

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 are continuing to limit the number of visitors in order to enable customers and staff to maintain a comfortable distance from other users. Whilst this is no longer a requirement, government guidance indicates that services should make efforts to ensure social-distancing is possible.
- Face coverings are now optional, but are encouraged when using the office.
- Hand sanitiser will be available and we encourage visitors to make use of it, especially if browsing catalogues, indexes and material on the open shelves.
- We aim to keep the searchrooms at a comfortable temperature, however we will have windows open more often to increase ventilation.
- 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 9.15am - 12noon and 1.30pm – 4.30pm

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.

Please let us know what you would like to see so we can ensure we have the relevant information and can reserve the correct equipment e.g. microfilm reader or computer.

If you need to see large documents such as maps or plans we will need to book enough space.

We will undertake document production on demand and you can order up to three documents at once. There is no limit on the number of items we will produce per session.

Book your visit by phone or email:

- Phone: 0116 257 1080 from Monday-Thursday, 9.15-16.00.
- Email: recordoffice@leics.gov.uk.

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.

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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.

When you arrive:

We encourage social-distancing and the use of face coverings.

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.

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.

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