

Archives Service Level Agreements

Service	Service level agreement	Exceptions/Notes
<p>Archive Reading Room Opening Hours</p> <p>Request to consult items from the collections</p>	<p>To open the Archives Reading Room: Monday, Tuesday, Thursday and Fridays: 10am-1pm, 2pm-4.30pm.</p> <p>To retrieve items within 15 minutes of receipt of a completed Archive Request Slip, during the following times 10am-12.30pm, 2.00-4.00pm.</p>	<p>Maximum of 4 users at any one time. During the College Christmas closure period the Archives Reading Room will not be opened. The Archives will be closed on bank holidays.</p> <p>Up to a maximum of 6 files or 2 microfilms or 1 DVD can be ordered at any one time.</p>
<p>Enquiries</p>	<p>Will be answered within one working week of receipt, per unique enquiry and to the standards outlined in the Archives Reader Services Manual.</p>	<p>A working week is Monday to Friday 9am to 5pm. During the College Christmas closure period the Archives will be closed for an extended period. The Archives will be closed on bank holidays.</p>
<p>Application for copies for research</p>	<p>Orders for up to 10 scanned images and 50 photocopies: Will be processed within one working week of receipt of a completed application form and payment.</p>	<p>A working week is Monday to Friday 9am to 5pm. During the College Christmas closure period the Archives will be closed for an extended period. The Archives will be closed on bank holidays.</p> <p>Larger orders, e.g. more than 10 scanned images or 50 photocopies will take longer, and a schedule will be agreed in advance on a case by case basis.</p>
<p>Permission to publish</p>	<p>Within two working weeks of receipt</p>	<p>A working week is Monday to Friday 9am to 5pm. During the College Christmas closure period the Archives will be closed for an extended period. The Archives will be closed on bank holidays.</p> <p>Requests are processed by the College Archivist.</p>

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