

# **Estates Services Library**

## **Operating Procedures**

email: [estates.library@admin.ox.ac.uk](mailto:estates.library@admin.ox.ac.uk)

**Library: 01865 616784**

**Malthouse: 01865 288460**

These operating procedures apply to the Estates Services Library (“ESL”) at the Examination Schools on the High Street in central Oxford.

### **Library – introduction and scope**

The Library is a repository of original records created by Estates Services and its precursors, the University Surveyor’s Office (USO) and the Land Agent’s and Accommodation Office. These include building documentation (such as manuals, test reports, insurance documents, drawings and plans), financial records, staff records, correspondence, committee minutes, and more.

These records are of key importance in supporting the day-to-day operations of Estates Services whether providing building information to project managers or retaining original documents to meet the department’s legal and statutory obligations.

A large proportion of these records only exist in paper format: they are unique and cannot be replaced if lost or damaged. The management and maintenance of the Library is the primary duty of the Information Team who will be responsible for ensuring adequate storage environment and monitoring access and handling of the material. At the same time, everyone who creates and uses these documents has a duty of care towards them, and must ensure that these unique records are handled with care, so that they are not destroyed, damaged, inappropriately disposed of or inappropriately shared with other parties. Procedures and rules of conduct for users are laid out below and every Library user must adhere to these.

The Library strives to follow the International Standard for Record Keeping, ISO 15489-1: 2016.

### **Access to the Library**

1. Visitors will be admitted by prior appointment only, and appointments can be made using the contact details provided above.
2. Appointments will be available on request between Monday and Friday 9am-5pm
3. Visitors should wait in the main entrance lobby where they will be met by a member of Estates Services staff.

## Using the Library and borrowing material

1. The Library staff will assist visitors with locating the material they need, using existing location guides and catalogues.
2. Materials should not be removed from the library without the express permission from the Information Team (telephone: 01865 278790). All loans must be recorded on the Loans Spreadsheet, managed by the Information Team.
3. Where such permission is granted this will be for a mutually agreed, set period of time. If users wish to retain items beyond the agreed return date they should contact Library staff to arrange an extension of time. Library staff will contact users to arrange for the return of overdue items.
4. By signing for any materials the recipient will be confirming that they take full responsibility for the return of the items in full and in the same condition as when they were removed from the Library and that they will reimburse in full any costs associated with procuring replacement records should they fail to meet the terms of the loan.
5. Where material is needed for an extended period of time, the Library staff may offer to provide a scanned copy or print so that the original may be kept within the Library.
6. Material which requires additional security clearance, such as records with sensitive personal or commercial data, will be kept in a separate, locked room. Access to this room will be restricted to named individuals. Additional security measures, such as tamper proof tape on boxes and lockable filing cabinets, will be applied to certain categories of records, as recommended by users.

## Rules of conduct for users

Users must comply with the regulations and expectations laid out in this document. Users are responsible for handling material with care to avoid damaging it.

## Requests for information held within the Library

Requests for information should be sent to the Estates Services Library inbox [estates.library@admin.ox.ac.uk](mailto:estates.library@admin.ox.ac.uk) in the first instance and should include the following information:

1. Requester's name and contact details;
2. Related site/building and area within the building (name and number if known);
3. Related project number or description of the project;
4. Information required, including any known details, such as particular sub-contractor or supplier, date of the project, etc.

Requestors will receive an automated email response acknowledging the request. Library staff will aim to update the sender on the status of their request within two working days. The Library staff will aim to complete requests sent by email, including requests for scans or copies, within 5 working days of receipt. If a request is likely to involve a significant amount of scanning, a delivery date will be agreed with the client.

## Depositing items in the ESL

The Estates Services Library regularly receives new deposits from the various sections within Estates Services and from its external consultants. Documents range from O&M manuals and original project documentation to statutory testing reports, financial records and correspondence on strategic and legal issues. Some items are intended for regular use while others are held for a set period in line with current legislation or the University's financial regulations.

Estates Services staff should arrange for any files or materials to be sent directly to the Examination Schools using an FM request and should inform the Estates Services Information Team simultaneously using the above contact details so that they can arrange to receive these files at a time when the Library is staffed.

External consultants sending material directly from company offices outside the University should arrange for it to be sent directly to the Examination Schools by prior arrangement with the Estates Services Information Team.

All records must be appropriately packaged to avoid any damage in transit. Materials should be sent to the Library in a lidded bankers box or crate, sealed with tape where necessary.

All deposits must be accompanied by a note (attached to or inserted in each box or record as appropriate) which includes the following information:

1. name and contact details of the person depositing the material;
2. a summary of the type and quantity of material being deposited (e.g. 3 binders, 2 loose drawings);
3. a detailed list of the items contained in each box which must include the number of the building or project which they correspond to (e.g. 1. O&M Manual for 152 – Dyson Perrins; 2. Mechanical drawings for 217 – Sherrington Building; etc);
4. The anticipated disposal date, where applicable.

All deposits will be acknowledged and the named contact notified when records have been received at the Library. All new deposits will be catalogued on receipt and inserted into the existing record sequence, with appropriate security measures applied to the storage of sensitive information.

## Disposal of records

Few records will be held by the Library in perpetuity: data protection laws as well as limitations of space need to be taken into consideration when deciding how long each document should be kept. Some records have a clear life span, after which they can and should be destroyed or deposited with the University Archives. A small number of records, notably those relating to asbestos, will need to be retained beyond the normal parameters, but most records will be subject to periodic review. When it has been agreed that records are no longer required for operational use, items of potential historic interest will be passed on to an appropriate archival authority, which would typically be the University Archives or one of the College archives.

Specific document retention guidelines will be agreed with each section within Estates Services so that every type of document produced by the Department has an assumed life span and a clear review schedule.

Documents will only be disposed of or passed on to the appropriate archive on the authority of the Head of the originating section or team.

*Archives & Records Officer  
February 2018*