

Public Access Policy: Public Research Services (Written and Telephone Inquiries)

1. Policy Statement

This policy establishes the scope of written and telephone research services provided free of charge to public researchers by Public Access staff at Queensland State Archives. The policy is based on the provision of the best and most equitable service for all public researchers. This policy is to be read in conjunction with other Public Access policies and is issued under the *Public Records Act 2002*.

2. Policy Objective

The objective of this policy is to set the extent of research undertaken, the level of assistance provided and the length of time allocated for each research inquiry. The policy defines services available for regional and rural researchers, national and international researchers and for local researchers able to access public records in the Public Search Room at Queensland State Archives in Brisbane.

3. Policy Scope

The policy applies to all public researchers requesting information from public records held at Queensland State Archives. The policy does not apply in the Public Search Room at Queensland State Archives. The policy does not apply to officers from public authorities.

The policy applies to all public research inquiries received by mail, email, telephone and fax at Queensland State Archives.

4. Policy Procedures

All research inquiries will be answered in order of receipt, with a response returned usually within 10 working days. The initial response may be an acknowledgment of receipt only, depending on the current number of inquiries. Regardless of the format in which the inquiry is received, each researcher must provide full name and contact details, including postal address and telephone numbers.

Priority research assistance will be given to researchers where requests have immediate financial, legal or medical implications.

Every effort will be made by Public Access staff to locate information; however there is no guarantee that the required information will be found.

As a general rule, researchers in the local government areas of Brisbane, Ipswich, Logan, Pine Rivers, Redcliffe and Redlands who are able to visit the Public Search Room at Queensland State Archives are encouraged to do so. Prior to visiting, Public Access staff will assist researchers by identifying records which may be relevant. This preliminary search (approximately 30 minutes) will provide general information about records and services. Detailed research such as verifying identities, looking for particular information or documents or providing genealogical conclusions will not be undertaken. Results of the preliminary search will be mailed or emailed to the researcher.

In the Public Search Room at Queensland State Archives, Public Access staff will be available to assist with research and to explain how to use the online catalogue and how to search archival public records. Details of our opening hours and other information, including the online

catalogue *ArchivesSearch*, are available from the Queensland State Archives website www.archives.qld.gov.au

As a general rule, researchers outside the local government areas of Brisbane, Ipswich, Logan, Pine Rivers, Redcliffe and Redlands, including national and international researchers will be provided with approximately two hours of research assistance. This assistance does not include extensive research such as locating all documents on a particular individual, completing the family tree or researching land ownership over an extended period. Public Access staff will endeavour to provide a detailed response to specific questions where appropriate support information is provided. Results of the detailed research will be mailed or emailed to the researcher.

5. Copying services available for all public researchers

A fee based copying service is provided by Queensland State Archives. All copying including photocopying, scanned images and digital photography is subject to the condition of the records. Fragile and damaged records will be assessed by the Manager, Preservation Services and the appropriate copying format approved.

Copies of records will be supplied only when the full reference number of the item is supplied. Any request for copies must include the item identification number, the date of the item and a brief description of the item. This information can be obtained from the online catalogue *ArchivesSearch*, or from the inquiry response provided by Public Access staff. Copies will be mailed to the researcher on receipt of payment of copying fees.

6. References

For further information relating to this policy, please contact the Manager, Public Access at info@archives.qld.gov.au or by telephoning (07) 3131 7777.

*Approved by: State Archivist
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