

## VISITS TO PULLMAN LIBRARY

Restrictions are based on security and safety concerns.

**IRM does not own** the bulk of the collection and we are contractually required to restrict access, file licenses, charge for copies and create customer records. We have been audited on these aspects. Too, irreplaceable items ***have*** “walked away” or have been damaged – often by Museum members who didn’t understand the implications.

While the Library may appear to be safe, modifications and movements are ongoing. There may be items on the floor, carts or lifts running around, items coming off high shelves (and sometimes, not entirely in a controlled manner), drawers may be partially opened, etc. – it’s like any shop at the Museum. Safety is a major concern and those unused to a shop are inherently susceptible to injury or in being the agent for damage and destruction.

The Library fulfills orders for external customers, often on very short notice. Volunteers may not be able to take time to escort visitors (i.e., any non-Library Volunteer). Many of these requests require research and communication.

There are basically four forms of visits to the Pullman Library:

1. A 20-minute Tour Visit to provide a general overview of the Collection, usually tailored to specific visitor interests.
2. A day-long Research Visit (nominally 9 AM to 3 PM) with a \$100 minimum order (this means that while there is no charge, the visitor is expected to order at least \$100 worth of document, drawing or image copies.
3. Museum Business Visits and meetings
4. Special Event Tours

The Pullman Library is a closed Archive. Only Library Volunteers are allowed to roam the floor, open drawers or boxes or remove items from shelves. This restriction is based upon a legal agreement between IRM and the Bombardier Corp. (which owns the bulk of the collection). While IRM owns about 35% of the collection, this restriction applies to Visitors of any type (researchers, authors, IRM members, etc.) and none may look for, extract, process or replace any materials.

This is a private nonprofit educational archive. We work to preserve the integrity of the collections and how they are used as an educational resource.

IRM schedules events for a wide variety of groups, including model manufacturers, professional organizations, railroad employees, other museums, auto clubs, war reenactors, etc. The Pullman Library has a vast and eclectic collection and tours can be tailored to specific visitors if we know about such events in advance. We’d also like the opportunity to clean & straighten up the Library, both for IRM’s sake and for safety and security.

Licenses are required for all requests of material (this includes Museum-sponsored “tours”, visiting researchers and other Museums/Archives visitors).

1. Tour Visits

- a. Tour visits are meant to provide a high-level overview of the Library only.
- b. Tour visits must be arranged in advance, otherwise there may not be resources to provide a profitable experience.
- c. Order process, price list, and license documents may be available to continue the order process.
- d. Appointments may be postponed without notice due to unforeseen circumstances. Visits may have to be re-scheduled.
- e. Tour visits are typically available only on Library workdays during work hours (Wednesdays & Saturdays 9am to 3pm)

2. Research Visits

- a. Research visiting parties are limited to 2 researchers.
- b. Visitors must be always accompanied by Library staff.
- c. Usually, the requirements dictate that a minimum of 3 Library volunteers be dedicated to the visit – 1 or 2 accompanying visitors and at least 1 locating and processing materials of interest.
- d. Note that in some cases, immediate gratification is not possible. Materials may need research to find and time to process and as a result it may take days, weeks or even months to complete fulfillment.
- e. Visitors of any type (researchers, authors, IRM members, etc.) may not look for, extract, process or replace any materials.

3. Museum Business Visits and Meetings

- a. Most of the Library restrictions apply to all visitors.
- b. Unaccompanied “tours” (of Museum staff with external visitors) are not allowed – see Tour Visits.
- c. Meetings and requests from Museum Volunteers and Staff should follow the respective Visits – prior notice is very much appreciated and, while we will attempt to fulfill requests, that may not be possible, and alternative arrangements will have to be made.

4. Special Event Tours

- a. Most of the Library restrictions apply to all visitors.
- b. We need advance notice to schedule enough Volunteers to maintain security and safety.
- c. Requests may be filed, but immediate gratification may not be possible.