Purpose
The Barwon Health Library Membership Procedure outlines categories of membership and their associated eligibility criteria, services offered, access conditions, terms of Library use, and responsibilities of members and Library staff.

Target Audience
All Barwon Health staff, health professionals in eligible Barwon-South West Region health services (i.e. SWARH members and other selected health professional groups), and students on clinical training placements.

Definition
Barwon Health Library refers to the library services located at the University Hospital Geelong and the McKellar Centre, and offered through the physical and online access points.

Procedure
Categories of Membership
There are three categories of membership for the Barwon Health Library:
1. Barwon Health Members
2. Regional Members
3. Student Members.

Each category has associated eligibility criteria, types and levels of services offered, and access conditions.

1. Barwon Health Members

1.1. Eligibility criteria
All employees of Barwon Health are entitled to become Library members.

1.2. Services
The following services are offered to Barwon Health Library Members.

Orientation
All new staff are offered Library orientation which introduces the Library’s services and advises new staff about how to become a Library member, their rights and responsibilities.

Ready Reference
Answers to quick general questions may be requested in person or in writing, electronically or by phone.

Literature Searches
Literature searches may be requested in person or in writing by using the online literature search request form or by email, or by phone. The Library aims to deliver a 2 working days turn-around on requests unless otherwise negotiated. Requests for searches for patient care will be given priority.

Training
Librarians offer training in literature searching, reference information management, searching databases and other online resources, setting up personal profiles, saved searches, alerting and current awareness services. Training can be delivered in the Library, in the workplace, or online.
Borrowing Services
All staff must be registered in order to borrow from the Barwon Health Library. Borrowing entitlements for members are set out in a separate procedure document.

Access to Online Resources
The Library is committed to equity of access to information for all clients. Online resources allow all members, including those in off-site and remote locations to access the full range of services and information resources.

Inter-Library Loans
Members may request items needed for work-related purposes that are not held in the Barwon Health Library through the document delivery or inter-library loans service. All inter-library loans for urgent patient care are given priority and requested through the express document delivery service. All staff who are enrolled in a course of study with an external organisation must approach that organisation for assistance in locating all materials associated with their course.

Library Computers
Computers are available in the Library for staff use. Priority is given to Barwon Health work needs, and staff using the computers for personal use may be asked to relinquish computers if demand is heavy. All staff using Library computers are required to comply with the Barwon Health Infrastructure Services Internet Access Policy.

Study Facilities and Meeting Rooms
Study spaces, desks, chairs, tables, double-screen computers and internet access are available in the Library. Rooms for meetings, teaching, tutorials, videoconferencing, workshops and small conferences are available in the St Mary’s Building, and may be booked through the Library website (see Library Forms tab).

Photocopying and Printing
Photocopying and printing facilities are available in the Library area. All users are required to observe the Copyright Regulations, which are posted near all copiers.

1.3. Access conditions
Librarians offer professional consultation services from 8.30am to 5pm, Monday to Friday, excluding public holidays.

Library staff and all Library users are jointly responsible for preventing loss, theft or damage to the Library collections and facilities.

Internet access to electronic resources ensures equity of access to information resources 24/7 for all Barwon Health Library members. IP authentication functions on Barwon Health computers and user id/password mechanisms function for remote access.

Study access (outside normal business hours) is granted to Barwon Health medical staff, and other Barwon Health Library Members who are enrolled in a relevant university higher degree course of study. (See Key Legislation, Acts & Standards: Victorian Public Health Sector (AMA Victoria) Doctors in Training (Single Interest Employers) Enterprise Agreement 2013.)

2. Regional Members

2.1. Eligibility criteria
Regional Membership of the Barwon Health Library is offered to
- Barwon Health Consumer Representatives
• Staff in health services in the Barwon-South West Region (i.e. members of the SWARH network)
• GPs and other health professionals in the region working in the not-for-profit sector.

The SWARH network comprises:
1. Balmoral Bush Nursing Centre
2. Barwon Health
3. Casterton Memorial Hospital
4. Cobden & District Health Service
5. Colac Area Health Service
6. Dartmoor & District Bush Nursing
7. Hesse Rural Health Service
8. Heywood Rural Health
9. Lorne Community Hospital
10. Moyne Health Services
11. Otway Health & Community Services
12. Portland District Health Services
13. South West Healthcare
14. Terang and Mortlake Health Service
15. Timboon & District Healthcare Service
16. Western District Health Services

Other individuals and groups in the region
• Health professionals, including International Medical Graduates (IMGs), who are working in not-for-profit health services which do not have a physical or online library service may apply to become Regional Members.
• Contracts for specific Library services may be negotiated with health organisations and groups in the region.
• Members of the general public and health professionals in private organisations are not eligible to become library members, but may be granted onsite use and may be offered fee-based services. (A schedule of fees for Library Services is available on request.)

2.2 Services

The following services are offered to Regional Members. (Note that access to some services and online resources may not be available to all Regional Members as this depends on licencing agreements negotiated with publishers.)

Orientation
All new members are offered Library orientation which introduces the Library services and advises new Library members about services offered and their responsibilities in using these services.

Ready Reference
Answers to quick general clinical queries may be requested by contacting the Library by phone or email.

Literature Searches
Literature searches can be requested for clinical queries for a fee. (A schedule of fees for Library Services is available on request.)
Training
Regional Members may join regular literature searching and database training sessions offered by the Library. Training for small groups in literature searching skills and using online databases may be contracted for a standard fee. (A schedule of fees for Library Services is available on request.)

Collections
Regional Members are not eligible to borrow items from the Library collections unless otherwise negotiated with the Library.

Access to Online Resources
Licencing restrictions limit access of library online resources to Barwon Health staff only. Regional Members who are employed in public health organisations have access to online resources through the Clinicians Health Channel and are eligible to register for remote access through the Clinicians Health Channel website.

Inter-Library Loans
Regional Members may request items on document delivery or inter-library loans for a standard administration fee. (A schedule of fees for Library Services is available on request.)

Library Computers
Computers are available in the Library for members with a SWARH login to use. Priority is given to Barwon Health work needs, and anyone using the computers for personal use may be asked to relinquish computers if demand is heavy. All Members using Library computers are required to comply with the Barwon Health Infrastructure Services Internet Access Policy.

Study Facilities
Study spaces, desks, chairs, computers and internet access are available in the Library.

Photocopying and Printing
Photocopiers and printing facilities are available in the Library area. All users are required to observe the Copyright Regulations, which are posted near the copiers.

2.3 Access Conditions
Library staff offer services from 8.30am to 5pm, Monday to Friday, excluding public holidays.

The Library staff and all Library users are jointly responsible for preventing loss, theft or damage to the Library collections and facilities.

Internet access on Barwon Health Library computers for accessing the Library’s electronic resources is available for Barwon Health staff. IP authentication functions on Barwon Health computers and user id/password mechanisms function for remote access for eligible categories of membership.

After-hours access is not available to Regional Members.

3. Student Members

3.1. Eligibility criteria
Where contracts covering Library use have been negotiated with Barwon Health departments and University partners, students who are on clinical training placements are eligible to become Student Members.
3.2. Services

**Orientation and Training**
Librarians offer general orientations to the Library and the services available to Student Members, and advise on their Membership responsibilities. Introductory training covering how to use Library resources and databases may be offered.

**Ready Reference**
Answers to quick general clinical queries may be requested.

**Literature Searches**
Literature searching services are not available to Student Members who should contact the Library of their university or institution for literature searching support.

**Borrowing Services**
Student members are eligible to borrow a limited number of items from the Library collections for the duration of their placement.

**Access to Online Resources**
Student Members have access to the Library’s online resources while using the Library and other Barwon Health computers. Remote access is not available to students.

**Inter-Library Loans**
Student Members are not eligible for document delivery or inter-library loans services. Students should contact their educational institution for assistance in locating all materials associated with their course of study.

**Library Computers**
Computers are available in the Library. Priority is given to Barwon Health work needs, and anyone using the computers for personal use may be asked to relinquish computers if demand is heavy. All Members using Library computers are required to comply with the Barwon Health Infrastructure Services Internet Access Policy.

**Photocopying and Printing**
Photocopiers and printing facilities are available in the Library. All users are required to observe the Copyright Regulations, which are posted near all copiers.

**Terms of Use**

**Library members’ responsibilities**
All Library members must agree to:
- notify the Library of current contact details;
- return borrowed items on time and before leaving Barwon Health or the affiliated health service in the Barwon-South West Region;
- accept responsibility and pay for any lost or damaged items;
- comply with Barwon Health codes of conduct and the Infrastructure Services Internet Access Policy.

**Library staff responsibilities**
Library staff have a responsibility to:
- provide competent, professional services to clients;
- preserve the confidences and respect the privacy of each client;
- advise clients on the use of Library services, facilities and resources, and associated policies;
- encourage the principles and practice of evidence-based health care;
- empower clients to access information through training, orientation, online services, and seeking assistance.

**Evaluation**

Regular document revision.

**Key Aligned Documents**

- Barwon Health 2017 Medical Officers Handbook, PROMPT: Barwon Health \ Medical Practitioner \ Medical Education & Training
- Employee Code of Conduct, PROMPT: Barwon Health \ Workforce \ HR
- Infrastructure Services Internet Access, PROMPT: Barwon Health \ Health Information Services \ H I S

**Key Legislation, Acts & Standards**


**References**

Schedule of fees for Library Services 2017 (available on request)

**Contributors**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Service / Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead Reviewer:</td>
<td>Rob Penfold</td>
<td>Director Library and Literacy</td>
</tr>
<tr>
<td>Contributor/s:</td>
<td></td>
<td>Barwon Health Library</td>
</tr>
<tr>
<td>Committee/s:</td>
<td>Members</td>
<td>Teaching, Training and Research Governance Committee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Meeting pending 1st meeting of 2018</td>
</tr>
</tbody>
</table>