

Research Service at the Wigan Archives & Local Studies

How do I apply for the Research Service?

- Please use our Research Service form to give details of your research area.
- Payment should be made in advance. If you require more than 30 minutes research, please specify the maximum time required in the space provided on the form, in 1 hour multiples, up to a limit of five hours of research.
- Please specify the objective of the research as clearly as possible. For example: To find details of the admission of Jane Smith to the Wigan Workhouse in 1888

What happens after I submit a research request?

- We will acknowledge your application within 10 working days and carry out the research within a further 10 days.
- We will examine all sources held by the Archives & Local Studies to supply the information requested, but cannot guarantee a positive outcome. Archival research often ends without success, even after lengthy search. You will still be charged for the service even if no information is found in the records, but we will always explain how your time has been used and which sources consulted.
- We reserve the right either to refuse to undertake a search, or to limit the time that may be spent on it. If we feel that a search has very low chances of success, we will contact you to discuss your request.
- We can offer advice on how much time you should request. If we feel more time could be productively spent on a request, we will inform you of this.

Your Research Report

- Your Research Report will give full details of the sources we have checked and any information found. We will give a certain amount of associated information if we reveal details that we think might also be of interest.
- If we are unsuccessful in the research, we will endeavour to offer advice on other sources of information and their whereabouts, where appropriate.

Can you supply copies of relevant original documents?

- We can supply copies of relevant documents with the report, depending on the size, format, condition or any access or copyright restrictions. We will contact you to advise you of the additional cost of original document copies before we undertake any work.

How do I pay for the research service?

- You can pay in person at any of our venues (in cash), online through the Wigan Council website, by cheque payable to 'Wigan Council' or on the telephone by card by calling the Museum of Wigan Life on 01942 828128

If you would more information, please contact Wigan Archives & Local Studies.

01942 404 430 or 01942 828128

archives@wigan.gov.uk

Research Service at Wigan Archives & Local Studies

Charges: £15 for 30 minutes; £30 for 1 hour

Please enter details of your enquiry as below – please give as much information as you can to help us make best use of your time.

Research Details:

Research time required:

I understand there is no guarantee that the information required will be found in the records.

I agree to pay Wigan Archives & Local Studies

£ [Enter sum] for research undertaken by the Service.

Signed:

Date:

Wigan Archives & Local Studies

Research Service Policy Document

February 2014

Wigan Archives & Local Studies offer a paid research service for customers who wish to commission research into Wigan's Archive, Local Studies and Museum collections. This service is intended to allow complex research queries to be answered for enquirers unable to visit Heritage Service venues in person.

When deciding whether to agree to undertake research and carrying out commissions, the following principles will apply.

- Commissions will be undertaken at the discretion of staff;
- Requests may be refused if:
 - staff are not available to carry out the work
 - the request does not relate to sources held in Wigan
 - there is no likelihood of finding the desired information in available sources
 - insufficient information is provided by the enquirer;
- Where commissions are refused, the enquirer will be notified in writing within ten working days of receipt of the request;
- Where research commissions are accepted, the work will be carried out within ten working days of the letter of acceptance;
- Work will be carried out by a member of the Archives team, or an Archives Volunteer working under the direction of an Archives team member;
- Payment should be received before research work is undertaken;
- Research fees are calculated at £15 for the first thirty minutes and £30 for the first hour;
- When work is carried out, all sources consulted will be referenced, as will time spent on each source listed;

- No research will be carried out on sources not held by Wigan Archives & Local Studies; where relevant the enquirer will be directed to suitable material held by other repositories;
- Time spent by an Archives team member in compiling the Research Report will be included in time paid for by the enquirer;
- Enquirers will be charged for time spend by staff on a commission, even if no relevant information is found; no fee can be refunded. Wigan Archives & Local Studies cannot guarantee a positive outcome to research commissions;
- We can supply copies of relevant documents with the Research Report, depending on the size, format, condition or any access or copyright restrictions. We will contact enquirers to advise of the additional cost of original document copies before we undertake any work.