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Author	Stuart Bligh – Head of Library and Archive
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Caird Library and Archive Access Policy

1 Introduction

The [Caird Library](#) aims to support and enhance the work of the [Royal Museums Greenwich](#) by collecting, caring for and making accessible paper-based resources relating to maritime history, astronomy and time keeping.

The Museum's Archive and Library collections comprise over 12 kms of material including rare books, journals, manuscripts, ephemera, charts and maps, prints and drawings. The library also offers access to various electronic sources, including dictionaries and encyclopedias, family history resources, journal archives, rare books and newspapers. Access to these collections is mainly via the Archive and Library online catalogues which form part of [Collections Online](#) the catalogue for all the Museum's collections.

2 Aims of the Access Policy

- To provide a measurable policy statement, which informs Readers of what to expect from the service in terms of accessibility
- To give full details of access arrangements to the Archive and Library collections
- To provide a description of the Caird Library's services and facilities

3 Onsite access to the service

The Caird Library provides public access to the Museum's paper-based collections. It provides facilities for research into every aspect of maritime history, including the Royal Navy and Merchant shipping, emigration, navigation, piracy and shipwrecks, as well as astronomy and timekeeping.

Many of the resources are unique, valuable and integral to the maritime heritage of the United Kingdom so visitors wishing to use the Library must produce specified identification and agree to abide the Library's rules and conditions of use (see Appendix A below).

In the Library you can also access a range of electronic and digital resources including a selection of digitized images of sailing navy ship plans on a large format viewer and *The Naval Chronicle*, *British Library Newspapers*, *Ancestry* and *Find My Past* using computers. Please note that original ship plans are available to view by appointment – please contact rmgenquiries@rmg.co.uk.

The Caird Library is situated on the first floor of the [Sammy Ofer Wing](#). Access is via the staircase at the east end of [Voyagers Gallery](#), or via the lift in the

Link Building, leading to the Neptune Court Galleries. There is a toilet for users with a disability available at the far end of the Reading Room. The main Museum toilets are near the foyer of the Sammy Ofer Wing on the ground floor as indicated on the [NMM visitor map](#).

4 Admission to the Caird Library

Readers can access the Library using either a one day or three year Reader's Ticket. To obtain a Reader's Ticket, it is necessary to first register online using the Library's Aeon system at www.rmg.co.uk/aeon. Please note that by applying for a Reader's Ticket, Readers agree to abide by the Caird Library Rules and the Conditions of Use.

The one day Ticket allows access to books and printed resources on open access in the Reading Room and also to the electronic and printed resources on the Library computers. The three year Ticket provides access to the Reading Room and allows Readers to request manuscripts, rare books, prints and drawings, maps and charts, and other collection items that are housed in the Archive stores.

When Readers arrive at the Caird Library for the first time they will need to bring identification. For a one day Ticket, one form of identification bearing the Reader's signature is needed (a passport, driving licence, or bank / credit card etc.). For a three year Ticket, two forms of identification are required which are:

- One piece of identification bearing a signature (a passport, driving licence, or bank / credit card etc.)
- One proof of address (utility bill, council tax bill, credit card statement etc.).

We can only accept originals, not copies, of the above identification documents. For a three year Ticket, a photograph will also be taken and added to the card. A full list of all acceptable forms of identification is available on the Aeon registration pages.

For further information please read 'Your First Visit to the Caird Library' at <http://www.rmg.co.uk/researchers/library/visiting/>

The minimum age to use the Library Reading Room is 14 years; children aged 8–14 can use the Library but they must be accompanied by an adult, one adult per child.

Young people aged 14–15 can get a one day Reader's Ticket and use the collections available on open access in the Reading Room unaccompanied.

Young people aged 16–18 can apply for a three year Reader's Ticket which will allow them to access all the collections including manuscripts. We can accept a letter from a Head Teacher or College Principal as a form of identification.

Students who want to use the Library to study but who are not using Library material or collections will be admitted at the discretion of the senior member of staff on duty. Access will not normally be given to members of the public wanting to use the Library computers for purposes not relating to the Library collections or relevant subject areas. Anyone granted access for either of these purposes must obtain a one day Readers Ticket and must abide by the Caird Library Rules and the Conditions of Use.

Staff in the Library are available to help all visitors to the NMM with enquiries about the Archive and Library collections, including family history research, and also to provide help accessing the electronic resources available on the PCs situated in the Reading Room.

5 Reading Room – Access facilities

We aim to provide a physically accessible space for everyone who wants to visit us. Accessible Reading Room facilities include:

- Induction loop at Reception, Enquiry and Issue Desks
- Public PCs, with adjustable internet browser accessibility settings
- Digital microfilm scanner/printer (ScanPro2000), which has magnifier and zoom controls to view an enlarged area of the displayed image
- Book2net kiosk, a self-service scanner/printer, which has touch-screen, zoom control to view the area to be copied
- Height-adjustable chairs
- Adjustable map table for viewing prints and drawings, and maps and charts
- Large format ship plan viewer, with touch screen to enlarge images and view details
- Magnifying glasses: there are a limited number available to borrow in the Reading Room
- Sheet magnifiers: there are a limited number available to borrow in the Reading Room
- Accessible toilet
- Six disabled parking spaces which can be booked in advance and special arrangements made for dropping visitors off outside the main Museum entrance. Please contact the Museum's Bookings Unit in advance of your visit if you would like to make arrangements to use these facilities: bookings@rmg.co.uk

6 Opening hours

The Library is open for 42½ hours per week, excluding planned closures such as for audit work (usually one week per year) and public holidays over the Christmas and Easter periods.

Opening hours are Monday–Saturday, 10.00–16.45 (Thursdays, 10.00–19.45). On Saturdays the Library is closed from 13.00–14.00 for lunch.

Last admission to the Library is 15 minutes prior to the published closing time.

Opening hours are advertised on the Museum's website and in relevant publications and websites. Any changes to the opening hours will be advertised on the Museum's website and on other relevant websites and publications e.g. *Newsletter of the Society for Nautical Research*.

7 Copying from the Archive and Library collections

The Museum is committed to making its Archive and Library collections available to the widest possible audience, whilst balancing this with the responsibility for preserving them for future generations. We provide a range of copying services for the purposes of private study or research; these include a self-service scanner, a photocopier, microfilm readers / printers and camera stands for those using their own camera. Payment cards are available in the Reading Room in denominations of £1.50 and £6 – for copying charges see <http://www.rmg.co.uk/researchers/library/copying-from-the-archive-and-library-collections> .

There is also a remote copying service allowing Readers, both onsite and remote, to place orders for copies of items in the collections. Full details of the copying service are available in the document 'Copying from the Archive and Library Collections for Private Study and non-Commercial Research' at the above link.

All copying is at the discretion of staff and there are some items that cannot be copied for a variety of reasons such as legal restrictions and the size and condition of the material. For example we can only copy items that do not exceed the maximum size of the scanner (60cm x 40cm). It is the responsibility of person making the copies to ensure that their copying does not infringe copyright law.

8 Online Resources

The Library recognises the importance of access to information online and also digital access to items in the collections to ensure wider access generally. The following are available:

- Online catalogues to all Archive and Library collections including manuscripts, books, charts, maps, prints and drawings. The catalogues are regularly updated with new material and enhanced. We also contribute to union catalogues such as OCLC's Worldcat and Copac by cataloguing the Archive and Library collections to international standards including ISAD (G), MARC and AACR2
- Many catalogue records, especially charts and maps, have images attached in Collections Online
- Online research guides providing detailed guidance relating to specific subject areas such as the Merchant Navy, the Royal Navy and General

Maritime History <http://www.rmg.co.uk/researchers/library/research-guides/>

- Digital copies of popular material particularly the Masters' and Mates certificates, which are available free to view in the Reading Room via www.ancestry.co.uk . Crew Lists from 1915 are also being transcribed and these transcripts will appear on the catalogues
- Digital copies of items in the printed collections via partnerships with other organisations. For example the republishing of rare journals like *Naval Chronicle* and a number of rare books relating to longitude with Cambridge University
- The Library blog increases access to the Archive and Library collections and highlights events relating to the collections. It also provides an important tool for communication with users – see www.rmg.co.uk/cairdlibrary
- The 'Item of the Month' feature provides further access to the collections, telling stories relating to documents and giving visitors a taste of variety of items in the collections. See above link
- The [Researchers' page](#) on Museum's website brings together content aimed at visiting academic and non-specialist researchers providing information on publications, events and projects.
- Our online ordering system, Aeon, gives quicker, enhanced access to Archive and Library collections. A personal online account provides Readers with a complete history of the items they have looked at in the Library.
- Free public Wi-Fi is available for Library readers and Museum visitors.

9 Electronic resources

The Library provides access to a range of electronic resources, including online bibliographic and image databases, electronic dictionaries and encyclopaedias, family history online resources, and full texts of journals, rare books and newspapers.

They are all available free of charge but Readers will not be able to access them from home or outside of the Museum buildings, due to copyright and/or licensing reasons. For a current list of titles see [Electronic Resources](#).

Please note that before using these resources, Readers must agree to abide by the '[Terms and Conditions of Use of Electronic Resources](#)'.

10 Enquiries

The Caird Library is committed to helping Readers and the public who have enquiries about the Archive and Library collections. These may be answered face-to-face in the Caird Library or by telephone, letter, email or fax. We receive enquiries from all over the world covering a wide range of different subjects.

Due to the volume of these enquiries staff can only undertake a maximum of 15 minutes research per enquiry and we are therefore unable to answer enquiries to any great depth.

If your enquiry requires more extensive research you will receive a referral email/letter with details of how to access the Archive and Library's collections remotely and other relevant web-based resources. We will also supply a list of Independent Researchers who can carry out work on your behalf but will make a charge. The list contains a list of researchers who have left their names with us – inclusion on the list does not mean the Museum recommends or endorses the researchers.

All written enquires are responded to within 20 working days.

11 Monitoring and Evaluation

The Library ensures it is meeting its targets and the needs of its users in the following ways:

- Monitoring use – number of visitors, number of items ordered, number of remote enquiries, types of material used and number of loans of collections
- Cataloguing material and establishing cataloguing priorities based on requests, projects and targets for making information available online (DCMS)
- Surveys e.g. customer questionnaire, Survey of Visitors to British Archives and the museum-wide market research survey
- Evaluation of Reader comment cards, comments on the Library blog etc.
- Suggestions for acquisition of new books.
- Monitoring the role of the collections for internal and external research (for exhibitions, publications, conferences, events and activities)

12 Staffing

The Library and Archive staff are key to providing access to the collections. Their commitment, knowledge and expertise are vital to ensure visitors and staff get the most out of the collections. They are trained to deal with all kinds of research enquiries and assist with access and interpretation of the collections where possible. They produce research guides on various topics and collections which are available on the webpages. They also contribute to the Museum's formal and informal learning programmes including running Slavery and Armada sessions for schools, special events such as 'Love in the Archives' and regular 'Archive Journey' sessions which are open to all visitors to the Museum.

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Appendices:

A. Caird Library and Archive Rules and Conditions of Use

B. Copying from the Archive and Library collections for private study and non-commercial research

Appendix A. Caird Library and Archive Rules and Conditions of Use

Using the Caird Library

- Admission to the Library is by a personal three year Reader's Ticket or a one day Reader's Ticket. The three year Reader's Ticket allows access to all of the Library and Archive collections; the one day Reader's Ticket gives access to the modern books, reference material, electronic resources and microfilm held in the Reading Room only, and not to any other collection material.
- Readers must show their Reader's Ticket to Library staff on the reception desk as they enter the Library. They must also produce their Ticket on request by Library staff in the Reading Room.
- By applying for either Reader's Ticket, Readers agree to abide by the Caird Library Rules and Conditions of Use. If any Reader does not abide by these, the Museum has the right to cancel his or her Reader's Ticket and refuse future admission.
- The minimum age to use the Library Reading Room is 14 years; persons aged 8–14 may be admitted if supervised by an adult, one adult per child. Persons aged 14–16 can only access modern collections in the Reading Room.
- To obtain a three year Reader's Ticket, Readers must register online at Aeon. This can be done online before a Reader visits the Library, or in the reception area of the Library on the day of the Reader's visit. Formal identification is required to register for a three year Reader's Ticket, giving proof of the Reader's name and address e.g. driver's licence and proof of the Reader's signature e.g. passport. Proof of name and signature is also required for a one day Reader's Ticket.
- All Reader's Tickets are non-transferable. Only one current Reader's Ticket may be issued per person and lost or stolen Tickets must be reported to the Library immediately. There may be a charge to replace lost or stolen Tickets. Readers are responsible for any use of a Reader's Ticket issued to them unless and until they have reported it lost or stolen.
- On entering the Library Readers must deposit all bags, coats, umbrellas, newspapers, laptop cases, camera cases, food, drink and bottles of water/liquids in the lockers provided near the reception desk. Readers should only retain such paper items and other equipment needed for their work in the Reading Room. Transparent bags issued at the Reception Desk should be used to carry paper items and equipment into the Library. Readers may be required to submit for inspection any bags, cases, folders or other objects that they may be carrying.

- Readers are requested to show due consideration and respect to Library staff and other Readers. Behaviour considered abusive or constituting harassment will result in exclusion or removal from the Library, with future admission refused.
- Readers are requested to follow all directions given by staff with respect to health and safety procedures, including fire evacuation and drills.
- Quiet conversation is permitted in the Group Study area. The Quiet Study area at the far end of the Library is for silent, independent study.
- Readers must not eat, drink, smoke or chew gum or use mobile phones to make or take calls in the Library.
- Sound settings of laptops and cameras should either be turned off or reduced to a level that does not disturb other Readers. Headphones for listening to personal music systems inaudibly are allowed, at staff discretion, in the Group Study area but not in the Quiet Study area.

Requesting Items to View

- Readers are required to register online in order to use the Library and Archive online ordering system (Aeon) via the online catalogues. The Aeon system should be used to request all collection items a Reader wishes to see except the material on open access in the Library. Prints and drawings and charts and maps should also be requested using Aeon.
- Collection items can be requested in advance of a visit to the Library or requested when the Reader is onsite. Documents for production at 10.00 should be requested by 15.30 on the preceding working day.
- Up to three items can be requested ahead of the Reader's visit. More requests can be prepared using the 'Keep for My Review' option on Aeon.
- There are seven retrieval times throughout the day. Up to three items can be requested per retrieval based on a rolling limit; Readers may request and see up to 21 items in one day.
- Only one collection item (manuscript folder or box, rare book or atlas) can be consulted in the Reading Room at any time.
- Delivery times for the majority of the Library and Archive collections stored onsite is 40 minutes. Readers will be informed via email if for whatever reason this delivery time cannot be met, or if the item is unavailable to view.

- Oversize items such as charts and maps, and prints and drawings, will require longer delivery times. For items that have been pre-ordered, a maximum of 21 items can be consulted.
- Charts and maps, and prints and drawings, must be ordered by 15.30 the preceding week day. This is to allow time for staff to retrieve drawings from several boxes or drawers, and to arrange for supervision.
- If an item is stored offsite Readers will need to allow 5–12 days for the item to be delivered to the Reading Room. The online catalogues will indicate if an item is stored offsite.
- Readers should collect their requested items from the Issue Desk at the far end of the Group Study Area. The request slip will be scanned to record that a Reader now has the item.
- When a Reader has finished with the item and returned it to the issue desk, the item will be scanned to indicate it has been returned to the store. Items will be available to see by the same Reader the following day if the item is requested again for the following day.
- Before leaving the Library at the end of a visit, Readers must return all Library material that they have been using to the member of staff at the issue desk.
- No collection material may be removed from the Library.

Using and Handling items in the Caird Library

- Readers must abide by the handling guidelines on laminated sheets in the Library.
- Items delivered in archive boxes or folders must be replaced in the same order as received.
- Only pencils may be used when in the Library. Pencils can be purchased from the Museum shop or can be borrowed from the Library.
- Some material may be subject to restricted access for legal or conservation reasons. In these cases, please refer to the Head of Archive and Library, or their deputy.
- Some material may have undergone conservation treatment in the past and may require special handling – please follow the advice on handling given by staff.
- Readers may not mark, write, lean on, fold or in any other way damage the material they are consulting. If Readers observe an existing defect

in, or damage to an item, they are requested to bring it to the attention of the staff on duty.

Copying in the Caird Library

- The use of cameras and copying equipment is only allowed as specified in 'Copying from the Archive and Library for private study and non-commercial research', and at the Library Desk. Readers must ask staff before copying material and must fill in a Self-Service Photography Form (available from the Enquiry Desk) if they are using their own camera to copy material.
- Modern books may be photocopied or scanned, and rare books and manuscripts scanned only for private study and research purposes, subject to copyright laws, preservation requirements and consent of the Head of Archive and Library.
- Charts and maps and prints and drawings cannot be photocopied or scanned, but can be photographed by the Reader as specified in 'Copying from the Archive and Library for private study and non-commercial research', and at the Library Desk.
- Readers intending to obtain copies of items for publication purposes or reproduction in any media must observe copyright laws. There may be a charge involved. Information should be sought from the Picture Library and written permission obtained from the Head of Archive and Library or their deputy.

Our commitment to Readers

If our service levels do not meet your expectations, please let us know via our comments card system or by email to library@rmg.co.uk, or directly to any member of staff. Constructive feedback is vital to us in maintaining and improving our standards.

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Appendix B. Copying from the Library and Archive collections for private study and non-commercial research

Royal Museums Greenwich is committed to making its Library and Archive collections available for current use and enjoyment, whilst balancing this with the responsibility for preserving its collections for future generations.

Please see our copying charge schedule. All copying is at the discretion of staff and is also subject to the Data Protection Act 1998 and document handling restrictions. It is the responsibility of the Reader to ensure that their copying does not infringe copyright law.

Copying methods allowed

Readers may obtain copies using the following methods:

- Professional digital imaging – by staff only (remote service only)
- Digital imaging – by Reader under staff supervision
- Photocopying – by Reader under staff supervision
- Photography – by Reader under staff supervision
- Printing from microfilm scanners – by Reader under staff supervision
- Professional photography – by the RMG Photo Studio

Copying methods not allowed

- Camcorders
- Hand-held scanning devices of any type
- Items that cannot be copied by any method, which includes:
 - Manuscript material on loan to the Museum unless agreed with the owner. Please ask staff for details
 - Information subject to the Data Protection Act (1998)
 - ‘Original’ photographic prints, or those prints for which no negative is held by the Museum
 - Fragile and/or damaged items
 - Scrapbooks and albums
 - Photocopies

- Ephemera
- Sheet music

Copying methods

Professional digital imaging – Remote service provided by Archive and Library staff only

Readers can order digital images of collection items, or prints from those digital images, for the purposes of non-commercial research and private study, via Aeon. To create an Aeon user account, go to Aeon, then click on 'Reprographic request' once your account has been created. See our copying charges schedule for charges.

Readers may order up to 100 digital images from our collections per calendar month.

For orders between 1 and 75 scans, these can be dispatched as either digital images on a CD or as print outs of the digital images on paper. For orders of 51–100 scans, we can only supply digital images on CD. We cannot accept orders for over 100 scans.

To order digital images please go to your Aeon account, then click on 'Reprographic request.' Payment by credit or debit card is preferred, using SagePay. We prefer electronic payment, but payment by other methods can be accepted upon request, by emailing aeon@rmg.co.uk. Please note that payment by non-electronic methods may result in a slight delay to the dispatching of your request.

Your order will be dispatched within 5 working days of us receiving your payment.

Large scanning orders may require more than 10 working days to process and we will notify you if this is the case. We regret that we cannot provide this as an on demand, day of visit service for Readers in the Caird Library.

We can offer research-quality (300 dpi) digital images of the following:

- Rare printed books, pamphlets, journals, periodicals (pre–1850)
- Manuscript collection items, including Masters' Certificates, Crew Agreements and *Lloyd's Survey Reports*
- Frequently used reference material – e.g. *Lloyds Registers*, *Lloyd's List*, *Navy List*, *Merchant Navy List*, *Illustrated London News*, *Naval Chronicle*
- Charts and maps (no larger than 60cm x 40cm)

- Multiple fold-out plates from books

Digital imaging – by Reader under Staff supervision

There is a charge for this facility, please see 'Library and Archive Copying Charges'.

Readers may use the self-service scanner to copy items from the Library and Archive collections, subject to document preservation restrictions.

Please note the following: Users must follow the RMG's 'Copying from the Archive and Library's collections for private study and non-commercial research'.

Copies made are only either for:

- Research or private study (neither of which may be for a commercial purpose)
- or
- Criticism, review and news reporting

Users who wish to copy copyright works (other than Crown Copyright) must first:

- Seek permission from the copyright holder
- Unless it is impractical, the source of all copies must be acknowledged

You should only make and hold a single copy at any one time. If you print or transfer the image then you must delete the original image. For further use or reproduction of copies, for purposes other than those listed above, users must have prior written permission from the RMG Picture Library (and a third party copyright holder where applicable).

The following items cannot be copied using the scanner:

- Manuscript material on loan to the Museum unless agreed with the owner. Please ask staff for details
- Fragile or damaged items
- Maps and charts
- Prints and drawings
- Items too large to fit on the scanner (larger than 60cm x 40cm)
- Information subject to the Data Protection Act (1998)

- Original photographic prints or those prints for which no negative is held by the Museum

Readers must accept the copyright regulations for using the digital scanner.

Photocopying by Reader

There is a charge for this facility, please see 'Archive and Library Copying Charges'.

Items that can be photocopied:

- Printed books, pamphlets, journals, periodicals (post–1850)
- Single sheet 'fold-outs' with only one fold (excluding ship plans)
- Photographic prints made from Museum negatives

Items that cannot be photocopied:

- Rare printed books, pamphlets, journals, periodicals (pre–1850)
- Manuscript collection items, including Masters' Certificates, Crew Agreements and *Lloyd's Survey Reports* and printed books and journals held as part of the manuscript collections
- Frequently used reference material – e.g. *Lloyds Registers*, *Lloyd's List*, *Navy List*, *Merchant Navy List*, *Illustrated London News*, *Naval Chronicle*
- Items too large to fit on the photocopier plate
- Charts and maps
- Prints and drawings
- Multiple fold-out plates from books
- Ship plans

Photography – by Reader under Staff supervision

Readers may also use their own non-flash cameras or mobile phone cameras to photograph items. There are restrictions on photographing some items.

Items that cannot be photographed:

- Ship plans (including those displayed on Ship Plan Viewer)

All photography is under staff supervision, using document support aids where appropriate. We regret that the use of camera tripods is not permitted, but we provide camera stands for users, available on a first come, first served basis. Digital cameras and mobile phone cameras must be set to 'silent' and to 'still photography' mode. Flash photography is not permitted. Mobile phones cannot be used to take calls in the Reading Room but can be used for text messaging, in silent mode. A self-service photography copyright declaration form must be completed and signed.

Printing from microfilm scanners – by Reader under Staff supervision

Readers may use the microfilm reader scanners (Genus ScanPro2000) to take prints of material on microfilm. The microfilm reader scanners are located in the Reprographic Area of the Caird Library. Instructions on how to use the microfilm reader scanner is available in the Library or ask staff for guidance.

Professional photography

For commercial reproductions, or where it is not possible for Readers to make or be supplied with a copy of an item, the RMG Photo Studio may be able to photograph the item/s.

All professional photography is handled by the RMG's Picture Library.

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