

## **Library membership terms and conditions**

These conditions define the basis on which the RCVS Knowledge offers membership of its Library and Information Services. The Library and Information Services is administered by the RCVS Knowledge under the general guidance of the Board of Trustees who set Library policy and terms of membership.

### **Library member obligations**

1. Library membership is non-transferable and may only be used by the person named on the application form.
2. The Library should be notified of any change of contact details in writing within two weeks.

### **Access to electronic resources**

3. Passwords to access electronic resources are supplied for your own personal use and must not be shared with any third parties.
4. Electronic resources available via RCVS Knowledge Library, including e-journals, and databases, are provided for research for a non-commercial purpose or private study and are subject to license agreements with each publisher that govern access and use.

It is the responsibility of individual library members to ensure that their use of electronic resources does not breach the terms and conditions specified in the license agreements. Details of the conditions of use for each resource can be found under the terms and conditions section of their websites.

Please note that bulk downloading of content from publisher websites will lead to the automatic blocking of the IP address of the computer used.

### **Membership fees and charges**

5. Membership runs for 12 months from the date of membership being issued. Membership can be cancelled by the subscriber at any time but there is no entitlement to any refund, either for unexpired membership or for other reasons.

## **RCVS Knowledge obligations**

1. The RCVS Knowledge Library will process all applications promptly and will inform library members of the passwords to access electronic resources within two working days of the receipt of the payment for library membership.
2. The RCVS Knowledge Library will inform members of any changes to passwords to access electronic resources via the registered email address within two working days of the change occurring.
3. The RCVS Knowledge Library is dependent on resources being made available by third parties. We will strive to maintain a full service to our members at all times and advertise any break in service due to website maintenance and other activities by third party providers as soon as we become aware of them.
4. The RCVS Knowledge Library reserves the right to withdraw access to resources and services without prior notice.
5. The RCVS Knowledge Library will review membership fees and service charges on an annual basis, members will be informed of the new fees and charges no later than two weeks before their membership is due for renewal.
6. The Library service is available from 9.15-5.00pm Monday-Friday throughout the year except for public holidays. Any planned closures of service will be notified to members two working days in advance. The Library reserves the right to close the service at any point due to unexpected events, but we will always endeavour to re-open the service as soon as possible.

## **Acceptance of these terms and conditions**

By submitting an application for Library membership you are deemed to have agreed to these terms and conditions.

The RCVS Knowledge reserves the right to suspend or terminate your Library membership and access to the services without prior notice if you are found to be in breach of any of these terms and conditions.

We aim to provide a high quality service to our members at all times. If however, you are dissatisfied with the service offered, you should address your complaint in writing to the Librarian in the first instance. A copy of our complaints policy is available on request.