



RHS Libraries: Lindley Library, Wisley Library, Harlow Carr Library

Research Collections Conditions of Access and Use

RHS Libraries aim to ensure that staff and researchers are able to work in a manner that preserves the collections for present and future users, and maintains an environment in which readers can study our collections effectively. Please read and abide by the conditions of access and use below.

Booking an Appointment to use the Research Collections

You do not need to be an RHS member to visit RHS Libraries or to use the research collections. To book an appointment to use the research collections across the RHS Libraries please see our Research page: <https://www.rhs.org.uk/education-learning/libraries-at-rhs/library-services/researching>

Registering as a Researcher at the RHS Libraries

All those wishing to access and use the research collections must first register with RHS Libraries as a researcher. Personal information taken during the registration process will be securely retained for two years, after which time returning researchers will be asked to re-register with RHS Libraries. These steps ensure that any information we hold on our researchers is relevant and up-to-date. The RHS Privacy Statement is available on our website: <https://www.rhs.org.uk/privacy>
Registered researchers will be asked to present one form of identification on each returning visit before accessing the research collections.

Personal possessions

- You may take into the research room:
 - Notebooks, pencils, laptops, tablets/iPads, mobile phones (switched to silent), non-professional cameras, and relevant device chargers.
 - Your own research notes, but you must ensure these are kept separate from all library materials.
- Your belongings (coats, bags etc.) must be stored in a designated secure area, as directed by library staff.
- You must comply with requests for inspection. Staff may ask you to open your personal possessions (including bags, folders, sealed envelopes etc.) at any time.

Consideration for others

- Please be polite and considerate towards staff and other researchers.
- If you need to talk, please do so quietly.
- Laptops, mobile phones and cameras must be on silent, and headphones inaudible to other researchers. Phone calls must not be made or received in the research room.
- If the use of your equipment disturbs other researchers, we will ask you to stop using it.

Care and handling of the collections

- You are personally responsible for items issued to you while in your care.
- Please read and observe our guidelines for the care and handling of our collections: *RHS Libraries Research Collections: Handling and Photography Guidelines*. If you have any questions please consult Library staff.

- You must comply with our arrangements for the issue, handling and return of collection items.
- You must maintain the original order of all papers in archive folders.
- You may not write on, mark, or use adhesive notes on any item from the collections.
- Items that could harm the collections are not allowed in the research room. These include foods, liquids (including water), blades, pens and adhesives.
- You must not remove any research collection item from the research room.
- Deliberate damage to, or theft of, Library material is a criminal offence and may result in prosecution.

Copying from the collections

- It is your responsibility to ensure you comply with current UK copyright legislation.
- Researchers are liable for any copies they make which infringe copyright, intellectual property or other proprietary rights. See the Copyright Licensing Authority's website (www.cla.co.uk) for further information.
- It is your responsibility to ensure you comply with current UK GDPR legislation.
- The principles of the General Data Protection Regulation (GDPR) may apply to the use of any information relating to living individuals obtained from our collections. Current UK data protection laws must be complied with. For guidance on GDPR see www.gov.uk.
- Photography is often allowed for private study or non-commercial research. Before taking any photos please ask staff for a Photographs for Private Study and Research form.
- You may not use professional or additional photographic equipment.
- Photocopying or scanning of older or fragile material is not permitted. If you do not wish to take your own photographs, such material may be requested from the RHS Libraries' image supply service. Please speak to Library staff.
- Images for any form of reproduction or publication (including websites and presentations) must be requested from our image supply service.
- Portable storage devices or software must not be used on the Library network or with the Library's computers

Safety

- You must follow all emergency procedures, including the evacuation of the site in the event of a fire, or a fire drill, as directed by Library staff.

Comments and disclaimers

- We aim to provide an excellent service. If you would like to comment about any aspect of the RHS Libraries and their services, please email library@rhs.org.uk, or write to: Head of Libraries and Exhibitions, RHS Lindley Library, 80 Vincent Square, London SW1P 2PE.
- The Library does not accept liability for the loss of, or damage to, personal property or equipment, however caused.
- The Library does not accept liability for any financial losses or incurrences if appointments to visit the Library or research room are required to be cancelled due to unforeseen circumstances, however caused.
- In cases of extreme violation of the above conditions the RHS Libraries may withdraw access rights from individuals.
- The Library reserves the right to add to or amend these Conditions of Access and Use as required.