



**Knowsley Council
Customer Services
Knowsley Archives Service:
The ARK (Archive Resource for Knowsley)**

Archive Remote Enquiries Policy

October 2020

Revision date: October 2022

1. Purpose of the Policy

1.1 Knowsley Library Service delivers its archive function through its repository the ARK (Archive Resource for Knowsley) at Kirkby Library. As part of this activity, it receives enquiries from all sectors of the community and beyond, including members of the public, researchers and council colleagues, who wish to utilise the archive collections, resources and materials to satisfy their informational needs.

2.1 Remote Enquiries

- 2.1 Not everyone can make a physical visit to the ARK, so The ARK welcomes remote enquiries submitted by telephone, email, letter, fax or via social media.
- 2.2 Enquiries will be dealt with in order of receipt.
- 2.3 Staff aim to answer simple enquiries as quickly as possible; however it may not be possible to answer a telephone enquiry immediately as finding aids and records may need to be consulted in order to satisfy the request. In this case, staff will take any relevant details, deal with the enquiry in order of its receipt and then respond to the enquirer.
- 2.4 There will be no charge for remote enquiry work received in any format as long as no more than 30 minutes of staff time is used in the process. More detailed, lengthy enquiries may be dealt with by the ARK Research Service in order to provide a full response.
- 2.5 Photocopies and postage will be charged at the current rate. Payment should be made in advance and on submission of a signed Conditions of Usage form. The ARK reserves the right to not supply copies based on the status or condition of the original material.
- 2.6 We accept payment by cash or cheque made out to **Knowsley M.B.C** and we will provide a receipt for all payments received.



- 2.7 The Service will investigate and endeavor to introduce remote payment methods, to be implemented as soon as is practicable.

This policy was approved on 09.10.17 by the Cabinet Member for Public Health, Wellbeing and Customer Services and the Assistant Executive Director (Public Health and Wellbeing) and thereby are adopted by KMBC.
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