

University of Worcester Research Collections Policy Statement on Answering Enquiries

The University of Worcester aims to offer assistance in research, to assist with one-off enquiries and to provide information about our holdings with the aim of encouraging a personal visit.

Information will be provided on:

- Relevant sources held in the Research Collections in response to enquiries regarding specific areas of research

- A particular document where the bibliographical details are known, for example
 - Information on or from a publication
 - An article in one of the Westerman Scrapbooks
 - A specific report in one issue of one periodical
 - An entry for one individual item in a Kays Archive document

Copies of documents will be provided, for a fee, where the correct reference is known.

- For examples see above.

Requests for copies will only be undertaken if:

- They do not exceed 5 documents or sheets from a document
- We are able to provide copies under copyright law
- Copying the document will not damage the original

We aim to answer all enquiries sent by post, email or fax within 7 working days unless staff are on annual leave.

Telephone enquiries will be answered during the course of the call if possible, but if this is not possible callers will be asked to email/post the enquiry to us.

Enquirers requiring photocopying that exceeds the level that the Research Collections Staff are able to provide or which require detailed information or research are asked to visit the Collections in person if possible. In the event that a visit is genuinely impossible, requirements can be discussed with the intention of finding a satisfactory solution.

Enquirers who wish to photograph material are asked to visit the Collections to do so. An agreement for copying and photography is available and must be signed prior to any copying/photography undertaken.

For further information or requests, please contact the Research Team (Rachel Johns and Janet Davidson) by email r.johnson@worc.ac.uk , telephone 01905 542093 or j.davidson@worc.ac.uk 01905 855535.

Dr Rachel Johnson July 2010