LIBRARY CONDITIONS OF USE

1. ACCESS
(a) The Library welcomes users with research or study interests in the history and understanding of medicine and related subjects.
(b) In joining the Library and gaining access to our collections, you agree to abide by our Conditions of Use.
(c) The Conditions of Use are not intended to cover every eventuality. Please follow any instructions you receive from Library and Security staff.
(d) We need to see evidence of identity and permanent address before a Library card can be issued.
(e) You must bring your card each time you visit and show it to Library or Security staff whenever it is asked for.
(f) Please take care of your card. If you repeatedly lose or forget it, we may decline to replace it or to admit you.
(g) The card remains the property of the Library. It is issued to you personally. You must not allow others to use it, nor should you disclose your password, username or card number to anyone else.
(h) Children under 16 are admitted only by exception and must be accompanied by an adult at all times.
(i) Students under 18 (16-17 year olds) who are studying for an Extended Project Qualification (EPQ) that requires the use of the Library collections may apply for a temporary (two month) Library Card. As well as photo ID and proof of address they will need to bring a referral letter from their school or college that states the chosen EPQ topic.
(j) Failure to comply with any of these Conditions of Use could result in the withdrawal of your Library card.

2. DATA PROTECTION
(a) 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.

3. SECURITY
(a) You can only use the Library for reference and research. You must not remove Library materials from the reading rooms.
(b) Only small non-expandable bags, no larger than 29 x 21 x 7 cm, can be brought into the Library.
(c) Please leave larger bags (including computer cases), umbrellas and outdoor coats in the staffed cloakroom or the personal lockers.
(d) You must allow your bag, papers and/or other personal possessions to be inspected by Library or Security staff if requested.

4. SAFETY
(a) If there is a building evacuation or other emergency, you must follow the instructions of Library or Security staff.
(b) If you need help to evacuate the building, please tell Library staff when you arrive. If you do not, they may not be able to help you leave the building in an emergency.
(c) Ladders and kik-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.
(d) Position ladders or kik-steps as close to the materials you want to reach as possible. Never lean out or reach sideways when using the ladders or kik-steps.
(e) Do not use ladders or kik-steps near the edge of the balcony on level 3.
(f) Report any accidents, incidents or safety problems to Library staff promptly.

5. CONSIDERING OTHERS
(a) We will maintain a quiet and friendly environment and treat all our users with courtesy and respect. We ask you to do the same for fellow users and Library staff.
(b) You must make sure any equipment you bring in is safe and is used safely, including positioning any leads safely.
(c) Mobile phones, cameras etc. should be switched to silent, non-vibrate mode. Please do not make or receive calls anywhere within the Library, apart from on the balcony on level 3.
(d) 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.

6. FOOD AND DRINK
(a) Food and drink, including bottled water, sweets and gum, must not be brought into the Library. Drinking water is available in the Library.

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LIBRARY CONDITIONS OF USE

7. PERSONAL EQUIPMENT
(a) Personal property is brought into the Library at your own risk.
(b) When using cameras for copying purposes please comply with the Library’s handling and copyright guidelines.
(c) The use of scanners and other devices that require contact with Library materials is not permitted.
(d) Use of our free WiFi internet facility is monitored. You must abide by our Computer Use Policy at all times.

8. COMPUTER USE
(a) You must be a Wellcome Library member in order to access Library workstations.
(b) All computer use on our premises, on Library-owned or private equipment, is subject to a separate Computer Use Policy.
(c) Recreational web browsing is not permitted on Library workstations. You should not use Library-supplied word processing and/or other facilities for purposes unconnected with your reasonable research or study needs.

9. COPYING AND COPYRIGHT
(a) 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.
(b) 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.

10. CARE OF THE COLLECTIONS
(a) All material is issued at the discretion of Library staff.
(b) Please help us to take care of the collections for current and future users.
(c) Please ensure your hands are clean before using Library materials or equipment.
(d) Theft, deliberate mutilation of materials or any other acts detrimental to the collections will result in the immediate withdrawal of your Library card and a demand for reimbursement. Serious offences may result in prosecution.
(e) Please do not annotate, mark or otherwise deface Library materials.
(f) The use of scissors, glue, correcting fluid, paints or other substances that could be harmful to Library materials is not allowed.
(g) Please do not rest anything on top of, or against, an open book or document.
(h) Please do not place books or journals face down on any surface, or bend back their covers. Bookmarks are available from the Enquiry Desk.

11. RARE MATERIALS
(a) To access these you must have a valid Library card.
(b) Rare materials can be consulted in the Rare Materials Room only and are subject to special handling conditions.
(c) Handling guidelines are on display in the Rare Materials Room but please follow any instructions you receive from staff.
(d) If you wish to take notes in the Rare Materials Room, please use only a lead pencil or a laptop.
(e) Material may not be removed from the Rare Materials Room or be left unattended. Please inform the room supervisor if you plan to take a break.
(f) You are responsible for each item issued to you until you return it to the room supervisor.
(g) The exit from the Rare Materials Room is security-controlled.

12. COMPLAINTS
(a) If you are dissatisfied with any aspect of our service, please speak to staff at the Enquiry Desk in the first instance.
(b) If they are unable to resolve the matter to your satisfaction they will seek advice from another staff member.

Simon Demissie
Library Experience & Engagement Manager
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