

# SURREY HERITAGE CODE OF CONDUCT

## A Guide for Users of Surrey History Centre

### Surrey Heritage must:

- Safeguard our collections for present and future users.
- Ensure that our staff and volunteers are able to work in a safe environment.
- Maintain an environment in which our users can study our collections effectively.
- Carry out our legal duties.

Our collections are made available during our opening hours subject to agreement with depositors, statutory and other closure periods and with the approval of the Heritage Manager. As a user of Surrey History Centre we require you to accept the following conditions. Failure to comply with these conditions may result in the withdrawal of your reader's ticket and exclusion from Surrey Heritage premises for a given period.

If you require special assistance to use our facilities, please speak to a member of staff.

### Consideration of others

1. You must be considerate towards other users of the building and behave in a way that doesn't disturb them. If you are using the Search Room, please try to make as little noise as possible.
2. You must not make or receive calls on your mobile phone in the Search Room. Mobile phones and pagers must be switched off or on silent mode.
3. Our staff and volunteers have the right to work without fear of abuse or rudeness: please treat everyone with courtesy and respect.

### Looking after our collections

4. Please observe these guidelines for the use of our collections. For more detailed guidelines, please see our leaflet *Safe Handling and Security*.
5. You must take the utmost care of all materials in our collections. Damage to or theft of material held by Surrey Heritage is a criminal offence and may result in prosecution.
6. You must not remove any item from our collections from the Search Room.
7. Items that could harm the collections are not allowed in the Search Room. These include, but are not limited to: pens, bottles of ink, correction fluid, cleaning liquids, glue, scissors, knives, highlighter pens, scanner pens, adhesive tape, umbrellas, food, drink, sweets (including cough sweets) and chewing gum.
8. You must not write on or mark any items in our collections.
9. You must not use personal scanners on any items in our collections.
10. You must not smoke anywhere in the building.
11. You must not make tracings of any items in our collections without prior permission by Surrey Heritage.

12. You must comply with the arrangements for the issue and return of collection items. See our leaflet, *Safe Handling and Security* for further details.
13. You must return all collection items to a member of staff at the desk from which they were issued.
14. You are responsible for the safekeeping of collection items at all times when you are using them.
15. You must not pass collection items issued in your name to another person.
16. You must not use items issued to another reader.
17. You must give back collection items when asked to do so by a member of staff.
18. Animals, except for assistance dogs, are not permitted in Surrey History Centre.

### **Safety Matters**

19. You must follow all emergency procedures, including the evacuation of the premises in the event of a fire or a fire drill.

### **Security Matters**

20. You must have a valid pass to enter the Search Room. We accept CARN tickets, valid Surrey County Library tickets or temporary tickets issued in our foyer.
21. Your pass is for your exclusive use and you must not lend it to anyone.
22. You must show or give your pass to any member of staff on request.
23. You must tell us if you lose your pass or change your name or address.
24. Public areas are monitored by closed circuit television (CCTV) and recorded.
25. You must not enter secure or staff areas of the building without the permission of an authorised member of staff.

### **Personal Possessions**

26. No bags, document wallets or handbags may be taken into the Search Room. Clear plastic bags are available to hold your notes, pencils or laptop.
27. Do not leave your valuables unattended. Use the lockers provided in the foyer.
28. You must comply with all requests for inspection. Staff may open and inspect your personal possessions as you enter and leave the Search Room.
29. You may not take outdoor coats or umbrellas into the Search Room.

### **Computers and other technical equipment**

30. You are welcome to use your laptop in the Search Room, but please ensure the sound is turned off.
31. Headphones can only be used if the sound issuing from them is not audible in the Search Room.
32. Notes may be taken using a Dictaphone provided that other users are not disturbed.
33. You must not use your own disks, CD-Roms, USB devices or software on our computers.

### **Copying the Collections**

34. You must comply with current UK copyright legislation.
35. You must ensure that any information obtained from our unpublished collections relating to living individuals is used in accordance with the Data Protection Act, 1998.
36. You can use your camera to make copies of our collections, subject to safe-handling guidelines, copyright law and the conditions of deposit, but you must have a valid pass for your camera, on sale in our foyer.
37. All photocopying or scanning of our collections is undertaken by our staff.

### **Complaints and Disclaimers**

38. We aim to provide an excellent and friendly service. If you wish to comment or complain about anything, please use our service improvement procedure by completing a Comments Form.
39. Surrey Heritage does not accept liability for the loss of, or damage to, personal property or equipment, however caused.
40. Members of staff are unable to give legal advice.