

Royal College of Nursing Library and Heritage Centre Terms and Conditions July 2021

Using the Library and Heritage Centre

Members are welcome to use the Library and Heritage Centre. Members must book a study space in advance of visiting the Library and will not be permitted into the Library without a pre-booked slot. Study spaces are for single users; group study is not currently available. While using the Library and Heritage Centre all members must follow current Government guidelines and use the space according to staff instructions and signage. All users of the Library and Heritage Centre are required to leave contact details for Test and Trace.

Opening hours

Library and Heritage Centre opening hours are currently restricted and are available via the RCN web site. Changes to the opening hours will be communicated via the website (www.rcn.org.uk/library), twitter (@RCNLibraries) and promoted within the library.

Conduct within the Library

All Library users must show consideration for other library users, as outlined below. All Library staff instructions should be followed at all times in the Library and Heritage Centre. Users must leave the premises at any time if directed to do so by a member of staff.

Behaviour

Members and staff should treat each other with dignity and respect, care and consideration as described in the [Respect Charter | Royal College of Nursing](#) which is available from the RCN website.

Talking is not permitted in the Quiet Study area on the Mezzanine floor. Users may talk and use mobile phones in other areas of the Library at levels deemed reasonable by Library staff. Users may be asked to speak more quietly or to move to another area of the Library at the discretion of Library staff.

Personal music players can be used with headphones. Users are required to ensure that noise does not filter from headphones in a way that could disturb other people.

Children are currently not permitted in the Library.

Stairwells should be kept clear owing to their use as a fire escape.

Animals, with the exception of assistance animals, are not permitted to be brought into the Library.

Smoking, including of e-cigarettes, is not allowed.

Eating and drinking

Library and Heritage Centre users may bring drinks with lids into the Library. Food may be eaten in the Library providing it is not disturbing other users or damaging library collections or equipment; food is not allowed to be eaten around the library PCs and laptops. Any spills or other damage should be reported to a member of staff immediately.

Personal property

The Library and Heritage Centre does not accept responsibility for personal belongings, and these must not be left unattended at any time or used to reserve seats. Library staff reserve the right to remove any unattended items, as well as items causing obstruction or inhibiting access to Library facilities such as computers and seating. Personal property left in the library will be kept for up to one month, after this it will be disposed of. Lockers are provided for use during the day, not for overnight use and are emptied each evening.

Fire alarms

Users must leave the Library when the fire alarm sounds, proceeding to the nearest available fire exit.

Use of Library materials

All library materials and facilities should be treated with care. Library users must not in any way damage or mark any book belonging to the Library, if damage does occur the user may be liable for the cost of replacing the book. Books which are found to be damaged or marked should be reported to a member of library staff.

Borrowing books and access to electronic resources

RCN members may borrow up to 8 books and access subscribed electronic resources: databases, e-journals and e-books.

No book may be removed from the Library and Heritage Centre until it has been issued at the self-issue machine or service desk.

Members are responsible for any books used or borrowed and will incur charges lost or damaged books.

Contact details

Members should notify the RCN of any change of address, email address or telephone number by using 'My RCN' on the RCN web site or by phoning RCN Direct on 0345 772 6100.

Copyright

All library users should observe copyright law when making print or digital copies including photographic copies of anything in copyright. For further information ask a member of staff.

Use of IT facilities

Food may not be consumed near the IT facilities and hot drinks must have a lid.

Users should not breach any legislation e.g. Computer Misuse Act 1990, Data Protection Act 2018, Copyright Designs and Patents Act 1988.

Unacceptable use of IT facilities includes the following activities:

(a) Creating, transmitting, storing or displaying offensive, indecent or obscene material, which includes material that deliberately and unlawfully discriminates, or encourages deliberate and unlawful



discrimination, on the grounds of race, ethnicity, gender, sexual orientation, marital status, age, disability, political or religious beliefs;

(b) Creating or transmitting defamatory material or material which risks bringing the RCN's name into disrepute;

(c) Obtaining, transmitting or storing material where this would breach the intellectual property rights of another. This includes downloading and file sharing of music, video and image files without permissions and/or appropriate payment to third parties;

(d) Use of the IT facilities in a way that denies access to other users;

(e) Deliberate introduction, execution or transmission of malware;

Users may not:

(f) Disclose their passwords to any other person;

(g) Bypass or attempt to bypass any security measures including passwords, firewalls or network protocols.

Suggestions and Feedback

We welcome your suggestions and feedback on our services. Please speak to a member of staff or use the [feedback](#) form on our web site:

Responses to suggestions and feedback are posted on the 'You said, we did' page of our website. For more information about how the RCN handles complaints please refer to the [Guidance to RCN Complaints](#) document available on the website

These Terms and Conditions should be read together with the Royal College of Nursing Library and Archive Service Terms and Conditions for Exhibitions and Events 2020.

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