public health system. Irrespective of where you are based, as a UKHSA member of staff you are eligible to use our services.

UKHSA Libraries are sited at Chilton, Colindale and Porton. Our Knowledge and Evidence Specialists are based at UKHSA Centres across the country.

Library access

To speak to a member of library staff or find out about staffed library opening hours, telephone 020 368 20600.

Chilton	24 hour access Staffed hours: Monday – Friday, 09:00 to 16:30
Colindale	24 hour access Staffed hours: Monday – Friday, 09:00 to 17:00
Porton	Access during building opening hours 08:00 to 17:30 Staffed hours: Monday – Friday, 08:30 to 17:00

Library facilities

Chilton	Docking stations Printing, scanning and photocopying facilities A collection of over 19000 print books A range of historical print journals
Colindale	Docking stations Printing, scanning and photocopying facilities Quiet study space Tables and chairs suitable for small informal meetings

A collection of over 5000 print books
A range of historical print journals
Rare books and special collection (viewing by appointment only)

Porton Printing, scanning and photocopying facilities
 Quiet study space and easy chairs
 A collection of over 5000 print books
 Staff theses and publications

The aim of UKHSA Knowledge and Library Service is to facilitate access to appropriate information for the work and personal development of staff and students and to contribute towards working in public health and other related services.

Knowledge and Evidence Specialists

Each UKHSA Centre/region has a dedicated [Knowledge and Evidence Specialist](#) to support their evidence and knowledge needs.

Our specialists can provide:

- Integrated and embedded subject-specialist liaison to identify, source, manage and disseminate evidence
- Advanced literature reviews and knowledge updates
- Support for critical appraisal
- Linked communities of practice to support the wider PH system

Registration and membership

There is no requirement to complete any forms to use Knowledge and Library Services.

By default, as a UKHSA member of staff you are eligible to use the services remotely, and/or to use our physical library facilities at Chilton, Colindale and Porton.

Students on placement and staff contracted to work within UKHSA are also eligible to use our services. People with honorary UKHSA contracts are not automatically eligible to use UKHSA Knowledge and Library Services – access is considered on a case by case basis dependent on the circumstances and the work being undertaken for UKHSA, and is ultimately at the discretion of the Knowledge and Library Services Senior Management Team.

Others with a legitimate request may be allowed access to a library for reference purposes on application and at the discretion of the Knowledge and Library Services Manager.

The Knowledge and Library Services Manager may suspend access to the Library for anyone infringing these policies.

Code of conduct for use of physical libraries

The Libraries are intended for study, and library users should respect the needs of others to work. Mobile phones should not be used in the library and should be set to silent whilst in the Library.

Users should bring their own headphones to use when undertaking e-learning.

Knowledge and Library Services accept no responsibility for loss or damage to personal possessions left in the library. Personal property must not be left unattended.

Please note that users may be charged for any damage to library materials or equipment.

Small uncooked or cold food (e.g. sandwiches) and covered non-alcoholic drinks may be consumed in the library. Library users are responsible for clearing up any spillages and disposing of all waste in the bins provided. Hot or strong-smelling foodstuffs are not permitted.

The library staff are not responsible for any visitors coming into the library if they have a red pass or require an escort.

Damage to library stock and equipment

Users must not mark, deface or damage Library stock or equipment. This includes highlighting or underlining in printed materials. A charge will be made for the replacement cost of any damaged items.

Photocopying and scanning

Copyright law must be observed. A poster by the photocopier gives an overview of permitted copying, and individuals are responsible for their own adherence to the regulations. Library staff can also advise.

Photocopies or printing must be for work purposes or for study related to your work. No personal printing or photocopying must be done.

Loan of materials

Users may borrow 8 items at a time and the initial loan period is for 4 weeks.

You also have access to our eBook collection which allows you to read books online.

Library resources are for personal use only and must not be obtained for the use of third parties from other organisations or for commercial purposes.

All items of library stock taken out of the Library (books, journals, reports, multimedia) must be issued to the user, who is then responsible for the items until the loan is returned by Library staff. This means that if a reader has finished with an item, they must return it to the Library rather than pass it on to another reader.

Wherever you are based you are able to borrow books. If you are based at Chilton, Colindale or Porton you can collect items from the site library; if you are based elsewhere (including at home) we will post the items to you. Please refer to UKHSA Pulse for information on recouping the costs of return postage of items at the end of the loan period.

The Library staff may decline to issue material or restrict its circulation to adhere to the needs of the service.

Renewals

Books may be renewed five times on request provided that they have not been requested by anyone else. The loan period for books is 4 weeks. Renewals can be requested in person, by email, made directly via your personal online library account, or over the telephone.

This renewal is not automatic and will only occur if no one is waiting for the item. The new due date for return will be given when a renewal is made. Items reserved for another user, or for which an overdue notice has been issued, cannot be renewed.

Once renewed, items can be recalled by Library staff at any time.

Returning library materials

All loans must be returned by the due date. It is the responsibility of the borrower to ensure safe return of the materials issued to them.

Items returned to the Library by external post must be adequately packaged and clearly labelled. If they are sent in the Royal Mail, proof of posting is required, and the items should be sent Recorded Delivery.

It is the responsibility of the borrower to ensure items are returned in good condition.

Items on loan remain the property of the UKHSA Library and may be recalled at any time. Items recalled must be returned as soon as possible, and never later than their due date.

Items for loan may be reserved, and readers will be notified when a reserved item is available. Books will be held from the time of notification for two weeks before the reservation is cancelled.

When a user leaves employment with UKHSA, all books or other materials must be returned to the UKHSA Libraries.

Overdue books

As items approach their due date, an email will be sent to the reader reminding them of the due date.

Items overdue for more than seven days will be notified to the reader by email.

If any items still remain unreturned three months after their due date, a letter will be sent to the reader giving 30 days' notice after which, should the item still not be returned, the user's line manager will be notified and the user's departmental budget will be invoiced for the replacement cost of the item, or its closest replacement if no longer available.

Readers with overdue material may have their borrowing rights restricted until the overdue material is returned, and may have all borrowing rights suspended, at the discretion of the Knowledge and Library Services Manager.

Overdue notices will be sent to the last address or email address notified to the Library.

Failure to receive such a notice does not invalidate any subsequent action.

Computer use

A UKHSA login will be needed in order to use the computers; Library staff cannot provide logins. These are for study purposes only and not for personal use. Use of the computers is covered by UKHSA's IT security policy and all library users must comply with the Computer Misuse Act 1990.

Health and safety

Library staff will work to ensure that the Library environment is as safe as it can be, but users also have a responsibility to consider themselves and anyone else who could be affected by the things they do, or don't do, while using the Library. Please inform the Library manager of any health and safety concerns you identify.

These Regulations will be reviewed annually or when circumstances necessitate change.