



CULTURAL SERVICES SOUTHAMPTON ARCHIVES

Service Level Agreements 2019

Southampton Archives Service Level Agreements	Service Level Agreement	Exceptions/Notes
<p>Archive Reading Room Opening Hours</p> <p>Request to consult items from the collections</p>	<p>To open the Archives Reading Room: Tuesday & Wednesday 10am-4pm.</p> <p>To retrieve items within 15 minutes of receipt of a completed Archive Request Slip, during the following times 10am-12.15pm, 1:30-3.45pm.</p>	<p>During advertised closure periods the Archives Reading Room will not be opened. The Archives will be closed on bank holidays.</p> <p>Up to a maximum of 3 items can be ordered at any one time.</p>
Enquiries	Research enquiries will be answered within 20 working days of receipt.	In unforeseen circumstances such as unexpected staff shortage there may be delays to this timescale.
Deposits	To acknowledge new accessions within 2 weeks of receipt; to accession new items within 3 days of deposit.	In unforeseen circumstances such as unexpected staff shortage there may be delays to this timescale.
Application for copies for research	Orders for up to 10 scanned images and 50 photocopies: Will be processed within 20 working days of receipt of a completed application form and payment.	In unforeseen circumstances such as unexpected staff shortage there may be delays to this timescale.
Permission to publish	Within 20 working days of receipt	In unforeseen circumstances such as unexpected staff shortage there may be delays to this timescale.
Standards of Service	<p>All enquirers and visitors will be treated in a courteous and professional manner.</p> <p>To promote our comments, compliments and complaints process. To value feedback and strive to improve.</p>	Comments and feedback are welcomed.

Review Date: