

SPECIAL COLLECTIONS SECURITY POLICIES AND PROCEDURES

Cambridge University Library, West Road

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OVERVIEW

Introduction

1. The University Library has a special responsibility for the stewardship of all its collections, which are managed and preserved for current and future users. This is especially true of its Special Collections, which have been awarded Designated Status by Arts Council England, because of their outstanding national and international significance. Collections security is a core element of the good stewardship of our collections.
2. The purpose of this document is to define and communicate the policy and protocols governing all aspects of security for our physical Special Collections.
3. This section sets out the core principles which inform our collections security policies, and summarises the fundamental procedures on which the more detailed instructions – found in the remainder of this document – are based.
4. We promote a ‘no-blame’ culture for honest mistakes; however, wilful or negligent failure to observe the policies and protocols set out in this document will be regarded as a disciplinary offence and addressed through the University’s standard disciplinary procedures.

Scope

5. This policy applies to staff, at whatever level, as well as authorised volunteers, work experience students, embedded PhD students, contractors, agency staff and visiting scholars or fellows with staff privileges, working with our Special Collections. The policy applies to all Library staff, whether working in the Special Collections Division or not.
6. ‘Collection’ and ‘Collections’ is used throughout this document to mean the Special Collections of the University Library as defined below.

Definition of Special Collections

7. At the University Library, Special Collections have been defined by the Deputy Director for Research Collections and the Head of Special Collections as:
 - (1) All archival and manuscript material: this includes written material inscribed on clay, bone, bark, papyrus, palm leaves, animal skin and paper, and audio-visual material (sound recordings, video, cinefilm) and photographs in various formats (e.g. lantern slides, negatives and glass plate negatives, prints and albums) held as part of larger archives.
 - (2) All material printed before 1900.
 - (3) Selected material printed in or after 1900: e.g. all private press books, and items in the classes CCA–CCE (these include modern special collections donated to the University Library, such as the Literature of the Liberation Collection, but also some collections artificially created by University Library staff, such as Irish Civil War ephemera and chapbooks). See 7(6) and 7(7) below for further explanation of the approach to twentieth-century printed Special Collections.
 - (4) Objects held as part of other special collections or as stand-alone items/collections: e.g. audio-visual material (sound recordings, video, cinefilm), photographs in various formats (e.g. lantern slides, negatives and glass plate negatives, prints and albums), printing related

artefacts (e.g. type, punches, matrices) etc., but excluding modern non-unique items such as CDs accompanying monographs.

- (5) Items or collections designated as a Special Collection by the Deputy Director for Research Collections or the Head of Special Collections, or their predecessors.
- (6) Staff should take care to note that Special Collections are not defined by the location in which they are consulted or stored. The definition of Special Collections within twentieth-century printed material is not, and cannot be, black and white. With a collection of such scale, there will always be grey areas. Defining items as Special Collections in a world-class library collection such as that at Cambridge is therefore an activity of constant scrutiny and revision.
- (7) The Head of Special Collections retains an indicative list of the kinds of post-1899 printed material regarded as Special Collections. This contains indicative examples which may be used to determine whether a similar post-1899 printed item should be approached in the same way, as well as individual items where appropriate. Criteria for inclusion include, but are not restricted to, books which are likely to be objects of study in their own right as well as for their content; of high artefactual or monetary value; and of historic importance because of their provenance and context. This can never be fully comprehensive in relation to post-1899 printed material because of the enormous scale and complexity of the University Library's holdings. Many rare and valuable modern books have been moved into Special Collections classes. This process is ongoing, but other books remain in general classes.
- (8) If in doubt about any item or group or items, staff must consult the Deputy Director for Research Collections or the Head of Special Collections.

Core principles

8. These are:

- (1) The University Library's Special Collections are among the University's most important assets because of their uniqueness, rarity and cultural significance, and as a research resource of international importance. This brings with it a range of potential risks with financial, intellectual and reputational impact.
- (2) Everyone associated with the University Library has a shared responsibility for the good stewardship of its Special Collections. Good practice is required of all staff, and there are no exceptions.
- (3) Best practice is determined by senior staff in the Research Collections Directorate (RCD), subject to the authority of the Deputy Director for Research Collections and the Head of Special Collections, with accountability to the Security Strategy Committee and the Leadership Team. Best practice is also tested by benchmarking against national and peer institutions.
- (4) All University Library staff are given training on collections security appropriate to their role as part of their induction, and a programme of refresher training is in place at departmental level.

- (5) Collections on deposit (i.e. owned by other organisations or individuals) will be managed in line with the same protocols as for the University's own collections.
- (6) When responsibility for collections security is delegated within agreed frameworks, these core principles must always be respected. We provide training where necessary to support this.
- (7) We monitor buildings and facilities to ensure that they provide an appropriate and secure environment. Any issues must be reported promptly so that appropriate action can be taken.
- (8) With any large and complex collection, it is not always possible to have a comprehensive item-level inventory, but we do everything practically possible to ensure that we know what collections we hold. We mark and record the University's ownership to the fullest extent that is practical and appropriate, and we track movement and usage of collection items.
- (9) We develop systems and procedures to document and minimise risk, to learn from our mistakes, and to promote a 'no-blame' culture for honest mistakes.
- (10) Security requirements for individual items within the collections will be determined on a proportionate and risk-based approach. They will be applied in a way which ensures an appropriate balance between making items accessible for study and public access and ensuring their security.
- (11) The safety and well-being of individuals always takes precedence over the collection. Users of the collection must not put themselves in physical danger to protect it.
- (12) Our approach to collection security is informed at all times by fundamental principles of honesty, integrity, and transparency.

Fundamental procedures

9. These are:

- (1) Collection items must be used only in accordance with agreed policies and procedures.
- (2) Secure storage areas must be kept secure at all times and when unoccupied must be locked/alarmed as appropriate. A full audit trail is embedded within the electronic security system which records all accesses into, and egresses from, the secure storage areas.
- (3) Access to secure storage areas is subject to the authority of the Deputy Director for Research Collections and the Head of Special Collections, acting under the oversight of the Security Strategy Committee, and will be reviewed regularly. Unauthorised access is specifically prohibited, except in a Disaster Response and Recovery situation.
- (4) Except in a Disaster Response & Recovery situation, no collection item may ever be removed from its designated storage without following agreed operational procedures.

- (5) No-one may take coats, bags or other personal possessions into closed storage areas under any circumstances.
- (6) Staff or departments outside the Special Collections Division who work with Special Collections material are required to observe the protocols and procedures set out in this document.
- (7) Movement of collections offsite must always be authorised via the relevant procedures. This does not include the movement of collections to/from the Library Storage Facility (LSF), which for the purposes of this policy is considered to be part of the University Library site.
- (8) No member of staff given authority to grant permissions to others may ever authorise themselves. A counter-signature is always required.
- (9) No-one is considered so senior that they could not make a mistake or be above suspicion. All staff must report any incident or issues which give cause for concern to their manager, including 'near misses', which can be valuable in helping to identify specific risk areas and prioritising action to target them. They must escalate further (either via HR or directly to more senior managers or to the University Library's Security Strategy Committee) if they are concerned. No staff member acting in good faith will ever be penalised for escalating in this way. Staff should note the University's policy on whistle-blowing: <https://www.hr.admin.cam.ac.uk/policies-procedures/whistleblowing-policy-public-disclosure-university-employees>
- (10) We act in compliance with the law when keeping records of security information, including incidents, authorisations to access keys/alarms, details of valuations and records of lost/missing items.
- (11) We are open and honest about mistakes, sharing information within Cambridge University Libraries and with external partners and stakeholders as appropriate, and in compliance with all relevant legislation.
- (12) The Leadership Team or Librarian will always notify the University Security team and the Police if there is any evidence that a criminal offence may have been committed by anyone who uses, or works in or for, the University Library.

Governance and accountability

10. The development and review of the Collection Security Policy is the responsibility of the Security Strategy Committee, which is chaired by the Chief Operating Officer and reports to the Leadership Team.
11. Responsibility for collections security resides with all staff, escalating issues upwards through the line management chain to the University Librarian, who is accountable to the Library Syndicate, acting as the University Library's governing body. The Deputy Director, Research Collections is responsible for strategic oversight and application of the Collection Security Policy and procedures on behalf of the Leadership Team.

Queries and further information

12. General questions should be directed to the Security Strategy Committee, via the Head of Special Collections.

ISSUE OF KEYS AND CARDS AND ACCESS TO SECURE STORAGE AREAS

Purpose

13. This section outlines how keys and electronic key cards are issued, and how access to sensitive areas of the building is controlled. This policy is intended to minimise the risk of theft or malicious damage and to ensure that there is an audit trail of those who have come into contact with secure storage areas and collections. In doing this, the policy also protects staff.

General

14. The appropriate level of keys and cards for each member of staff is determined by Heads of Department as part of the induction process, followed by a written request to the Head of Special Collections. The levels are as follows and are cumulative.
 - (1) Unrestricted access (staff entry point and general areas)
 - (2) Workspace access (specific offices or suites of offices, and low-security collection storage areas), noting that some workspace areas (e.g. Digital Content Unit and Conservation and Collection Care) also function as high-security areas, with access controlled by card + PIN.
 - (3) Secure access (high-security collection storage areas)
 - (4) Ultra-Secure access (highest-security collection storage areas).
15. Entry to general staff areas of the University Library is controlled by electronic key card, using the blue University of Cambridge card, or by key, or both. Access to the secure storage areas housing the collections is controlled by either key or card plus an individually-allocated PIN code. Special Collections staff work rooms are secured by locks specific to the zone of the building in which they are located, and cannot be accessed via general keys.
16. Cards and keys to secure storage areas and secure work rooms are only issued on the written authority of the Head of Special Collections or the Deputy Director, Research Collections. If both are absent for an extended period, a substitute will be designated. The physical issue of keys and cards is managed by Facilities Management, subject to appropriate written authorisation. The two authorising senior staff must copy each other into the email granting permission.
17. Access is only granted to those areas required for the member of staff to carry out their regular duties. When access to secure storage areas is required only on an occasional basis, this must be managed by signing out appropriate departmental keys or cards. Temporary access to secure storage areas will be considered on a case-by-case basis.
18. Staff changing roles or leaving the University Library must return all their keys and cards as part of standard HR procedures. It is the responsibility of the line manager of the outgoing staff member to ensure that this is done.
19. Lists of keys and cards issued to staff are kept by Facilities Management, along with a record of the date of authorisation. These lists will be reviewed twice a year by the Deputy Director for Research Collections and the Head of Special Collections, with an onward report to the Security Strategy Committee. Keys and cards will be withdrawn whenever the reasons for allocating them no longer apply.

20. The default position is that all staff must use reading room fetching services to retrieve material from the secure storage areas, rather than fetching for themselves. In exceptional circumstances staff with access to secure storage areas are permitted to retrieve collections items, but for business reasons only. It is also recognised that it might not be possible for items to be retrieved via the fetching service in some routine business reasons, such as retrieval of items from uncatalogued collections. When staff retrieve items for themselves, staff must fill out order slips, leave the Part 3 on the shelf, and hand Part 1 and a signed Part 2 to the ordering point for filing exactly as if they had used the fetching service. The key point is that the prescribed audit trail must always be in place. Staff must not retrieve Special Collections material for their own personal use in any circumstances. For personal use, the normal fetching service must always be used.
21. Missing keys or cards must be reported to managers and to Facilities as soon as practically possible and in any case on the day of discovery. This is especially important where keys or cards give access to the secure storage areas. Cards will be cancelled from the system as soon as practically possible. A no-blame approach applies provided that this is done promptly. If keys and cards reported as missing are swiftly found, then their recovery can be reported, and again, no blame accrues. Individual PIN numbers must not be shared with any other person for any reason. Keys and cards may not be shared with any other person for any reason.

Key storage

22. The secure storage of all staff keys is managed using a Key Tracker electronic key management system. All staff keys are issued by Facilities Management on an appropriate key fob. Staff scan their University card to retrieve and return keys from/to the cabinet. All keys issued to staff must be returned to the Key Tracker cabinet at the end of each working day. Repeated failure to return keys will be reported to the Security Strategy Committee. Keys which remain unused for extended periods (8 weeks or more) will be withdrawn. The member of staff will be informed and may apply for the keys to be reinstated if needed in future.

Departmental keys and cards

23. Departments are permitted to keep agreed keys and cards locally, subject to the approval of the Security Strategy Committee, acting on the recommendation of the Deputy Director for Research Collections and the Head of Special Collections. These comprise:
 - keys and cards for signing out to allow occasional access to the secure storage areas;
 - keys for secure storage areas which cannot be accessed by any of the general keys (e.g. the Keynes Room, the Tower, various locked pens and cases).
24. All such keys and cards must be stored securely within the department in conditions approved by the Head of Special Collections. They must be signed out by staff members each time the keys are drawn and returned immediately after use. Keys and cards may not be shared with any other person for any reason. A list of all departmental keys and cards, and a list of staff members entitled to sign them out, must be maintained by the Head of Department and submitted to the Security Strategy Committee twice a year. Members of staff not on these lists are not permitted to sign out departmental keys or cards except in an emergency situation. PINs for shared cards must be changed every six months.
25. Departmental and reading room staff must check that all locally-held keys and cards have been returned at the end of each working day. Any discrepancies must be reported immediately, and the Head of Special Collections and the Deputy Director, Research Collections must be notified as soon as practically possible. In their absence, any Head of

Department in Special Collections serves as a substitute. Missing cards must be reported to Facilities Management and cancelled from the system at the earliest possible opportunity.

Authorised Volunteers, Work Experience Students, and Embedded PhD Students

26. Key and card access to the secure storage areas will not usually be granted to any of these categories of user (beyond the basic level of keys issued to all University Library staff). Where there is a very strong business reason to allow access, this must be authorised by *both* the Head of Special Collections and the Deputy Director for Research Collections, who will discuss requests before coming to a decision. Any such arrangements will be reviewed every six months.

External Contractors and University Workers

27. No contractor, or University worker not directly employed by the University Library, may enter any secure storage area without permission from (or, in the case of emergency or in exceptional circumstances, notification to) the Deputy Director, Research Collections or Head of Special Collections.
28. They must (except, in the case of emergency or in exceptional circumstances) be escorted by a member of staff, who themselves are authorised to be in that area, and who must remain with them at all times. The Deputy Director, Research Collections or Head of Special Collections must be notified if the individual is to be unescorted with a statement setting out the risk mitigation in place. In all cases, the department arranging the work (e.g. Facilities Management or Digital Services) must notify the relevant Head of Department or reading room superintendent in advance of any contractor being given access to the secure storage areas, and must consult with Conservation & Collection Care to determine if any measures need to be taken to protect the collections while work is carried out.

ACCESS TO THE TOWER AND ITS COLLECTIONS

Purpose

29. This section outlines why access to the Tower is controlled and under what circumstances staff and external visitors are permitted to have access.

General

30. The Tower is symbol of the University Library and of Cambridge. It is of great interest to external audiences, both as an architectural feature and for the collections it contains. In considering policy and procedures for access to the Tower and its collections, it is necessary to consider not only the requirement for staff access to fetch books for readers, but also the legitimate need for mediated forms of access to the Tower for external audiences.
31. The Tower comprises twelve floors of closed stacks (floors 6–17) and houses collections of varying levels of value and significance, but including lower value rare books and modern institutional records, retained for business purposes, a proportion of which are destined for the University Archives in accordance with the Records Retention Schedule. While in general the material it contains is of lower significance than that housed in the secure storage areas adjacent to the main Special Collections reading rooms, the Tower contains many items which are rare, and an appreciable number of high cultural significance and monetary value.
32. In particular, the University Library's outstanding collection of secondary Legal Deposit material published in the period from 1800 to the mid-twentieth century is shelved in the Tower by size and year of publication, with many books in their original publisher's bindings and dust jackets. This collection is one of the great treasures of the University Library.

Lifts and stairs

33. Access to the floors of the Tower is by lift (floors 6–15) or by stairs (floors 6–17).
34. The Tower lift is accessible from the Ground Floor staff area below the Entrance Hall, from the Entrance Hall, and from the first, fourth and sixth floors of the University Library.
35. The door to the lift and doors into the Tower (from the lift or staircase) are on manual locks. The only exception to this is the door to the lift on the Ground Floor, which is kept unlocked to allow the lift to be used by staff taking trolleys to re-shelve books in adjacent areas outside the Tower, e.g. the North or South Fronts. Doors leading from the lift into the Tower are kept locked.

Staff access to the Tower

36. Access to the Tower is restricted to those members of staff with allocated keys, or entitled to sign out a key. A key will be allocated to a member of staff on a permanent or temporary basis if access is required for the conduct of their duties. Access must be approved by one of the following: the Head of Special Collections or the Deputy Director, Research Collections, in accordance with the University Library's policy on the issue of keys and cards.
37. Departments and teams entitled to draw Tower keys are: Archives and Modern Manuscripts, Rare Books and Early Manuscripts, Education and User Services, Conservation and Collection Care, External Engagement and Public Programmes, Collections and Academic Liaison, English Cataloguing and Collection Logistics. Permission may also be granted to

members of staff from other Departments in exceptional circumstances (e.g. to prepare for an exhibition) on application to the Deputy Director for Research Collections or Head of Special Collections. Keys must be signed for by staff and signed back in on their return. Any key losses must be reported as soon as practically possible and in any case on the day of discovery, to Facilities Management. A list of members of staff entitled to sign out keys must be maintained by Heads of Department and submitted to the Security Strategy Committee twice a year. There is an assumption that Tower access is strictly for business purposes. Access which appears not to fall into this category must be challenged.

38. No staff coats or bags are permitted in the Tower.

Access to the Tower for members of the public

39. Members of the public will be granted access to the Tower only if accompanied by a member of staff (e.g. individual or group visitors to the University Library, donors, groups attending events as part of the University Library's official Public Programmes).
40. Public access is restricted to floors 13 and 14 unless accompanied by or approved by a member of the Leadership Team or the Head of Special Collections. Only keyholders who hold a permanent key issued to them in their own name, with authorised access to the Tower, are permitted to admit members of the public with them without obtaining permission. Members of staff who are authorised to draw a departmental key but who do not hold a key in their own name must obtain permission from the Head of Rare Books and Early Manuscripts, the Head of Special Collections, the Deputy Director, Research Collections, the Deputy Director for External Engagement, or the University Librarian.
41. No member of staff must take up more than three members of the public into the Tower at one time. Larger groups will require additional staff supervision. This must be organised in advance and must be explicitly authorised by one of the senior staff listed above. A risk assessment must be carried out. Hosts must keep their guests with them, and visitors must not be allowed to roam unsupervised. Members of the public are not permitted to take coats and bags into the Tower.
42. Members of the public admitted to the Tower are permitted to take photographs for personal use.
43. No member of the public who would not be able to evacuate the Tower rapidly in an emergency via the stairs should be allowed into the Tower, and the staff member accompanying them must ascertain this beforehand.

Access to the Tower Collections

44. Items must only be removed from the shelves in accordance with the University Library's policy on 'Staff use of collections', i.e. for items fetched to Special Collections reading rooms, Part 3 of a three-part slip must be left in place with the top copies filed in the relevant reading room. This includes any books set out in advance for display purposes in the Tower for authorised group visits.
45. Members of the public are permitted to take down books from the shelves under the immediate supervision of the escorting member of staff, and provided that the group is small enough for the staff member to exercise appropriate oversight. It is the responsibility of the staff host to ensure that all books are returned to their proper place. Books must not be moved

away from their usual storage location.

PUBLIC AND GUEST ACCESS TO OTHER CLOSED STORAGE AREAS

Purpose

46. This section relates to the policy for staff taking third parties into closed storage areas other than the Tower.

Public Access to Special Collections closed storage areas

47. Protocols for staff access to the closed storage areas where Special Collections material is housed (secure storage areas) is outlined in the section 'Issue of Keys and Cards and Access to the Secure Storage Areas', above.
48. Permission to take third parties into the secure storage areas may only be granted by the Head of Special Collections or the Deputy Director, Research Collections, or in their absence a member of the Leadership Team. This must be in the form of an email (a retrospective email is acceptable, provided this is a follow-up to permission already granted verbally and in advance of access).
49. Access is only permitted for accompanied third parties who are official University Library guests (eg VIPs, major donors); in support of external communications about the University Library, its mission and collections; for scoping of collaborative research projects. Access is strictly for business purposes and must be approved in advance by either the Deputy Director for Research Collections or the Head of Special Collections. Access to secure storage areas by readers is permitted for purposes of study which cannot practically be pursued by any other means (for example for examining large number of bindings), provided the accompanying member of staff is able to provide close 1:1 supervision.
50. A member of staff who does not have permanent authorised access to the secure storage areas must not take visitors into them in any circumstances. Staff with temporary or departmental access are specifically excluded from taking visitors into the secure storage areas.
51. No member of staff may take more than three other people into the secure storage areas. Additional guests require additional staff hosts at a ratio of 3:1.
52. No coats or bags are permitted in the secure storage areas. This rule applies equally to guests and to staff. Filming and photography in the secure storage areas is prohibited except with the written permission of the Deputy Director for Research Collections. Permission is not required for informal photographs of collection items by staff for business purposes (e.g. to record the condition of an item).

Access to general closed storage areas via a general key

53. Members of staff must not take more than three visitors into general closed storage areas (i.e. areas not containing Special Collections) at one time, and only for legitimate business purposes. They are responsible for the safety and wellbeing of both the visitors and the collections. No coats or bags are permitted in any closed storage areas. This rule applies equally to guests and to staff. Filming and photograph in any closed storage area is prohibited except with the written permission of the Deputy Director for Research Collections. Permission is not required for informal photographs of collection items by staff for business purposes (e.g. to record the condition of an item).

READER USE OF THE SPECIAL COLLECTIONS READING ROOMS

Purpose

54. This section identifies the various rules and responsibilities relating to usage of the Special Collections reading rooms by readers (including staff reading restricted items). The arrangements set out are designed to minimise the risk of damage or theft while items are being consulted by readers.

General

55. Special rules apply to reader use of the principal Special Collections reading rooms in the University Library. These rules are specific to individual rooms, and have been designed with the specific needs of the sorts of material read in each one. They all serve a common purpose, and are based on common principles: to ensure that rare and valuable collections items are available for study in a way which ensures their safety and security for future generations. These rules are published on the University Library's webpages, as follows:

The Rare Books Room

<https://www.lib.cam.ac.uk/collections/departments/rare-books/reader-guidelines>

The Manuscripts Room

<https://www.lib.cam.ac.uk/collections/departments/manuscripts-university-archives/using-manuscripts-reading-room>

The Map Room

<https://www.lib.cam.ac.uk/collections/departments/maps/services/reader-guidelines>

56. Special Collections Reading Room Handling Guidelines are common to all these spaces:
<https://www.lib.cam.ac.uk/collections/handling-guidelines>
57. A Reader Code of Conduct is publicly available:
https://www.lib.cam.ac.uk/files/code_of_conduct_with_addendum_for_website_july_2020.pdf and members of the University are also bound by regulations governed by the Statutes and Ordinances.

The role of staff

58. New users must be alerted to these rules, and staff must be courteous but firm in enforcing them. Staff will be provided with all training and support necessary for their conduct of their duties. This will be reviewed and where necessary refreshed on a regular basis.

Scrutiny and enforcement

59. The Manuscripts, Rare Books, Maps, Music and East Asian reading rooms contain CCTV (see separate section) and are closely supervised by staff on duty who have clear sightlines to all reader seats. In the event of a staff shortage, a reading room will be closed rather than being run without adequate cover.
60. Items such as notepads, files, laptops and personal reference books are checked for University Library material by staff at the Manuscripts, Rare Books and Maps reading room exit barrier before the reader leaves, and there is a second check at the University Library exit barrier. No

bags are permitted in the University Library apart from transparent carrier bags and small bags no larger than 25cm x 20cm x 5cm. No bags of any description may be taken into the Manuscripts Reading Room.

61. The retention period for order slips is 'end of calendar year + 25 years' for security purposes, as specified in the University's 'Statement of records management practice and master records retention schedule'. Order slips may be searched to determine patterns of misuse or error.
62. Any suspected criminal behaviour by readers onsite will be reported to the security team immediately, who will take appropriate action to prevent the reader leaving the building until the matter has been resolved.
63. Any infractions, near misses, or problems must be reported without delay to Heads of Department, or to the senior member of staff available, who will escalate to the Head of Special Collections or the Deputy Director for Research Collections. Serious issues will be reported to the Security Strategy Committee, which consider lessons to be learned in each case.

STAFF USE OF THE UNIVERSITY LIBRARY SPECIAL COLLECTIONS

Purpose

64. The purpose of this section is to outline the regulations relating to University Library staff use of collections, in order to ensure that:
- Collection items in the care of individual staff members are accounted for on a regular basis in order to reduce the risk of loss, misplacement or damage.
 - There is a reduction in the risk of damage to Collection items through environmental or similar factors.
 - Collection items are removed just before use and returned to the shelves at the earliest opportunity so that they are more readily available to other readers and staff members. This is called the 'Just in Time' principle (67 below).
 - Collection items are stored securely at all times.

General

65. Strict limits are applied to the number of Collection items that can be requested and held by staff, the length of time for which they can retain them, and arrangements for temporary storage while in use. This is to enhance the processes by which the University Library ensures that Collection items have not been lost, misplaced or damaged when they are away from their usual storage location. Collection items in the lending collection are unaffected, and can be borrowed by staff in exactly the same way as by readers.

Definition

66. 'Collection' is as defined at paragraphs 7 to 10. It specifically excludes material held in Faculty and Departmental libraries except when such material has been 'opted in' at the request of the Senior Deputy Director for Academic Services.

Maximum number of items permitted to be ordered by staff for use outside the reading rooms

67. The limits below include all items held whether they are ordered electronically or via a manual order.

CATEGORY OF USER	Permitted Users	Maximum Number of Items (an item in this context is considered to be the unit of fetching, i.e. a volume, folder, box, as appropriate)	Action for Heads of Departments, line managers and Teams
A. Departmental Orders (on behalf of whole department)	<ul style="list-style-type: none"> • The Digital Content Unit • Conservation and Collection Care • Exhibitions and Public Programmes • LSF Ingest and Collection Logistics <p>NB To ensure a full audit trail, all Departmental orders must state the name of the Department and the name of the individual member of staff placing the order.</p>	<ul style="list-style-type: none"> • There is a restriction of 200 items per department. All orders must be strictly for business purposes. The Deputy Director for Research Collections may authorise requests to exceed this limit where the need has been justified. • Collection items to be kept in a locked ‘pen’ or safe approved by the Head of Special Collections when not in immediate use. So far as reasonably possible they should be in shelf mark order. • A ‘just in time’ principle must be applied. Collection items may not be held locally in excess of what is strictly necessary for business efficiency. Where there is doubt, the security of collection items always 	<p>Heads of Departments and teams are specifically required:</p> <ul style="list-style-type: none"> • To ensure that these arrangements are not abused. • To be able to account for Collection items in their department’s care. • To hold the minimum number of items compatible with efficiency and effectiveness: the ‘just in time’ principle must always be applied. • To justify, if required to do so, to the Head of Special Collections or the Deputy Director for Research Collections the number of items held by their department. • The Head of Special Collections or the Deputy Director for Research Collections has the authority to direct that items must be returned to their normal storage location.

		<p>takes priority.</p> <ul style="list-style-type: none"> Records of items held from third parties (e.g. for digitisation), must be held locally in a form accessible for audit at any time by the Deputy Director, Research Collections, or the Head of Special Collections. 	
B. Approved Collections Departments staff	<p>Staff working in the following departments who have been approved by the Head of Special Collections as needing to order material for business purposes:</p> <ul style="list-style-type: none"> Rare Books and Early Manuscripts Modern Research Collections Archives and Modern Manuscripts Music Maps Royal Commonwealth Society Bible Society Genizah Research Unit Darwin Correspondence Unit Conservation and Collection Care African and Asian collections Current Munby Fellow 	<ul style="list-style-type: none"> Staff in these departments have an individual upper limit of 30 items. The Head of Special Collections may authorise increases to 75 items where the need has been justified. The authority of the Deputy Director for Research Collections is required for all requests in excess of 75 items. Exceptions will always be time-limited. Indefinite arrangements are specifically not permitted. 	<p>Heads of Department are required to exercise scrutiny over staff ordering of Collection items which are primarily the responsibility of departments other than their own.</p> <p>They will be asked explain unusual patterns of ordering to the Deputy Director for Research Collections.</p> <p>The limits are maximums not targets.</p> <p>A spreadsheet of approved staff in this category will be kept by the Head of Special Collections.</p>
C. Approved Collection Development and	<ul style="list-style-type: none"> Staff working with modern collections, who have been recommended by the 	Manuscripts	<p>See also the section on <i>Temporary Storage of Collection Items When in Use by Staff</i></p>

Management Staff	<p>Head of Collection Development and Management or the Head of Collection Logistics and Services as needing to order nineteenth- and twentieth-century material for business purposes. These staff must be approved by the Head of Special Collections.</p>	<ul style="list-style-type: none"> • These cannot be ordered to CDM/CLS staff desks and must be consulted in the relevant reading room. <p>Pre-1900 printed items</p> <ul style="list-style-type: none"> • These must be consulted in the relevant reading room where at all possible; requests to order items to staff desks must be approved by the Head of Special Collections or the Deputy Director for Research Collections. <p>Post-1899 printed items</p> <ul style="list-style-type: none"> • 15 items maximum. • Heads of relevant Special Collections departments or the Head of Special Collections may authorise increases to 30 items where the need has been justified. • The authority of the Deputy Director for Research Collections is required for all requests in excess of 30 items. 	<p>Superintendents in reading rooms have the authority to refuse desk orders of post-1899 printed item because of their value, fragility or rarity.</p> <p>A spreadsheet of staff in this category will be kept by the Head of Special Collections or delegated by them to another person to maintain it.</p>
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		<ul style="list-style-type: none"> Exceptions will always be time-limited. Indefinite arrangements are specifically not permitted. 	
D. Authorised Volunteers, Work Experience Students, and embedded PhD Students	<ul style="list-style-type: none"> People working in or for the University Library who have been approved by the Head of Special Collections as needing to order items for business purposes 	<p>Manuscripts and pre-1900 printed items</p> <ul style="list-style-type: none"> These cannot be ordered to desks and must be consulted in the relevant reading room, unless special permission has been obtained from the Head of Special Collections or the Deputy Director for Research Collections. This will only be granted in exceptional circumstances. <p>Post-1899 printed items</p> <ul style="list-style-type: none"> 15 items maximum. Heads of relevant Special Collections departments or the Head of Special Collections may authorise increases to 30 items where the need has been justified. 	<p>See also the section on <i>Temporary Storage of Collection Items When in Use by Staff</i></p> <p>Superintendents in reading rooms have the authority to refuse desk orders of post-1899 printed item because of their value, fragility or rarity.</p> <p>A spreadsheet of people in this category will be kept by the Head of Special Collections.</p>

		<ul style="list-style-type: none"> The authority of the Deputy Director for Research Collections is required for all requests in excess of 30 items. <p>Exceptions will always be time-limited. Indefinite arrangements are specifically not permitted.</p>	
E. All other staff, agency staff and contractors	<p>All other staff must order Special Collections materials to reading rooms in the same way as readers.</p> <p>Agency staff working in the Digital Content Unit are permitted to place Departmental orders (see A above) with the permission of the Deputy Director, Research Collections or Head of Special Collections.</p>	<ul style="list-style-type: none"> The number of items that they can request to reading rooms is the same as for other readers. 	

Definitions of 'need' to increase limits

68. The following may be cited as justification to increase the number of items held by an individual.
- Reference enquiries.
 - Preparing for exhibitions.
 - Writing web pages.
 - Researching articles, books and papers closely related to University Library activities.
 - Security investigations.
 - Cataloguing and related queries, including calling up other copies for comparison and confirming bibliographic and location information.
 - Showing collection items to official visitors
 - Staff training.
 - Undertaking a course of study which has previously been reported to their Head of Department, and which it has been agreed that the University Library would wish to support.
69. Other reasons will be considered at the discretion of the Head of Special Collections, with appeal to the Deputy Director for Research Collections.

Retrieval

70. Collection items must be ordered through the reading room fetching service, except for staff authorised to fetch themselves under the section on 'Issue of Keys and Cards and Access to the Secure Storage Areas'. However, the default position is for items to be ordered through the reading room fetching service. It is recognised that for some departments (e.g. Maps, Music), there is no distinction between staff and the fetching service, as all staff participate in fetching. All staff are reminded:
71. The list of people authorised to hold keys, cards and PIN codes, and consequently to fetch, will be reviewed every six months, and records will be kept.
72. Any person retrieving collection items in person must use the approved processes and leave the approved audit trail. There are no exceptions.

Restricted items

73. A register of restricted items (i.e. special items of high financial value, rarity or fragility that are not usually fetched for readers without the approval of Head of Department or above) is retained, and will be added to on the authority of the Head of Special Collections, who will oversee a regular process of review. All staff responsible for issuing Special Collections items for readers or staff must be familiar with it, and must consult it whenever necessary.
74. Designated restricted items must only be read in their usual reading room unless authorised otherwise by the Keeper of Rare Books and Early Manuscripts, Keeper of Archives and Modern Manuscripts, Head of Special Collections or Deputy Director for Research Collections. (See also the separate arrangement for 'show and tells', VIP visits

and teaching under the relevant section below).

75. When restricted items are sent to the Digital Content Unit or the Conservation and Collection Care studio this must be explicitly authorised by one of these named staff, and in accordance with any special instructions issued at the time.

Surrender of Collection items

76. Unless they have compelling reason not to do so (as detailed below), staff must surrender a Collection item if a reader requests it. It must then be returned to its proper place, but can be reordered by the staff member if still required. The relevant audit trail must be updated (i.e. the staff member's custody of the item must be cancelled, and new slips created for the reader).
77. Staff away from the University Library or on leave for more than two weeks must return Collection items to their permanent location (this rule does not apply to Departmental orders). Line Managers are responsible for ensuring that this is done. Line Managers must also ensure that items are returned when staff are absent on medium- or long-term sick leave. Any requests to waive this requirement for individual staff must be for business purposes and must be approved by the Head of Special Collections.
78. All Collection items are to be returned to their usual storage location within six months of being requested. There are no exceptions to this rule except when the item is on exhibition, on external loan or undergoing conservation which make return impossible. The item may be reordered the next day if it is still needed. Spot checks may be carried out without notice by the Deputy Director, Research Collections and the Head of Special Collections and the results may be reported to the Security Strategy Committee.
79. Reasons that may justify retention include:
- Item needed for an upcoming event (such as reader training session, VIP 'show and tell', exhibitions or outside loans.)
 - A condition assessment is underway on the item.
 - Items that have been withdrawn or are in the process of being withdrawn from access (for example where damage is being investigated or the item is needed as evidence in a prosecution).
80. Departmental heads may:
- Authorise retention subject to these criteria, copying to the Deputy Director for Research Collections or the Head of Special Collections for information.
 - They may be asked decision to justify this decision.

Removal from site for business use

81. Loans out for purposes of exhibition and similar are made on the authority of the Library Syndicate, following approval from the Head of Special Collections, who submits an enabling paper to the Syndicate with recommendations. The Head of Special Collections has delegated authority for the loan of lower value printed items within

Cambridge (e.g. the loan of lower value post-1799 printed items to college, departmental or faculty libraries for teaching classes or temporary displays). The temporary withdrawal of deposited items within Cambridge (for example if a deposited manuscript is requested by the owning college, or a Cambridge University Press file is requested by the Press for business purposes) must be authorised by the Head of Special Collections or delegated deputy; an appropriate paper trail is required. It should also be noted that the University's Special Ordinance C(v)2c (<http://www.admin.cam.ac.uk/univ/so/pdfs/2020/nov2020/Cambridge-Statutes-and-Ordinances-Nov2020.pdf> p.77) states that the Registry shall be able to require the temporary deposit in the Registry of any document (from among the University Archives) to which he or she may need to refer.

82. Where departments or individuals consider that they have a work reason to take Collection items off the University Library premises:
- They must explain what is being requested, and obtain written permission from the Deputy Director for Research Collections, or the Head of Special Collections.
 - They must comply with approved insurance and security measures when escorting Collection items off site. The nature and extent of the measures will be indicated if permission is given.

Removal from site for personal use

83. Collection items being used for personal purposes must not be removed from University Library premises for any reason. Books from the lending collection may, of course, be borrowed in the usual way by anyone with borrowing privileges.

Disposal of Collection items

84. Staff may not dispose of any accessioned Collection item or part of a Collection item except in accordance with de-accessioning policies and procedures. If there is any doubt they must seek advice from Heads of Department.

Process audit

85. All Collection items held by departments or individuals, whether requested electronically or manually, must be accounted for every six months. Heads of Department are required to ensure that this is done.
86. Heads of Department must ensure:
- No individual has exceeded their authorised limit
 - No item has been held in excess of six months unless authorised
87. Unresolved discrepancies must be reported without delay to the Security Strategy Committee, via the Head of Special Collections.
88. The Deputy Director for Research Collections and the Head of Special Collections have the authority to conduct local process audits at any time.

89. Departments must:

- Maintain a record of checks made.
- Present these records to the Head of Special Collections, or the Deputy Director for Research Collections when required to do so.

Movement of Collection items within the University Library building

90. When moving Collection items staff shall:

- not take Collection items into the Tea Room, toilets and the Entrance Hall
- not take Collection items into thoroughfare areas such as corridors, stairwells or public lifts, except insofar as this is absolutely necessary (e.g. for transporting material to the Keynes Room, the Conservation and Collection Care Department, Digital Content Unit, or other areas which can only be accessed in this way)
- Where lockable trolleys are available they must be used. Staff are expected to approach this in a reasonable and proportionate way and to use caution – if in doubt, staff should consult their Head of Department.
- Staff must use their judgement at all times. With items which are obviously of high cultural and/or monetary value a simple risk assessment should be undertaken (eg via an email to a line manager).
- Restricted items must be accompanied by two staff.

Individual Staff responsibilities

91. Staff shall observe all the procedures outlined in this section for using collection material and must understand their responsibility for safeguarding the Collection items when in their care.

92. All staff should note that:

- Once an item is accessioned, its whereabouts must *always* be identifiable.
- Restricted items must only be consulted in the appropriate reading room, unless special permission has been obtained otherwise.
- Collection items are available to the University Library's users when requested. Staff must ensure that any item ordered in the name of a staff member is always transferred to the reader's name using the correct procedure before it is issued to that reader.
- Collection items being worked on must be stored when not in use in accordance with the procedures outlined at 116–129.
- Failure to follow these procedures shall be regarded as a serious disciplinary offence.

93. Before an item is requested, the staff member shall ensure that they understand:

- All of the relevant policies and procedures for use of Collection items
- Their personal ordering limit
- The procedure for increasing their personal limit
- That a clear audit trail is left of their ordering, and of interactions with senior staff

when special permission is required of any particular of action.

94. Staff who manage or are responsible for agency or contract staff, authorised volunteers, work experience students, and embedded PhD students must ensure those they are overseeing are aware of this document, have confirmed that they have read and understood the conditions of use of the Collection, and that they comply with the procedures in this document (e-mail confirmation to the supervisor is sufficient). Staff have a responsibility of oversight for the actions of those that they are supervising, including ensuring they abide by the policies in this document.
95. All staff must wear ID at all times in all areas of the University Library; the ID must be clearly visible. In closed storage areas wilful failure to wear ID is a serious disciplinary offence.
96. Staff must not take coats or bags into any closed storage area.

Line manager responsibilities

97. Line managers are, in addition to their own above responsibilities as individual members of staff, responsible for ensuring that all those staff members for whom they have responsibility are familiar with, and comply with, this policy and its associated procedures.
98. Individual staff must report to their Head of Department or line manager at a 1:1 meeting every six months which Collection items are in their care. Heads of Department or line managers must satisfy themselves there are no discrepancies, and must keep a record of the conversation as part of the 1:1 process. The Security Strategy Committee should receive a record of these audits at its next meeting, with reports being sent by Heads of Department to the Head of Special Collections.

Heads of Department responsibilities

99. Heads of Department, in addition to their own above responsibilities as individual members of staff and line managers, must:
 - Ensure the protection available to any Restricted item (see 73 above) is appropriate and proportionate to its value and significance, where they (i.e. the Heads of Department) have stipulated an alternative designated area for reading other than its usual reading room.
 - Ensure that the Restricted item is returned to its usual storage place or to an appropriate secure store associated with its usual reading room as soon as possible, and in all circumstances on a 'just in time' basis. Restricted items displayed in evening events must be held in a secure lockup overnight, and must be replaced as soon as possible the next morning in their permanent location.
 - Ensure that protocols on the temporary storage of Collection items are followed
 - Ensure that staff offices containing Collection items are kept locked when unoccupied
 - Supervise the use of local key safes from which staff draw keys.
 - Promote a culture within their departments where Collection items are treated with care and respect, retained for no longer than is necessary, and returned to their

proper place when this is required by managers.

- Must complete, where staff cannot account for a Collection item, the reports required by the 'Policy and procedures for recording and reporting items missing from the Special Collections, Cambridge University Library', escalating immediately to the Head of Special Collections or where necessary to another member of the Security Strategy Committee.

‘SHOW AND TELLS’, VIP VISITS, FILMING, AND USE OF COLLECTIONS FOR TEACHING

Purpose

100. The purpose of this section is to outline the protocols for displays and use of Special Collections for teaching, publicity or relationship-building purposes, and events associated with the University Library’s official public programmes.

General

101. All relevant general protocols set out in this document apply also to ‘show and tells’, VIP visits, filming and use of the collections for University teaching.
102. The usual venue for ‘show and tells’, filming, and teaching are: the glazed areas of the Manuscript and Rare Books Reading Rooms, the Milstein Seminar Room, the Seminar Room off the North Corridor, and the Historical Printing Room. Exceptionally, such events can be held in reading rooms if these rooms have been closed to users. In this event no special security arrangements prevail beyond the ordinary, but permission is required from relevant senior staff for the closure of the reading room concerned (i.e. Deputy Director for Research Collections, Head of Special Collections and relevant Head of Department). Events are not to be held in the Librarian’s office, or in the private offices of any other senior staff.
103. Only members of Special Collections curatorial or Conservation and Collection Care staff are permitted to order items for such events and to conduct them for business purposes. When a member of the Leadership Team or other staff member is the main host, a member of Special Collections curatorial or Conservation and Collection Care staff should be present in a supporting role. That member of staff takes responsibility for the safety and security of the material being used.

Use of the Keynes Room

104. The Keynes Room is a prestige venue: the University Library’s ‘front room’. Its use for group events is generally restricted to meetings of the Library Syndicate, filming and VIP visits, which must be hosted or explicitly approved, by a member of the Leadership Team or the Head of Special Collections. The key to the room will be made available only once that approval is in place. The key held for fetching purposes in the Rare Books Reading Room must not be used to access the Keynes Room for events. The Keynes Room may not be used for general teaching or routine group visits unless there is a specific need to do so, in which case permission must be obtained. The default should always be to use another room where possible (see 102). No food or drink may be taken into or consumed within the Keynes Room under any circumstances.
105. At all events taking place in the Keynes Room, hosts are responsible for the security of the items on display and the items on the shelves.
106. When not in use – even for a few minutes or during a break in proceedings – the door of the Keynes Room must be kept locked.

107. Care should be taken also that the room's original Art Deco furnishings are treated with respect. Lights, blinds, and heating must be returned to their original situation when the room is closed.

Risk assessment

108. It is not always necessary to carry out a formal risk assessment, though hosts should be conscious at all times of any risks which may be present and take reasonable steps to mitigate them.
109. Where restricted items are involved, the relevant permission in writing must be sought in writing from the Head of Special Collections or the Deputy Director for Research Collections. A risk assessment must be undertaken and sent to the person giving permission for the event for approval. This does not need to be complex or lengthy – an email will suffice, but should be proportionate to the materials being displayed. In the event that additional security is required, organisers should contact Facilities Management as soon as possible to discuss this. It should not be assumed that staff will be available without prior agreement.
110. Staff are not expected to have detailed expertise in valuing collection items but are expected to exercise their professional judgement. If they suspect that the cumulative monetary value of items selected for display is or could be greater than half a million pounds (2020 prices) then a risk assessment must be carried out and authorised as above. A similar approach must prevail for material which is vulnerable to theft (eg small, loose and potentially valuable individual items).
111. It is easy to unwittingly mount a 'show and tell' or VIP visit where the cumulative value of unrestricted items can be great, even though individual items may be under the threshold. In those circumstances, a risk assessment should also be supplied.
112. The number of staff present should be proportionate to the number of guests, the number and nature of the items on display, the mobility of guests, the type of event and the venue. As a rule of thumb 1 member of staff should be present for every 5 visitors for events where high-value items are on display. Staff should use their best judgement and refer to the permission granter in cases of doubt. Items must never be left with guests without a member of staff present.

Handling

113. Staff may exercise their judgement about the extent to which it is possible or desirable to allow VIP visitors to handle collection items. It is not possible to give hard and fast rules but issues to be taken into consideration include: value and fragility of material, nature and size of group, and the demands of common courtesy. An unnecessarily restrictive approach is potentially reputationally damaging; nonetheless staff should feel confident and able to set out clear ground rules for what is permitted and what is not with any given VIP group. Whenever possible, staff should agree a shared approach before the visit. The default position is that collection items should be as accessible as is reasonably possible, so long as this does not compromise their safety and security.

Teaching

114. The University Library is strongly committed to the use of its collections for teaching within and where appropriate beyond the University. Items used for teaching should be selected in consultation with academic staff but ensuring that the items are not more vulnerable or more valuable than is reasonable for the purpose intended. For example, it is perfectly permissible to fetch out the Gutenberg Bible, but if the issues being explored can be done with a less important book, then they should be.
115. For seated seminars in the usual authorised venues a local academic host and one member of the University Library staff are required (who does not need to be a member of Special Collections curatorial or Conservation and Collections Care staff). For more mobile groups or events at which more than ten items have been fetched out, the same protocols as for VIP visits should apply. A curatorial volunteer may take the place of University Library staff with the authorisation of the relevant head of department.

TEMPORARY STORAGE OF COLLECTION ITEMS WHEN IN USE BY STAFF

Purpose

116. This section sets out how staff should store Special Collections items that are issued to them. The policy is intended to minimise risk to the collections while they are in use by staff, and to ensure that items are easily retrieved if they are needed by a University Library reader. This policy should be read in conjunction with the previous section, 'Staff Use of the University Library Special Collections'.

Storage

117. Only staff who have been authorised by a relevant Special Collections Head of Department, the Head of Special Collections, or Deputy Director for Research Collections are permitted to take collection items to their workstation. Staff must only order material to their desks that falls within the responsibility of their own department.
118. During use at workstations items must be stacked flat in small, neat piles, or shelved upright so that they do not topple over. Nothing should be placed on top of them and they must be closed when not in use. So far as reasonably possible, they must be kept in classmark order so that they can be found easily if required. Items from the lending collection must be kept separate from Special Collections material. Collection items must never be placed on the floor.
119. Senior staff can require that workstations are cleared of large quantities of unprocessed material, personal effects, &c. when this appears to compromise the effective operation of this policy on the temporary storage of accessioned collection items. Where this is impractical in processing departments outside the Special Collections Division it may be necessary to rescind permission to order Special Collections items to those areas for reasons of security.
120. The security of an item is the personal responsibility of the staff member who ordered it. No collection item must be left unattended by the person who ordered it at any time and items must not be left unattended in an office where other staff are working, other than in exceptional circumstances (e.g. in the event of an emergency evacuation, if answering a brief reader enquiry in a reading room next to the workstation or for toilet breaks), or where special permission has been obtained from the Deputy Director for Research Collections (e.g. in recognition of exceptional business circumstances). In all such cases staff must exercise judgement based on the nature and value of the collection item.
121. During the working day, unattended items must be placed in an approved lockup while the staff member who ordered them is away, for example during refreshment breaks or if the staff member leaves their desk. This must be either the usual lockable overnight storage or a lockable cupboard in the workroom or office which has been specifically approved for this purpose by the Head of Special Collections. It is recognised that this might not always be possible for items ordered as Departmental orders under 67(A), where e.g. items have been set up for on cradles or workbenches for digitisation or conservation work.

122. At the end of each working day, all collection items must be stored in the lockups behind the Manuscript or Rare Books counters, the Digital Content Unit secure storage area, one of the two safes in the Conservation and Collection Care Department, or comparable stores approved by the Deputy Director for Research Collections, unless permission has been obtained from the Deputy Director for Research Collections or Head of Special Collections for collection items to be kept out (e.g. for conservation work in progress where moving the items would cause damage)
123. Special Collections items ordered to other departments must be stored under lock and key in conditions which the Deputy Director for Research Collections has approved as being comparable to the lockups. Where this is not available, items must be returned at the end of each day to the Manuscripts or Rare Books lockup. Staff outside Special Collections departments are reminded that it is not permitted to order manuscripts or pre-1800 books to their work stations (see the section on *Staff Use of the Collections*). These items must be consulted in the prescribed reading rooms.
124. Collection items must be surrendered immediately if they are needed by a reader, unless they are in process of conservation or digitisation. It is the responsibility of staff to ensure that this is possible at all times, and to ensure that the paper trail is updated as appropriate.
125. All Collection items in temporary storage must be returned to their proper place as soon as staff have finished with them. The 'just in time' principle must always be applied. Heads of Department are responsible for challenging anything which goes against the spirit of this.
126. Special Collections items must not be placed in clothing lockers, desk drawers, or other locations that authorised members of staff are unable to see into or access under any circumstances.
127. Designated Restricted items (i.e. items not usually fetched for readers without the approval of Head of Department or above) must always be read in their usual reading rooms, except with the explicit approval of the relevant Head of Department, Head of Special Collections, or Deputy Director for Research Collections. A spreadsheet is retained listing these items.
128. Heads of Department are responsible for ensuring that these rules are adhered to.
129. All issues relating to temporary storage of Special Collections material are subject to challenge or review by the Head of Special Collections or the Deputy Director for Research Collections.

CLOSED CIRCUIT TELEVISION

Purpose

130. This section is a statement of the University Library's intention in using CCTV and the uses to which such information will be put to reduce a range of risks to collections.

System purpose

131. Cambridge University Library employs Closed Circuit Television (CCTV) for the purposes of Safety and Security including the prevention and detection of crime. CCTV installations are strictly limited to those areas where they are justified on these grounds.
132. The system is not used for management purposes, such as locating staff or remotely monitoring their performance.
133. The University's Code of Practice is available at https://www.em.admin.cam.ac.uk/files/university_of_cambridge_cctv_code_of_practice_-_2018-19_2.pdf

Access to images

134. Access to live images from the CCTV systems is limited to selected Facilities Management staff whose roles explicitly include a security function and to staff in those reading rooms with live monitors.
135. The right to access the CCTV interface and view/download archived footage is limited to members of the Facilities Management team.
136. Where criminal activity is suspected images may be downloaded and shared with:
- University Security
 - The Police
 - Senior specialist staff, when this is necessary to for the resolution of any unresolved issues.

System administration

137. The CCTV system is managed on behalf of the University Library by the University's approved contractor Chubb Fire and Security.
138. The CCTV system's coverage is limited to the University Library's grounds. The system is incapable of viewing any public areas beyond the University Library's grounds or private residences. After a period of 30 days has elapsed recorded footage is automatically deleted by the system.
139. This policy may be made available to the public on request, all enquiries concerning the University Library's use of CCTV should be directed to: Security Supervisor, Cambridge University Library. security@lib.cam.ac.uk.

STAMPING AND MARKING SPECIAL COLLECTIONS MATERIAL

Purpose

140. This section outlines how staff should stamp Special Collections material to indicate ownership. The protocol is intended to minimise the risk of theft by acting as a deterrent, and also to facilitate the return of collection items in the event of loss or theft

Rare books, antiquarian maps and antiquarian music

141. Rare books are stamped on accession in ink on the verso of the title page, page 17, and the last printed page. The verso of plates may also be stamped. Staff should exercise discretion as to (a) whether it is reasonable and proportionate to stamp all plates, and (b) whether it is possible to stamp plates without disfiguring the plate to an unacceptable degree. Bound atlases are stamped on the title page where applicable, and the verso of plates may also be stamped, subject to the same provisos as for rare books. Maps are stamped on the back and in the centre. If the paper is very thin and fragile there could be a risk that the ink may show through to the front of the map, in which case the stamp can be placed at the bottom.
142. Classmarks are written in pen on the inside of the front board. Barcodes and spine labels are not used.

Exception

143. Staff should apply discretion in processing current accessions of ordinary modern printed books, maps and music. These may be stamped on the title page only, in accordance with standard University Library practice, even when this material is held by departments located for managerial purposes within the Special Collections Division.

Archives and manuscripts

144. Archival material and manuscripts must be labelled as soon as they are accessioned. They are stamped in a similar way to rare books, antiquarian maps and antiquarian music, with an accepted recognition of greater diversity of practice allowing for the wide variety of physical formats involved. Bound volumes are stamped near the front and on one or more internal pages, depending on the extent of the volume. It is recognised that for archival material (as for all Special Collections material), the ownership and security of material is also addressed through accessioning, labelling and the provision of high-quality metadata.
145. Cataloguers may do small quantities of stamping as they work on a collection, as appropriate, but larger stamping projects are undertaken by assistants based in the Manuscripts Reading Room, at the request of cataloguers and under the direction of the Superintendent. The Keeper of Archives and Modern Manuscripts exercises oversight, and will take a risk-based approach. Stamping usually follows cataloguing, and is not done at the moment that material arrives in the building.

Retrospective coverage

146. Since the University Library's collections have been assembled over many centuries, we recognise that some collection items may have been stamped historically in ways no longer in accordance with current practice, and sometimes not at all. A risk based approach is taken. A register of unstamped material is held by the Department of Archives and Modern Manuscripts, and a prioritised programme for retrospective stamping is under way, where appropriate. An annual report of progress is made to the Security Strategy Committee. Unstamped material can be issued to readers, provided that special arrangements are put in place to ensure that it is read under especially close supervision, proportionate to the item's significance and value.

Material on deposit

147. Material on deposit from third parties is not stamped.

Historical ownership marks

148. The Department of Rare Books and Early Manuscripts maintains a record of historical forms of ownership marks used by the University Library, including bookplates, ownership stamps, and characteristic ownership inscriptions and shelf marks. This is detailed but given the scale of the collections we recognise that it is not comprehensive. The record is reviewed and updated when previously unknown ownership marks are identified.

RECORDING AND REPORTING ITEMS MISSING FROM THE SPECIAL COLLECTIONS

Purpose

149. The purpose of this section is to set out the actions to be taken when items are found to be missing from the collection and what ‘missing’ means. A separate policy document exists summarising the formalised rolling programme of inspection for Special Collections, and procedures for an ensuing report to the Syndicate (in development).

Inspections

150. The University Library has a rolling programme of Inspections for its Special Collections which is a structured ‘stocktake’ of item locations, undertaken jointly by at least two members of staff at a time. Prioritisation of items for inspection is by Heads of Department under the supervision of the Deputy Director, Research Collections and/or the Head of Special Collections.
151. The Security Strategy Committee will receive and approve the proposed programme of inspection annually, and the results will be reported back to the Committee at the earliest meeting following each inspection after the results have been processed.

Items found not to be in place on the shelf

152. The following procedures have been agreed for the recording and reporting of Special Collections items found not to be in place on the shelf.
153. Special Collections departments responsible for reading rooms keep local spreadsheets in an agreed standardised format of items reported as not in place in the course of operations.
154. An integrated and definitive record copy of the spreadsheets is kept and maintained by a Special Collections officer with designated responsibility for this aspect of collections security (usually Grade 9 or above, nominated by the Security Strategy Committee). This spreadsheet is used as the basis for onward reporting.

Process for reporting and searching for missing items

155. If an item cannot be found in the correct place on the shelf, it must be reported immediately to the reading room superintendent on duty (or Head of Department for those departments without a reading room superintendent) and an immediate search must be made (i.e. searched for immediately, later the same day, or first thing the next working day when discrepancies come to light during late opening or on Saturdays).
156. If the item is still not found, it must be recorded as out of place immediately on the standardised departmental spreadsheet.
157. All such items must also be reported immediately to the Head of Department (i.e. the same day), who will report these to the Head of Special Collections and Deputy Director, Research Collections, i.e. it is expected that any items of high value or of

special cultural significance are reported immediately to the Head of Special Collections and Deputy Director, Research Collections, who will then inform the Librarian and instigate a formal investigation, as appropriate (see below). Heads of Department exercise their professional judgement as to significance, but in case of doubt, the default option is to escalate immediately.

158. After the initial search, three more searches must be made (i.e. four searches overall) over a three-month period. Areas to search include but are not limited to:
 - normal shelving position and surrounding area
 - cognate shelfmarks where it is obvious that there is potential for mistakes (e.g. misreading 7 as 1, or D*.1.17 as D.1.17).
 - normal allocated reading room and reserve shelves
 - Conservation and Collection Care
 - Digital Content Unit.
159. Items are declared officially missing after four searches. A clear record will be kept after each search of precisely which areas were searched, by whom, and when. A coversheet will be created documenting the search, which at the end of the final search will be lodged in place of the missing item.
160. Officially missing items are indicated as such in class catalogues (running number circled in pencil), hand-lists and online catalogues as appropriate. A place marker is put on the shelf for the missing item, alongside the coversheet documenting the search (if the item is subsequently found and re-shelved, this place marker will also alert staff to the need to update records accordingly).
161. If an item is subsequently found, records are amended accordingly. The item is not deleted from the departmental spreadsheet, but a note is made to say that the item has been found. Coversheets are removed from shelves, but are retained for records.
162. Every three months, the latest versions of the departmental lists must be submitted to the designated Special Collections officer for forwarding to the Security Strategy Committee. The Security Strategy Committee will scrutinise the lists and produce a report for the Leadership Team. These reports contribute to the annual security audit presented to the Library Syndicate.
163. For restricted items and any others of high value or special cultural significance, thorough searching is carried out immediately (not over a three-month period).
164. Where theft is suspected, missing items are reported to the Librarian, Leadership Team and Police and national/international security networks are alerted. This will include the Art Loss Register. For restricted items and any others which are or may be of high value or special cultural significance, this will occur immediately.

Items not returned to the reading room desk at the end of the day

165. The system in place for issuing Special Collections items to readers in the reading rooms has a built-in security check to ensure that all items are accounted for at the end

of each day. Slips for items issued to readers are kept in a file by reading room staff and given back to the reader when they return/reserve an items. Therefore the file must be clear of slips at the end of each day and it is the responsibility of reading room staff to check and confirm this.

166. Any slips remaining in the file flag up a potential security issue and are reported and investigated immediately (or the following workday morning for late duties).
167. An immediate search is made, to include but not limited to:
 - normal shelving position and surrounding area
 - cognate shelfmarks where it is obvious that there is potential for mistakes (e.g. misreading 7 as 1, or D*.1.17 as D.1.17)
 - normal allocated reading room and reserve shelves
 - reshelving trollies
 - Digital Content Unit
 - Conservation and Collection Care
 - Special Collections staff offices.
168. The Head of Department, Head of Special Collections and Deputy Director, Research Collections must be informed immediately as appropriate. Where theft is suspected, missing items are reported to the Librarian, Leadership Team and Police and national/international security networks are alerted. This will include in all cases the Art Loss Register.

COLLECTIONS SECURITY FOR EXHIBITIONS

Exhibition installation

169. All objects intended for use in an exhibition should be signed out by the Exhibitions Conservator using the exhibitions account for the term of the exhibition preparation and display.
170. The Head of Exhibitions and Public Programmes/Exhibitions Co-ordinator will supply the relevant Head of Department with a record of all items on display so the catalogue can be updated.
171. Prior to an exhibition opening The Head of Exhibitions and Public Programmes/Exhibitions Co-ordinator should supply the Facilities Manager and Head of Special Collections a list of any items of high value (£100,000+)/or any items of religious or cultural significance in order to update the risk assessment and discuss possible extra security measures.
172. During installation days objects for display should be moved directly from the Conservation Studio, or from the closed stacks, through the Milstein Seminar Room to the Milstein Exhibition Centre by a competent person under the supervision of the Exhibitions Conservator.
173. Only a small numbers of objects should be taken to the gallery for installation at a time.
174. All display cases are must be locked and secured as soon as the objects are installed.
175. During exhibition installation access to the Milstein Exhibition Centre will be limited to a dedicated installation team.
176. The Head of Conservation, the Exhibitions Conservator, the Head of Exhibitions and Public Programmes, and the Exhibitions Co-ordinator will agree members of the installation team before the install begins.
177. The doors leading from the Milstein Exhibition Centre to the Entrance Hall and the door from the Milstein Seminar Room will be closed with appropriate signage.
178. No members of the public shall be allowed access to the Milstein Exhibition Centre during installation. No members of the public shall be allowed access to the Milstein Seminar Room without discussion with the Exhibition's Conservator or Exhibition's Coordinator.
179. Library staff, other than the installation team, wishing to enter the Milstein Exhibition Centre during installation will need to agree this with the competent person in charge of the installation on that day.
180. Objects for installation in the exhibition must never be left unattended in either the Milstein Exhibition Centre or the Milstein Seminar Room.

181. In the event of an emergency evacuation taking place during installation, all staff should leave the building immediately in line with emergency evacuation protocols and lock all doors to the Milstein Exhibition Centre and Milstein Seminar Room on departure.

Objects on display

182. The exhibition space will be monitored by CCTV.
183. The exhibition layout will be discussed with the Head of Security prior to opening to establish case positions and ensure line of sight for cameras.
184. All items in the exhibition will be secured in an alarmed case, or individually alarmed.
185. A limited number of competent individuals will have access to the case and each person issued with an individual code. The Head of Security will be the only person with access to all the codes. The list of people who are permitted to have access to the codes, and what the codes are, will to be reviewed annually and the list will be submitted to the Security Strategy Committee for approval.
186. The case alarm keypad will be located in a non-public area of the library.
187. Members of the Conservation team will undertake inspection of the exhibition on a regular basis to ensure the good condition of the items on display.

APPENDIX

Definition of Special Collections used for Arts Council Designation

“The collection includes archives and manuscripts on clay, bone, bark, papyrus, palm leaves, animal skin and paper, rare printed books, and maps and music in both manuscript and printed form. It also includes some objects, audio-visual material and photographs in various formats such as lantern slides, negatives and glass plate negatives, prints and albums.

- 1341.77 cubic metres of **archives and modern manuscripts**, including scientific collections, business archives, literary manuscripts, religious, ecclesiastical and theological archives, the records of the University and political papers.
- some 2,000 **western medieval manuscripts**, from books that were in the original University Library before the invention of printing [in Europe], to volumes acquired over subsequent centuries.
- over 1,000 **Hebrew manuscripts**, comprising one of the world’s most important collections, built up over five hundred years.
- over 5,000 Islamic manuscripts dating from the origins of Arabic scholarship in Cambridge in the 1630s when the University founded a Professorship in Arabic and William Bedwell donated a Qur’ān to the Library.
- more than 1,600 **South Asian manuscripts** in Sanskrit, Prakrit, Pali, Tamil and other ancient and medieval South Asian languages, produced over more than 1,000 years.
- over 1,000,000 **rare printed books, maps, atlases and music** (primarily pre-1900, but also including certain selected materials after that date designated Special Collections by the Library), including an important collection of 4,650 incunabula, including 134 unique items, an outstanding collection of 16th-century books printed on the continent of Europe, and extensive holdings of early music editions including fine collections of 16th and early 17th-century part-books.
- 3,015 **early Chinese books** and some 2,500 **early Japanese books**.
- large individual collections including the **Royal Commonwealth Society Library** (comprising over 300,000 printed items, over 800 archival collections and over 120,000 photographs), and the **Taylor-Schechter Genizah Collection** (193,000 medieval Jewish manuscript fragments).”