

## Visiting the Library and Heritage Centre

### Using the space

- You must wear a mask when moving around the space. You may remove it when seated at a study space.
- You may only use the designated study spaces. These are clearly marked with tape.
- Only PCs at designated study spaces will work.
- There is a one-way system for moving between floors (take the lift when going up and the stairs when going down).
- In the rest of the space please use common sense and allow 2m space between you and others. Check the area before proceeding if necessary.
- It is your responsibility to wipe down any equipment before and after use. Wipes and sanitation stations are available throughout the space.
- If your booking ends at 12 noon or 2pm please make sure you leave promptly to prevent congestion at the entrance.
- The doors will close promptly at 4pm, please make sure you have left the building by 3.55pm to allow our staff time to close up.

### Getting assistance

- Due to social distancing measures and reduced staffing we cannot offer our usual level of in-person assistance.
- If you need help with use of our services and software, IT or equipment please start a webchat online. The widget can be found on most pages of our website.
- Should you start to feel ill when in the library please speak to the member of staff at the information desk.

### Using the facilities

- There are no catering or water facilities in the building. While you are allowed to bring in food and eat in the library please refrain from doing so when using a library PC.
- Toilets are single occupancy and unisex. If they are all in use please wait in the designated waiting area.
- In cases of emergency please follow staff instruction.

Failure to follow the instructions given in this guide or from a member of staff will result in you being prevented from making further bookings.

Please also refer to the terms and conditions for use of the Library and Heritage Centre. These can be found on our website at <https://www.rcn.org.uk/library/about-us/library-and-heritage-centre>