

The Royal Society of Medicine

# Library Services Price List



## Document Delivery

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Our document delivery service is an easy and convenient way to obtain copies of book chapters and journal articles held in the Library collection.



## Inter Library Loans

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If we do not hold the item you're looking for in our collection, our Library team will source it from the British Library, National Library of Medicine or other UK libraries.



## Literature Searches

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Our skilled literature searchers can carry out in-depth searches on your behalf using a range of dedicated medical and scientific databases.



## Other services

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Additional services available at the RSM library including: Photocopying, Filming and Photography, Library Tours, Library Guest Passes and Corporate/Institutional Library Membership

Tel: 0207 290 2940

Email: [Library@rsm.ac.uk](mailto:Library@rsm.ac.uk)

Website: [www.rsm.ac.uk](http://www.rsm.ac.uk)



## Document Delivery

Items can be dispatched by **email, post or collected in person** at the RSM Library.

	Members	Commercial requests	Non-Members
Standard (up to 3 working days to dispatch)	£5.00	£10.00 *	£15.00
Premium (up to 24 hours to dispatch)	£8.00	£16.00 *	£24.00
Urgent (up to 2 hours to dispatch)	£13.00	£26.00 *	£39.00
Copyright Licensing Agency Stickers	£21.00	N/A	N/A

The Document Delivery Office is open from Monday to Friday, 9:30am to 5:30pm.

- **Premium** requests must be received **before 1pm** to be dispatched same day – requests received after 1pm will be dispatched next day
- **Urgent** requests must be received **before 3pm** to be dispatched same day – requests received after 3pm will be dispatched next day
- Articles of more than 30 pages in length will incur an additional item charge (at whichever level of service requested)
- Colour copies are available for an additional £1.00 per page
- Items older than 100 years old or held in our Secure Stacks are more fragile and incur an additional handling fee. Requests are charged at £7.50 minimum charge for members and £15.00 for non-members (standard delivery timescale only). This fee covers the first 5 pages of a document – after this, pages are charged at £1.00 each
- Image requests are charged at standard rate (plus any applicable permissions fees)
- Rights permissions incur a minimum charge of £50.00 (final total depends on rights required) for members. Commercial users and non-members, please enquire by email to [Library@rsm.ac.uk](mailto:Library@rsm.ac.uk)

**\* Copyright cleared/commercial use copies may incur additional fees as follows:**

Basic rate (standard/premium/urgent) + Copyright Clearance Fee (variable per title, as set by the Copyright Licensing Agency) + VAT + Admin Fee £5.00 (£10.00 for non-members)

The Library reserves the right to refuse to supply or to charge the commercial request rate plus appropriate copyright fee if we believe that commercial use will take place. The Library also reserves the right to charge higher prices for certain items where necessary to reasonably cover costs.

## Inter Library Loans

Inter Library Loans are available to members only. Our initial source for books and articles through Inter Library Loans is the British Library. If the British Library does not hold the requested item, or has additional copyright/licence restrictions, we will try other sources, typically UK universities or the National Library of Medicine. Customers will be notified of any delays or if there are any problems. Items can be dispatched by **email, post or collected in person** at the RSM Library.

	Members *	Commercial requests
<b>Standard</b> (4-10 working days to dispatch)	£14.00	£17.00 *
<b>Premium</b> (up to 24 hours to dispatch)	£24.00	£27.00 *
<b>Urgent</b> (up to 2 hours to dispatch)	£33.00 *	£36.00 *
Loans (standard service - 4-10 working days to dispatch) <sup>1</sup>	£18.00	£21.00
Loans (premium service – 24 hours to dispatch) <sup>1</sup>	£29.00	£32.00
Loan renewals <sup>1</sup>	£5.50	£5.50
Articles ordered from the National Library of Medicine (4-10 working days to dispatch)	£16.00	N/A
British Library's Get It For Me service (timescale cannot be guaranteed)	£20-75 *	£20-75 *
British Library Search	£12.00	N/A
World Wide Search (timescale cannot be guaranteed)	Price on enquiry	Price on enquiry*

\*Copyright Clearance fees apply for commercial requests, and in some cases, for those resident overseas. Final cost is confirmed on delivery. The Library reserves the right to charge higher prices for certain items where necessary to reasonably cover costs.

<sup>1</sup> Loans via Inter Library Loans service:

- Postage fee (variable) applies on items weighing more than 2kg or for first class/overseas/courier delivery.
  - Automatic renewals apply to loans that are not returned by the requested date and are charged accordingly.
- Articles from the British Library must be downloaded within **30 days**, you can print **one** copy of the document and you will be able to view the article for three years on any device including tablets and smart phones.
  - Quoted times in the table relate to when the British Library will despatch; an additional period of time of up to two days may be added to cover the period of time Royal Mail will deliver to the customers' address.

## Literature Searches

The Literature Search service is available to both members and non-members and searches take up to 10 working days. Searches can be dispatched by **email or post**.

	Members	Members (Commercial requests**)	Non-members	Non-members (Commercial requests**)
Level 1 Search (Single database)	£40.00	£80.00	N/A	N/A
Level 1 Search (Combined - 2 databases)	£50.00	£100.00	N/A	N/A
Level 2 Search (Single database)	£50.00	£100.00	£150.00	£300.00
Level 2 Search (Combined - 2 databases)	£60.00	£120.00	£180.00	£360.00
Level 2 Search only References up to abstract level (per reference)	£0.40	£0.80	£1.20	£2.40
Additional Database (per database)	£15.00	£30.00	£45.00	£90.00
References up to citation level (per reference)	Free	Free	£0.05	£0.15
At-Cost Databases (Charged in addition to Level 1 Search fee – references charged separately)	£40.00*	£80.00*	£120.00*	£240.00*
Manual Search (up to 4 hours)	£40.00	£80.00	£120.00	£240.00
Manual Search (per additional hour)	£20.00	£40.00	£60.00	£120.00

\*Minimum fee. Price varies depending on the database searched – enquire for exact costs.

\*\* The RSM Library reserves the right to refuse to supply or to charge the commercial request rate if we believe that commercial use will take place.

All prices are inclusive of VAT unless otherwise stated

**Level 1 Search – search strategy only.** Only available to individual members (not Corporate/Institutional members).

The search strategy is supplied with instructions on how to rerun it in the database(s) and download references with abstracts, where available. Option to provide free results listing (a list of citations without abstracts of all references found) is available on request.

**Level 2 Search – search strategy and up to the first 40 relevant references to abstract level are included.** Available to all members and non-members.

If more than 40 references are required, these can be supplied at an additional cost. Option to provide results listing beforehand is available on request, particularly for Corporate/Institutional members and non-members who wish to choose references first subsequent to supplying them to abstract level. Additional charges apply for providing results listings to non-members.

### Level 1 and 2 Searches - Databases

All single database searches, combined database searches and Electronic Monthly Updates (EMUs) are carried out on the following databases:

- Medline
- Embase
- Allied & Complementary Medicine (AMED)
- DH-Data

Combined database searches will have duplicate references removed, where possible.

### E-Monthly Updates (EMUs)

Set-up - Single database	£80.00
Set-up - Combined databases	£100.00
Set-up - Additional databases (past first 2)	£20.00
Store & Run (per month)	£3.00
References up to abstract level (per reference)	£0.80

### At-Cost Databases

Searches can also be carried out on other databases – prices are charged at cost with a minimum fee. Please enquire for further details:

- BIOSIS Previews (Biomedical/Life Sciences)
- British Nursing Index
- PsycINFO (Psychology)
- ToxFile (Toxicology)
- Registry of Toxic Effects of Chemical Substances (RTECS)
- King's Fund Database

Literature searches can be re-run on a monthly basis to pick up new references (to abstract level only) and deliver results by email.

This service is free to individual members and Library staff can assist members in setting up their own E-Monthly Updates.

Corporate/Institutional members are subject to the fees on the left.

## Postal charges

All items including book loans are despatched free of charge via 2nd class or standard package rate (UK only) if the package weighs less than 2kg. For packages weighing over 2kg, we will charge depending on weight of item. Items can also be despatched by 1<sup>st</sup> class, recorded, international post or courier. We pass on the postal charges incurred and prices vary depending on service required and weight; please enquire for exact costs.

Please note that when returning items, borrowers are liable for any return postage or losses and should obtain a Certificate of Posting (free of charge from the Post Office) when despatching the item.

## Loans and Retrievals

Books and journal issues can be borrowed from the Library by members, free of charge and can be renewed if they are not required by another reader. Please do return or renew items on time, to avoid incurring an overdue item administration fee of £20 and/or a charge for a lost book.

Items can be retrieved by staff from the shelves or from our basement stores, free of charge. We do, however, reserve the right to charge £0.50 per item for large numbers of items being retrieved (typically, more than 10 for a single day).

## Printing, Photocopying and Scanning

The Library's printing, copying and scanning facilities are a chargeable service. An account with PaperCut will be required for use and accounts can be topped-up by credit or debit card.

	Format	Price (per sheet)
A4 B/W	Single-sided	£0.10
	Double-sided	£0.15
A4 Colour	Single-sided	£0.35
	Double-sided	£0.70
A3 B/W	Single-sided	£0.20
	Double-sided	£0.30
A3 Colour	Single-sided	£0.70
	Double-sided	£1.40
Scanning	Any size	£0.05

## Filming and photography

You are welcome to use compact cameras, tablets and mobile phones to photograph some categories of material free of charge. All photographs are still subject to copyright, privacy and data protection legislation. The photographs must only be used for personal reference purposes, not for commercial purposes. Please ask a member of staff for guidance.

All other filming and photography requests, for personal or commercial purposes, are subject to an hourly fee which starts at **£240 per hour** plus any copyright fees, image rights permission fees and room hire, if required.

## Library tours

**First Wednesday tours** of the Library and its current exhibition take place on the first Wednesday of every month at 3.30pm. Tours are free of charge and are routinely advertised on the RSM website (under Events) and on Eventbrite. The Library reserves the right to charge **£10.00 per person** for tours of the Library organised by tour companies.

## Library Guest Passes

Passes for temporary access to the Library are available for non-members (and guests of members requiring use of the Library past a short tour or visiting the current exhibition). Two separate forms of ID will be required – 1 photo ID (passport/driving licence etc) and 1 item to prove current address (bank statement/utility bill etc).

	Price
Day	£10.00
Week	£30.00
Month	£50.00
3 Months	£110.00

## Corporate/Institutional Library Membership

Organisations are able to join the RSM Library. Prices are for one site only. Additional sites can be added for an additional 50% of the annual price. Includes access to the Library for up to 5 readers. No e-access to our databases, e-journals or e-books are permitted under our supplier's licence agreements.

Type of Organisation	Annual Price
<u>Corporate</u> For-Profit Organisations (Pharmaceutical companies etc)	£1200
<u>Institutional</u> Not-For-Profit Organisations (NHS Libraries, Charities etc)	£150



# Terms of Use – Literature Search Service

In consideration of **The Royal Society of Medicine** agreeing to provide the literature search service (and any related services), you agree to the following terms of use:

## **A. DEFINITIONS**

1. By placing a request for a literature search, you (the '**Customer**') are entering into an agreement with **The Royal Society of Medicine**, 1 Wimpole St, London W1G 0AE (the '**RSM**'). The literature search service is provided by the library of the RSM (the '**RSM Library**').
2. The agreement consists of the Literature Search Request Form referencing these Terms and Conditions, and supersedes any previous agreement with respect to the same subject matter.
3. The **Customer** is a person requesting and placing an order for a literature search or any related service as an individual or on behalf of any legal or commercial entity.
4. A **Literature Search** consists of the bibliographic outputs of a mediated search on subscription databases, emailed or posted to the Customer; and any related or subsequent service such as document delivery.
5. These **Terms of Use** shall apply in their entirety to all contracts for the service to the exclusion of all other terms proffered by the Customer. The RSM reserves the right to make changes to these Terms of Use at any time and the Customer will be subject to the conditions in force at the time the Customer places a request.

## **B. LITERATURE SEARCH**

*Terms relating to the literature search undertaken on your behalf.*

6. The RSM Library endeavours to use the most appropriate and authoritative sources of information available but can make no warranty, express or implied, as to the accuracy, availability, reliability, timeliness, completeness or currency of the findings or any information supplied. Results of literature searches are subject to the limitations of the databases and/or websites searched and are also restricted by the parameters of your search request. It is the responsibility of the Customer to determine the accuracy, validity and interpretation of the search results.

7. The literature search presents research findings that are determined by a mediated search on subscription databases and an objective analysis of the available results. The RSM Library gives no warranties that the results of the literature search will not contain material findings that could be disadvantageous to the Customer's research, business or area of work.
8. When conducting searches in more than one database on a single search platform, an automated duplicate checker is used to identify and remove duplicate records between databases. This process is approximately 95% accurate and therefore the Customer may find a small number of duplicate records in their search results. The RSM Library is not responsible for the omission of any references removed from the search results by the automated duplicate checker.
9. The RSM will not be held liable for any loss or damage, whether in contract or tort, foreseeable or otherwise, arising out of, or in connection with, the Customer's use of the literature search report or reliance on the research findings contained therein.

## **C. COPYRIGHT & PERMISSIONS**

*Terms relating to your use of the search results arising from the literature search.*

10. Under the terms of our licences with database providers, the bibliographic references supplied (including any accompanying abstract) are for educational or research purposes, and for the Customer's use only, and should not be redistributed to third parties.
11. If further distribution of the literature search report to third parties or additional use for commercial purposes is subsequently required, the Customer must seek express written permission and may be subject to additional transactional charges or copyright fees, depending on the use required.
12. The Customer is permitted to display, share and use the literature search report or portions thereof, for educational or research purposes including comment, criticism or analysis, as permitted under the doctrines of "fair use" or "fair dealing" and with the following limitations:

## Terms of Use – Literature Search Service

- a) If you share or present the literature search report in entirety, you must credit the RSM as the author of the report and retain all copyright notices placed on the material or portions thereof.
  - b) If you share or present an edited version of the literature search report, (i.e. a subset of data or a selection of the results), you must not name or present the RSM as the author of the edited material.
  - c) Recipients of digital or print copies of the report, in its entirety or in an edited form, should be advised that the copies are confidential, for internal use only and not for resale or redistribution to third parties.
13. Where evidence collated in response to a literature search carried out by the RSM Library is cited by the Customer, appropriate reference should be made to the primary information sources and not presented as that of the RSM or work that is endorsed by the RSM.
  14. The RSM Library, in providing references from a literature search to the Customer, does not imply the transfer of copyright material that is already held in copyright by the database provider, journal publisher and/or the article's author(s). If the Customer wishes to re-publish or re-distribute the original abstracts for commercial or other use (e.g. publish them in an internal publication, online resource or on a database), then permission will need to be sought by the Customer from the copyright owner.
  15. The RSM Library retains all rights to the search strategy, its development and execution and the Customer must acknowledge the RSM Library for its contribution, in any subsequent publications (e.g. a book, journal article, clinical guideline, systematic review or online resource) that directly quotes the content of the search strategies. Prior written consent must be obtained from the RSM Library for such use.
  16. Express written permission from the RSM Library must also be obtained in advance, for each and every intended use of the RSM logo that arises as a result of quoting from or sharing the results of the literature research.
  17. The RSM Library shall not be responsible or liable for any errors or omissions, or for any loss or damage of any kind suffered by the Customer, or by any other persons, arising from the use of the search results supplied, or any action or decision taken, based on the information supplied.

### **D. SERVICE STANDARDS**

*Terms relating to the carrying out of the literature search on your behalf.*

18. Literature searches are completed and the results despatched within a maximum of 10 working days. Urgent literature searches and delivery to a tighter deadline is subject to workload and staff availability and may be agreed following an initial enquiry to the RSM Library.
19. The RSM Library will always endeavour to meet requested deadlines but reserves the right to extend the deadline in exceptional circumstances and will not be held liable for any loss or damage arising as a result suffered by the Customer, or by other persons.
20. Pricing and service levels are outlined on the RSM website. Please note the RSM Library is subject to strict copyright and licence terms in delivery of its services and consequently reserves the right to refuse supply, charge at a commercial rate or pass on copyright fees where we believe the use is or will be other than described.
21. Credit/debit card payment details are required before work can begin on a literature search and the Customer must arrange payment at the time of submitting a request. The deadline to complete the literature search begins from the first full working day the RSM Library receives payment details. Search results are normally e-mailed but posting may incur additional charges.

### **E. GENERAL TERMS AND CONDITIONS**

22. The RSM processes personal data in accordance with the General Data Protection Regulation (GDPR). To find out what personal data we collect and how we use it, please read our [Privacy Policy](#).

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## Terms & Conditions – Document Delivery & Inter Library Loans Service

In consideration of **The Royal Society of Medicine** agreeing to supply documents (and any related services), you, the Customer, agree to the following terms and conditions:

### A. DEFINITIONS

1. By placing a request for the supply of documents, you (the '**Customer**') are entering into an agreement with **The Royal Society of Medicine**, 1 Wimpole St, London W1G 0AE (the '**RSM**'). The document delivery service is provided by the library of the RSM (the '**RSM Library**').
2. The agreement consists of the [Document Delivery Request Form](#) referencing these Terms and Conditions, and supersedes any previous agreement with respect to the same subject matter.
3. The **Customer** is a person requesting and placing an order for documents or any related service as an individual or on behalf of any legal or commercial entity.
4. **Documents** are journal articles or book chapters held in the RSM Library's extensive collections; or books or articles sourced from other libraries. The **Document Delivery Service** (the '**DDS**') refers to the copying or electronic downloading and delivery of those articles or book chapters, posted or emailed to the customer; and to the supply of books or articles obtained through the **Inter Library Loan Service** (the '**ILLS**').
5. The **Copyright Licensing Agency** (the '**CLA**') sets limits on what we are permitted to copy or download on our customer's behalf, as do our licence agreements for subscription databases.
6. **Commercial requests** are requests for the supply of documents for commercial purposes including for-profit medical research, private consulting and entrepreneurial activities; or requests from or on behalf of, commercial organisations; or requests which are for *any* use other than research and private study.
7. These **Terms and Conditions** shall apply in their entirety to all contracts for DDS to the exclusion of all other terms proffered by the Customer. The RSM reserves the right to make changes to these Terms and Conditions at any time and the Customer will be subject to the conditions in force at the time the Customer places a request.

### B. PRICING & FEES

*Terms relating to the pricing of material to be sourced, copied and delivered.*

8. Prices for the supply of documents and timescales for delivery are outlined in the [Library Services Price List](#).
9. Pricing of the DDS and ILLS reflects a number of variables including membership of the RSM, timescale for delivery, article length and the age of the material copied. The RSM Library also reserves the right to charge higher prices for certain items where necessary to reasonably cover our costs.
10. The RSM Library is subject to strict copyright and licence terms in the delivery of its service and consequently reserves the right to refuse supply, charge at a commercial rate or pass on copyright fees where we believe the use is or will be other than described. Some requests for example, may incur additional copyright clearance fees (as set by the CLA) if more than one article from a single journal issue is required, if the article is to be circulated in an organisation, or if the copy is for commercial purposes.
11. You will be advised of the final price to be paid before we proceed with a request, at which point you will become liable for the agreed fee; please inform the RSM Library immediately if you wish to terminate the request. Where we cannot conclude a final price until delivery (e.g. for some overseas inter library loan requests or postal rates), we will obtain your agreement before proceeding with the request.
12. Prices are reviewed annually with any changes effective from 1st October of each year; orders placed prior to 1st October will continue to be supplied at the preceding year's rates, even if delivery takes place after this date. The RSM Library also reserves the right to amend the Document Delivery prices at any time without notice, should errors, omissions or other exceptional circumstances arise.
13. All major credit and debit cards are accepted. Credit/debit card payment details are required before documents are despatched and the Customer must arrange payment at the time of submitting a request. The deadline to complete an order begins from the first full working day (or hour, in the case of Premium and Urgent services), that the RSM Library receives payment details.

# Terms & Conditions – Document Delivery & Inter Library Loans Service

## C. SERVICE STANDARDS

*Terms relating to the delivery and receipt of documents supplied by the RSM Library.*

14. Documents are sourced, copied and despatched by email, post or collected in person, within the following timescales, dependant on the service requested and price agreed. All timescales are subject to the necessary copyright agreements being completed, any queries regarding the request having been resolved and payment details provided:
  - a) **Standard** requests are dispatched within 3 working days;
  - b) **Premium** requests (up to 24 hours to dispatch) must be received by 1pm to be dispatched same day; requests received after 1pm will be dispatched next day;
  - c) **Urgent** requests (up to 2 hours to dispatch) must be received by 3pm to be dispatched same day; requests received after 3pm will be dispatched next day.
15. Acceptance of Premium and Urgent requests are subject to workload and staff availability and the RSM Library reserves the right to decline the standard of service requested where it cannot be adequately resourced.
16. Requests are serviced only during ‘working days’, i.e. standard office hours, Monday to Friday, 9:30am to 5:30pm, excluding all public bank holidays and RSM building closure days (between Christmas and New Year).
17. The RSM Library will always endeavour to meet requested deadlines but reserves the right to extend the deadline in some circumstances (e.g. where we are unable to meet the request due to staff availability, missing stock or e-service downtime) and will charge the appropriate rate for the service supplied. The RSM Library will not be held liable for any loss or damage arising, suffered by the Customer, or by other persons.
18. In the unlikely event of there being a problem with the documents we deliver (e.g. poor copies, illegible text, missing pages or inactive electronic copy), you must notify the RSM Library immediately and no later than 14 days after the date the request was placed, and return the copies within 14 days thereafter. Outside of these time periods, and if the copies are not returned, no refund can be given. Where items are repeatedly returned or are lost in the post or there is no legitimate reason for their return, RSM

Library reserves right to charge and recover the full rate from you.

19. Where the RSM Library supplies copies electronically (by secure email, MoveIT software or the British Library’s Secure Electronic Delivery), the copies will be available for no more than 14 days, may be printed only once and may not be forwarded once downloaded to a desktop. All copies must be deleted once they have been read or printed by the Customer, as stipulated in our [Document Delivery Licence](#) with the CLA:

*“The following item is a work protected by copyright which has been supplied and transmitted by electronic means. The following are NOT permitted, unless you have the permission of the copyright owner or of The Copyright Licensing Agency Ltd and save as may be permitted by statute:*

- a) *printing more than a single paper copy, which itself may not be further copied;*
- b) *retransmitting the article to anybody else, other than to enable a single paper copy to be printed out by or for the individual who originally requested the item;*
- c) *electronically storing any copy of the article.”*

20. On a quarterly basis or as and when requested, the RSM Library is required to supply the CLA with data including the article citation requested, company name and location, and CLA account code (where supplied).

## D. GENERAL TERMS AND CONDITIONS

21. The RSM will not be held liable for any loss or damage, whether in contract or tort, foreseeable or otherwise, arising out of, or in connection with, the Customer’s use of the documents supplied or reliance on the research findings contained therein.
22. The RSM processes personal data in accordance with the General Data Protection Regulation (GDPR). To find out what personal data we collect and how we use it, please read our [Privacy Policy](#).

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