

# Caird Library and Archive

## Your visit during 2020

We look forward to welcoming back users of the Caird Library and Archive to Royal Museums Greenwich. We are working hard to provide a safe environment for all our users and staff by observing social distancing and item handling to minimise the risk of transmission of COVID-19. There will be some temporary changes to how the Library will operate over the coming months, so please do read on for more details - even if you are a regular user of the Caird Library - as our services will look and feel different.

The Caird Library and Archive will re-open for a trial period from **Tuesday 25 August**. The Library will be open on **Tuesdays** and **Wednesdays** from **10.30-15.45**. We will be reviewing how the trial period progresses with the expectation we will be able to increase the number of days that the Library is open as soon as we are able.

### Pre-booking is essential

To visit the Caird Library you will need to make an appointment in advance. Appointments need to be made with at least **one week's** notice, although we recommend allowing as much time as possible. Admission to the National Maritime Museum for all visitors (including those who only plan to visit the Library) will be by timed entry ticket in order to ensure the capacity of the site is not exceeded. Unfortunately, if you arrive at the Museum without an entry ticket you will be politely turned away.

To book your appointment, please follow the three steps below:

- 1.** If this is your first visit to the Caird Library, please register with our online ordering system, Aeon, at [www.rmg.co.uk/aeon](http://www.rmg.co.uk/aeon). If you have already registered, your reader's ticket and user account remain valid. If you cannot remember your account password, please use the "forgot password?" option at [www.rmg.co.uk/aeon](http://www.rmg.co.uk/aeon). If you cannot remember your Aeon username, please contact staff via [library@rmg.co.uk](mailto:library@rmg.co.uk).
- 2.** Once you have registered, please use our online catalogues to request items. The ordering calendar which would normally be used to schedule items to view has been temporarily suspended, so please use the option marked "keep for my review". There is no limit to the number of items you can place in "review" but please note that we will be able to supply access to a maximum of **10 items** per reader per day.
- 3.** After you have placed items in review, please contact the Library via e-mail at [library@rmg.co.uk](mailto:library@rmg.co.uk) to schedule your visit. As many of our staff will continue to work remotely even once the Library reopens, appointments need to be made via e-mail. We regret that we cannot book appointments by telephone. If you have more than 10 items in "review" please let staff know which items you would like to view during your visit.



**Please note:** items held in off site storage are not currently able to be requested for viewings. Larger format items, such as maps and charts which require two members of staff to retrieve for use, may also be temporarily restricted. We will notify you of any items that are not available for viewing when scheduling your visit.

Once a visiting date has been agreed, Library staff will book you a timed entry ticket to the National Maritime Museum. You will receive an electronic ticket which will confirm your entry time. Please do not travel to the Museum until you have received confirmation of the date of your visit. You will need to bring your timed entry ticket to the Museum, as staff at the entry point will need to scan this.

If you plan to visit on more than one day, please do make this clear when arranging your appointment as staff will need to book you an entry ticket for each day you plan to visit. If you are not certain whether you will need to visit for an extra day (e.g. if you're unsure about how long your research will take) we recommend booking extra days at the outset, as we regret it may not be possible to book you in for an additional visit at short notice - even if you are viewing the same items.

As seating capacity will be limited in the Library to allow for social distancing, we ask that you schedule visits no more frequently than every other week to ensure that we can offer as fair an opportunity as possible for researchers to access the collections (e.g. if you visit on Tuesday 1st and Wednesday 2nd, we can next book you in on Tuesday 15th and Wednesday 16th). We aim to make it possible, however, to visit on more than one day in the same week.

We encourage Library users to visit alone wherever possible. If you require another person to assist you with your research, please make this clear when you are making your booking. Library staff will need to arrange a timed entry ticket per person and reserve a seat in the Library. We cannot currently accept bookings for more than a maximum of two people. We hope that group research and group visits to the Library will resume in 2021.

### On arrival at the Museum

Please remember to bring your timed admission ticket with you when you visit the Museum. A printed or electronic version on your mobile device will need to be scanned at the entry point. Library users can be admitted at the following times only: **10.30**, **11.30** and **13.30**. Please try to arrive on time. If you are running late, staff at the entry point will do their best to admit you but we regret we cannot guarantee admission for late arrivals.

Once your entry ticket has been scanned, staff will direct you to the Library. Please follow the route to the Library, as a one-way system will be in operation within the National Maritime Museum.

Entry to the National Maritime Museum will be via the Romney Road entrance. Exit will be via the Sammy Ofer Wing.



## In the Library

If this is your first visit Library staff will need to check your identification documents in order to issue your reader's ticket. Staff will not handle your ID items, so please follow the guidance on how to present your identification.

Bags, coats, food and drink should be placed in a Library locker. The Library's Group Study Area will be used as a socially-distanced waiting space for access to the lockers and during the reader's ticket issuing process. Please only approach the lockers once the user in front has cleared the area. The Museum's cloakroom for larger items **is not currently in operation** so we recommend against bringing large items with you to the Library.

Once you have put items away in the lockers, please use the hand sanitiser provided. Your own hand sanitiser should remain in your locker. Please ensure your hands are dry before handling books and documents.

We have temporarily withdrawn the public access computers in the Reading Room due to the challenges of keeping these clean and safe for everyone to use. If you need to access our catalogues or electronic resources during your visit, please bring your own laptop, tablet or mobile device. The Museum's free public WiFi remains available to all visitors.

Pens are not allowed in the Reading Room, so we would encourage visitors to bring their own pencil(s) - although we will maintain a supply of complementary pencils which can be used if you do not have one. Please ask staff for these. Pencil sharpeners are not permitted in the Library. If you use acid-free page marks (available in the Reading Room) please dispose of these after use. Please use page weights and book rests as requested (including the use of covers) and please leave them on your desk when you are finished.

## Consulting books and documents

Your requested items will be retrieved from storage in advance of your visit. We regret that we cannot provide additional items during the course of your visit as we need to allow for a gap between staff and visitor handling of items.

Staff members will place your documents for collection in a designated space. When you have finished with an item please place it in the designated return space. Items will be quarantined for 72 hours after use before staff members return them to the shelves. No collection items may be removed from the Library.

If you plan to take copies of the items you view in the Library, we strongly recommend that you bring your own camera (phone cameras are fine) to take images. Please do follow our guidelines for personal photography. Our document scanner will be available for making copies, but this will need to be cleaned between use. We will not have the facility to offer print outs from catalogues or electronic resources and our photocopier has been temporarily withdrawn from public use.

If you use the books on the open access shelves, please leave these on top of the book cases when you have finished with them. Any books handled will need to be quarantined for 72 hours, so please do only handle the items you will need.



All collection items requested will be viewed in our Quiet Study Area. Staff will attempt to answer enquiries in the Group Study Area, but please note that we cannot guarantee that we will be able to provide a silent study space for the time being.

### Museum facilities

Should you wish to take a break from your research, the Museum's Park Side Cafe will be open for take away service during opening hours. Facilities for "picnicking" will be limited within the Museum, however. Please note that if you leave the Museum during your visit, re-entry may not be possible as your timed entry ticket is only valid once per day and re-admission will require a new timed entry ticket to be booked (subject to availability, which cannot be guaranteed). Toilet facilities within the National Maritime Museum will be limited and there may be queues at busy times.

### Your safety

We recognise that there is a lot of disruption to life at the moment due to the unprecedented COVID-19 pandemic. We are sorry that the Library service you will be returning to is not the same as normal but we hope these steps will allow for essential research to resume in the safest way possible. We take our responsibilities for the health and safety of our visitors and staff seriously.

If you are feeling unwell, have a persistent cough or other symptoms of COVID-19, we would ask that you to postpone your visit to the Caird Library. For the safety of all Library users, visitors displaying symptoms may be politely turned away. We ask that all Library users respect the social distancing measures in place and treat each other and staff with consideration and patience.

Government guidelines have made face coverings mandatory in most enclosed public spaces. We would ask that you wear a face covering when visiting any site at Royal Museums Greenwich, including the Caird Library, unless you are exempt for health reasons. Some desks in the Library will be fitted with screens. Staff on duty may wear visors. We only encourage the use of gloves when handling photographs due to long-standing guidance for document preservation.

Your seat in the Library will be assigned by staff as this will link to the location of your requested documents. Please do keep to your assigned space. Staff will also aim to book seats in an order that maximizes social distancing, although even when fully booked, all seating will provide at least 1.5m clearance from other seats (although please note that Library users may pass closer than this to access book cases).

We will have an enhanced cleaning programme in place throughout the Library, with desks, lockers, book supports all cleaned between use and quarantine processes in place for collection items have been handled.