

## **Collections Access Policy**

### **Scope**

This policy refers to materials held by DMU Special Collections, which includes archives, books, journals and artefacts

### **Core Principles**

- It is the intention of DMU Special Collections to provide universal access to its holdings for the purposes of research, teaching and learning
- However access needs must be balanced against issues of security, legal requirements, preservation, confidentiality and copyright
- DMU Archives will be guided by relevant standards and legislation including the PSQG Standard for Access to Archives, the Data Protection Act (1998) and the Freedom of Information Act (2000)

### **Direct Access**

- Access to archival material is provided in a supervised reading room within DMU's Kimberlin Library. Access is provided to staff, students and members of the public, usually by appointment
- All new users are required to complete a registration form to signify their acceptance of the user code of conduct (see appendix 1 and 2). Return visitors will be asked to sign the Visitors' Book
- Staff will explain the code of conduct to new users and remind repeat visitors of it when appropriate. A copy of the code of conduct will be on display in the reading room
- Staff will strive to create a welcoming atmosphere in the reading room and one that is conducive to study.
- Staff will act in accordance with the LLS Customer Charter (see appendix 3)
- If access to material is restricted, whether by Data Protection, restrictions placed on items by the donor, or the condition of the item, staff will ensure researchers understand the reason for restrictions. Where possible staff will work with users to overcome such barriers, for example by contacting the donor for permission to view an item or creating a surrogate of a damaged item

## Remote Access

- Special Collections staff aim to respond to remote enquiries (email, telephone or postal) in a timely manner. Where feasible staff will conduct research free of charge but if the research is too wide-ranging or complex users will be advised to visit in person
- Catalogues of some Special Collections material are available online via the Archives Hub. Digitised images can be accessed on Flickr while updates on the work of the archive are available through a blog and Twitter.
- Special Collections is aware of the advantages of widening remote access through electronic means and is expanding such provision where possible and within restrictions such as copyright

## Loans

- Archives may be available to loan out to external organisations for the purposes of exhibition
- Items will be considered for loan to:
  - museums, galleries, libraries and archives
  - educational institutions
  - partner organisations
  - charities
  - commercial organisations if the purpose is not-for-profit
- Loans will usually be for a duration of no more than 6 months
- The loaning organisation will undertake to ensure:
  - Suitable insurance cover is in place
  - Appropriate security measures are in place
  - An appropriate display environment including lux levels, temperature and relative humidity
  - Appropriate display equipment is used including cradles, mounts and supports
  - DMU Special Collections ownership is credited on relevant labels and literature
- A loan will be refused if it is felt that:
  - The exhibition is not suitably secure or in a suitable environment
  - The requested object is too fragile or would be damaged by transportation
  - The requested object will be required by DMU for exhibition or research purposes within the 6 month timeframe
  - There are ethical considerations
- Final decision on a loan rests with the Director of the Library
- A loan information and agreement form must be completed (see appendix four)

## **Reprographics**

- Reproduction of any item in the collection is dependent primarily on its condition, as well as any copyright or access restrictions
- Reproduction must be for personal research purposes only. Researchers intending to use images for any other purpose must seek permission in writing from the Director of the Library
- Self-service photography is permitted. Staff will conduct a reasonable amount of photocopying or scanning in the case of remote enquiries

## **Feedback**

- Users wishing to provide feedback or to make a complaint are encouraged to speak to the Special Collections Team Manager in the first instance
- Alternately complaints can be addressed to the Director of the Library
- Feedback will be responded to promptly

Policy prepared by Katharine Short, Archivist, April 2016

Approved by Alan Brine, Head of Archives and Resource Management, and Interim Director of Library and Learning Services, April 2016

Review date: April 2018

**Appendix One: New Researcher Registration Form**

<b>Name</b>	
<b>Address</b>	
<b>Email</b>	
<b>Telephone</b>	
<b>Organisation</b>	
<b>If DMU member which faculty/dept</b>	
<b>Subject of research</b>	

**Please tick all that apply:**

**Status**

Academic	<input type="checkbox"/>
School/College	<input type="checkbox"/>
Undergrad	<input type="checkbox"/>
Masters	<input type="checkbox"/>
PhD	<input type="checkbox"/>
Private researcher	<input type="checkbox"/>
Professional researcher	<input type="checkbox"/>
Alumni of DMU or predecessors	<input type="checkbox"/>

**Purpose of research**

Book / Article / Publication	<input type="checkbox"/>
Website	<input type="checkbox"/>
Coursework	<input type="checkbox"/>
Thesis / Dissertation	<input type="checkbox"/>
Family or local history	<input type="checkbox"/>
Media (TV or radio)	<input type="checkbox"/>
Exhibition	<input type="checkbox"/>
Personal interest / memories	<input type="checkbox"/>

I have read and agree to follow the code of conduct of DMU Archives and Special Collections on this and all subsequent visits:

**Signed**

**Date**

This information is requested to ensure the security of the collections. It will be held in accordance with the Data Protection Act 1998.

## Appendix Two: Reading Room Code of Conduct

### Reading Room Code of Conduct

- New users must complete a registration form on their first visit
- By signing the registration form users agree to abide by this code of conduct at this and all future visits
- Coats and bags must be stored in such a way that they will not hinder other users and must not be kept on top of the research desks. Lockers are provided
- Users should request items using the order slips provided. If a large amount of material has been ordered it will not be brought all at once.
- Documents, publications, artworks and artefacts must not be removed from the reading room
- Care must be taken when handling documents. Users are asked to ensure they have clean hands. Book rests and lead weights are available
- Users must write in pencil only. Power points are available for laptops
- Users must not eat or drink at the research desks
- Photographs may be taken within copyright guidelines and for personal research use only. Users must complete a reprographics form. If users wish to use photographs in a publication they must make a request in writing
- Users are asked to be mindful of health and safety and to follow staff instructions in case of emergency evacuation

# STATEMENT OF EXCELLENCE IN CUSTOMER SERVICE

This statement has been compiled by gathering views from library staff.

- It states the approach to customer service taken by the Department
- It has been agreed by the Library's Senior Management Team
- It will be used for induction training for all new staff
- It is a benchmark for the approach which we take in serving our users.

## **Customer Service in the Department of Library and Learning Services will have the following features:**

Staff are, first and foremost, welcoming and approachable.

The primary aim of staff is to be efficient and effective in all that they do.

A consistent approach is taken by all staff in dealing with users, so that rules and systems are applied in a consistent, friendly manner.

Boundaries between staff and users are maintained appropriately.

Students are given every possible support to learn how to use services and then encouraged to help themselves as appropriate.

Users are referred to a supervisor or other specialist in a timely and appropriate way.

All problems are noted and communicated verbally or in writing to the appropriate people so that they can be resolved or an appropriate response can be made.

Feedback from users is encouraged.

Complaints are perceived as useful feedback.

## **Appendix Four: Loan Information and Agreement Form**

### **DE MONTFORT UNIVERSITY SPECIAL COLLECTIONS LOAN INFORMATION AND AGREEMENT FORM**

Organisation:

Address:

Name and details of key contact:

#### **About the loan:**

Description of planned exhibition:

Dates of exhibition:

Object(s) requested from DMU with reason for selection:

Venue of exhibition with information about security arrangements and environmental conditions:

Does the borrowing organisation agree to meet costs arising from the loan including transportation?

Does the borrowing organisation have necessary insurance in place?

#### **For DMU staff:**

Loan agreed?

Detail any conditions or provisos attached to the loan:

**LOAN AGREEMENT**

Item description and reference number:

Has been loaned to (*organisation*):

From (*date*)..... To (*date*).....

**As a representative of the above named organisation I hereby undertake to safeguard the item for the duration of the loan period.**

Signed:

Contact details:

**For DMU:**

Signed: