

The Wiener Holocaust Library Wolfson Reading Room Rules and Regulations

1. Signing up to use the Wolfson Reading Room

1.1.

The Wolfson Reading Room is open to the public on weekdays free of charge.

1.2.

We consider a Reader to be any person who visits the Reading Room, uses its facilities or consults materials housed in the Reading Room or store facilities of The Wiener Holocaust Library. We consider a Member any person who, in addition to being a Reader, is entitled to borrow books from the lending stock by paying an annual fee – see below for details. We consider a User any person who may be either a Reader or a Member.

1.3.

Any person is welcome to visit The Wiener Holocaust Library and study its [books](#), [documents](#), [photographs](#) and other materials in the Wolfson Reading Room. It is not necessary to make an appointment. However, **admission to the Reading Room is obtained via a user's ticket.**

1.4.

The Library operates two categories of users' tickets:

Reader Ticket: free of charge, it gives access to resources in the Reading Room and items from stores.

Member Ticket: for a fee, Members may borrow **up to 6 books** from the lending stock for **up to 4 months**. These can then be renewed twice either in person, by telephone or e-mail, unless an item is reserved by another reader. Overdue books will be charged at the rate of **£1 fine per week per item**. If an item is not returned after the third late book reminder, members will be invoiced **£40**, or a replacement value, if the price is higher, which will be strictly legally enforced.

1.5.

Members annual fees are as follows:

Full Membership: Annual: £120	Student Membership: Annual: £60
Corporate Membership: Please contact our Development Team at development@wienerholocaustlibrary.org to find out more about our corporate membership options.	

1.6.

By applying for a user's ticket, both Readers and Members agree to comply with **The Wiener Holocaust Library Wolfson Reading Room Rules and Regulations**. The Library reserves the right to exclude any person who contravenes these regulations or anyone whose use of the library is not consistent with these Rules and Regulations.

1.7.

To obtain a user's ticket, users must visit the Library in person.

Users applying for a **Reader ticket** are required to bring a **photographic proof of ID***.

Users applying for a **Member ticket** are required to bring a **photographic proof of ID and confirmation of payment***.

***We accept electronic copies**

1.8.

All users' tickets are non-transferable. Only one user ticket may be issued per person and lost or stolen tickets must be reported to the Library immediately. Users are responsible for any use of a user ticket issued to them unless and until they have reported it lost or stolen.

1.9.

On entering the Library, users must deposit all bags, coats, umbrellas, newspapers, laptop cases, camera cases, food, drink (except for bottled water) in the lockers provided in the ground floor lift lobby. Users should only retain equipment needed for their work in the Reading Room.

1.10.

Users must show their user ticket to Library staff at the Enquiry Desk as they enter the Wolfson Reading Room.

1.11.

Internet access is available via public access computers in the Wolfson Reading Room and through The Wiener Holocaust Library's wireless network.

2. Behaviour expected in the Wolfson Reading Room

2.1.

Users must treat staff and other users with courtesy and respect at all times, be considerate of other users and behave in a way which does not disturb them. If it is necessary to talk, please do so quietly. Behaviour considered abusive or constituting harassment will result in exclusion or removal from the Wolfson Reading Room, with future admission refused.

2.2.

Occasional trainings might take place in the Wolfson Reading Room. Please be patient when staff members train users.

2.3.

Users must follow all directions given by staff with respect to the health and safety procedures, including fire evacuation and drills.

2.4.

Some users have a direct connection with the history of the Holocaust. They may be elderly and hard of hearing. Please be patient and understanding if a member of staff needs to talk loudly with visitors with hearing impairments.

2.5.

No food or drink, sweets and chewing gum, can be taken into the Wolfson Reading Room. Only bottled water is permitted in the Reading Room - users are required to leave bottles at the designated space in the Reading Room.

2.6.

Mobile phones must be switched off or in silent mode. Please only take or make calls on the ground floor.

2.7.

Plug adaptors for international users are available to borrow – please ask staff at the Enquiry Desk for more information.

3. Requesting items to view in the Wolfson Reading Room

3.1.

A large collection of books is available in the Wolfson Reading Room on open access. These are marked as 'Reading Room Open Access' in the online [Collections Catalogue](#) - there is no need to request these items.

Record copies	
Office	Location
Wiener Holocaust Library	WL : Reading Room Open Access

3.2.

Documents, photographs, microfilms and other collections are stored in our basement archives. Users can search these materials in the online [Collections Catalogue](#) and request them using call slips available in the Wolfson Reading Room.

Record copies	
Office	Location
Wiener Holocaust Library	WL : Basement (OSP)

3.3.

Please fill out **one pink call slip per item**. Please ask staff at the Enquiry Desk for advice on how to fill in a call slip.

3.4.

The maximum number of requests per call times is **six**.

3.5.

Call times for ordering from the basement are as follows

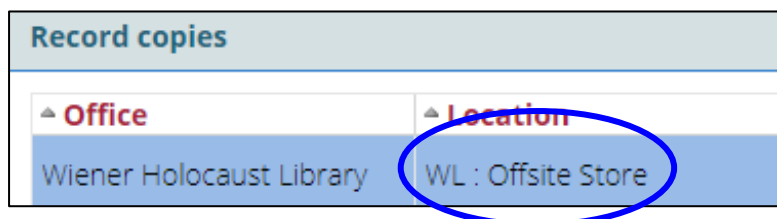
- Morning call times: 10:30am, 11:30am
- Afternoon call times: 1:00pm, 2:00pm, 3:00pm, 4:00pm
- Tuesday late call times: 5:00pm, 6:00pm

3.6.

Items requested from the basement need to be collected from the Reading Room's Enquiry Desk.

3.7.

Some materials marked accordingly on the catalogue are stored offsite – as shown below.



Record copies	
Office	Location
Wiener Holocaust Library	WL : Offsite Store

To request any items stored offsite please talk to staff at the Enquiry Desk or email library@wienerholocaustlibrary.org providing as many details as possible of the item/s users would like to see. Please note that it takes five working days to retrieve items from our offsite storage facility.

4. Using and handling collections in the Wolfson Reading Room

4.1.

Users must comply with The Wiener Holocaust Library Wolfson Reading Room Handling Collections Guidelines available on the website and on laminated sheets in the Wolfson Reading Room.

4.2.

Users must ensure that they have clean and dry hands when handling material.

4.3.

Documents, photographs and other fragile items can only be consulted at designated desks.

4.4.

Certain material can only be consulted using special conservation equipment, which will be explained and set up by staff in the Reading Room.

4.5.

Items delivered in archive boxes or folders must be replaced in the same order as received.

4.6.

The number of ordered items given to users at a time depends on the type of item. Please talk to staff at the Enquiry Desk for further details.

4.7.

Only pencils may be used when in the Wolfson Reading Room. Pencils can be borrowed from the Reading Room's Enquiry Desk.

4.8.

Some material may be subject to restricted access for legal or conservation reasons. In these cases, please talk to staff at the Enquiry Desk.

4.9.

Users may not mark, write, lean on, fold or in any other way damage the material they are consulting. Only acid-free paper slips provided to mark pages and follow text is permitted in the Reading Room.

4.10.

If users notice an existing defect or damage to an item they are requested to bring it to the attention of staff on duty.

5. Copying in the Wolfson Reading Room

5.1.

A digital book scanner is available in the Wolfson Reading Room. Due to conservation reasons, the use of the book scanner is limited to books and periodicals only.

5.2.

Use of mobile phones (on silent mode) and digital cameras (no tripod, no flash) are permitted, subject to the condition of the material. Users must provide their own device.

5.3.

All material to be copied has to be approved by staff at the Enquiry Desk.

5.4.

Permission to copy material depends on its physical condition, copyright and/or whether it falls into the category of restricted materials.

5.5.

For all unpublished materials, an Unpublished Material Form has to be filled out, stating that photographs taken are for private and non-commercial research only.

5.6.

Published materials can only be photographed or scanned within copyright restrictions.

5.7.

The following materials may only be photographed:

- Unpublished material
- Pamphlets
- Anything that is part of the Document Collection
- Manuscripts (MS) collection
- Very large heavy books
- Loose materials such as press cuttings

Please be advised that some materials may not be copied at all.

5.8.

There are two microfilm readers in the Wolfson Reading Room. Material consulted on microfilm can either be printed or saved to a USB device. Users can use their own USB device or purchase a Wiener Holocaust Library USB stick (1GB) from the Enquiry Desk for £4.00.

5.9.

Microfilm readers can be reserved in advance. Please speak to staff at the Enquiry Desk or email the library at library@wienerholocaustlibrary.org to reserve a machine.

5.10.

Reading Room copying fees are as follows:

Devices	Prices per page	Flat fee per day
Printing or copying onto USB* stick from book scanner and/or Microfilm Reader	10p per page	£5 per day
Use of personal digital camera or mobile phone	10p per page	£5 per day
Copying PDF copies from existing digital collections (AJR Refugee Voices, UNWCC, The Girls)	via Document Delivery Service, please enquire with staff	
Copying PDF copies from existing digital collections (Pogrom: November 1938 PDFs and Testifying to the Truth)	Free via website	
ITS Digital Archive	Free of charge, please enquire with staff	

*Purchase of a Wiener Holocaust Library USB stick (1GB) £4

6. Document Delivery Service

6.1.

The Document Delivery Service is provided by staff of The Wiener Holocaust Library. This service is for remote users only.

6.2.

Fee for copying and delivering Wiener Holocaust Library materials is £1 per scan (A4). Fee for copying includes administrative costs.

6.3.

Ordering Copies

To order copies of our materials please contact the library at library@wienerholocaustlibrary.org. Requests should state both barcode and shelf/collection reference of the material/s, including numbered pages in case of a chapter from a book or an article from a journal (in this case year, volume and issue are also essential).

6.4.

Processing orders

After having inspected the material, staff will respond with the total number of scans and the amount to be paid to The Wiener Holocaust Library. For unpublished material, this email will include an Unpublished Material declaration form. By signing the form, users agree that copies provided are for private and non-commercial research only.

6.5.

Payment and Confirmation

Payment must be submitted via a link to an online payment form provided by Library's staff. If an invoice is required, users must select the "Invoice" option available on the payment form - our Finance Officer will be in contact with users who requested an invoice separately. On completion of payment, users will receive an automated payment confirmation. When necessary, users should complete and return the Unpublished Material declaration form to the Library at library@wienerholocaustlibrary.org.

6.6.

Delivery

Orders are dispatched as PDFs via our online file repository WeTransfer. We aim to dispatch the PDF of the requested copies after both payment confirmation and completed and signed Unpublished Material form are received, within 10 working days.

6.7.

Copyright

By placing an order, users agree to comply with copyright legislation. This means that no more than 10% or one article of any published item may be copied. Staff will restrict the number of pages to be photocopied from any published item to 10%.

6.8.

Ability to copy material depends on its physical condition, copyright and/or whether it falls into the category of restricted materials.

7. Improving our standards

7.1.

If our service levels do not meet your expectations, please let us know via our comments card system or by emailing the Head of Collections, Greg Toth at gtoth@wienerholocaustlibrary.org. Constructive feedback is vital to us in maintaining and improving standards.