



# Caird Library and Archive

## Frequently asked questions about visits in 2021

### Before you visit

#### **When is the Library open?**

The Caird Library will be open Tuesday – Friday from 10.00-16.45.

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

No but if you wish to have collection items waiting for you on arrival, these must be ordered via Aeon by 12.30 the weekday before you plan to visit.

#### **Do I need a timed admission ticket to access the Caird Library?**

Library staff will need to book you a timed admission ticket to the National Maritime Museum to access the Library. Once you have ordered items via Aeon, please contact the Library via [library@rmg.co.uk](mailto:library@rmg.co.uk). Staff will book an admission ticket on your behalf and forward this to you by 17.00 the day before your visit.

#### **How long does my visit to the Library last?**

Each reader can stay for our full opening hours of 10.00-16.45.

#### **How can I reserve material in advance?**

The Aeon ordering system will allow you to have up to ten active requests for your visit. These can be requested via our online catalogue [www.rmg.co.uk/collections](http://www.rmg.co.uk/collections).

#### **How far in advance can I book?**

There is no limit on this, but please note that the Library's opening hours may change (with notice) in future.

#### **Why should I order documents in advance?**

Items pre-ordered in advance of your visit will be delivered direct to your desk so will be immediately available. As you consult items and return them to us, you will be able to order more items for delivery at our additional document production time at 14.00. A maximum of 20 items can be consulted in a day.

#### **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](mailto: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?**

Space to consult manuscripts may not always be available if you do not request items in advance, but our Group Study Area will be available for access to books on the open access shelves. At busier times, we may not be able to offer the Library as a quiet space to work in if you are not planning to use our collections.



### **Can I come to use the computers in the Library?**

Our public computers are provided for access to our catalogues and electronic resources and can be used by all users. Staff will clean keyboards and mice, but you may wish to bring your own computer or mobile device to connect to our free WiFi to access these resources.

### **Are facilities to view microfilm / microfiche available?**

We have one digital microfilm / fiche viewer available for use. Please bring a USB stick if you wish to save copies, as the machine is not connected to printers or the internet.

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

Yes. The Library can be used by all aged eight years and up. Everyone will need a reader's ticket and to show ID on arrival.

During regular opening hours, our maximum group size is four people. If you are looking visit as part of a larger group, please contact us via: [library@rmg.co.uk](mailto:library@rmg.co.uk).

### **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**

### **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.

### **When are your document production times?**

You will be able to have ten active requests. Active requests are items that are awaiting production, in the process of being delivered, or are at your desk. Once you have placed an item on the returns trolley, staff will mark this off and you will be able to order additional items:

| <b>Order by</b>      | <b>Delivered at</b> |
|----------------------|---------------------|
| 12.30 the day before | 10.00               |
| 13.00                | 14.00               |

### **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?**

Most 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 optional. All visitors to the Museum are highly encouraged to wear a face covering but we cannot guarantee that all Library users will wear one. 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 staff can book you a timed entry ticket for the next day - although this cannot be guaranteed and is subject to demand. We can usually only hold items over from one day to the next, as this may prevent others from accessing them.

**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](mailto: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.

**Opening hours from 21 July 2021**

|           | Open   | Close |
|-----------|--------|-------|
| Monday    | Closed |       |
| Tuesday   | 10.00  | 16.45 |
| Wednesday | 10.00  | 16.45 |
| Thursday  | 10.00  | 16.45 |
| Friday    | 10.00  | 16.45 |
| Saturday  | Closed |       |
| Sunday    | Closed |       |

The Library will be closed for the Christmas and New Year period from Monday 20 December 2021 and will re-open in the week beginning Monday 3 January 2022.