

Reopening of the RSM Library FAQs

Visiting the Library

What are the Library opening times?

From 1st October 2020, our opening times will be Monday – Thursday 9:30am – 6pm and Friday 9.30am - 5:30pm.

Do I need to wear a mask when visiting the Library?

Government guidelines state that in England, you must wear a face covering in Libraries and public reading rooms. If you need a mask, please ask at the enquiry desk.

Will I be able to use the Library lift?

The Library lift will still be operational however only one person is to use the lift at a time. We also encourage you to use the stairs instead of the lift where possible.

Will I need to pre-book to visit?

You do not need to pre-book to visit the Library but do bring your RSM membership card with you as this is used to register your arrival and departure for Track and Trace.

Are there any parts of the Library which will be closed?

The Basement stacks, Second floor, IT study room, Marcus Beck Library and the Heritage Centre will remain closed.

If you would like to retrieve any material from the basement or second floor, please ask a member of staff to retrieve this for you.

Can I still browse the shelves?

Our open shelving will still be accessible, but if you do use a book please do not re-shelve it. Instead of re-shelving, please leave these items on the designated desk. We shall then quarantine any items left here for 72 hours before being re-shelved.

Instead of browsing and touching books, we would like to encourage you to use our Click and Collect service; simply let us know what you would like to borrow and which day you would like to collect and we'll retrieve the books for you ready to collect. To view our holdings, visit our [Library Catalogue](#). To use Click and Collect, email library@rsm.ac.uk to place your order.

Facilities

How will studying at the Library be different?

You'll see a few changes:

- All study and PC desks have been spaced appropriately to keep to social distancing guidelines. Please do not move tables, chairs or PCs from their positions.
- Sanitising stations are available on all floors. Please sanitise and clean your own study space before and after each use.
- Please only study at one desk per day and ensure you sanitise it after use. If you temporarily vacate your desk, please display an 'Occupied' desk sign to notify other users.

Can I use a study Carrel?

Study carrels will be available from 9:30-5:30 Monday – Thursday, and 9:30-5pm on Fridays. To allow for cleaning, there will only be one booking in each carrel per day. Sanitiser and wipes are available and you should clean your study space before and after use. Carrels can be booked either at the enquiry desk or by emailing library@rsm.ac.uk.

Will I be able to use the printers/photocopiers and PCs?

Yes, the Library PC's and printers will be available to use. All members will be required to sanitise the desk and PC before and after use. Sanitising equipment will be provided.

Are refreshments available?

The Club bar and restaurant are open and serving hot drinks and food. Food and bottled water may be brought into the Library but we ask that strong-smelling food is consumed outside.

Will I be able to visit the Library toilets?

Toilets remain open on all floors but will only be available for one person at a time.

Book and Journal loans

What is your procedure for handling books/journals in a safe way?

- All books and journals returned to us will be safely quarantined for 72 hours.
- Any items left out on desks and at PCs will be quarantined for 72 hours.

Can I request a book in advance and pick it up?

Yes. We encourage you to use our Click and Collect service to request a book or journal ahead of your visit. Email us at library@rsm.ac.uk and let us know which items you would like to borrow and when you would like to collect.

To see our holdings, visit our [Library Catalogue](#).

Do you offer a postal loan service?

- Yes we do. For the next few months there will be no charges for books from our collection posted to you anywhere in the UK.
- 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)
- All items are retrieved and posted with new Covid-safe working practices in place that protect members and staff. If you would like to use this service, please email your requests for items to library@rsm.ac.uk.

Where do I return Library books?

Library loans can be returned either to the Domus Medica reception (Henrietta Place entrance), or from 1st September through the Library's self-service kiosk during opening hours. There is also a book drop-off point at the Library entrance where books can be posted. Alternatively, items can also be returned by post to:

RSM Library,
1 Wimpole Street,
W1G 0AE.

To ensure the safety of our staff and members, all returned items will be quarantined for 72 hours before returning to the open shelves.

Do I have to visit the Library to renew my book?

There's no need to come into the Library to renew your loans. You can renew loans up to 12 times remotely unless a reservation has been placed on an item by another member, in which case we will email you to request the return of the item.

Health and Safety

What is the track and trace procedure?

All members are required to check in when visiting the RSM. Either scan the QR code at the Domus Medica reception or visit www.trck.to and enter location ID 9249.

How are you keeping the Library clean?

Sanitising stations are available throughout the Library equipped with hand gel and antibacterial wipes for you to wipe down desks and equipment before and after use. The cleaning team will also be frequently cleaning and disinfecting objects and surfaces that are touched regularly, particularly in areas of high use, such as:

- Door handles, handrails, light switches, lift car controls, climate control units etc.
- Communal use tables and chairs etc.

Rigorous checks will be carried out to ensure that the necessary procedures are being followed.

What are you doing to ensure the safety of staff?

- All Library staff will be working on an alternating rota, meaning we shall have a limited number of staff in the physical Library. This will allow for easier social distancing within the offices and to avoid travel at peak times.
- Additional hand gel and antibacterial wipes are available in staff offices to maintain a high level of cleanliness throughout.
- A Perspex screen has been installed at the Library enquiry desk.
- PPE equipment including face coverings and gloves are available for staff to wear.