

St. Helens Archive Service

Remote Enquiry Policy

1. Introduction

St Helens Archive Services welcomes enquiries from all sections of the community and beyond including members of the public, researchers, council colleagues and stakeholders who wish to satisfy their informational needs. St Helens Archive Service is aware that not all stakeholders are able to visit the Search Room in person and welcomes remote enquiries submitted by telephone, email or letter. This policy sets out the guidelines for remote enquiries and outlines available research services.

2. Remote Enquiries

- 2.1. Enquiries will be dealt with in order of receipt and responded to as quickly as possible (written enquiries will be responded to within 7 days after receipt).
- 2.2. Information on the service and resources held will always be given free of charge, however if an enquiry involves more than 30 minutes of staff time, and may include accessing original archives, microfilm or secondary sources, there will be a charge. A copy of the current Fees and Charges will be made available on request.
- 2.3. After the initial 30 minutes, research fees are £20.00 per hour for subsequent hours or part thereof.
- 2.4. An estimated cost of research work will be given to the enquirer in advance. Scanning, photocopies and postage are charged at the current rate. Payment should be made in advance and on submission of a signed Conditions of Usage form. St Helens Archive Service reserves the right to not supply copies based on the status or condition of the original material.
- 2.5. Enquirers will receive a written response giving details of the sources searched, an account of the information found and suggestions for other avenues of research that might be helpful. Results of a search may sometimes prove negative; however, no refund can be given for staff time. St Helens Archive Service cannot accept legal responsibility for any interpretation that may be put on the information supplied.
- 2.6. St Helens Archive Service accepts payment by cash, card or cheque. Cheques should be made out to St Helens Council.
- 2.7. Due to limited staff resource, some enquiries may need to be carried out by external researchers. In this instance, the user will be informed and will be provided with the contact details of individuals who are able to carry out research on their behalf. Costs for this research will be agreed between the two parties.

3. Review

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