

WARWICKSHIRE COUNTY RECORD OFFICE

USER'S GUIDE NO. 2

ORDERING DOCUMENTS



Introduction

The Record Office holds the largest single collection of archives relevant to Warwickshire. These are kept on about three miles of shelving in secure, air-conditioned strongrooms. The records can be seen on request by filling in the document request slips provided. Some documents cannot be produced because of their fragile condition. Some are closed to public inspection because of confidentiality.

The term **document** is a general name for a single item, which could include original material, such as a diary, a photograph, a deed or a map.

How to order documents

Finding a document by using the indexes and twinlock binders is described in the leaflet *User's Guide No. 1*. **Use one request slip for each document required**; up to three documents can be ordered at one time. See separate Search Room plan for location of request slips. The request slip should be filled in as follows:

The completed document request slip should be placed in the marked ticket box on the Enquiry Desk

When the documents arrive

The staff will bring the documents to you at your seat. We aim to produce documents within thirty minutes of ordering. If it takes longer than this please speak to the staff. No documents may be ordered during the last half hour before closing time in the afternoon or after midday on Saturdays.

Care of Documents

Pencils only are allowed in the Search Room. Please take great care when handling documents as most are irreplaceable and many are fragile. The staff will put protective plastic sheets over maps and large deeds and provide cushions or reading stands for certain vulnerable volumes. Under no circumstances lean or write on the documents.

Return of Documents

With the exception of maps, all documents and books should be returned to the Returned Items box on the **Enquiry** Desk; see separate Search Room plan.

Ordering photocopies of documents

Some items can be photocopied provided that doing so will not damage the document. This is at the discretion of the Search Room staff. Photographs or microfilm can be ordered on a similar basis. Charges are made for these services. In some cases you can use your own camera but flash photography is not allowed. Please ask the staff for the necessary forms to complete.

If any assistance is required the staff will be pleased to help.