

The Royal Society of Medicine

# Library Services Price List



## Document Delivery

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Our document delivery service is an easy and convenient way to obtain copies of book chapters and journal articles held in the Library collection.



## Inter Library Loans

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If we do not hold the item you're looking for in our collection, our Library team will source it from the British Library, National Library of Medicine or other UK libraries.



## Other services

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Additional services available at the RSM library including: Photocopying, Filming and Photography, Library Tours, Library Guest Passes and Corporate/Institutional Library Membership

Tel: 0207 290 2940

Email: [Library@rsm.ac.uk](mailto:Library@rsm.ac.uk)

Website: [www.rsm.ac.uk](http://www.rsm.ac.uk)



## Document Delivery

Items can be dispatched by **email, post or collected in person** at the RSM Library.

	Members*	Non-Members*
Standard (up to 2 working days to dispatch)	£7.00	£20.00
Urgent (dispatch within 24 hours)	£10.00	£30.00

The Document Delivery Office is open from Monday to Friday, 9:30am to 5:30pm

- Articles of more than 30 pages in length will incur an additional item charge (at whichever level of service requested) - with further increments of 30 pages charged accordingly
- Colour copies are available for an additional £1.00 per page
- Items older than 100 years old or held in our Secure Stacks are more fragile and incur an additional handling fee. Requests are charged at £10.00 minimum charge for members and £20.00 for non-members (standard delivery timescale only). This fee covers the first 5 pages of a document – after this, pages are charged at £2.00 each
- Image requests are charged at standard rate (plus any applicable permissions fees)
- For rights permissions costs, please enquire by email to [Library@rsm.ac.uk](mailto:Library@rsm.ac.uk). Members of the Society will receive a discounted rate

### \* **Copyright cleared/commercial use copies incur additional fees as follows:**

Basic rate (standard/urgent) + Copyright Clearance Fee (variable per title, as set by the Copyright Licensing Agency) + VAT + Admin Fee £10.00

The Library reserves the right to refuse to supply or to charge the commercial request rate plus appropriate copyright fee if we believe that commercial use will take place. The Library also reserves the right to charge higher prices for certain items where necessary to reasonably cover costs.

## Inter Library Loans

Inter Library Loans are available to members only. Our initial source for books and articles through Inter Library Loans is the British Library. If the British Library does not hold the requested item, or has additional copyright/licence restrictions, we will try other sources, typically UK universities or the National Library of Medicine. Customers will be notified of any delays or if there are any problems. Items can be dispatched by **email, post or collected in person** at the RSM Library.

	Members *
<b>Standard</b> (4-10 working days to dispatch)	£15.00
<b>Urgent 24</b> (up to 24 hours to dispatch)	£25.00
<b>Urgent 2</b> (up to 2 hours to dispatch)	£35.00
Loans (standard service - 4-10 working days to dispatch) <sup>1</sup>	£19.00
Loans (premium service – 24 hours to dispatch) <sup>1</sup>	£30.00
Loan renewals <sup>1</sup>	£6.00
Articles ordered from the National Library of Medicine (4-10 working days to dispatch)	£17.00
British Library's Get It For Me service (normal delivery timescale cannot be guaranteed and total cost can only be confirmed on delivery due to varying copyright fees)	Starts from £22 **
British Library Search (4-10 working days to dispatch)	£13.00
World Wide Search (timescale cannot be guaranteed)	Price on enquiry

\*Copyright Clearance fees apply for commercial-use requests, and in some cases, for residents overseas. The RSM Library reserves the right to charge higher prices for certain items where necessary to reasonably cover costs.

\*\*Copyright Clearance fees are required for this service.

<sup>1</sup> Loans via Inter Library Loans service:

- Postage fee (variable) applies on items weighing more than 2kg or for first class/overseas/courier delivery
  - Automatic renewals apply to loans that are not returned by the requested date and are charged accordingly
- Articles from the British Library must be downloaded within **30 days**, you can print **one** copy of the document and you will be able to view the article for three years on any device including tablets and smart phones
  - Quoted times in the table relate to when the British Library will despatch; an additional period of time of up to two days may be added to cover the period of time Royal Mail will deliver to the customers' address

## Postal charges

All items including book loans are despatched free of charge via 2nd class or standard package rate (UK only) if the package weighs less than 2kg. For packages weighing over 2kg, we will charge depending on weight of item. Items can also be despatched by 1<sup>st</sup> class, recorded, international post or courier. We pass on the postal charges incurred and prices vary depending on service required and weight; please enquire for exact costs.

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) when despatching the item.

## Loans and Retrievals

Books and journal issues can be borrowed from the Library by members, free of charge and can be renewed if they are not required by another reader. Please do return or renew items on time, to avoid incurring an overdue item administration fee of £20 and/or a charge for a lost book.

Items can be retrieved by staff from the shelves or from our basement stores, free of charge. We do, however, reserve the right to charge £0.50 per item for large numbers of items being retrieved (members are entitled to up to 10 retrievals free per month).

## Printing, Photocopying and Scanning

The Library's printing, copying and scanning facilities are a chargeable service. An account with PaperCut will be required for use and accounts can be topped-up by credit or debit card.

	Format	Price (per sheet)
A4 B/W	Single-sided	£0.10
	Double-sided	£0.15
A4 Colour	Single-sided	£0.35
	Double-sided	£0.70
A3 B/W	Single-sided	£0.20
	Double-sided	£0.30
A3 Colour	Single-sided	£0.70
	Double-sided	£1.40

## Filming and photography

You are welcome to use compact cameras, tablets and mobile phones to photograph some categories of material free of charge. All photographs are still subject to copyright, privacy and data protection legislation. The photographs must only be used for personal reference purposes, not for commercial purposes. Please ask a member of staff for guidance.

All other filming and photography requests, for personal or commercial purposes, are subject to an hourly fee which starts at **£240 per hour** plus any copyright fees, image rights permission fees and room hire, if required.

## Library Guest Passes

Passes for temporary access to the Library are available for non-members (and guests of members requiring use of the Library **beyond** a short tour or visiting the current exhibition). Two separate forms of ID will be required – 1 photo ID (passport/driving licence etc) and 1 item to prove current address (bank statement/utility bill etc).

	Price
Day	£10.00
Week	£30.00
Month	£50.00
3 Months	£110.00

## Institutional Library Membership

Institutions (both not-for-profit and for-profit institutions/organisations) are able to join the RSM Library.

Please click [here](#) for the current fees and membership benefits.

## Terms & Conditions – Document Delivery & Inter Library Loans Service

In consideration of **The Royal Society of Medicine** agreeing to supply documents (and any related services), you, the Customer, agree to the following terms and conditions:

### A. DEFINITIONS

1. By placing a request for the supply of documents, you (the ‘**Customer**’) are entering into an agreement with **The Royal Society of Medicine**, 1 Wimpole St, London W1G 0AE (the ‘**RSM**’). The document delivery service is provided by the library of the RSM (the ‘**RSM Library**’).
2. The agreement consists of the [Document Delivery Request Form](#) referencing these Terms and Conditions, and supersedes any previous agreement with respect to the same subject matter.
3. The **Customer** is a person requesting and placing an order for documents or any related service as an individual or on behalf of any legal or commercial entity.
4. **Documents** are journal articles or book chapters held in the RSM Library’s extensive collections; or books or articles sourced from other libraries. The **Document Delivery Service** (the ‘**DDS**’) refers to the copying or electronic downloading and delivery of those articles or book chapters, posted or emailed to the customer; and to the supply of books or articles obtained through the **Inter Library Loan Service** (the ‘**ILLS**’).
5. The **Copyright Licensing Agency** (the ‘**CLA**’) sets limits on what we are permitted to copy or download on our customer’s behalf, as do our licence agreements for subscription databases.
6. **Commercial requests** are requests for the supply of documents for commercial purposes including for-profit medical research, private consulting and entrepreneurial activities; or requests from or on behalf of, commercial organisations; or requests which are for *any* use other than research and private study.
7. These **Terms and Conditions** shall apply in their entirety to all contracts for DDS to the exclusion of all other terms proffered by the Customer. The RSM reserves the right to make changes to these Terms and Conditions at any time and the Customer will be subject to the conditions in force at the time the Customer places a request.

### B. PRICING & FEES

*Terms relating to the pricing of material to be sourced, copied and delivered.*

8. Prices for the supply of documents and timescales for delivery are outlined in the [Library Services Price List](#).
9. Pricing of the DDS and ILLS reflects a number of variables including membership of the RSM, timescale for delivery, article length and the age of the material copied. The RSM Library also reserves the right to charge higher prices for certain items where necessary to reasonably cover our costs.
10. The RSM Library is subject to strict copyright and licence terms in the delivery of its service and consequently reserves the right to refuse supply, charge at a commercial rate or pass on copyright fees where we believe the use is or will be other than described. Some requests for example, may incur additional copyright clearance fees (as set by the CLA) if more than one article from a single journal issue is required, if the article is to be circulated in an organisation, or if the copy is for commercial purposes.
11. You will be advised of the final price to be paid before we proceed with a request, at which point you will become liable for the agreed fee; please inform the RSM Library immediately if you wish to terminate the request. Where we cannot conclude a final price until delivery (e.g. for some overseas inter library loan requests or postal rates), we will obtain your agreement before proceeding with the request.
12. Prices are reviewed annually with any changes effective from 1st October of each year; orders placed prior to 1st October will continue to be supplied at the preceding year’s rates, even if delivery takes place after this date. The RSM Library also reserves the right to amend the Document Delivery prices at any time without notice, should errors, omissions or other exceptional circumstances arise.
13. All major credit and debit cards are accepted. Credit/debit card payment details are required before documents are despatched and the Customer must arrange payment at the time of submitting a request. The deadline to complete an order begins from the first full working day (or hour, in the case of Premium and Urgent services), that the RSM Library receives payment details.

All prices are inclusive of VAT unless otherwise stated

## C. SERVICE STANDARDS

*Terms relating to the delivery and receipt of documents supplied by the RSM Library.*

14. Documents are sourced, copied and despatched by email, post or collected in person, within the following timescales, dependant on the service requested and price agreed. All timescales are subject to the necessary copyright agreements being completed, any queries regarding the request having been resolved and payment details provided:
  - a) **Standard** requests are dispatched within 3 working days;
  - b) **Premium** requests (up to 24 hours to dispatch) must be received by 1pm to be dispatched same day; requests received after 1pm will be dispatched next day;
  - c) **Urgent** requests (up to 2 hours to dispatch) must be received by 3pm to be dispatched same day; requests received after 3pm will be dispatched next day.
15. Acceptance of Premium and Urgent requests are subject to workload and staff availability and the RSM Library reserves the right to decline the standard of service requested where it cannot be adequately resourced.
16. Requests are serviced only during 'working days', i.e. standard office hours, Monday to Friday, 9:30am to 5:30pm, excluding all public bank holidays and RSM building closure days (between Christmas and New Year).
17. The RSM Library will always endeavour to meet requested deadlines but reserves the right to extend the deadline in some circumstances (e.g. where we are unable to meet the request due to staff availability, missing stock or e-service downtime) and will charge the appropriate rate for the service supplied. The RSM Library will not be held liable for any loss or damage arising, suffered by the Customer, or by other persons.
18. In the unlikely event of there being a problem with the documents we deliver (e.g. poor copies, illegible text, missing pages or inactive electronic copy), you must notify the RSM Library immediately and no later than 14 days after the date the request was placed, and return the copies within 14 days thereafter. Outside of these time periods, and if the copies are not returned, no refund can be given. Where items are repeatedly returned or are lost in the post or there is no legitimate reason for their return, RSM

Library reserves right to charge and recover the full rate from you.

19. Where the RSM Library supplies copies electronically (by secure email, MoveIT software or the British Library's Secure Electronic Delivery), the copies will be available for no more than 14 days, may be printed only once and may not be forwarded once downloaded to a desktop. All copies must be deleted once they have been read or printed by the Customer, as stipulated in our [Document Delivery Licence](#) with the CLA:

*"The following item is a work protected by copyright which has been supplied and transmitted by electronic means. The following are NOT permitted, unless you have the permission of the copyright owner or of The Copyright Licensing Agency Ltd and save as may be permitted by statute:*

- a) *printing more than a single paper copy, which itself may not be further copied;*
  - b) *retransmitting the article to anybody else, other than to enable a single paper copy to be printed out by or for the individual who originally requested the item;*
  - c) *electronically storing any copy of the article."*
20. On a quarterly basis or as and when requested, the RSM Library is required to supply the CLA with data including the article citation requested, company name and location, and CLA account code (where supplied).

## A. GENERAL TERMS AND CONDITIONS

21. The RSM will not be held liable for any loss or damage, whether in contract or tort, foreseeable or otherwise, arising out of, or in connection with, the Customer's use of the documents supplied or reliance on the research findings contained therein.
22. The RSM processes personal data in accordance with the General Data Protection Regulation (GDPR). To find out what personal data we collect and how we use it, please read our [Privacy Policy](#).

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