

Royal College of Nursing Library Terms and Conditions

Using the Library

RCN members and RCN staff are welcome to RCN Libraries to explore nursing and its history, visit our exhibitions and attend events. Only RCN members and RCN staff can borrow books and use the electronic resources.

There is some access for members of the public to our libraries. The public can access the library and heritage centre lower ground floor if conducting research into nursing or nursing history, attending an exhibition or public event. If the public would like to access our libraries in Scotland, Wales or Northern Ireland this may be done by appointment.

Opening hours

All RCN library opening hours are available on the [RCN web site](#). Changes to the opening hours will be communicated via the [website](#), [Twitter](#), and promoted within the library.

Conduct within the library

All library users must show consideration for other library users and library staff following the [RCN respect charter](#) including following any staff instruction.

Behaviour

Personal music players can be used with headphones only ensuring that noise does not filter out and disturb others.

Children should be accompanied and supervised by an adult to minimise any disruption to other library users. They may use the computers and facilities if not required by a member.

Stairwells and exits should be kept clear as they are fire escapes and may be needed with no notice during an emergency.

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, except for assistance animals, are not permitted our libraries.

Smoking and vaping is not allowed.

Eating and drinking

Library users may bring drinks 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. Any spills or other damage should be reported to a member of staff immediately.

No alcohol may be consumed in the RCN libraries.

Personal property

The library does not accept responsibility for personal belongings, and these must not be left unattended 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. Personal property left in the library will be kept for one month, after this it will be disposed of.

Fire alarms

Users must evacuate the library when the fire alarm sounds and proceed to the nearest available fire exit leaving any personal possessions behind.

Use of library materials

All library materials and facilities should be treated with care. Library users must not in any way damage a 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 should be reported to a member of library staff.

Borrowing books and access to electronic resources

RCN members may borrow up to 8 books for 4 weeks at a time and items may be renewed up to 5 times. Members also have access to subscribed electronic resources: databases, e-journals and e-books. No book may be removed from the library until it has been issued to the member.

Members and subscribers are responsible for any books used or borrowed and will be charged for any lost or damaged books.

Changing your 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

Visitors may use the IT facilities for research into, and the exploration of, nursing and its history, but do not have access to subscribed electronic resources (databases, e-journals and e-books).

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. 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](#).

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](#)

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