



Tyne & Wear Archives & Museums

Tyne & Wear Archives Charging Policy

Approved by Tyne & Wear Archives & Museums Strategic Board: March 2022

Date for next review: March 2025

1. Introduction

Our aim is to help people determine their place in the world and define their identities, so enhancing their self-respect and their respect for others.

Our vision for the future is for everyone to have access to museum and archive provision in Tyne and Wear, to use this access and to value it for the significant and positive impact that it makes upon their lives.

Our commitment is to a World-class service that is innovative, imaginative, creative, totally inclusive, secure and sustainable.

2. Governance

Tyne & Wear Archives, part of Tyne & Wear Archives & Museums (TWAM) provides an archives service on behalf of the five local authorities of Gateshead, Newcastle upon Tyne, North Tyneside, South Tyneside and Sunderland. Newcastle City Council is the lead authority.

TWAM is a regional museum, art gallery and archives service, managing nine museums and galleries across Tyneside and the Archives for Tyne and Wear. TWAM holds collections of international importance in archives, art, science and technology, archaeology, military and social history, fashion and natural sciences.

TWAM is supported by the four local authorities in Tyneside and Newcastle University. TWAM is also a National Portfolio Organisation funded by Arts Council England. Tyne & Wear Archives is additionally funded by Sunderland City Council under a service level agreement.

In addition to holding wide-ranging collections documenting the history of the Tyne and Wear area, Tyne & Wear Archives is recognised as an approved Place of Deposit (POD) for records subject to the Public Records Act, 1958. These include records of hospitals, magistrates' courts and coroners. The shipbuilding collections held are designated as of national and international significance and are also inscribed on the UNESCO Memory of the World register.

Tyne & Wear Archives enables the region's five local authorities to meet the provision for the proper arrangement of records and archives in the Local Government Act, 1972.

3. Purpose

Tyne & Wear Archives has developed this policy to set out which services are provided free at the point of delivery and which services will incur a charge. This policy is part of TWAM's overall strategy for the delivery of museums and archives services.

4. Guiding principles

Tyne & Wear Archives is committed to providing and encouraging access to our collections by everyone who wishes to use them. We provide public access to archive information through a variety of services. We do not charge for in person access via our searchroom in normal operating hours, or for information about our collections held in printed or digital catalogues and finding aids

We make charges for some of our services, such as providing expert advice on the management of records and archives, specialist consultancy services, copying, paid for research and events. These charges reflect the direct and indirect cost of these services including staff time, equipment and resources.

All charges will be reviewed on a regular basis and amended as appropriate.

5. Services which we do not make a charge for

Tyne & Wear Archives does not make a charge for:

- in person access to the Archives searchroom during normal operating hours (subject to any legal access restrictions)
- giving general information and guidance to visitors to the searchroom
- giving general information about the archive collections and the service we offer in response to written or telephone enquiries
- using the searchroom microform readers or public access computers
- using personal digital devices in the searchroom
- access to the online catalogue and indexes
- access to the internet in the searchroom
- the non-commercial sharing of images on Flickr 'The Commons' online account. Restrictions apply for commercial use.

6. Services which we make a charge for

Tyne & Wear Archives does make a charge for:

- providing copies from the archive and searchroom library collections. This covers both the supply of paper and digital copies
- licensing the use of images from our collections in publications or products
- providing certified copies of documents
- using a camera (including mobile phones and tablets) in the public searchroom
- carrying out research on behalf of users (unless exempt under the Data Protection Act 2018)
- records management services
- Some conservation work may be charged for to facilitate access where the required work is not a priority for the service

- facilitated school workshops provided as part of the TWAM learning programme
- 'behind the scenes' tours
- on-site or online workshops, talks or classes provided to student, adult or community groups
- exclusive use by groups or classes of the archives searchroom service, outside normal operating hours
- workshops, talks or classes delivered off-site to student, adult or community groups
- filming in the archive searchroom or stores, or the filming of archive collections off site
- consultancy services, such as providing archive expertise to organisations to support them in caring for their own records
- organisations specified in the secondary legislation under The Public Records Act required to select and transfer their records to local archive services known as 'places of deposit'. These organisations include magistrates' courts, coroners' courts and NHS organisations. Charges can be made for the transferring organisations for the preparation, packaging, cataloguing and transport of the records transferred as part of this Act.

7. Copying services

Copying charges apply to original archival material of all shapes, sizes and formats and also to any printed or published books, pamphlets, journals or articles which we hold.

Charges are levied for all copies made, to reflect the direct and indirect costs of the equipment, consumables and staff time required to deliver this service.

Tyne & Wear Archives can supply copies on paper or digitally. Staff are trained in handling documents of all formats and sizes and have experience in producing images using a specialist digitisation equipment. They will endeavour to obtain the best image of the documents requested while taking into account the condition, size and format of the original and the purposes for which the copy is requested.

We reserve the right to make copies using the equipment and processes which are most suitable, to minimise the risk of damage to the original documents. We also reserve the right to refuse to copy documents when the risk of potential damage is deemed to be high.

Copies will be created at a resolution which ensures they are readable for research purposes. If copies are required for publication or media purposes, the customer must specify their minimum requirements with regards image size and resolution. Higher quality images, for use in publications or in the media will be subject to higher charges and licensing charges may also apply.

Copies are only provided for private study and research. Other uses may require the permission of the copyright owner. On occasion copyright law, may prevent us from supplying a copy.

The use of images from Tyne & Wear Archives will require written permission and an acknowledgement of Tyne & Wear Archives & Museums as the source. A licensing fee may be incurred depending on the proposed use.

For remote orders, which require paper copies to be sent, postage and packing charges will be added.

Full details of our copying services and our current prices are set out at <https://twarchives.org.uk/collection/copying>

8. Research services

Tyne & Wear Archives offers a paid-for research service for anyone looking to find out more about items or information in our collections. We undertake many types of research, including family history, local history, or the history of a ship, business, house or building. This service is for users who do not wish, or are unable, to visit the archive searchroom in person or who wish to have access to information contained in records which are not generally open to the public. This service is provided in line with s21 of the Freedom of Information Act, 2000. Further details of the research service are available at

<https://www.twmuseums.org.uk/collections/research>

Requests for research need to be as specific as possible and may require supporting information to ensure we search the correct records. As part of our research service we will provide an estimate of the amount of time needed to undertake the research requested but this may not always be possible due to the nature of the research or the collections. A maximum limit can be set on the amount of work we will carry out on each request.

9. Records Management service

The Records Management service set up by Tyne & Wear County Council in 1975 is now part of Tyne & Wear Archives & Museums managed by Tyne & Wear Archives.

We provide an all-inclusive service that includes expert advice, secure storage, file retrievals and confidential destruction.

Current clients include local authority departments, public sector bodies and private businesses.

Charges are based on the costs of offering the service, and the service level requirements of the client and are individually agreed. Further details of the records management service can be found at <https://twarchives.org.uk/collection/records-management>

10. Consultancy services

Tyne & Wear Archives offers a range of specialist consultancy services to businesses, organisations and private individuals. This work can include advice on storage, surveys, cataloguing, repackaging or historical research. Charges, based on the cost of carrying out the work, will be agreed between TWAM and the client.

11. Commercial digitisation by genealogy companies

Digitising paper records and making them available online is a costly task and may involve additional cataloguing and transcription work to make the records searchable. Where appropriate, we work with partners such as commercial genealogy companies to digitise records to make them more accessible. These partners may then charge a fee per image or a subscription to access the images and metadata from anywhere in the world, for which we may receive a royalty. We provide free access to the online resources in our searchroom. Local libraries will also provide free onsite access.