

National Library of Scotland supports flexible working culture with hfx solution



hfx flexible working solution enables the National Library of Scotland to manage flexible working, overtime and time off in lieu (TOIL) for over 330 staff across six sites

The National Library of Scotland employs over 330 staff to manage the vast collections across its six sites in Edinburgh and Glasgow. An established employer in the area, for many years it has successfully employed flexible working policies to support the work life balance of its staff. The Library has implemented hfx's flexible working system to support its policies, reaping efficiencies with reduced administration time spent by staff and the HR team in recording working hours.

Christine Miller, HR Partner at the National Library of Scotland said; *"Achieving a good work/life balance is embedded in our culture in the Library and flexible working contributes to this."*

"The hfx system provides us with a very flexible solution allowing staff to easily change how they log in and out and so it's great for those who travel between sites, knowing that their working day is accurately recorded."

hfx supports flexible working policies and reduces administration

The National Library had been running flexible working practices using an earlier hfx system to simply record working hours. The Library then implemented hfx's comprehensive flexible working system to manage working hours for all staff, which has additional functionality to provide data for managers and enable HR to conduct strategic reviews of policies and practices based on quantitative data.

Employees at the Library clock in and out using terminals in each of the different sites, or from their own PC terminals. The HR team believes that by recording all working, both staff and managers are assured that the flexitime policies are adhered to. The hfx solution is integrated with the Library's WorldService HR system. Absence is captured by the hfx system and automatically exported to WorldService, avoiding re-keying of absence data and streamlining the monitoring and management of data.

Using the hfx system, the Library is able to administer its flexible working policies, e.g. compressed hours, where full-time staff can request to work their weekly hours over four days, or work nine days during a fortnight period. Having the hours recorded systematically provides an overview of working practices for managers, enabling them to balance operational requirements while meeting the needs of staff.

"The system is really helpful to see target hours for each day and helps managers to make sure that flexible patterns that have been agreed also work in practice for the department and the individuals," said Christine.

“Most staff are able to take advantage of the flexi-time policy. We have a policy where staff can take, with approval, up to two days accrued flexi-time in a four week period, which is motivating for staff whilst ensuring Library business is managed.”

Replacing paper based systems improves accuracy and transparency

Using the hfx system, the HR team can also manage and administer the additional annual leave policy which is currently being trialled. This allows staff to purchase additional leave, e.g. for a particular planned trip. Managers can also use the hfx system to monitor where a member of staff returns from long term sick leave and when Occupational Health has recommended a phased return to work. The system can also support the recording of Shared Parental Leave.

The organisation plans to log overtime and time-off-in-lieu (TOIL) using the solution, replacing paper based systems that currently present a considerable administrative burden.

“We will save time when we use the system to process overtime and TOIL. It will be much easier to record and control on the system with less need to contact managers to confirm information,” added Christine.

Reports enable policy reviews and identify trends

As well as the administration efficiencies, the HR team is able to use the attendance data collected to identify if there are any issues with the policies or to highlight trends in working patterns, sickness or absence rates.

“The system is flexible enough to change to suit our needs. It is easy to create reports and observe trends, highlighting what issues, if any, we should address or support,” said Christine.

Overall, the HR team is confident that the hfx system provides staff and managers with improved transparency regarding working time.

“The evidence we have to support increased productivity is anecdotal. We know that when people work on a pattern that supports their life and their needs, they tend to be more focused during working hours. Thanks to the hfx solution, our staff have the flexibility that our policies allow, they can use free days to get things done, which means they tend to make sure they are as productive as they can be, in order to have the time off,” concluded Christine.

The National Library of Scotland is the world’s leading centre for the study of Scotland and the Scots. A major European research library, it holds collections of world-class importance in over 490 languages, including digital resources and catalogues.

About hfx

hfx introduced the concept of flexible working hours over 40 years ago and is a leading provider of time management systems to both the public and private sectors today.

Etarmis, with its ‘one card – one solution’, incorporates access control, photo ID, time and attendance recording, flexitime management and provides seamless integration with major HR and payroll systems. Etarmis can be configured to meet exact requirements and supports unlimited numbers of work patterns.

hfx services clients across the public and private sectors throughout the UK, including Home Office, Merck, Bentley Motors, adidas, Buhler Sortex Ltd, The Society of Motor Manufacturers & Traders (SMMT), Eaton Limited, MoD, National Farmers’ Union, Borough Council of King’s Lynn & West Norfolk, North Lanarkshire Council, East Renfrewshire Council, Isle of Man Government, MoJ, Met Police, Flintshire County Council, Office for National Statistics, UK Intellectual Property Office, NHS Business Services Authority, Pembrokeshire County Council, Science and Technology Facilities Council. and many more.

Apply any flexible working policy securely, transparently and with consistency.

To find out more about **hfx** and our solutions please call **01438 822170**, visit **www.hfx.co.uk** or email **sales@hfx.co.uk**

Flexible working solutions