

## Frequently Asked Questions about Special Collections

### What will my Special Collections session appointment be like?

We've made some changes to our ways of working to be as safe as possible for staff and research visitors.

To book a Special Collections appointment, please email [Mitchelllibrary@glasgowlife.org.uk](mailto:Mitchelllibrary@glasgowlife.org.uk) or call The Mitchell Library during opening hours on 0141 287 2999. Please book at least one week, and a maximum of four weeks, in advance.

Special Collections appointments are for one person only, with customers limited to one appointment per day, and two appointments per week. Appointments are for a maximum of three hours and can be booked at 11:00, 11:30 or 12:00

You will be advised on any specific conditions on access to Special Collections materials and we will confirm all appointments by email where possible. You should be ready to show this email on the day.

### On arrival

- Please wait at the door to Special Collections on Level 5, and a staff member will take you to your numbered desk
- All items will be placed on the desk in advance. Items will be checked on delivery, and after the appointment
- Please complete the issue slip we have provided for each item
- Staff will retrieve or consult finding aids, catalogues and similar material for you, if required
- A PC, or microform reader/printer, will be available to support your research, if required, and is not for general use

### How many items can I request in advance?

You can request hard copy or digital materials, a PC or assistance from staff during your appointment. Up to **six** items can be requested in advance of a research session, with a maximum of an additional **three** items retrieved on the day, if required.

At this time, items which are located in secure areas, or are not from Special Collections, can only be requested in advance, and cannot be requested on the day of your appointment.

Staff will not be able to supply any large format, or heavy, items which take more than one staff member to retrieve.

Materials are only available for use during your appointment; they cannot be borrowed from the library. All documents will be quarantined for 72 hours after use. Any items which remain in quarantine will not be available to consult.

There are additional conditions for consulting items from secure areas, and some items must be viewed under supervision in Glasgow City Archives Search-room. The Search-room will provide a registration form, and has limited capacity Tuesday-Thursday, which may restrict when these items can be seen.

Booking staff will advise when discussing your research needs.

To request items, please email [Mitchelllibrary@glasgowlife.org.uk](mailto:Mitchelllibrary@glasgowlife.org.uk) or call The Mitchell Library during opening hours on 0141 287 2999.

### **What can I take into my appointment?**

Please bring identification with proof of your name, address and institution, if applicable. Booking staff will advise where these conditions apply. You will need to show ID to staff on Level 5.

To help us ensure the safety of our visitors and staff and preserve library material for future generations we ask you to observe guidance for viewing Special Collections including the wearing of a mask, and rules regarding handling library material. You should only bring what you need with you:

- Only soft pencils may be used, no pens
- No food or drink to be consumed in the room
- Personal belongings and bags should be kept to a minimum and placed carefully under the desk

### **How should I handle the Collections?**

Everyone visiting Special Collections has a responsibility to preserve the items in our care.

There are some general practices that should be followed by everyone:

- No sanitiser or hand cream is allowed when handling Special Collections items. You should wash your hands before you start working or after any use of sanitiser or hand cream outside the room. There are toilets on each floor of the building, including on Level 5
- No gloves are permitted when handling Special Collections items

### **How can I get photographs of the items in Special Collections?**

We will permit you to take low resolution still images of our collection items for private study using a hand-held camera, phone, tablet or laptop, in line with our policy on self-photography, subject to rights. Staff will advise during your session.

We can, if required, provide copies for you. This will not be possible on the day, and charges may apply. All documents will be quarantined for 72 hours before and after copying.

### **How do I enter the library?**

Customers will enter from the Granville Street entrance only. The North Street entrance will remain closed. Please follow signage for research appointments and queue towards Berkeley Street.

### **Who do I speak to if I have any further questions?**

If you have any further questions regarding your Special Collections session appointment, please email [Mitchelllibrary@glasgowlife.org.uk](mailto:Mitchelllibrary@glasgowlife.org.uk) or call The Mitchell Library during opening hours on 0141 287 2999.