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Caird Library and Archive Access Policy

1. Introduction

The [Caird Library](#) aims to support and enhance the work of the Royal Museums Greenwich by collecting, caring for and making accessible paper-based resources relating to maritime history, astronomy and time keeping.

The Museum's Archive and Library collections comprise over 12 km of material including rare books, journals, manuscripts, ephemera, charts and maps, prints and drawings. The library also offers access to various electronic sources, including dictionaries and encyclopaedias, family history resources, journal archives, rare books and newspapers. Access to these collections is mainly via the [Archive](#) and [Library](#) online catalogues, which form part of [Collections Online](#) the catalogue for all the Museum's collections.

2. Aims of the Access Policy

- To provide a measurable policy statement, which informs Readers of what to expect from the service in terms of accessibility
- To give full details of access arrangements to the Archive and Library collections
- To provide a description of the Caird Library's services and facilities

3. Onsite access to the service

The Caird Library provides public access to the Museum's paper-based collections. It provides facilities for research into every aspect of maritime history, including the Royal Navy and Merchant shipping, migration, navigation, piracy and shipwrecks, as well as astronomy and timekeeping.

Many of the resources are unique, valuable and integral to the maritime heritage of the United Kingdom so visitors wishing to use the Library must produce specified identification and agree to abide the Library's rules and conditions of use (see Appendix A below).

Whilst in the Library you can also access a range of electronic and digital resources including resources to which the Library subscribes such as British History Online (BHO), Eighteenth Century Collections Online (ECCO), 19th Century British Library Newspapers, Oxford reference suite. The Library also provides access to digitised content via Ancestry, Find My Past and The National Archives Discovery catalogue.

The Caird Library is located on the first floor of the National Maritime Museum's Sammy Ofer Wing. Access is via the staircase at the east end of Voyagers Gallery, or via the lift in the Link Building, leading to the Neptune Court Galleries. There is a toilet for users with a disability available at the far end of the Reading Room. The main Museum toilets are near the foyer of the Sammy Ofer Wing on the ground floor as indicated on the NMM visitor map.

4. Admission to the Caird Library

Readers can access the Library using either a one day or three year Reader's Ticket. To obtain a Reader's Ticket, it is necessary to register some personal details with the Library. Please note that by registering for a Reader's Ticket, Readers agree to abide by the Caird Library Rules and the Conditions of Use (see appendix A).

The one day Ticket allows access to books and printed resources on open access in the Reading Room and also to the electronic and printed resources on the Library computers. The one day Ticket is applied for by completing a brief paper form on arrival at the Caird Library.

The three year Ticket provides access to the Reading Room and allows Readers to request manuscripts, rare books, prints and drawings, maps and charts, and other collection items that are housed in the Archive stores. The three year Ticket is applied for online using the Library's Aeon system at www.rmg.co.uk/aeon.

When Readers arrive at the Caird Library for the first time they will need to bring identification. For a one day Ticket, one form of identification bearing the Reader's signature is needed (a passport, driving licence, or bank / credit card etc.). For a three year Ticket, two forms of identification are required which are:

- One piece of identification bearing a signature (a passport, driving licence, or bank / credit card etc.)
- One proof of address (utility bill, council tax bill, credit card statement etc.).

We can only accept originals, not copies, of the above identification documents. For a three year Ticket, a photograph will also be taken and added to the card. A full list of all acceptable forms of identification is available on the Aeon registration pages (see appendix C).

For further information please read 'Your First Visit to the Caird Library' at <https://www.rmg.co.uk/national-maritime-museum/caird-library/register>

The minimum age to use the Library Reading Room is 14 years; children aged 8–14 can use the Library but they must be accompanied by an adult, one adult per child.

Young people aged 14–15 can get a one day Reader's Ticket and use the collections available on open access in the Reading Room unaccompanied.

Young people aged 16–18 can apply for a three year Reader's Ticket which will allow them to access all the collections including manuscripts. We can accept a letter from a Head Teacher or College Principal as a form of identification.

Students who want to use the Library to study but who are not using Library material or collections will be admitted at the discretion of the senior member of staff on duty. Access will not normally be given to members of the public wanting to use the Library computers for purposes not relating to the Library collections or relevant subject areas. Anyone granted access for either of these purposes must obtain a one day Readers Ticket and must abide by the Caird Library Rules and the Conditions of Use.

Staff in the Library are available to help all visitors to the NMM with enquiries about the Museum, Archive, and Library collections, including family history research, and can also provide help accessing the electronic resources available on the PCs situated in the Reading Room's Reception area, without requiring visitors to register for a reader's ticket. Visitors with more in-depth enquiries will be encouraged to register for a ticket in order to enter the Library and conduct their own research.

5. Data protection and privacy notice

Royal Museums Greenwich will process your personal information according to the principles of the UK Data Protection Act, 2018. We will use the information to provide the service(s) requested and for reference purposes in order to help maintain the security of the collections. It may be shared with law enforcement agencies. The information you supply will be stored in an encrypted database on a remote server, operated by Atlas Systems.

User data will be retained according to the following schedules, after which time your details will be deleted from the Aeon database:

- Caird Library three year reader's ticket holders: For as long as you hold a valid Caird Library three year reader's ticket and for a further period of seven years following the expiration of your reader's ticket.
- Remote reprographics customers: For a period of one year after your last request.
- Inactive accounts: For a period of one year from the date of registration if you do not visit the Caird Library or place a reprographics order.

If you have a question about the way we handle your personal information please contact the Governance and Museum Records Manager, Royal Museums Greenwich.

6. Reading Room – Access facilities

We aim to provide a physically accessible space for everyone who wants to visit us. Accessible Reading Room facilities include:

- Induction loop at Reception, Enquiry and Issue Desks
- Public PCs, with adjustable internet browser accessibility settings
- Digital microfilm scanner/printer (ScanPro2000), which has magnifier and zoom controls to view an enlarged area of the displayed image
- Book2net kiosk, a self-service scanner/printer, which has touch-screen, zoom control to view the area to be copied
- Height-adjustable chairs

- Height-adjustable map table for viewing prints and drawings, and maps and charts
- Magnifying glasses: there are a limited number available to borrow in the Reading Room
- Sheet magnifiers: there are a limited number available to borrow in the Reading Room
- Accessible toilet
- Six disabled parking spaces, which can be booked in advance and special arrangements made for dropping visitors off outside the main Museum entrance. Please contact the Museum's Bookings Unit in advance of your visit if you would like to make arrangements to use these facilities: bookings@rmg.co.uk

7. Opening hours

The Library is open for 33 hours per week, excluding planned closures such as for audit work (usually one week per year) and public holidays over the Christmas and Easter periods.

Opening hours are Tuesday–Saturday, 10.00–16.45. On Saturdays the Library is closed from 13.00–14.00 for lunch.

Last admission to the Library is 15 minutes prior to the published closing time.

Opening hours are advertised on the [Museum's website](#) and in relevant publications and websites. Any changes to the opening hours will be advertised on the Museum's website and on other relevant websites and publications e.g. Newsletter of the Society for Nautical Research.

The Library is able to host booked group visits on Mondays, including collection highlight presentations by Library & Archive staff or curator led specialist talks. Visits can accommodate up to 30 attendees and last for approximately 2 hours.

8. Copying from the Archive and Library collections

The Museum is committed to making its Archive and Library collections available to the widest possible audience, whilst balancing this with the responsibility for preserving them for future generations. We provide a range of copying services for the purposes of private study or research; these include a self-service scanner, a photocopier, microfilm viewers and camera stands for those using their own camera. Payment cards are available in the Reading Room in denominations of £1.50 and £6 – for copying charges see <https://www.rmg.co.uk/national-maritime-museum/caird-library/copying-services>

There is also a remote copying service allowing Readers, both onsite and remote, to place orders for copies of items in the collections. Full details of the copying service are available in the document "Copying for private study and non-commercial use" (see Appendix B).

All copying is for the purpose of non-commercial research or private study under UK copyright law. Copying is also subject to Data Protection regulations in cases where

documents include personal data of a subject who is alive or likely to be alive (assuming a lifespan of 100 years). It is the responsibility of the reader to ensure their copying does not infringe copyright or Data Protection laws.

All copying is at the discretion of staff and there are some items that cannot be copied for a variety of reasons such as legal restrictions and the size and condition of the material. For example, we can only copy items that do not exceed the maximum size of the scanner (80cm x 40cm). It is the responsibility of person making the copies to ensure that their copying does not infringe copyright law.

9. Online Resources

The Library recognises the importance of access to information online and also digital access to items in the collections to ensure wider access generally. The following are available:

- Online catalogues to all Archive and Library collections including manuscripts, books, charts, maps, prints and drawings. The catalogues are regularly updated with new material and enhanced. We also contribute to union catalogues such as OCLC's [Worldcat](#) and [JISC Library Hub Discover](#) by cataloguing the Archive and Library collections to international standards including ISAD (G), MARC and AACR2
- Many catalogue records, especially charts and maps, have images attached in Collections Online
- Online research guides providing detailed guidance relating to specific subject areas such as the Merchant Navy, the Royal Navy and General Maritime History www.rmg.co.uk/researchguides
- Digital copies of popular material such as Masters' and Mates certificates and Dreadnought Seamen's Hospital Admissions & Discharges which are available free to view in the Reading Room via www.ancestry.co.uk. Crew Lists from 1915 have been transcribed with a database and images available to view free-of-charge at <https://1915crewlists.rmg.co.uk>.
- Digital copies of items in the printed collections via partnerships with other organisations. For example the republishing of rare journals like Naval Chronicle and a number of rare books relating to longitude with Cambridge University
- The Library blog increases access to the Archive and Library collections and highlights events relating to the collections. It also provides an important tool for communication with users, see www.rmg.co.uk/cairdlibrary
- The 'Item of the Month' feature provides further access to the collections, telling stories relating to documents and giving visitors a taste of variety of items in the collections. See above link
- The [Research & Collections](#) page on Museum's website brings together content aimed at visiting academic and non-specialist researchers providing information on publications, events and projects.
- Our online ordering system, [Aeon](#), gives quicker, enhanced access to Archive and Library collections. A personal online account provides Readers with a complete history of the items they have looked at in the Library.
- Free public Wi-Fi is available for Library readers and Museum visitors.

10. Electronic resources

The Library provides access to a range of electronic resources, including online bibliographic and image databases, electronic dictionaries and encyclopaedias, family history online resources, and full texts of journals, rare books and newspapers.

They are all available free of charge but Readers will not be able to access them from home or outside of the Museum buildings, due to copyright and/or licensing reasons. For a current list of titles see [Electronic Resources](#).

11. Enquiries

The Caird Library is committed to helping Readers and the public who have enquiries about the Archive and Library collections. These may be answered face-to-face in the Caird Library or by telephone, letter or email. We receive enquiries from all over the world covering a wide range of different subjects.

Due to the volume of these enquiries, staff can only undertake a maximum of 15 minutes research per enquiry and we are therefore unable to answer enquiries to any great depth.

If your enquiry requires more extensive research, you will receive a referral email/letter with details of how to access the Archive and Library's collections remotely and other relevant web-based resources. We will also supply a list of Independent Researchers who can carry out work on your behalf but will make a charge. The list contains a list of researchers who have left their names with us – inclusion on the list does not mean the Museum recommends or endorses the researchers.

All written enquires are responded to within 10 working days.

12. Monitoring and Evaluation

The Library ensures it is meeting its targets and the needs of its users in the following ways:

- Monitoring use – number of visitors, number of items ordered, number of remote enquiries, types of material used and number of loans of collections
- Cataloguing material and establishing cataloguing priorities based on requests, projects and targets for making information available online (DCMS)
- Surveys e.g. customer questionnaire, Survey of Visitors to British Archives and the museum-wide market research survey
- Evaluation of Reader comment cards, comments on the Library blog etc.
- Suggestions for acquisition of new books.
- Monitoring the role of the collections for internal and external research (for exhibitions, publications, conferences, events and activities)

13. Staffing

The Library and Archive staff are key to providing access to the collections. Their commitment, knowledge and expertise are vital to ensure visitors and staff get the

most out of the collections. They are trained to assist with all kinds of research enquiries and help with access and interpretation of the collections where possible. They produce research guides on various topics and collections, which are available on the webpages. They also contribute to the Museum's formal and informal learning programmes including running archive sessions as part of the Transatlantic Slavery, British Empire, and Armada study days for schools.

An annual Open Day, usually held on a Saturday, allows an opportunity for all visitors to the Museum to see a wide range of Archive and Library collections and talk to staff about how the collections can be accessed and used.

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Appendices:

A. Caird Library and Archive Rules and Conditions of Use

B. Copying from the Archive and Library collections for private study and non-commercial research

C. List of accepted forms of identification for issuing of a three year reader's ticket

Caird Library and Archive

Rules and Conditions of Use

Using the Caird Library

- Admission to the Library is by a personal three year Reader's Ticket or a one day Reader's Ticket. The three year Reader's Ticket allows access to all of the Library and Archive collections; the one day Reader's Ticket gives access to the modern books, reference material, electronic resources and microfilm held in the Reading Room only, and not to any other collection material.
- Readers must show their Reader's Ticket to Library staff on the reception desk as they enter the Library. They must also produce their Ticket on request by Library staff in the Reading Room.
- By applying for either Reader's Ticket, Readers agree to abide by the Caird Library Rules and Conditions of Use. If any Reader does not abide by these, the Museum has the right to cancel his or her Reader's Ticket and refuse future admission.
- The minimum age to use the Library Reading Room is 14 years; persons aged 8–14 may be admitted if supervised by an adult, one adult per child. Persons aged 14–16 can only access modern collections in the Reading Room.
- To obtain a three year Reader's Ticket, Readers must register online at rmg.co.uk/aeon. This can be done online before a Reader visits the Library, or in the reception area of the Library on the day of the Reader's visit. Formal identification is required to register for a three year Reader's Ticket, giving proof of the Reader's name and address e.g. driver's licence and proof of the Reader's signature e.g. passport. Proof of name and signature is also required for a one day Reader's Ticket.
- All Reader's Tickets are non-transferable. Only one current Reader's Ticket may be issued per person and lost or stolen Tickets must be reported to the Library immediately. There may be a charge to replace lost or stolen Tickets. Readers are responsible for any use of a Reader's Ticket issued to them unless and until they have reported it lost or stolen.
- On entering the Library Readers must deposit all bags, coats, umbrellas, newspapers, laptop cases, camera cases, food, drink and bottles of water/liquids in the lockers provided near the reception desk. Readers should only retain such paper items and other equipment needed for their work in the Reading Room. Transparent bags issued at the Reception Desk should be used to carry paper items and equipment into the Library. Readers may be required to submit for inspection any bags, cases, folders or other objects that they may be carrying.

- Quiet conversation is permitted in the Group Study area. The Quiet Study area at the far end of the Library is for silent, independent study.
- Readers must not eat, drink, smoke or chew gum or use mobile phones to make or take calls in the Library.
- Sound settings of laptops and cameras should either be turned off or reduced to a level that does not disturb other Readers. Headphones for listening to personal music systems inaudibly are allowed, at staff discretion.

Requesting Items to View

- Readers are required to register online in order to use the Library and Archive online ordering system (Aeon) via the online catalogues. The Aeon system should be used to request all collection items a Reader wishes to see except the material on open access in the Library. Prints and drawings and charts and maps should also be requested using Aeon.
- Collection items can be requested in advance of a visit to the Library or requested when the Reader is onsite. Documents for production at 10.00 should be requested by 15.30 on the preceding working day.
- Up to six items can be requested ahead of the Reader's visit. More requests can be prepared using the 'Keep for My Review' option on Aeon.
- There are seven retrieval times throughout the day. Up to six items can be requested per retrieval based on a rolling limit; Readers may request and see up to 42 items in one day.
- Only one collection item (manuscript folder or box, rare book or atlas) can be consulted in the Reading Room at any time.
- Delivery times for the majority of the Library and Archive collections stored onsite is 40 minutes. Readers will be informed via email if for whatever reason this delivery time cannot be met, or if the item is unavailable to view.
- Oversize items such as charts and maps, and prints and drawings, will require longer delivery times. For items that have been pre-ordered, a maximum of 21 items can be consulted.
- Charts and maps, and prints and drawings, must be ordered by 12.30 the preceding week day. This is to allow time for staff to retrieve drawings from several boxes or drawers, and to arrange for supervision.
- If an item is stored offsite Readers will need to allow 5–12 days for the item to be delivered to the Reading Room. The online catalogues will indicate if an item is stored offsite.
- Readers should collect their requested items from the Issue Desk at the far end of the Group Study Area. The request slip will be scanned to record that a Reader now has the item.

- When a Reader has finished with the item and returned it to the issue desk, the item will be scanned to indicate it has been returned to the store. Items will be available to see by the same Reader the following day if the item is requested again for the following day.
- Before leaving the Library at the end of a visit, Readers must return all Library material that they have been using to the member of staff at the issue desk.
- No collection material may be removed from the Library.

Using and Handling items in the Caird Library

- Readers must abide by the handling guidelines on laminated sheets in the Library.
- Items delivered in archive boxes or folders must be replaced in the same order as received.
- Only pencils may be used when in the Library. Pencils can be purchased from the Museum shop or can be borrowed from the Library.
- Some material may be subject to restricted access for legal or conservation reasons. In these cases, please refer to the Head of Research and Information, or their deputy.
- Some material may have undergone conservation treatment in the past and may require special handling – please follow the advice on handling given by staff.
- Readers may not mark, write, lean on, fold or in any other way damage the material they are consulting. Collection items must remain on desks and must not be placed on any other surface (e.g. the floor or chairs).
- If Readers observe an existing defect in, or damage to an item, they are requested to bring it to the attention of the staff on duty.

Copying in the Caird Library

- Readers should consult staff on duty in the Library prior to undertaking any copies. All copying is at the discretion of the Head of Research and Information. Some items may not be copied for reasons of conservation or copyright. Readers must follow handling advice given by staff.
- All copying is for the purpose of non-commercial research or private study under UK copyright law. Copying is also subject to Data Protection regulations in cases where documents include personal data of a subject who is alive or likely to be alive (assuming a lifespan of 100 years). It is the responsibility of the reader to ensure their copying does not infringe copyright or Data Protection laws.
- Readers wishing to reproduce copies for any purpose other than non-commercial research and education or private study should contact the Royal Museums Greenwich Picture Library (email: pictures@rmg.co.uk) for advice. This includes publication (including publication online and via social media channels), broadcast, display or distribution via email to multiple recipients. Charges may apply.

- Modern books may be photographed, photocopied or scanned by the reader. Rare books and manuscripts may be photographed or scanned by the reader but cannot be photocopied.
- Charts and maps and prints and drawings cannot be photocopied or scanned, but can be photographed by the Reader.
- Cameras must be set to still photographic mode only and the use of flash is strictly prohibited.

Use of computer equipment

- The Caird Library provides public access computers for use for catalogue searches, access to the electronic resources we subscribe to and for general online research.
- Readers are responsible for logging out of any personal accounts accessed via the public computers.
- Access to content of a pornographic or violent nature, or is likely to cause offence to other Library users, is not permitted.

Our commitment to Readers

The Library and Archive team are here to help you.

Readers are requested to show due consideration and respect to Library staff and other Readers. Our collections include and represent people of different culture, race, sexuality, religion and gender and we expect all our readers to respect each other. Behaviour considered abusive or constituting harassment will result in exclusion or removal from the Library, with future admission refused.

Readers are requested to follow all directions given by staff with respect to health and safety procedures, including fire evacuation and drills.

If our service levels do not meet your expectations, please let us know via our comments card system or by email to library@rmg.co.uk, or directly to any member of staff. Constructive feedback is vital to us in maintaining and improving our standards.

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Caird Library and Archive

Copying for private study and non-commercial use

Royal Museums Greenwich (RMG) is committed to making its Archive and Library collections available for current use and enjoyment whilst balancing this with the responsibility for preserving its collections for future generations.

Copies can be made for private study and research for non-commercial purposes, such as personal research and study, criticism, review and news reporting under UK copyright law. You should only make and hold a single copy at any one time. For example, if you print or transfer an image, you must delete the original image.

- For published works you may make a copy of a single article from a periodical or a reasonable proportion (to a maximum of 10% of the whole) of a published literary, dramatic or musical work, including any illustrations.
- For unpublished works you may make a copy without permission, provided that the copyright owner has not prohibited copying.

Copying is also subject to Data Protection regulations in cases where documents include personal data of a subject who is alive or likely to be alive (assuming a lifespan of 100 years). It is the responsibility of the reader to ensure their copying does not infringe copyright or Data Protection laws.

Self-service copying methods

All copying is at the discretion of Library staff. Please check with staff on duty in the Caird Library before making any copies. The following copying methods are permitted:

- Non-flash photography (free of charge)
- Digital imaging (charges apply)
- Photocopying (charges apply)

Many readers find non-flash photography to be the most convenient method of copying from Archive and Library collections whilst visiting the Caird Library. Non-flash photography is suitable for all material that may be copied, including printed

books and periodicals (including rare books), manuscripts, prints & drawings, and maps & charts. Document support aids should be used as appropriate and items must remain on the designated reader desks. Items must not be put on any other surface (e.g. bookcases, chairs or the floor) in an attempt to get a "better" photograph.

Readers may use mobile phones or cameras to take photographs. Cameras must be in still, silent photographic mode. Flash photography is strictly prohibited. The use of camcorders, document scanners and camera tripods is not allowed. We provide camera stands on a first come, first served basis.

The Library provides a self-service kiosk scanner for digital imaging. The scanner is suitable for printed books and periodicals (including rare books), manuscripts, and maps & charts. Items need to fit securely on the base of the scanner and must not overhang. The document scanner cannot be used to copy prints & drawings.

A self-service photocopier is also provided in the Reading Room. The photocopier may only be used to copy printed books and periodicals published after 1850 provided they fit on the photocopier plate. The photocopier is not suitable for copying rare books, manuscripts, prints & drawings, or maps & charts.

Charges apply for the use of the self-service photocopier and kiosk scanner. More details of the charges can be found at <https://www.rmg.co.uk/national-maritime-museum/caird-library/copying-services>

Staff copying services

RMG offers copying services for those who cannot visit the Library in person or require images for purposes other than private, non-commercial research.

Digital imaging by Library and Archive staff (remote service only)

Readers may order copies of documents via our online catalogues. You will need to create an Aeon account (www.rmg.co.uk/aeon) in order to place a request. Once we have received your request via the Aeon system, a member of Library staff will need to inspect the item to confirm that it is in a condition suitable for copying and to count the number of scans it will require. We can supply up to 100 scans per reader per month. We will issue you with a quote for the work within ten days of receiving your order.

Scans are produced in "research quality" (200 dpi) and are dispatched as watermarked PDFs via Mimecast Large File Send. We aim to dispatch files within five working days of receiving cleared payment. Some orders may take longer to process (for example at times of high demand or where an item is complex to scan) and we will notify you if this is the case.

We can scan printed books and periodicals (including rare books), manuscripts, and maps & charts up to a maximum size of 80cm x 40cm. We cannot supply copies of prints and drawings via this service and we regret that we cannot provide copies as an on-demand, day of visit service for readers in the Caird Library.

For charges please see <https://www.rmg.co.uk/national-maritime-museum/caird-library/copying-services>

Professional photography by the RMG Photo Studio

For items that are too large for the copying facilities offered by the Library or if readers wish to reproduce copies for any purpose other than non-commercial research or private study, the Royal Museums Greenwich Picture Library should be contacted for advice (email: pictures@rmg.co.uk). This includes copies intended for publication (including publication in print, online or via social media channels), broadcast, display or distribution via email to multiple recipients and includes non-for-profit use.

More information about the RMG Picture Library can be found at: <https://www.rmg.co.uk/work-services/picture-library-licensing>

Items that cannot be copied

Some items in our collections cannot be copied by any method. These include:

- Fragile and / or damaged items
- Scrapbooks and albums
- Photocopies
- Ephemera
- Sheet music
- Items where the copyright holder has prohibited copying

Materials that are subject to the Data Protection Act (2018) need to be assessed by Library and Archive staff before copies can be made. Access to the information contained may either be provided in the form of a redacted copy or as a transcription of relevant details.

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Caird Library and Archive

In order to be issued with your three year Reader's Ticket, please show two forms of identification to staff at the Caird Library Reception Desk. The documents marked with an asterisk * below can only be used either as proof of address or as proof of identity; they cannot be used for both. We require ONE of the documents below.

ID Proof of Signature Type:

- Passport
- Driving Licence*
- Bank Card
- Credit Card
- National ID Card (non-UK only)*
- Police/Customs/Home Office/Warrant Card
- Forces ID Card
- Sea/Air Masters Licence

ID Proof of Address:

- Utility Bill (Gas, Electricity, Telephone, Water)
- Bank/Building Society Statement (no online/bank branch print-offs)
- Credit Card Statement
- Council Tax Bill/Council Rent Book
- HM Revenue and Customs Statement
- State Pension Book
- Benefit/Family Credit Book
- Passports (where the address has been officially entered by the issuing authority)*
- National Identity Card (non-UK only, with address)*
- Driving Licence (with address)*
- Home Office permit to stay
- University Certificate for Hall of Residence (stamped and signed by institution)
- TV Licence
- Firearms Licence
- Home Insurance Policy
- Pay Slips (where employer's and employee's addresses are stated)

16-18 year olds only: Letter on headed notepaper signed by student's Headmaster/College Principal or Director confirming student's home address

We cannot accept driving licences and national identity cards if an address is not shown. It will be the responsibility of the reader to provide an official translation, where necessary.