

Worcestershire Archive and Archaeology Service

Policy on Answering Archive Enquiries

The Worcestershire Archive Service aims to offer assistance in research, to assist with specific enquiries and to provide information about our holdings with the aim of encouraging a personal visit to The Hive.

Information on our service and resources held will always be given free of charge, however if the search involves accessing original archives, microfilm or secondary sources there will be a charge.

The charge will cover a search for items which may include the following:

- An entry in a parish register
- An entry in an electoral register
- An entry from a website such as Ancestry
- A specific report in a newspaper
- An entry in a vehicle license register
- A specific will

As the charge is for staff time, rather than for the copies, there will be no refund if the search is unsuccessful. However in the event of successful search a copy and postage will be included in the charge.

Work will be undertaken when specific information is given to guide the search, including names, places, dates and reference numbers as appropriate. Details of the Research Service will be provided if this information is not supplied.

Requests for copies or searches will only be taken to a maximum of 30 minutes of staff time. Copies cannot be provided under the following circumstances:

- If they are protected under copyright law
- If copying will damage the original
- If the item is subject to Data Protection or other restriction

All written enquiries will be responded to within 7 working days.