

Lancashire Archives

inspiring people and communities to explore their heritage; promoting and continuing to collect Lancashire's archives while preserving them for everyone to use and enjoy, now and in the future

Access Policy

Access Policy Statement

Lancashire Archives collects and preserves archives and documents to provide a unique resource for everyone interested in Lancashire's history and people.

We recognise the diversity of people and communities and welcome everyone, including people from outside Lancashire. We seek to identify and eliminate all forms of discrimination and are committed to promoting equality of opportunity in all aspects of the service. We want to make our information and services more accessible to the people we serve.

Access to the building

We provide direct public access to Lancashire's archive collections, free of charge, and without the need for an appointment or reservation, in the public searchroom of the Lancashire Archives building in Preston. Staff help visitors to find the information they need and can assist in reading and interpreting the documents.

The building is fully accessible for disabled people. There is a loop system to assist those with a hearing impairment, and text enhancement facilities for people who find it difficult to read some of the archive material.

It is open to the public for at least 42.5 hours per week, at the following times:

Monday	9.00am-5.00pm
Tuesday	9.00am-8.30pm
Wednesday	9.00am-5.00pm
Thursday	10.00am-5.00pm
Friday	9.00am-5.00pm
Saturday	(second Saturday of each month) 10.00am-4.00pm

Access details

Lancashire Archives
Bow Lane
Preston
PR1 2RE

Phone: + 44 (0)1772 533039

Email: record.office@lancashire.gov.uk

Website: www.archives.lancashire.gov.uk

Access to the archive collections

We provide direct public access to the archive collections in accordance with our *Collections Management Policy* our *Access Standard*, our *Searchroom Rules* and relevant legislation [see statutory framework *below*]

We make archive collections available to people who

- hold a current County Archive Research Network (CARN) ticket
- have completed and signed the Register of Visitors
- agree to comply with the *Searchroom Rules*

We make archive collections available unless

- there is a statutory exemption prohibiting access
- the owner of the collection has placed a restriction on access
- access is likely to cause physical harm to the archives
- there is a surrogate or other alternative copy available

People visiting Lancashire Archives in person to use the archive collections may:

- use a variety of guides, lists and indexes to identify archive collections which may assist their research
- research original archive material
- use surrogate copies of archives held here or elsewhere
- use the extensive Lancashire Printed Collection to provide secondary source material to enhance their research
- access the internet free of charge in connection with their research
- consult staff about the archive collections, research skills, and other avenues of research
- order copies of archive material (for a fee)
- take their own photographs of archive material (for a fee)

Access to the archive collections from a distance

We respond to enquiries about the archive collections received by letter, email and telephone in accordance with our Access Standards and Lancashire County Council's published *Customer Charter*.

People wanting to use Lancashire Archives collections from a distance may:

- view our website to find information about the service and the archive collections and to search lists and indexes online
- search our online catalogue, LANCAT, to identify archive collections which may assist their research
- search the A2A website to identify Lancashire archive collections which may assist their research
- view some Lancashire records online through *Ancestry*
- write, email or telephone with an enquiry about our archive collections or for general information about the service
- write, or email to request copies of archive material
- choose to employ a record agent from our published list to carry out research on their behalf

Access to copies of material from the archive collections

We supply copies of material in accordance with our *Copying Policy* and relevant legislation.

We supply copies of archives to people who

- have received a quotation for the cost of the copies and have paid in advance for all the copies they require
- have completed and signed a copyright declaration form for each item requested

We make and supply copies of material from archive collections unless

- there is a statutory exemption prohibiting copying
- the owner of the collection has placed a restriction on copying
- copying is likely to cause physical harm to the archives
- copying is likely to cause an infringement of copyright legislation

Access for groups of people

We welcome visits from groups of adult learners, community groups or leisure interest groups and welcome enquiries from schools, colleges and universities. Access is provided in accordance with our *Education and Learning Policy* and our *Guidelines for Group visits*.

We do not usually charge for group visits but we usually require a minimum number of people to take part, and welcome donations towards the cost of providing this service.

Access to archives containing personal information

We deal with subject access requests under the Data Protection Act and requests for information under the Freedom of Information Act in accordance with relevant legislation and Lancashire County Council procedures. We refer the request to the appropriate data controller or information officer and inform applicants about the progress of their requests.

Where access to information from records not yet fully open is granted by the data controller or information officer, we may supply copies of the information for a fee.

Lancashire Archives works within the following legal framework:

STATUTORY FRAMEWORK

Local Government (Records) Act 1962

Local Government Act 1972: s224 and 226(5)

Local Government (Access to Information) Act 1985

Public Records Act 1958 (especially s3(6) and s4(1)) as amended 1967

The Law of Property (Amendment) Act 1924

Church of England Parochial Registers and Records Measure 1978, amended 1992

Manorial Document Rules, 1959-67;

Tithe Act 1936

Tithes (Copies of Instruments of Apportionment) Rules, 1960-1963

Data Protection Act 1998

Freedom of Information Act 2000

Representation of the People Act 2000

Environmental Information Regulations 2004

Equality Act 2010

Access Standards

Lancashire Archives aims to meet The National Council on Archives PSQG *Access Standard 2006*. We are committed to giving a high standard of service at all times in accordance with Lancashire County Council's published *Customer Charter*.

If you visit Lancashire Archives in person we will:

- be friendly and helpful at all times
- inform you of relevant policies, procedures and charges
- protect your personal data in accordance with the Data Protection Act
- provide lockers for the security of your personal possessions and papers that are not allowed into the secure area of the searchroom
- provide lists, indexes, guides and reference books to help you identify, use and understand the records you need
- assist you to identify the records you need to consult, and do our best to answer your questions
- provide professional advice about the archives we hold and how to use them for your research
- produce documents on demand throughout the day until 30 minutes before closing time, aiming to produce documents within 20 minutes of your request or to tell you why we can't
- provide copies of documents for you, wherever possible, for a fee, in accordance with our copying policy and current charges, or explain to you why an item is unsuitable for copying
- give all first-time visitors a welcome pack with information about using our facilities and a feed-back form so that you can provide us with information which will help us to improve our service in the future

If you contact us by letter or email we will:

- respond to your enquiry within 2 working days of receipt (5 for more complex enquiries)
- suggest alternative appropriate avenues of research if we are unable to help
- respond to your enquiry in compliance with relevant legislation

If you contact us by phone we will:

- respond in a friendly and professional manner and tell you to whom you are speaking
- answer basic enquiries at once or phone you back within an agreed time
- invite you to forward more complex enquiries by letter or email, or to visit in person

If you visit Lancashire Archives we expect you to:

- Bring your CARN (County Archive Research Network) reader's ticket each time you visit. You need this in order to use original documents
- Follow our *Searchroom Rules* and sign the visitor's book each time you visit to show that you agree to observe them
- Handle all documents and books with care
- Tell us what you want. We can only help you if you give us enough information to understand and answer your enquiries
- Treat us as courteously as you would like us to treat you
- Help us to improve our service by telling us what we do well and not so well

If you are unhappy with any aspect of our service we want to know

- Please talk to the searchroom supervisor or to the Archive Access Manager, who will try to sort things out
- If you are still not satisfied, please ask to speak to the Archives Service Manager, Mrs Jacquie Crosby; or write to her at Lancashire Archives, Bow Lane, Preston, PR1 2RE (email: record.office@lancashire.gov.uk)
- If you feel that your complaint has still not been resolved please ask for an official Lancashire County Council complaint form
- You can also make any compliments, comments and complaints about our service through the Lancashire County Council website: www.lancashire.gov.uk

Widening Access and engagement

We are committed to widening enjoyment and understanding of Lancashire's archives in all sectors of the community.

We hold a variety of outreach events and exhibitions every year to promote the archive collections and to encourage new people to enjoy and explore their heritage.

We contribute to the wellbeing of our community by providing opportunities for people to 'connect, be active, keep learning, give and take notice' through their engagement with Lancashire's archives.

We welcome interest from the media. Facility fees may be payable and an acknowledgment will be required.

We welcome the views of all our users, potential users and other stakeholders and monitor and evaluate feedback to improve service delivery and to meet their needs. We seek their views in a variety of ways including feedback forms, monitoring forms for new users, focus meetings, and occasional user surveys.

This policy will be reviewed after two years

2007, revised Feb 2014

Approved by the County Heritage Manager 26 Feb 2014