

Record Office for Leicestershire, Leicester and Rutland Searchroom Booking Procedures

We are delighted to welcome visitors back to the office and aim to make your visit efficient, enjoyable and safe. Please follow the instructions of staff at all times.

We can only accept visitors who have **booked in advance** and have spaces for up to six people per session: four consulting original records and two using microform, computers and library material.

Where possible we will try to help customers remotely, for example by arranging to give advice over the telephone or by posting or emailing copies.

Opening hours

Tuesday, Wednesday and Thursday 9.30am - 12noon and 1.30pm - 4pm

You may book for up to two sessions per week, either on the same day, or different days.

Bookings can be made for up to two weeks in advance.

Booking a visit

Before you book a visit, please have your name, address, phone number and email ready as well as the details of what you would like to see, with references if possible.

Please note: If you do not have the references, we will be happy to assist you: it is not possible to order material on the day, so we will need to know what you want to see in advance. All documents must be ordered at least two working days in advance and we may not be able to book you in if we do not have enough time to produce the records.

You can order enough documents for the session (2½ hours) **up to a maximum of six**. This limit is to ensure the security and safe storage of pending and quarantined records. We will normally try to produce all the records you wish to see but sometimes there will be data protection, preservation or size restrictions which we will advise you of before you visit.

Book your visit by phone or email:

- Phone: 0116 257 1080 from Monday-Thursday, 9.15-16.00.
- Email: recordoffice@leics.gov.uk. Please complete and attach our booking query form.

All bookings are subject to confirmation and we will need your contact details and as much information you can give us about what you would like to see.

Facilities:

We have toilets and hand sanitiser available and lockers for personal belongings.

There is no water or hot drinks machine and we no longer have a rest area for breaks.

Please feel free to bring food and drink but note that you will need to leave the office at lunchtime.

Parking

We have a small car park (limited spaces), but there are other free car parks in Wigston.

Please see our website www.recordoffice.org.uk for further details.

What to bring:

Research materials, notebook and pencils or laptop.

Your identification showing name, address and signature such as a driving licence or valid CARN ticket.

Any food, drink and medicines you will need, although we have nowhere for visitors to sit.

Please bring and wear **a face covering**. This is compulsory in libraries and public reading rooms unless you have an exemption. See <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/> for details. For the safety of everyone, we have been advised to seat people who will not be wearing face coverings at certain tables only, so if one of these is not free this may delay your visit.

We aim to keep the searchrooms at a comfortable temperature, however we will have windows open more often to increase ventilation. Please bring warm clothing!

When you arrive:

Please check-in on arrival using the NHS Covid-19 app if you have this on your phone.

We will ask you to maintain social distance at all times, including whilst waiting to be admitted.

Please sanitise your hands when you enter and leave the searchrooms.

We will ask you to show your identification so we can verify your details.

We will issue you with a locker and show you to your table where you will find the material you have ordered.

Face coverings should be worn at all times during your visit unless you have an exemption.

If you have any questions or problems before or during your visit, please ask a member of staff for help.

Data Protection

Your personal details are held for four years as part of our administrative and security procedures.

We intend to use your contact details to administer your booking including notifying you if we have to close or cancel your visit unexpectedly.

Your information will also be used as part of the government's Test and Trace scheme.

If you have any concerns about use of your data, please ask to speak to a manager or leave contact information and someone will get in touch.

We look forward to welcoming you back.

The Record Office, Long Street, Wigston Magna, Leicester LE18 2AH

Email: recordoffice@leics.gov.uk or telephone: 0116 257 1080