

# Access Policy

## 1. Introduction

### 1.1 Statement of Purpose

- 1.1.1 The Royal Voluntary Service Archive & Heritage Collection (A&HC) seeks to collect, preserve, maintain and make accessible archive and heritage material relating to Royal Voluntary Service and related organisations. The collection forms a continuous and developing narrative, which will be added to in accordance with its collection policy, in order to demonstrate the significance and relevance of Royal Voluntary Service to both the past and the present. The collection will be used by Royal Voluntary Service to publicise the work of the charity, and to provide an educational and heritage resource for the widest possible community.
- 1.2 This policy has been written with reference to the Public Services Quality Group 'Standard for Access to Archives'.

## 2. Access to user services

- 2.1 It is Royal Voluntary Service's ambition to open access to its collection to the widest possible audience, subject to the restrictions set out in section 3.3 of this access policy and the Royal Voluntary Service preservation policy. Royal Voluntary Service however does not have to grant access to its A&HC, excepting its obligations under law.
- ### 2.2 Online access to the collection
- 2.2.1 Royal Voluntary Service maintains a publicly accessible online catalogue of selected parts of its collection, including some digitised content. In addition, web pages charting the history of the organisation and educational resources are also available, along with more information about Royal Voluntary Service archives and heritage collections. These are all available via the Royal Voluntary Service website, [royalvoluntaryservice.org.uk/our-history](http://royalvoluntaryservice.org.uk/our-history).
- 2.2.2 Royal Voluntary Service's website conforms to current accessibility guidelines.
- 2.2.3 All text and images on the Royal Voluntary Service website and online catalogue are for the purposes of non-commercial, private study, and educational purposes only. Any reproduction of material outside these uses will require the permission of Royal Voluntary Service.



## 2.3 Enquiry service

- 2.3.1 Royal Voluntary Service offers a remote enquiry service for users, subject to the conditions set out below.
- 2.3.2 This service is principally staffed by Royal Voluntary Service Archive & Heritage Collection volunteers who will try to complete all enquiries within 20 working days. During busy times however, enquiries may take up to 60 working days to complete, and possibly longer in some cases (see 2.3.7).
- 2.3.3 Up to a maximum of one hour will be spent dealing with an enquiry and Royal Voluntary Service makes no charge for this. Donations though are welcomed.
- 2.3.4 Enquiries can be submitted by completing a form on our website, by telephone or in writing.

**Website:** [royalvoluntaryservice.org.uk/our-history](http://royalvoluntaryservice.org.uk/our-history)

**Telephone:** 01380 730 211

**Write to:** Enquiries, Royal Voluntary Service Archive & Heritage Collection, Unit 1A Bath Road Business Centre, Bath Road, Devizes, Wiltshire, SN10 1XA

- 2.3.5 Copies of archive material are available through the enquiry services, subject to the conditions set out in section 3.
- 2.3.6 Royal Voluntary Service does not impose any limits on the number of enquiries any one user may make in a calendar year. However, enquiries from new users will be prioritised over those from users who have already had an enquiry answered within that calendar year. Additional enquiries from a user may therefore not be able to be answered within the 60 day target stated in 2.3.2.
- 2.3.7 Due to the nature of historical research and the survival of records, Royal Voluntary Service may not be able to answer your enquiry. The enquiry service is only able to conduct research on material held in the Royal Voluntary Service Archive & Heritage Collection, and not that held by other organisations, businesses or institutions. Where possible, enquirers will be directed to other possible sources of information.



## 2.4 Research service

- 2.4.1 Royal Voluntary Service offers a commercial research service to enhance its free enquiry service. Where an enquiry cannot be completed to a user's satisfaction within the hour allocated under the enquiry service, further research can be undertaken at the request of a user.
- 2.4.2 There is a flat rate charge per hour or part thereof for this research service, details of which can be found in section 4 below.
- 2.4.3 Any work requested as part of this service will be discussed and agreed with the user before commencement, including the amount of time spent and any charges.
- 2.4.4 Work undertaken as part of the research service will be completed within ten working days of a request and payment being received, excepting where the amount of work requested exceeds that practically deliverable within those ten working days. In such cases a deadline will be agreed with the user in advance. The work undertaken in the requested time will include all aspects of dealing with your research request, not just the research itself.
- 2.4.5 Due to the nature of historical research and the survival of records, it may be that despite additional paid for research Royal Voluntary Service may still not be able to answer your enquiry.

## 2.5 On site access

- 2.5.1 On-site access to the Archive & Heritage Collection is available to the public by appointment on the first Tuesday and Wednesday of each month.
- 2.5.2 The A&HC is located on the first floor of a rented building. The reading room can only be accessed by a staircase as there is no lift. Readers with mobility issues should contact the A&HC and if necessary we can arrange access at our alternative location at Wiltshire Museum, Devizes, where the same service is available.
- 2.5.3 Due to space restrictions and staffing requirements, on site appointments must be made a minimum of a month in advance. Access to our collections is limited to two researchers each day and visits from new users will be prioritised over those from users who have already visited within that calendar year.
- 2.5.4 All users will be required to provide photographic ID and proof of address in order to access the collection on-site.
- 2.5.5 The use of personal copying devices by on-site researchers is not permitted. Copies of original material can be provided to on site users by the archivist subject to the conditions outlined in section 3.2.
- 2.5.6 Due to Copyright restrictions commercial use of the archive may be restricted and is at the discretion of the archivist. For more details please contact the A&HC using the details in section 2.3.4 above.



### 3. Access to content

#### 3.1 Original material

- 3.1.1 As part of the remote enquiry service, copies of original material held in the A&HC can be ordered, subject to the conditions set out in sections 3.2 and 3.3.
- 3.1.2 The publicly accessible online catalogue provides details of selected items held in the collection, but other non-public finding aids can be consulted by the A&HC enquiry team on users' behalf.
- 3.1.3 Digitised copies of material held in the A&HC are available to view both through the online catalogue and within the pages of the Royal Voluntary Service website (see section 2.2.1).
- 3.1.4 In some instances, users of the A&HC, both remotely and on site, will be expected to use digitised versions of original materials. Requests to view the originals can however be made.
- 3.1.5 Original items are not available for loan except to other museums or archives for temporary exhibition at the discretion of the archivist. For more details please contact the A&HC using the details in 2.3.4.
- 3.1.6 The loan of duplicate items for film/TV or other commercial use is by special arrangement and at the discretion of the archivist. For more details please contact the A&HC using the details in 2.3.4 above.

#### 3.2 Photographic reproduction

- 3.2.1 Copies can be provided for non-commercial and private study purposes for users of the remote enquiry and research services. Copies are provided at the archivist's discretion and are subject to:
- The physical condition and preservation needs of the material
  - Any intellectual property or copyright restrictions
  - Data Protection restrictions.
- Copies are provided without charge. However, any copies provided will be made as part of the free hour provided under the enquiry service. If the amount of copying required runs over this hour, in order to access this material to enable the copying users will be directed to use the paid for research service detailed in 2.4.
- 3.2.2 Copies can be provided for on site researchers for non-commercial and private study purposes subject to the same conditions outlined in 3.2.1 above. Copies for on-site researchers can only be made by the archivist.
- 3.2.3 No copies of material will be supplied without the completion of a copyright declaration form.
- 3.2.4 Copies provided through the enquiry or research service and to on-site users will be subject to the redaction of personal information at the discretion of the archivist, excepting:
- If the request is from the individual in question
  - If Data Protection rules no longer apply.
- 3.2.5 Royal Voluntary Service provides only digital copies of material (in pdf form) excepting where that material is for publication where high quality image files (tiffs) will be provided (see section 3.2.6).



3.2.6 Clean digital copies of material are only made available as high quality image files (tiffs) for the purposes of publication and upon request, subject to the restrictions set out in section 3.3 below. This service is also subject to the acceptance of the terms and conditions and the granting of a licence. There is a charge for this service. A sliding scale of charges, depending on licence type, can be found along with the terms and conditions and an application form on the Royal Voluntary Service website. Further details on charging can also be found in section 4.

### 3.3 Access restrictions

3.3.1 Archive material is open if published or otherwise in the public domain. Other material is open from 30 years after the most recent date on the file or document, but certain restrictions may apply.

3.3.2 The following types of archive material may have restrictions on them:

- Items subject to Data Protection restrictions and other personally sensitive material eg members' record cards, or other materials which include personal details
- Commercial and business confidential records
- Items which are too fragile to be handled safely and which are awaiting conservation
- Unsorted or uncatalogued items which the archivist considers are not yet in a usable format
- Items subject to intellectual property restrictions.

3.3.3 As some material is held in offsite storage, it may be necessary to order it in advance for use by on site researchers. Researchers should give an indication of what materials they wish to research prior to their visit to enable offsite materials to be retrieved.

### 3.4 Use of content

3.4.1 The use of Royal Voluntary Service A&HC content is subject to the following:

- Copyright and intellectual property limitations must be observed and the relevant agreements signed by all users
- Publication of copies of Royal Voluntary Service Archive & Heritage Collection material is subject to the acceptance of the terms and conditions and the granting of a licence
- Publication must include acknowledgement of Royal Voluntary Service
- A copy of any publication reproducing licenced material from the collection must be deposited with the A&HC.



## 4. Charging

- 4.1 Royal Voluntary Service is a registered charity. As such, all charges made by Royal Voluntary Service for services provided by the Archive & Heritage collection are used to cover our costs so that Royal Voluntary Service can best use its resources to accomplish its purpose of: “inspiring and enabling people to give the gift of voluntary service to meet the needs of the day in their communities.”
- 4.2 Royal Voluntary Service makes charges for the following services:
  - Granting a licence for the publication of Royal Voluntary Service materials
  - Commercial research service.
- 4.3 Current scales of charges for these services are available on the Royal Voluntary Service website and are subject to change at any time.
- 4.4 All charges for the services, in section 4.1 above, must be paid in advance, via the methods laid out on the Royal Voluntary Service website. Ordered goods will be dispatched and services completed within ten working days of confirmation of receipt of payment, excepting the circumstances laid out in 2.4.4.
- 4.5 All charges are levied at the discretion of the archivist.

## 5. Outreach and education

- 5.1 Royal Voluntary Service provides online resources for teachers which can be viewed via the Royal Voluntary Service website, [royalvoluntaryservice.org.uk/schools](http://royalvoluntaryservice.org.uk/schools). Unfortunately, the Royal Voluntary Service Archive & Heritage Collection does not currently have facilities for group visits, talks or other educational activities, but it is hoped that this service will be developed in the longer term.



## 6. Comment, feedback and complaints

### 6.1 Comments and feedback

6.1.1 The Royal Voluntary Service Archive & Heritage Collection welcomes comments and feedback on its service. You can write to us using the details in section 2.3.4. Users who wish to leave feedback on the enquiry or research service can do so using our online survey or by writing to us.

### 6.2 Complaints

6.2.1 Royal Voluntary Service aims to maintain high standards in all of its work, but we recognise that we can sometimes get things wrong despite our best intentions. Details of our complaint procedure can be found on the Royal Voluntary Service website at: [royalvoluntaryservice.org.uk/contact-us/making-a-complaint](http://royalvoluntaryservice.org.uk/contact-us/making-a-complaint).

6.2.2 You can make a complaint by telephone, email or in writing.

**Telephone:** 0845 608 0122

**Email:** [generalsupport@royalvoluntaryservice.org.uk](mailto:generalsupport@royalvoluntaryservice.org.uk)

**Write to:** The Volunteer & General Support Manager, Royal Voluntary Service, Beck Court, Cardiff Gate Business Park, Cardiff, CF23 8RP

## 7. Access policy review

7.1 This policy will be reviewed in six months in the light of user feedback and the availability of service provision resources.

**This policy comes into effect:**

1 October 2018

**Date for review:**

1 April 2019

