



## National Library of Scotland supports a flexible working culture with the newest HFX solution

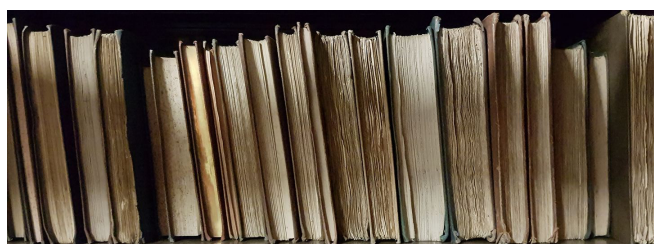
The HFX solution enables the National Library of Scotland to manage flexible working, overtime and time off in lieu (TOIL) for over 330 staff across six sites



### Supporting a flexible working culture

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

The Library employs over 330 staff to manage its vast collections across six sites in Edinburgh and Glasgow. It has successfully employed flexible working policies to support the work/life balance of its staff for years. The Library has implemented the newest HFX system to support its policies, reaping efficiencies with reduced administration time spent in recording working hours.



### 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 fully manage working hours for all employees, which has additional functionality to provide data for managers and enable HR to conduct strategic reviews of policies as well as practices based on quantitative data.

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#### 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 regularly travel between work sites, knowing that their working day is accurately recorded."*

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Employees at the National Library clock in and out by using terminals in each of the different sites, or from their own PC terminals. The HR team believes that by the recording of all working hours in a transparent and equitable way, both staff and managers are assured that the flexitime policies are adhered to. The newer 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 as well as streamlining the monitoring and management of absence data.

By using the latest 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. Having the working hours recorded systematically provides an overview of staff working practices, thus enabling managers to balance operational requirements while meeting staff needs.

**“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 as well as the individuals. 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 of accrued flexi-time in a four week period, which is motivating for staff whilst also ensuring Library business is managed.”**

### **Improving accuracy as well as transparency by replacing paper based systems**

By 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 where Occupational Health has recommended a phased return to work. The system also supports the recording of Shared Parental Leave.

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



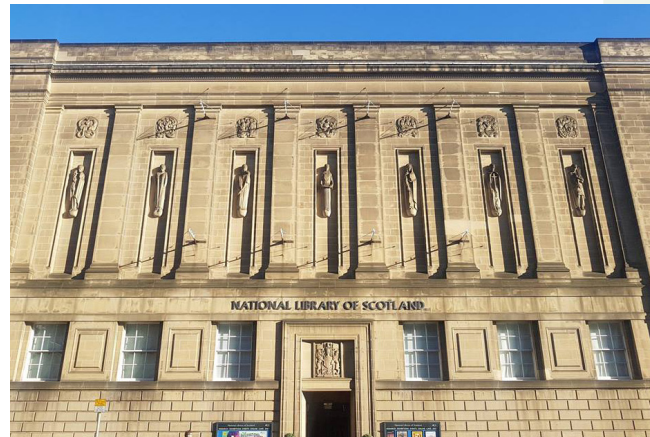
“We will save time when we use the system to process overtime and TOIL. It will be much easier to record and control on the system with less need to contact the managers to confirm information,” added Christine.

### **Reports enable policy reviews & 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 latest HFX system provides staff and managers with improved transparency regarding working time.



**“The evidence we have to support our 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 HFX, our staff have now the flexibility that our policies allow, they can use free days to get things done, which means that they tend to make sure they are as productive as they can be, to have the time off.”**

### **About HFX**

Founded over 45 years ago and with over 1,500 customers, HFX has a proven history of developing innovative time management solutions. The latest SaaS Cloud solutions are highly customisable and can be configured to meet exact requirements, support unlimited numbers of work patterns and provide seamless integration with all major HR and payroll systems.

The HFX solution comprises Time & Attendance, Rostering, Flexitime, Workforce Optimisation, Job & Task Booking, Budgeting & Costing, Access Control and Visitors' Registration and fits organisations of all sizes and sectors including manufacturing, leisure, public sector, services, construction, retail, contract cleaning, recruitment, logistics and hospitality.

For more information about the HFX Group, please visit [www.hfx.co.uk](http://www.hfx.co.uk)