Lending equipment owned by the GCU Disability Team

In the past, the library has facilitated the lending of disability equipment using the library management system. This benefits students as they can keep track of all their loans in one location.

The previous system was not streamlined, as the students had to attend a disability equipment assessment in the GCU Disability Team office. Once they were assigned a piece of equipment, they had to go along to the Library Desk in the Saltire Centre and have the item issued to them.

This is not ideal, as the student has to make unnecessary journeys between two service points. As each loan period is tailored to the student's needs, the library staff member has to adjust the dates in the system manually, increasing the time taken to perform the transaction.

As part of a wider review of the library's services to disabled students we have revised this workflow in conjunction with the GCU Disability Team. After consultation with the GCU Data Protection Office, we propose to set up the Assistive Technology Advisor with access to the Library Management System on his office PC.

The Library Collections and Discovery Team have assessed the risk of this additional access and have decided that they are not significant compared to the improvement of service for our disabled students. This access will be limited to Glasgow Campus only, the Fulfilment (borrowing and return) module and may be further restricted by item type (disability equipment only). Data types included in the Fulfilment module are: name, email address, postal address, phone number, loan history and borrower notes and are in a low risk category.

We will amend the workflow to reflect this streamlined procedure and review increased effectiveness on a regular basis in line with our Customer Service Excellence guidelines.