

Worcestershire Archive and Archaeology Service Policy on Answering Archive Enquiries

The Worcestershire Archive Service aims to help 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.

- £10 for a single look up/copy from microfilm where full references and dates are provided. This charge will cover a search for items which may include the following:
 - An entry in a parish register
 - An entry in an electoral register
 - A specific report in a newspaper
 - An entry in a vehicle license register
 - A specific will
- £25 for a 30-minute search which could include up to 3 microfilm copies.
- £45 per hour for a more involved search which could include up to 6 microfilm copies, (subject to a maximum of 2 hours staff time) You will be sent an appraisal of what collections were searched within the time and any results relating to your request.
- Where there needs to be copying of original documents a separate quote will be provided by our digitisation service.
- More complex or involved searches will be referred to the research service.
- Due to the number of enquiries received repeat enquirers may also be referred to the research service.
- As the charge is for staff time, there will be no refund if the search is unsuccessful.
- Professional services such as transcription, palaeography or any interpretation of documents will be charged at £54 per hour rate. Please see website for full details of our services.

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.