

Caird Library and Archive

Frequently asked questions about visits in 2020

Before you visit

When is the Library open?

The Caird Library will be open on Tuesdays and Wednesdays from 25 August 2020 as part of a trial period. We aim to increase the number of days per week that the Library is open as soon as we are able, once we can review the initial trial period.

What are the Library's opening hours?

The Library will be open 10.30-15.45 on Tuesday and Wednesday.

Do I have to book an appointment to visit the Library?

Yes. Booking is essential both to provide you with a timed entry ticket to the National Maritime Museum and to reserve your books / documents and study space in the Caird Library. If you arrive at the Museum without an entry ticket, you will be politely turned away.

Why do I have to book an appointment?

As we are only able to offer a limited number of study spaces to ensure social distancing in the Library, we need to pre-book users to enable us to manage numbers.

How do I book an appointment?

Please visit www.rmg.co.uk/cairdlibrary for more details about the three step process for arranging your visit.

Why are the entry tickets timed?

To ensure the welfare of all visitors, the Museum needs to ensure that it maintains social distance at its entry points, which is where most people will congregate. It is not possible to access the Caird Library without passing through the National Maritime Museum, so a timed entry ticket to the Museum is needed. Library staff will make this booking for you as part of arranging your appointment.

How long does my appointment last?

Each reader is allocated for a full day, although admission to the Museum for Library users is at set times (**10.30**, **11.30** and **13.30**). If you need to maximise your research time, we recommend arriving for 10.30, when the National Maritime Museum will open. The Library closes at 15.45, to allow you fifteen minutes to exit the Museum before it closes at 16.00.

How many appointments can I book?

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.



How far in advance can I book?

We have not yet set a limit on this and will be looking at the level of demand. We recommend giving as much notice of your visit as possible. All visits must be booked and confirmed one week in advance (at the latest).

Why do I have to pre-order my documents?

Staff need to allow a period of time between handling the documents during the retrieval process and issuing them to you in the Library (no less than 24 hours). This is to minimise the risk of virus transmission. As a result, we cannot offer on-the-day retrieval of books and documents.

Why can I only order a maximum of 10 items to view per day?

Due to the need to hold items between retrieval and issuing and again before returning them to the stores, we must limit the number of items each reader can view due to constraints on temporary storage.

If I'm not sure what I want to see, what do I do?

We recommend getting in touch with staff via e-mail (library@rmg.co.uk) before you arrange to visit the Library. Staff can give advice about how to use our catalogues and items that may assist your research.

Can I use the Library without ordering items to view?

During this time when our study space and opening hours are more limited than normal, space in the Library is primarily reserved for visitors accessing collection items. If you plan to use the resources on the open shelves (which do not need to be ordered) please let us know as our priority will be providing access to material that is uniquely held by the Caird Library and not available elsewhere. We will not be able to offer the Library as a quiet space to work in if you are not planning to consult our collections.

Can I come to use the computers in the Library?

Our public computers provided for access to our catalogues and electronic resources have been temporarily withdrawn from use due to the challenges of keeping the keyboards clean and safe for everyone.

Can I bring friends / family with me to the Library?

As study space is limited in the Library, we recommend visiting alone if possible. However, if you need to bring someone to assist you to access our collections, please do make this clear when making your booking, as staff will need to arrange an entry ticket (and study space) per person.

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.

I can't currently visit - do you offer copies of your documents?

Yes, we can supply copies of documents, please see more details at <https://www.rmg.co.uk/national-maritime-museum/caird-library/professional-digital-imaging>



On the day of your visit

What happens if I'm running late or miss my time slot?

Please contact the Library on 020 8312 6516. We cannot guarantee admission if you arrive late but depending on capacity at the entrance points, we may be able to arrange a new timed admission ticket for you.

What happens if I arrive early?

You will be able to enjoy the outside spaces around the Museum and Greenwich, but you will not be able to enter the Museum until the time stated on your entry ticket.

I need to cancel or re-arrange my appointment, what do I do?

Please contact library@rmg.co.uk with as much notice as possible. If you need to pick a new date, please allow one week's notice.

When in the Library

How can I access your catalogues during my visit?

We recommend bringing your own laptop, tablet or mobile device to access our catalogues and electronic resources. The Museum's free public WiFi is available to all Museum visitors and provides access to the electronic resources we subscribe to whilst you are onsite.

How can I copy the documents I'm viewing?

We strongly recommend bringing your own camera (a phone camera is fine) to take your own non-flash photographs for private, non-commercial research use. As ever, please do follow staff guidance on item handling, copyright and data protection and always ask permission from staff before taking photographs.

Can you guarantee a silent study space?

All collection access will take place in the Quiet Study Area. Staff on duty will aim to keep this space as quiet as possible, but it is likely that there will be some degree of quiet conversation in the Library.

Do I need to wear a face covering or gloves?

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. We only encourage the use of gloves when handling photographs due to long-standing guidance for document preservation.

Can I use hand sanitiser in the Library?

After storing items in your locker on arrival at the Library, please use the hand sanitiser provided. Please leave your own hand sanitiser in your locker and please ensure your hands are dry before handling collection items.

What happens if I haven't viewed everything by the end of the day?

If you still have items to view and the Library is open the next day (and is not fully booked) staff can book you a timed entry ticket for the next day - although this cannot be guaranteed and is

subject to demand. We cannot usually hold items over from one week to the next as this may prevent others from accessing them.

What steps are you taking to keep visitors safe?

In addition to the limited numbers to provide space for socially distanced research, high use areas of the Library will undergo additional cleaning at the start of each day (lockers; desks; power sockets; lamp switches; camera stands etc.). Doors will be kept open to reduce the number of surfaces frequently touched by all Library users. Items that are more challenging to clean, such as public computers, have been temporarily removed from use.

More about your visit to Royal Museums Greenwich

Can I access toilets and washrooms when I visit?

Toilets will be available in the National Maritime Museum but will operate on limited capacity, so there may be queues at busy times. We encourage all Library users to wash their hands on arrival at the Museum.

What facilities are there for breaks and refreshments?

Unfortunately, facilities will be limited. The Museum cafe will be operating a take-away service. Many benches around the Museum have, however, been removed to enable social distancing in public spaces. Please note that if you leave the Museum building during the day, your timed entry ticket from your arrival will not be valid for re-entry. You may need to book a new timed entry ticket for your return (subject to demand). This is due to limited capacity at the entry points. Admissions are at 00 and 30 minutes past the hour.

Can I visit the rest of the National Maritime Museum on the same day?

Yes - your entry ticket to the National Maritime Museum allows you to visit the galleries. Please note, however, that a one-way system will be in place to help staff to manage visitor numbers in the galleries, so please do join and follow the one-way system to enjoy the rest of the Museum.

Can I also visit the Queen's House, Royal Observatory and / or Cutty Sark?

You will need to book a timed entry ticket to each of the other Royal Museums Greenwich sites.

Getting in touch

If you have a question about visiting the Caird Library which isn't answered by this document, please email library@rmg.co.uk.

If you would prefer to get in touch by telephone, the Caird Library can be contacted on **020 8312 6516** during opening hours.

Temporary Opening hours

	Open	Close
Monday	Closed	
Tuesday	10.30	15.45
Wednesday	10.30	15.45
Thursday	Closed	
Friday	Closed	
Saturday	Closed	
Sunday	Closed	

The Library will be closed for the Christmas and New Year period from Monday 21 December 2020 and will re-open in the week beginning Monday 4 January 2021.