

## **Cambridgeshire Archives Service**

### **How can we help?**

The 'Frequently asked questions' below set out our policy in relation to postal, e-mail and telephone enquiries

#### **Can you help with general enquiries?**

We are always happy to supply information about the office; location, opening hours, transport and parking and to arrange an appointment for your visit. We can offer free advice on the availability of historic records in our Record Offices which might be helpful for your research, what sources it might be useful for you to search through and provide or point you towards any relevant Archives Service lists or publications including material on the internet. We can also advise on Cambridgeshire sources in other people's care.

#### **Do you have a research service?**

If it is difficult to arrange a visit yourself or if you would prefer Cambridgeshire Archives Service to carry out research on your behalf we offer a Historical Research Service. We can help you investigate your family history by consulting parish registers, census returns, probate records, manorial court rolls and many other sources. We can also carry out many other kinds of research using the archives in our care, including the history of houses, schools, churches and manors. All research will be to highest standards and have the benefit of oversight from a professionally trained archivist with first hand knowledge of the archives available. Application forms can be supplied on demand or you can complete the form on-line.

Current charges are £15 for the first 30 minutes and £10 for each subsequent half-hour.

#### **Can I obtain photocopies and what are your charges?**

Photocopies can be supplied from original records providing this poses no risk of damage to the document but please note that we cannot photocopy original parish registers before 1812. Current charges for visitors to the office are: 40p per A4 sheet, 60p per A3 sheet and 60p per printout from microfilm or fiche.

If you would like to order copies by post there is an additional charge of £2.50 on top of these prices for photocopies from printed material; transcripts, indexes, prints from microfilm or fiche etc. and £5.00 for copies from original records.

#### **Do you offer a photographic service?**

Record Office customers can call upon the services of the Fenpast Scanning Bureau which has proven experience in creating high quality digital images of a wide range of records, including parchment maps, bound historical volumes, fragile archival documents of all sorts and photographs of all ages and sizes. Images can be supplied electronically or in hard copy. Prices are available on our website or on request.

If you are simply wanting a digital photograph of a parish register entry, an original photograph or a small section from a map, we also offer a digital

photography service within the record offices. We can supply images as prints, on CD or disk or we can email them to you. Charges are £5 for an A4 print, £7.50 for A3.

**Can you carry out short 'look-ups' and is there a fee?**

At the discretion of staff, brief checks of specified records and indexes in our custody can be carried out for a fee of £5.00. These might include an entry in a transcribed parish register; 1 vehicle licence registration; 1 address for a specified year in a pre-2002 register of electors; 1 entry in the Calendars of Grants of Probate. Any lengthier search would be subject to the terms of our Historical Research Service, detailed above. We hope to be able to accept payment by credit card and on-line in the near future but currently this will be on receipt of our invoice.

**I need advice on looking after my own records.**

Our conservation team is always happy to help and advise you in caring for your own papers and photographs.

**I know of some records you might be interested in.**

We are always keen to hear about records in your possession and happy to offer advice on ensuring their safe preservation for future generations. We can offer secure storage for documents deposited with or gifted to this office and the opportunity to make them available to a wider audience in our supervised public searchroom. Perhaps you know of a business or society whose records are at risk? Again, we would be very pleased to hear from you.

**How soon will I hear from you?**

We will reply to, or at very least acknowledge, your enquiry within 10 working days of receipt; a full response will be supplied within 20 working days. It may be that another department within the County Council is better placed to answer your enquiry in which case we will forward it on to them. If we know of another record office or establishment that might be able to help we will let you have their contact details.

**What happens to my enquiry afterwards?**

A copy of your enquiry and our response may be kept on file permanently for future reference to assist us with any related enquiries in the future.