



SERVICE STANDARDS

We endeavour to provide our depositors and users with the highest level of service and are committed to the following:

Acquisition & Preservation of Our Collections

- Actively seeking to acquire and preserve collections relating to the history of Northumberland within the terms of our Collections Policy and making the collections available for public consultation.
- Responding promptly to all approaches relating to the deposit or donation of collections.
- Accessioning all new collections and sending a Receipt and Deposit Agreement to the depositor within 20 working days.
- Providing secure and environmentally controlled storage that meets BS 4971: 2017 – Conservation and Care of Archive and Library Collections.
- Cataloguing collections to international cataloguing standards and making catalogues available online. The timeframe for cataloguing will be determined by our Cataloguing Prioritisation Scheme.

Visiting Our Searchrooms

- Providing supervised searchroom facilities where visitors can consult collections provided that they are in a reasonable state of repair and are not affected by statutory closure periods or restrictions imposed by the owners.

- The provision of advice on sources relevant to your research topic by trained staff.
- Delivering a document to your Research Desk within 15 minutes of the request being made at Woodhorn. If an undue delay is likely to occur, we will keep you informed. Documents held at Berwick-upon Tweed Record Office are stored off-site and must be ordered in advance of your visit.

Reprographics Service

- Providing reprographic services appropriate to the format of the records subject to copyright restrictions, the consent of the owner of the collection and subject to the size and physical condition of the document.
- To despatch your photocopy order (up to a maximum of 100 copies) to you within 5 working days of placement. If your order exceeds 100 copies we will discuss the timescale for processing with you.
- To despatch any other reprographic order to you within 10 working days of placement.

Written Enquiries

- Providing basic information about services and holdings free of charge. More complex queries will be dealt with via our Research Service.
- Providing a response to all written enquiries other than enquiries received via our Research Service (see below) within 10 working days. If your query is a complex one this may be an acknowledgment – you will receive a more detailed response within 20 working days.
- Providing a receipt for monies submitted as payment for work undertaken via our Research Service within 5 working days and at the same time informing you when you should expect to receive a detailed Research Report.

Telephone Enquiries

- Dealing with all telephone calls in a courteous and helpful manner.
- Responding to telephone calls within ten 'rings'.
- Responding to voicemail messages within 5 working days.
- Providing basic advice on sources – if your query is complex we may refer you to our Research Service.
- Where appropriate, we will refer you to other repositories if we do not hold the records relevant to your enquiry.

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