



**The Royal Logistic Corps Museum
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THE ROYAL LOGISTIC CORPS MUSEUM ARCHIVE, LIBRARY AND RESEARCH ROOM ACCESS POLICY

STATEMENT OF PURPOSE

1. The Royal Logistic Corps Museum exists to collect, document, conserve, develop, exhibit, interpret and make available artefacts, archives and knowledge relating to the history, organisation and operations of the Corps and Forming Corps to enable people to better understand logistic support to the Army and its impact on society past, present and future.

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INTRODUCTION

2. The Royal Logistic Corps (RLC) Museum's archive and library aims to support and enhance the work of The RLC Museum by collecting, caring for and making accessible paper-based and electronic resources relating to the Corps and its Forming Corps.

The RLC Museum's archive collection fills over 800m of shelving. It comprises of over 100,000 individually recorded items, stored in over 3000 archive boxes. This includes documents, letters, reports, photographs, photograph albums, glass slides, film reels, books, journals, slides, VHS tapes, cassette tapes, audio recordings, maps and drawings.

A separate, publicly accessible library also offers access to reference books and the RLC journals, as well as access to the museum online RLC Archive website, which gives further access to digitised records, journals and photographs.

POLICY AIM

3. The aim of this policy is to list the archive and library services, facilities and resources available at The RLC Museum, state how these can be accessed and what charges might be incurred.

SERVICES PROVIDED

4. The Archive Department provides two services which can be accessed by the public:
- Controlled access to The RLC Museum reference library and archive.
 - The answering of general queries and more detailed research enquiries.

OVERVIEW OF THE LIBRARY AND RESEARCH ROOM

5. The RLC Museum has a purpose-built library and research room accessible on the ground floor of the museum. This provides access to the museum reference library and has computer terminals providing access to access the museum online digital archive, including the Corps and Forming Corps journals, some enlistment books, Royal Pioneer Corps War Diaries and a small collection of photographs.

A large research table with power for laptops is available, upon which, archive materiel, provided from the main museum archive store may be viewed, where agreed. Free WiFi is also available.

The research room's "Rules and Conditions of Use" (see Appendix A below) give further guidance to users on how this facility is to be used. Visitors will have to sign a form agreeing to follow these conditions prior to accessing this facility.

ACCESSING THE LIBRARY AND RESEARCH ROOM

6. Visitors can only access the library and research room by prior appointment. Any changes to the opening hours will be advertised on the Museum's website and social media pages.

Appointment requests to use the library and research room must be made at least 5 working days in advance and is subject to availability.

Appointments can be arranged by either emailing research@rlcmuseum.com or by writing to, Archive Department, The RLC Museum, Worthy Down, Winchester, SO21 2RG. Please include all your contact details and as much information about what you wish to view as possible.

During their visit, researchers may access the library books and use the online archive as much as they wish. However, should researchers require archive boxes or material to be retrieved from the main archive, this will have to have been discussed and agreed in advance of the visit.

Unfortunately, requests for viewing new or additional archive boxes cannot be made on the day, as finding and preparing archives for public access is a time-consuming process.

The minimum age to use the library and research Room is 16 years; children aged 8 to 14 can use the library and research room but they must be accompanied by an adult, one adult per child.

USING THE LIBRARY AND RESEARCH ROOM

7. On arrival at the museum for appointments, please announce yourself to reception. Archive staff will be on hand to provide advice and assistance on using the reference library, document handling procedures and accessing the online archive.

LIBRARY AND RESEARCH ROOM – ACCESS FACILITIES

8. We aim to provide a physically accessible space for everyone who wants to visit us. Accessible library and research room facilities include:

- Public PCs, with adjustable internet browser accessibility settings.
- Height-adjustable chairs.
- Magnifying glasses.
- Accessible toilet.
- Disabled parking spaces.

RESEARCH ENQUIRIES

9. The RLC Museum Archive Department is available to answer questions and research enquires from the public. However, this is not always a free service and charges may apply.

Research enquiries must always be submitted in writing, by either emailing research@rlcmuseum.com or by writing a letter to, Archive Department, The RLC Museum, Worthy Down, Winchester, SO21 2RG.

Responses will be returned by email or letter and if agreed in advance, by face-to-face meetings.

The museum will aim to acknowledge receipt to written enquires within 15 working days, although this may not always be possible. Please note that the archive team are not able to answer enquiries that do not directly relate to items in The RLC Museum archive or collection.

When submitting an enquiry, please provide as much of the following information as possible:

- Your name and address, telephone number and email address.
- As much background information about your enquiry as possible. In particular, be sure to tell us what you already know. Try and be specific about company, squadron or regimental titles and numbers, the names of persons and places and dates.
- If you have a copy of service records or photographs, please include photocopies or soft copies.
- Please be explicit about the question(s) you wish to have answered.

The RLC Museum does not hold individual soldiers service records. The Archive team are therefore more likely to be able to report on a unit's activity or history, rather than the story of an individual soldier.

The archive team will endeavour to answer your enquiry as best they can, which will include providing any detailed information they uncover and scans of original documents.

Photographs and scans that we provide are intended to be used privately only, unless specifically stated in correspondence. They are not to be published digitally on social media or in hard copy without consent from The RLC Museum. By engaging these research services, you agree to these provisions.

Unfortunately, the small Archive team do not have the time or resources to answer telephone enquiries or to undertake research for visitors who turn up at the museum without a prior appointment.

CHARGES – RESEARCH ENQUIRES

Answering written enquiries - £25 for the first hour of research followed by £10 for every subsequent hour (up to a maximum of 3 additional hours). This cost will be mutually agreed before research is begun and is non-refundable. Fees are paid after the completion of the research.

The museum cannot guarantee that the information you seek will always be found. However, a charge will still be incurred for the time and services of the researcher.

Please note commercial enquiries may incur a higher fee on a case-by-case basis. To avoid confusion, such persons are requested to declare their interest at the outset.

CHARGES – DIGITISATION AND SCANNING:

An administration fee of £10 is levied to cover staff time, resources and administrative costs. Fees for high volume digitisation and scanning requests will be subject to negotiation.

Some original documents and items may not be able to be scanned or digitised for conservation reasons. This will depend on the type and condition of the original document and whether special handling, photography and scanning techniques are required.

All copying is at the discretion of staff and is also subject to the Data Protection Act 2018 and document handling restrictions. All reproduction is subject to copyright. It is the responsibility of the visitor to ensure that their copying does not infringe copyright law.

Digital Copies will be sent via WeTransfer or can be transferred to a USB stick provided by the visitor.

An image licence fee for the reproduction of images for printed publications, film, television and other commercial filming will be subject to negotiation.

PAYMENT METHODS:

- Card Payment (over the phone or email link)
- Cheque – Made payable to “RLC Museum Trust”
- BACS:
RLC Museum Trust
Reference: Research Enquiry
Sort code: 16-19-26
Account number: 10140668

Overseas orders must be paid in pounds sterling (£).

APPENDICES:

Appendix A. The RLC Museum Archive, Library and Research Room Rules and Conditions of Use

Using The RLC Museum Archive, Library and Research Room

- Before entering the library and research room, visitors must deposit all bags, coats, umbrellas, newspapers, laptop cases, camera cases, food, drink and bottles of water / liquids in the lockers provided near the reception desk.
- Visitors must not eat, drink, smoke or chew gum or use mobile phones to make or take calls in the research room.
- Visitors should only retain such paper items and other equipment needed for their work in the room. Visitors may be required to submit for inspection any bags, cases, folders or other objects that they may be carrying.
- Only pencils and laptops (or similar electronic devices) may be used to take notes.
- Visitors must not use hand sanitiser when handling archives. Nitrile or cotton gloves will be provided when handling archives.
- Noise should be kept to a minimum in the research room to avoid disturbing others.
- Visitors must ask staff before copying or photographing material. All copying is at the discretion of staff and there are some items that cannot be copied for a variety of reasons such as legal restrictions and the size and condition of the material. It is the responsibility of person making the copies to ensure that their copying does not infringe copyright law.
- Visitors are requested to show due consideration and respect to staff and other visitors. Behaviour considered abusive or constituting harassment will result in exclusion or removal from the room, with future admission refused.
- Visitors are requested to follow all directions given by staff with respect to health and safety procedures, including fire evacuation and drills.
- A copy of any academic works or published print publications based on research from documents in the archive would be appreciated as a donation to The RLC Museum.
- Before leaving the library and research room at the end of a visit, visitors must return all library and archive material that they have been using to the member of staff.
- No collection material may be removed from the library and research room. No loans may be permitted without the necessary permission given by the Archivist or Museum Director.

Handling items in The RLC Museum Archives, Library and Research Room

- Visitors must abide by these handling guidelines which are also provided on laminated sheets in the library and research room.
- Please ensure your hands are cleaned thoroughly with soap and water and dry before handling any archival material. Nitrile or cotton gloves must be worn when handling any archives. You are being granted access to historical documents and photographs. Please

take the utmost care when handling to ensure that they are returned in the same condition you received them.

- Items delivered in archive boxes or folders must be replaced in the same order as received. No documents / pages may be loosened from their bindings, removed from within a file or the content of files re-arranged.
- Only pencils may be used when in the library and research room. Pencils are freely available in the library and research room. No pens or permanent markers may be used or brought in.
- Some material may be subject to restricted access for legal or conservation reasons. In these cases, please refer to the Archivist.
- Some material may have undergone conservation treatment in the past and may require special handling – please follow the advice on handling given by staff.
- Visitors may not mark, write, lean on, fold or in any other way damage the material they are consulting. If visitors observe an existing defect in, or damage to an item, they are requested to bring it to the attention of the staff on duty. Rolled documents may be kept flat, or pages held back using weights provided.
- No tracing of documents is allowed. No flicking or fanning through pages either.
- Hold photographs by the edges and avoid touching the image / surface.
- No archival records or boxes may be placed on the floor.
- The use of cameras, mobile phone cameras and personal copying devices is only allowed as specified in Appendix B: Copying from the Archive and Library for private study and non-commercial research.

Appendix B. Copying from the Archive and Library collections for private study and non-commercial research

All copying of archive material is at the discretion of staff and is also subject to the Data Protection Act 2018 and document handling restrictions. It is the responsibility of the visitor to ensure that their copying does not infringe copyright law.

Images, extracts and quotations cannot be published in any form without written permission from The RLC Museum. You may also have to clear permission with the rights holder of the material you want to reproduce, for in-copyright works.

Photography by visitor under staff supervision

If approval is granted, visitors may use their own cameras or mobile phone cameras to photograph items. All photography is under staff supervision, using document support aids where appropriate. Flash photography is not permitted. If you wish to use a camera tripod, please ensure the camera is correctly and safely attached to the tripod.

A self-service photography copyright declaration form must be completed and signed. For conservation or other reasons, some archive items may not be copied; advice can be obtained from the archive staff.

Material in copyright

All reproduction is subject to copyright. A copyright declaration will need to be provided for works in copyright, to state that copies are supplied for personal and research purposes only and are not for onward sale or publication.

If you want to reproduce the images you have ordered from us, for example in on a website (including social media sites), or in a publication or broadcast, you will need to request permission from The RLC Museum. You may also have to clear permission with the rights holder of the material you want to reproduce, for in-copyright works.

When reproducing images from The RLC Museum you should credit the Museum using the phrase:

The Royal Logistic Corps Museum

Under all circumstances and irrespective of the fee, a condition of reproduction is an acknowledgement of The Royal Logistic Corps Museum on each and every photo (either in the list of illustrations or under each image).