

Royal College of Nursing Library and Heritage Centre Terms and Conditions

Using the Library and Heritage Centre

Everyone is welcome to use the Library and Heritage Centre to explore nursing and its history, visit exhibitions, and attend most events. Further use of the Library and Heritage Centre by members of the public is restricted to those conducting research into nursing or nursing history.

Only RCN members, RCN staff and subscribers to the RCN Library Services are able to borrow books and use the electronic resources. The mezzanine floor is reserved for the use of RCN members and staff only.

Opening hours

Library and Heritage Centre opening hours are available on 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.

Behaviour

Members, staff, and visitors should treat each other with dignity and respect, care and consideration as described in the *RCN Respect Charter* <https://www.rcn.org.uk/Professional-Development/publications/pub-006214>.

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

Children should be accompanied and supervised at all times by an adult and should not disturb other library users. They may use the computers and facilities when not required by an adult.

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

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.

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 around the library PCs and laptops. Users may be asked to eat in a different area of the Library and

Heritage Centre at the discretion of library staff. Any spills or other damage should be reported to a member of staff immediately.

No alcohol may be consumed in the Library and Heritage Centre, unless provided by the RCN or its agreed contractors as part of a packaged event.

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. They are 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. Users must leave at any time if directed to do so by a member of staff.

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.

Items in the special collection may be viewed by appointment.

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. Subscribers can borrow 3 books and use electronic resources while on-site.

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 and subscribers are responsible for any books used or borrowed and will incur fines or charges for any late, 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

Priority use of IT facilities is granted to RCN members and staff. Visitors may use the IT facilities for research into and the exploration of nursing and its history but do not have access to the subscribed electronic resources (databases, e-journals and e-books). 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 complete a feedback card, speak to a member of staff, or use the feedback form on our web site:

<https://www.rcn.org.uk/library/about-us/feedback-and-book-suggestions>

Responses to suggestions and feedback are posted on the 'You said, we did' page of our website <https://www.rcn.org.uk/library/About-us/Feedback-and-book-suggestions/You-said-we-did>. For more information about how the RCN handles complaints please refer to the Guidance to RCN Complaints



document available on the website: <https://www.rcn.org.uk/Professional-Development/publications/pub-006466>.

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 2018.

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