



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

Archive Research Service Policy

April 2026

Revision date: March 2027

1. Purpose of the Policy

1.1 Knowsley Archives Service delivers its archive function through its repository the ARK (Archive Resource for Knowsley) at The Kirkby Centre. 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. The ARK Research Service

2.1 Not everyone can make a physical visit to the ARK, so the ARK welcomes remote enquiries submitted by telephone, email, letter or via social media. In cases where the enquiry cannot be dealt with within the free of charge 30 minute period offered, enquirers will be given the option to engage the Research Service.

2.2 Research will utilise the full range of archive collections, books, microfilm and other materials available in the ARK.

2.3 The Enquirer will submit a research request on the form provided. A free, 30 minute assessment will be carried out in order to determine the complexity of the enquiry and to review the appropriateness of the ARK resources.

2.4 Once accepted, from April 1 2026, the Enquirer will be charged at the following rates: The minimum cost is £27.00 and the first hour or part thereof will be costed at £27.00; time can then be purchased in half hour units costing £13.50 each, up to a maximum of 5 hours or £135:

First 30 minutes: Free assessment

On acceptance: 1st hour or part of an hour = £27.00

1 ½ hours = £40.50

2 hours = £54.00

2 ½ hours = £67.50

3 hours = £81.00

3 ½ hours = £94.50

4 hours = £108.00

4 ½ hours = £121.50

5 hours = £135.00

- 2.5 Enquirers will book and pay for time in advance and research will be carried out according to the Enquirer's instructions, as set out in the research request form, until all of the time purchased has been used.
- 2.6 A report detailing the methodology, sources and information found will be provided in the Enquirer's preferred format.
- 2.7 Further research can be booked by opening a new enquiry.
- 2.8 Copies of documents can be ordered, subject to copyright, completion of a Conditions of Usage form and the status and condition of the original material.
- 2.9 Photocopies and postage will be charged at the current rate.
- 2.10 Payment can be accepted by cash and online via Knowsley Council's website where appropriate, and a receipt will be given for all payments received.
- 2.11 Information about accessing the Research Service and payment methods will be published on the Archive Service's website.

3. Limitations

- 3.1 Knowsley Library Service and The ARK cannot guarantee that research will provide the information requested and we are unable to accept any liability for any losses or injury caused by the sharing of any information found.

4. Policy Review

- 4.1 This policy will be reviewed every 2 years or as appropriate, to make sure that it remains relevant and supports the Archive Service.

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 is adopted by KMBC. Revised October 2020, May 2023, March 2024, March 2025, May 2025, April 2026