

Changes to Remote Reference Service

Archives New Zealand has been reviewing its remote reference service in light of the opportunities that Archway online presents for delivering information about the holdings to researchers remotely.

Archway means more people are able to see what is in our holdings and pursue their research independently. In fact since the rollout of Archway the number of remote reference enquiries has grown by 26%. We are now complementing the Archway service with a telephone advice service which enables us to provide the best possible service to the widest possible audience.

With these tools Archives can offer more and better advice and support services to help people pursue their own independent research, while continuing to offer research services on a cost recovery basis.

To make this process as simple as possible we are proposing a flat fee for three common research requests: probates, notices of intention to marry and NZDF personnel records. Included in this fee would be the bulk of the photocopying charges which we currently invoice for separately.

For example, a simple NZDF personnel record request will incur a flat fee of \$25, while the fee for notices of intention to marry will be \$8 and for probates the fee will be \$20.

General research will be charged for at \$25 per half hour of research time and this will include up to 20 pages of photocopying which is currently charged for separately.

We are looking at the possibility of listing commonly requested items on Archway with links to online request forms to make processing these requests faster and more efficient.

We are planning to bring in the improvements to our advice services along with the flat fees and in-depth research charges from June 19.