

**UNIVERSITY OF SUNDERLAND
THE MURRAY LIBRARY SPECIAL COLLECTIONS**

ACCESS POLICY

Introduction

The Murray Library Special Collections is part of the University of Sunderland Library Services and housed in secure storage adjacent to the Special Collections Reading Room, where material can be consulted.

Catalogued Special Collections material is open to all who wish to use it (subject to Reading Room Guidance and any legal restrictions). This includes people who have no formal connection with the University, as the University aims to make a difference to the wider community. The University values and promotes equality and diversity for users.

Using Special Collections

Visitors to the Special Collections Reading Room can expect:

- Access to the material held in Special Collections free of charge although there may be charges for additional services
- A high level of service from polite and helpful staff
- Staff to enable all visitors to achieve access to catalogued material, subject to legal restrictions where necessary
- A pleasant and clean environment in which to work
- Health and safety regulations to be observed
- Provision for their property to be stored securely
- Physical access to comply with the Disability Discrimination Act 1995, including ramps, lifts, toilets and signage
- Access to electronic and paper finding aids to catalogued material
- Use of public access PCs in the Reading Room including Internet access
- Provision for use of their own laptops
- Production of material from the collections at regular intervals during the advertised opening hours
- Access to a reprographic service subject to the Reprographics and Publication policy

Visitors will be expected to:

- Observe the Reading Room Guidance
- Treat staff and other users with respect

Contacting Special Collections

People contacting Special Collections by telephone, letter or email can expect:

- Staff to respond within five working days
- Provision of information about material relevant to their enquiry
- An opportunity to comment on all aspects of the service.

Comments

Users are invited to fill in a Comments form which will help improve the service.