



Gateway to  
the history  
of Shropshire  
and Telford

## SHROPSHIRE ARCHIVES STANDARDS OF SERVICE INFORMATION SERVICES FOR ON SITE AND REMOTE USERS

### ***SERVICES FOR ON SITE USERS***

#### **Visitors to Shropshire Archives will receive:**

- Relevant assistance/advice about how to obtain the information they need.
- Access to all sources except where legal or preservation constraints exist. In order to use original archive sources, visitors must hold one of our Readers' Tickets. These can be obtained on arrival.
- Help with using equipment including microform readers and computers depending on the availability of staff.
- Help with using all finding aids whether manual or IT indexes/databases.
- Help in understanding source material including a reasonable amount of palaeographical advice depending on the availability of staff.
- Copies if required, within the Service's rules (see below).
- Advice about source material in other offices if appropriate.
- Written guidance on the most frequently used sources and a general introduction to the Centre will be available.

#### ***Staffing***

Generally the staffing on the counter is as follows:

Counter and reception	1 professional
	1 senior assistant
	1 assistant
	1 production assistant

At lunchtimes this will be reduced.





- Photocopies and printouts are usually done on demand. During busy periods, however, requests for small numbers of copies may be taken on the appropriate form and copies sent onto customers. On these occasions the extra charges for postal copies and postage will not be made.
- We are not able to undertake large orders immediately and customers may be required to collect the copies at a later date or pay for the postage. This is usually the case on Thursday evenings.
- Prices are revised on an annual basis and include a reduction for those under 16 years of age. Credit cards are accepted for orders totalling £5 and over.
- Staff time in assisting users with detailed reprographic requests may be charged for.

## ***SERVICES FOR REMOTE USERS***

### **Telephone enquiries**

- During opening times enquiries are received by reception. At busy times, an engaged tone or recorded message may be received.
- On Mondays and Tuesdays calls will generally be answered by an answer machine allowing urgent messages to be left and requesting customers to ring back during opening hours.
- Enquirers with complex requests will be encouraged to write in.
- Any enquiry requiring research ie more than looking briefly in one source, will be dealt with in the same way as postal, fax and e-mail enquiries. We prefer to respond by letter or e-mail rather than by telephone, except for local calls.

### **Postal, fax or email enquiries**

- We aim to answer or acknowledge all postal, fax or email postal enquiries within 10 working days.
- Basic queries regarding bookings, the availability of documents and general advice on types of records held will be answered free of charge.
- Due to the large amount of enquiries we receive each day, we are only able search for information within documents for free for a limited time. We can undertake one basic search per person, looking in one source and taking no more than 10 minutes.
- For detailed searches and for additional requests, enquirers will be asked to use the paid Research Service.

### **Reprographics Services**

- See above. All postal requests including copying are subject to a minimum handling charge.

### **Research Services**

- The Research Service will search all sources held by Shropshire Archives and provide information on sources held elsewhere.
- Enquiries will be acknowledged within 10 working days and answered within 4 weeks.

- The Service also provides a specialised research service for business and commercial use.

### **Web site**

- Information on the web site will be maintained and kept up to date.
- A programme of improvements to the site will be reviewed every 6 months.

### **CONSULTATION**

- For details of the consultation process for this service please see the Service Level on Marketing and Consultation.

### **MONITORING AND EVALUATION**

- For details of the monitoring and evaluation of this Service please see the Service Standard on Statistical and performance monitoring.

If you have any comments about these standards please contact:

Shropshire Archives, Castle Gates, Shrewsbury SY1 2AQ,  
tel 01743 255350, fax 01743 255355,

e-mail: [archives@shropshire.gov.uk](mailto:archives@shropshire.gov.uk), web site: [www.shropshirearchives.org.uk](http://www.shropshirearchives.org.uk)

### **Supporting Documents**

- Access policy (in progress)
- Photocopying rules
- Price lists
- Research Service information
- Complaints procedure
- Ordnance survey plans for planning information
- Numbers of complaints and compliments