

Frequently Asked Questions about phase one re-opening of Archives

Q. Can I buy food and drink?

A. The café will remain closed. You are welcome to bring and drink with you, but all food must be consumed outside the building in accordance with Hive regulations and there will be no food or drink allowed in the searchroom.

Q. Are there toilets available?

A. The disabled toilet on level 2 has been allocated for the use of our customers. The disabled toilet on level 1 is also available. Toilets are cleaned every 30 minutes.

Q. Will I have to wear a mask?

A. Yes, masks are now a requirement in all heritage venues.

Q. Can I wear latex gloves?

A. These are not appropriate for use with archives. You may wear cotton gloves if required. These will be laundered after each use.

Q. Can I bring in my hand sanitiser?

A. No liquids are permitted in the searchroom, but sanitiser stations are provided throughout the building.

Q. Should I arrive early to sign in?

A. The barrier to level 2 will be only be opened at 10.30. Should you arrive early library staff may ask you to kindly wait outside to enable social distancing.

Q. Can my colleague/ friend sit with me?

A. We can only accommodate one person per booking. If you have special assistance requirements, please let us know in advance.

Q. My colleague has also made a booking, can we consult the same material.

A. Unfortunately not, all archives must be quarantined for 72 hours between visits. Your colleague will be able to view them after that.

Q. Can I get an Archive Card on the day?

A. To avoid unnecessary handling we would ask that you apply for your archives card in advance. We will then be able to log your visit.

Q. How often is the area cleaned?

A. The area will be cleaned at the end of each session. Cleaners are circulating in the building regularly cleaning touch points.

Q. Is the area well ventilated?

A. Very! You may need to bring a jumper with you.

Q. Can I still buy a photograph permit?

A. Yes, but payments by card only please.

Q. If there is space can I turn up on the day?

A. All bookings must be made at least one week in advance with full reference numbers given. This is so that staff can check that everything is available for issue and got out in advance. There will be no production of documents on demand.

Q. Can I amend my booking?

A. Yes, your booking can be amended up to one week in advance. If you would like to make changes to the items, you are ordering please contact us through our [enquiry service](#) to ensure that the changes are picked up. We would politely ask that any changes are kept to a minimum.