

Charging Policy

Our vision

Working with partners to be the physical and virtual heart of Suffolk's past, present and future archives and to encourage all those interested in the county's history in their journeys of discovery.

Our mission

Suffolk Archives helps residents and visitors engage with our county's rich heritage. It collects, conserves and communicates the recorded history of Suffolk from the 12th century to the present day, empowering people in exploring their roots, remembering their past, and planning their future.

1. Purpose of policy

1.1 This policy is one of a suite of policies relating to the collections at Suffolk Archives (SA) and should be read in conjunction with our Access Policy and Rights Management Policy.

2. Enquiry and Research Services

SA provides access to the extensive catalogues and indexes of its holdings free of charge to those visiting in person during normal opening hours or via:-

- its website Suffolk Archives www.suffolkarchives.co.uk
- The National Archives website Discovery <http://discovery.nationalarchives.gov.uk/>
- the Suffolk Community Libraries website for local studies collections [Home | Suffolk Community Libraries](#)

Details of annual accessions are reported to The National Archives
<http://www.nationalarchives.gov.uk/accessions/>

Access to the searchroom and John Blatchly Local Studies Library (JBL)

Viewing original archives and local studies printed books in original or surrogate formats (microfiche, microfilm or digital) is free of charge. It is advisable to book a microfilm or fiche reader. We currently operate a hybrid system of pre-booked appointments and walk-ins.

SA has a regular maintenance schedule for its equipment and facilities. Unexpected problems may arise in which case staff will endeavour to find an appropriate alternative solution. Where possible customers will be notified of any problems in advance.

Access to the internet, including online catalogues, is provided free of charge in the JBL, but we reserve the right to make a charge for accessing some subscription or pay to view websites.

A reader's ticket is required to order original archives for viewing and is subject to specific forms of official identity being produced. A small charge is levied for any replacement cards.

Free enquiry service

Staff carry out very short specific searches (for 5 minutes), provide basic or general information about collections from our indexes and catalogues, give advice, suggest possible avenues of research, or help with the interpretation of documents free-of-charge during normal opening hours

or in response to telephone, written or e-mail enquiries. All written enquiries (letters and emails) receive a response within 20 working days from receipt of the enquiry, although we aim to reply sooner. Staff are not able to provide legal advice.

Research Service into closed records

SA operates a fee paying research service for research into closed records. This service is provided in line with s21 of the Freedom of Information Act 2000. All research is undertaken subject to an initial enquiry and agreement on the length and content of the research. Providing appropriate information to guide the search, including names, places, dates and reference numbers can be helpful. Please read the research service page and complete the application form on our website. Please note that as the charge is for staff time there will be no refund if the search is unsuccessful. We endeavour to answer all enquiries in order of receipt, and have a queuing system. If research is needed urgently then we will charge a premium rate, provided resources are available. There is a maximum limit of 3 hours per request.

Access to archives containing personal information - SA deals with subject access requests under the General Data Protection Regulations (GDPR) and requests for information under the Freedom of Information Act in accordance with relevant legislation and Suffolk County Council procedures. We may charge to supply information and copies.

3. Reprographic Services

Reprographics or copying charges apply to original archival material of all formats and to any printed or published books, pamphlets, journals, ephemera, articles etc held within our collections. SA can supply copies of our holdings digitally or printed format. If a reprographics service is needed urgently then we will charge a premium rate, provided resources are available. An additional research fee will be charged if full references and dates are not provided.

Copying services - The service provides photocopies at A4 and A3 sizes, printouts from microfilm and fiche and from internet sites.

Digital copying services - Digital copies can be made for customers and the images supplied by e-mail or as a print.

Downloads – Digitised material can be downloaded for a fee from the SA website.

Licences - The use of digital and traditional cameras without flash is permitted in the searchrooms, on payment of a licence fee, and subject to signing an agreement to respect copyright.

Limitations on reprographics or copying - Restrictions on the copying of items may be implemented to avoid potential damage to the original, unique and irreplaceable records such as wax seals or fragile items. Customer requirements will be considered, but the type of copying process used will depend on our preservation guidelines.

Copyright legislation, GDPR or other restrictions may also prevent the copying of certain records. In a small minority of cases the archives may have agreed with the depositor that some items cannot be copied. These limitations will be explained by archives staff when copies are requested. Information about arrangements for licensing of images or reproductions for public use is available on request and standard conditions are stated on our photocopy order/copyright declaration form.

Certified copies of documents – SA provides certified copies of some documents on request for a fee.

4. Publications

Requests for publication of images of archives and local studies materials, or parts of them, are subject to rights management i.e. copyright and ownership and will incur an investigation fee and may incur publication fees. See Rights Management Policy.

5. Media

SA welcomes interest from the media in its work. Media requests will be considered on a case by case basis due to the different demands on SA resources and possible benefits for SA. All media requests for filming at The Hold are processed by Screen Suffolk and incur varying charges. SA reserves the right to charge for any archives being filmed and staff time if required.

6. Acquisitions of Archives

Archivists from SA are always delighted to learn of significant material relating to the history of Suffolk, its people and organisations. Not all records are worth preserving. *The Suffolk Archives Collecting Policy* provides further guidance.

Anyone with material of interest is encouraged to contact the Collections Team and make an appointment to bring the records in. If there is a significant quantity of records it may be more appropriate for the archivist to make an onsite visit. An initial consultation (not more than 3 hours) will be free and include advice on the historically important material and preliminary recommendations, including charges for any future work and packaging materials. There may be a charge if SA staff have to collect the material.

SA prefers to accept collections as gifts/donations (including bequests), although deposits/long term loans of at least 20 years are taken. Records presented as gifts are normally maintained at our expense. However, if records require considerable expenditure on reconditioning, rebinding and repair, further negotiations about conservation costs may occur.

Suffolk Archives requires a list or schedule of all items received for collections management, security and insurance purposes. Digital deposits will also require metadata (basic information about the digital file) to be provided, alongside the digital objects themselves; in such cases, Suffolk Archives will provide guidance on the appropriate format and schema. Donors/owners/depositors are usually the best people to create item lists as they understand the structure of the records and the organisation that created them. If a depositor is not able to provide a suitable list then Suffolk Archives will make a charge for creating one. No charge will be levied for gifts/donations.

When a deposit is accepted, a charge is normally made for packing, boxing and cataloguing the collection. SA reserves the right to charge depositors if collections are withdrawn within twenty years of deposit. A one off storage charge will be levied to cover the increased server capacity required for larger digital deposits.

We do not usually acquire material which will remain closed for a significant period of time, including material of a personal sensitive nature as defined under the GDPR. It is recommended that depositors retain such material until the closure period has expired. An annual fee will be charged for storing closed records worthy of permanent preservation. Closed records not worthy of

permanent preservation will be charged for annually at a commercial storage rate for archival standard repositories. Charges will be levied for retrievals from closed collections and for the destruction of material when the closure period expires.

Depositors will be charged at a discounted rate for any copies made of their material for their own purposes. All other services will be charged at the normal rate.

7. Conservation work

SA may charge for conservation or preservation work required in order to make a copy of a document for a customer. It may also carry out conservation or preservation consultancy or work for private clients and organisations. Charges, based on the cost of carrying out this work and any materials used will be agreed between SA and the client.

8. Workshops, talks, courses, group or study visits and county wide Public Events Programme

SA collections and services are a valuable cultural and evidential asset to the county that enriches people's lives and fulfils some of Suffolk County Council's overarching aims and objectives. We welcome visits from groups of adult learners, community groups or leisure interest groups and enquiries from schools, colleges and universities. Statistics of outreach and education activity are routinely captured and monitored to ensure appropriate priorities are being pursued. Evaluation of activities is also made through questionnaires and the recording of personal comments so the satisfaction of customers can be gauged.

It is important that any outreach we do focuses on the Council's core objectives and clearly signposts SA so the public gain a better understanding of our services and are encouraged to use our collections. This is especially important for activities held away from The Hold. All events are dependent on having sufficient staffing and financial resources available. Some will be chargeable to help recover the costs incurred. However, some introductory events might be free of charge especially where other funding or resources are available.

9. Venue hire

SA runs and actively promotes commercial venue hire, utilising the auditorium, seminar rooms and education room at The Hold. We offer multi-space discounts for complex events, and event management tailored to individual client needs. A discounted charity rate is also available. The Hold has a Premises and Alcohol Licence and PRS/PPL Music Licence.

10. External Funding and other partnership activities

SA actively seeks external funding to support our audience development and collections management objectives. Applications include accurate and realistic costings for cataloguing, repacking, digitising both existing and new archives, as well as costs for exhibitions, events and activities related to the project, improved equipment where necessary and other costs which we have identified as a result of recent projects.

SA is also supportive of local groups, organisations and individuals and encourages those developing grant proposals, planning exhibitions and other activities or events to approach us early on in the planning process to discuss their proposals. The cost of SA involvement including research, provision of copies, workshops, training, consultancy about applications or how to meet funder's

objectives, hire of rooms, equipment and publication fees can then be built into any grant application or project proposal. SA involvement is subject to availability of resources and the relevance of the project to SA' aims and objectives.

11. Related documents

This policy defines the guiding principles by which SA charges for services. It should be viewed in conjunction with other policies.

12. Review date

This policy will be reviewed every three years to ensure it still meets the priorities of SCC or sooner if substantial legislative or administrative changes so dictate. All SA fees and charges are reviewed regularly and published in a separate list.

Last reviewed July 2025.

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If you need help to understand this information in another language please call **03456 066 067**.

Se precisar de ajuda para ler estas informações em outra língua, por favor
telefone para o número abaixo. 03456 066 067

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Jeigu jums reikia šios informacijos kita kalba,
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Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku
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Dacă aveți nevoie de ajutor pentru a înțelege această informație într-o
altă limbă, vă rugăm să telefonați la numărul 03456 066 067

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إذا كنت بحاجة إلى المساعدة في فهم هذه المعلومات بلغة أخرى، الرجاء الاتصال على
03456 066 067

Arabic

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языке, позвоните, пожалуйста, по телефону 03456 066 067

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