

Great North Museum:
Hancock Library



Conditions of Use

Access

- The Library is free and open to all to use as a reference library during opening hours.
- By entering the Library and gaining access to our collections, you agree to abide by our Conditions of Use.
- The Conditions of Use are not intended to cover every eventuality. Please follow any instructions you receive from Library, Museum and Society staff.
- You do not need to be a member of the Library or societies to visit or use the Library. All books in the Public Access area of the Library can be browsed and consulted by all who visit the Library.
- Children under 16 are welcome but must be accompanied and supervised by an adult at all times.
- Advance warning of the closing of the Library will be given. Everyone using the Library at these times must vacate the Library by the advertised closing time.

Food and drink

- Food, including sweets and gum, and uncovered drinks must not be brought into the Library.
- Covered drinks are permitted in the Library. However, they must be put away if anyone is using archival or rare materials.

Considering others

- We will maintain a friendly environment and treat all our users with courtesy and respect. We ask you to do the same for fellow users, staff and volunteers.
- You must make sure any equipment you bring in is safe and is used safely, including positioning any leads safely.
- Mobile phones, cameras, etc. should be switched to silent, non-vibrate mode. Please do not make or receive calls anywhere within the Library.
- You may use personal audio equipment with headphones, but please ensure it is not audible to anyone else and will not prevent you hearing the fire alarm.

Care of the collections

- All material is issued at the discretion of Library, Museum or society staff.
- Please help us to take care of the collections for current and future users.
- Please ensure your hands are clean before using Library materials or equipment.
- Please do not annotate, mark or otherwise deface Library materials.
- Please use pencils when making notes on separate paper (pencils and paper are available from the Library Desk).
- The use of scissors, glue, correcting fluid, paints or other substances that could be harmful to Library materials is not allowed.
- Please do not rest anything on top of, or against, an open book or document, or place books or journals face down on any surface or bend back their covers. Bookmarks are available from the Library Desk.
- Individuals will be held accountable for any damage other than fair wear and tear. Any Library user may be required to make good the cost of damage to, or loss of, books on loan to them or being used in the Library, or of any damage to other Library property.
- Theft, deliberate mutilation of materials or any other acts detrimental to the collections will result in a demand for reimbursement. Serious offences may result in prosecution.

Rare materials

- Rare materials and items from the archives can be viewed in the Library only.
- Advance notice is required to access rare materials.
- Access to the North East Nature Archive must be requested through the Natural History Society of Northumbria in advance.
- Rare materials are subject to special handling conditions.
- Handling guidelines are available. Please follow any instructions you receive from staff.
- If you wish to take notes, please use only a lead pencil or an electronic device.
- Material may not be removed from the Library or be left unattended. Please inform Library staff if you plan to take a break.
- You are responsible for each item issued to you until you return it to Library or society staff.

Borrowing books

- Membership to Newcastle University, Natural History Society of Northumbria and/or Society of Antiquaries Newcastle upon Tyne is required to gain borrowing rights to their respective collections.
- Valid society membership cards or University smartcards must be presented in order to borrow books.
- Personal information (name and membership number) is collected for the purpose of borrowing and erased within a reasonable time after items have been returned. Please see Privacy Notices for the society, or university, to which you belong, for information on how they store your data.
- Communication regarding loans will be made through either society or Newcastle University Library, unless replying directly.
- Society members are responsible for keeping the society to which they are a member informed at all times of the current address and contact details. Newcastle University members should ensure that their contact information is up to date with the University.
- Items borrowed by an individual must not be passed on to others but should be returned to the Library and then re-issued through the normal process.
- Individuals may not borrow items in anyone's name but their own.
- No book may be removed from the Library unless Library issue procedures have been completed.
- The Librarian has discretion to restrict certain categories of material held by the Library from being borrowed. These may include items such as reference works, theses, manuscripts, items of special value or rarity, specific issues of print journals, or fragile materials.
- Advance notice for access to specific items should be given where possible.
- Loan periods will vary for books, depending on the collection and membership status, and may be adapted to take account of vacations. In exceptional circumstances extended loan periods may be negotiated for specialised material. Information regarding loan entitlement for each collection or category of borrower are available from Library staff.
- Books should be returned to the Library by the date given in any notifications.

- A book on loan may be recalled by the Library at any time, and the book must then be returned to the Library on or before the closing time on the date given in the recall notice.
- You are responsible for the return of any book which is recorded as being on loan to you. This responsibility ends only when the item is checked-in, and those who fail to return books will be required to pay for the cost of their replacement.
- When a book on loan is reported as lost or is not returned when requested by the Library, it may be re-ordered and the borrower required to pay the cost of replacement. If the copy belonging to the Library is subsequently found, no refund of the cost will be made and both copies will be retained by the Library. If the lost or damaged book was part of a set the user may be required to pay the cost of a new set if this is the only way to replace the lost part.

Computer use

- You must be a member of Newcastle University to access Library's PCs, with the exception of the Library Search kiosk which is available for all to use.
- Computer use in the Library is subject to Newcastle University's Computer Use Policy.
- Use of the internet (including the transmission or receiving of any material) in violation of English law is prohibited. This includes, but is not limited to, infringement of copyrighted material, and transmitting or receiving threatening or obscene material.
- It is your responsibility to ensure that your use of the internet and of electronic resources complies with copyright law, as well as with usage restrictions imposed by database and electronic resources providers.

Personal equipment and belongings

- Personal property is brought into the Library at your own risk.
- When using cameras for copying purposes please comply with the Library's handling guidelines and copyright law.
- The use of scanners and other devices that require contact with Library materials is not permitted.

- You must abide by Newcastle University's Computer Use Policy at all times.
- The Library accepts no responsibility for personal belongings left unattended and reserves the right to exclude or remove any item which might cause an obstruction.
- Mobile phones should be switched to silent mode, and any telephone calls should be made outside of the Library, to avoid disturbance to others.
- Please leave larger bags, umbrellas and outdoor coats on the hooks or the personal lockers by the Library Desk.
- Lockers are available for use and require £1/ token to operate (returned after use).
- Books and other items left on tables and chairs may be removed by library staff or volunteers.
- Items left in the Library at closing time will be cleared away and treated as lost property within the Museum.

Data protection

- You agree to use personal data on living persons held in the Library collections for research purposes only, and not to use personal data to support decisions about the person who is the subject of the data, or in a way that causes substantial damage or distress to them.

Copying and copyright

- All copying, including from electronic resources, done in the Library must comply with current UK copyright and data protection laws, and be for non-commercial research or private study only.
- All copying is subject to the Library's guidelines for handling Library material.
- Copying of items that might be damaged by the process is not permitted.

Security

- All visitors can use the Library for browsing, reference and research. Only those with borrowing rights can borrow books.
- You must not remove materials from the Library, unless they have been issued.
- An electronic security device is installed in the Library and will sound if items are removed without proper issue.
- You must allow your bag, papers and/or other personal possessions to be inspected by Library or Security staff if requested.
- CCTV cameras operate throughout the Library.

Safety

- If there is a building evacuation or other emergency, you must follow the instructions of Library or Museum staff.
- If you need help to evacuate the building, please tell Library or Museum staff when you arrive.
- Kick-steps are provided for your use. Only use them if you are able to safely. If you need help with using them, please ask Library staff.
- Position kick-steps as close as possible to the materials you want to reach. Never lean out or reach sideways when using the kick-steps.
- Report any accidents, incidents or safety problems to Library staff promptly.

Complaints

- If you are dissatisfied with any aspect of our service, please speak to staff at the Library or Museum Desk in the first instance.
- If they have not been able to put things right, or you are not happy with the response, the next step is for you to make a formal complaint. At this stage, we need the details in writing. Please see North East Museum's complaints procedure or ask staff for details.

Contact details

Library
Great North Museum: Hancock
Barras Bridge
Newcastle upon Tyne
NE2 3PT

0191 208 3555
library@greatnorthmuseum.org.uk