

Dunedin City Council Archives

REFERENCE SERVICE

Introduction

Dunedin City Council Archives provides a reference service for both internal and external customers. It is possible to carry out your own research or to have your area of interest researched for you by the Archivist. The information provided, following any request for information, will be strictly limited to information that forms part of the holdings of Dunedin City Council Archives.

Access to the records

The majority of the records generated by the Dunedin City Council are available to the public. There are occasions when access may be denied due to the sensitive nature of the information. Material that is withheld is withheld under the provisions of the Local Government Official Information and Meetings Act 1987, the Privacy Act 1993 or any other legislation that empowers or directs Council to withhold information.

Visiting Researchers

Dunedin City Council Archives encourage all researchers to visit the Archives in person and, when possible, conduct their own research. Staff will be available to guide researchers through the archival holdings. **There is no charge for this service.**

Services that involve the Archivist carrying out research for customers are subject to charges. The authority to charge is derived from Section 257(1)(c) of the Local Government Act 1974, which states that a local authority may:

“make provision for enabling persons, with or without charge and subject to such conditions as the local authority may determine, to inspect local archives and to make or obtain copies thereof.”

For those unable to visit

The first half an hour of the first enquiry each year is free. The Archivist will conduct a brief search of the finding aids prior to the free half-hour of the first enquiry in any year, and prior to any subsequent enquiry, to determine whether or not the request can be answered.

Cost

There is no cost to internal customers. The reference service for external customers who visit is free. However, if the Archivist is required to carry out research the first half-hour of the Archivist's time on any one topic is free. The charge for additional research on the same topic is \$50 per hour. The intention to charge will be discussed with customers before any cost is accrued.

Requests, for information, made under the Local Government Official Information and Meetings Act 1987 will be subject to the same cost structure unless the request is regarded as unreasonable in which case the cost of research will be determined by negotiation.

Overseas Enquiries

There is a minimum charge of \$NZ25 for all overseas enquiries

There are charges for disbursements and reproduction services.

These charges are:

Photocopying A3 and A4,	\$1 per page
Photocopying A1 and A2,	\$5 per page
Photographs	Cost will be quoted
Digital photocopying is	\$2 per page
Colour copying A4	\$3 per page
Colour copying A3	\$5 per page
Terra view maps A4 size	\$1 per page
Aerial photographs	\$5 per page

Facilities

A reading table and appropriate seating is provided in the Archives Room. All research notes **must** be written in pencil and the rules for handling archives in [Information for Readers](#) must be complied with.

Finding Aids

The finding aids in the Archives Room are:

- Agency Descriptions
- Series lists for material collected before 1989
- An accession indexes and accessions registers for material collected since 1989.
- A photographic Index.

Finding aids may be made available on request to readers familiar with the style and limitations of the documents.

Method of requesting information

All of the usual methods of making business communications can be used for requesting access to the Archives or the provision of information from them. These are:

- Letter
 - Telephone
 - E-mail
 - Via the City of Dunedin web site
 - Facsimile
- or In person

Hours of Service

Currently the Archives are open from Monday to Friday between 9am and 1pm and 2pm and 5pm. It is advisable to **telephone** before visiting the Archives as the Archivist cannot always be in attendance.

Level of service

The usual turn around time for information requested from the Archives is 48 hours [two full working days] or less. Every effort is made to comply with this standard.

Auxiliary service

If the Dunedin City Council Archives is unable to provide the information requested but is aware of its existence or possible existence in another repository the customer will be advised accordingly.

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INFORMATION FOR READERS

Many of the archives in the collection are unique records that can never be recreated. Care and respect is necessary when handling the archives to ensure that they last and are available for the use of future researchers.

ALL ARCHIVES MUST BE HANDLED CAREFULLY

- Readers **must** only use pencil for note taking – pencils are available
- Readers must **not** lean on archives when reading them
- Readers must **not** rest paper or pads on archives when taking notes
- Readers must **not** handle archives unnecessarily; for example do not run your hands down the pages when looking at lists. The small amount of moisture on your hands can cause lasting damage to archives.
- Readers must **not** trace maps.
- Readers **must** wear white cotton protective gloves to handle certain archives; this includes maps, plans or original photographs – gloves are available.
- **No** eating, drinking, smoking or fountain pens are allowed in the archives room.
- Readers must **not** interfere with the order of material in any way.
- **No** archival material can be removed from the archives room without the permission of the Archivist.

Copies of material can be provided for personal study and research. Copying is at the Archivist's discretion and is subject to Council's Copyright Policy. The Archivist may refuse to copy fragile documents.

No material from the Dunedin City Council Archives can be published without the Archivist's permission. If publication is approved the source of the material must be acknowledged.