

Wirral Archives Service
Lower Ground floor
Cheshire Lines Building
Canning Street
Birkenhead
Wirral
CH41 1ND

Telephone: 0151 606 2929
Fax: 0151 606 2928
Email: archives@wirral.gov.uk

Enquiries Policy – Wirral Archives Service

- All remote enquiries can be dealt with by a member of Wirral Archives Service if they amount to no more than 30 minutes of staff time. In this case, the research undertaken by a member of staff will be free of charge and a response will be sent within 3 weeks (unless otherwise advised).
- If additional research is required in order to answer the enquiry in full, it may be necessary to employ a professional researcher. Please contact the Archives Service if you require more information about local researchers.
- We aim to reply to all enquiries within 3 weeks.
- All enquiries will be answered in the order they are received. This includes postal, email, telephone and fax.
- If you are telephoning with an enquiry, please note that it is not possible for a member of staff to answer detailed enquiries over the telephone. Staff will take details of enquiries and deal with them in the order of receipt, alongside all other enquiries.
- If you are telephoning with a general enquiry regarding our opening hours or Service Procedures, a member of staff will aim to provide the relevant information required, over the telephone.
- Where requests for photocopies are involved, we will require pre-payment and a signed Copyright Declaration Form, so it will be necessary to contact us in advance for a quote and a copy of the form.
- Please note that we reserve the right not to supply copies if the original items may be potentially damaged as a result of copying.
- We accept cheques payable to 'Wirral Council', if sent through the post and cash or cheques for payments received in person.
- A receipt will be provided for all payments received.