

## Norfolk Record Office Information Leaflet 2

### Research Service April 2010 - 2011

#### What sort of research service does the NRO offer?

The NRO has expert staff who can offer a variety of assistance with your research. We aim to start your research off, if you are a beginner at family history, or to assist with one-off enquiries, particularly if you are unable to come to the NRO in person. We *do not* undertake a full genealogical service as in some other record offices.

#### How much does it cost?

Currently our fee is £17.50 plus VAT for half an hour, £35.00 plus VAT for the first hour's work, and £30 plus VAT for the second hour when undertaken. Customers outside the European Union will be charged the non-VAT rate.

The search fee is reviewed annually in April, so please check that you have the latest version of this leaflet.

#### How do I request a search?

You can do this by post, e-mail, fax, or in person. In order to carry out a search we need to know:

- The information you are looking for - for example, you may be trying to find the baptism of John Smith at Harleston in about 1820
- Any relevant information you already know - for example, family information suggests that John's parents are George and Sarah
- Any relevant sources you have already consulted - for example, you have looked at the 1851 census and John is shown as aged 31 and born at Harleston

The example given here is a family history one, but we do undertake other kinds of research. Whatever your request, please be concise and specific.

#### How long will it take?

We aim to answer all queries, including searches, within ten working days. Requests are answered strictly in date order and we do not operate an express service. In practice, however, you may find that our response is quicker than two weeks and we know from many comments that the speed of our reply is much appreciated.

## **How will the result of the search be reported to me?**

We prefer to respond by letter, as we will need to notify you in writing of the charge being made. It is also easier to give full details in this way of what we have searched and what has been found, and you will then have a record of the work that has been done in case there is a query later. All relevant details of a register or other entry will be given. It should be noted that information entered in parish registers is not standard: generally the earlier the date of the record, the less information is included. The level of information in other kinds of record may also vary.

## **How should I pay?**

Advance payment is **not** required. We will notify you of the charge when the results of the search are sent. Cheques or postal orders should be made payable to **Norfolk County Council**.

## **Is there a limit to the amount of work I can ask for?**

We do not normally undertake searches of more than one hour's duration at any one time. Subsequent requests will be accepted subject to other demands on staff time.

## **Are there any searches that you cannot undertake?**

If your enquiry is particularly complex or lengthy we will normally suggest that you employ a local record searcher (separate leaflet available) who will be able to spend the necessary time on it. We may also refer you to a record searcher if staff are particularly busy on other matters.

## **I have found the information that I need but cannot read it because it is in Latin. Can you help?**

Yes. We offer a transcription and translation service, for which the current fee is £45.00 per hour plus VAT. Requests for transcriptions or translations which may require more than two hours' work will only be accepted subject to other demands on staff time.

## **Can I order copies?**

Many records are on microfilm or fiche and print-out (paper) copies can be supplied from most of these, including most pre-1926 wills and many (but not all) parish registers. You can also order duplicate films and fiche.

If a document is not available on microform, we may be able to photocopy the original if its format allows or, alternatively, to supply a digital image on CD.

Copies can be requested by post, fax or e-mail. If we are unable to supply a copy for any reason, such as the format of the document or a copyright or

other restriction, we will advise you about this and suggest alternatives whenever possible.

For more information about our copying service, including details of costs, see our separate information leaflet no. 1 (Copying Services and Price List).

Requests for information or advice should be addressed to:

County Archivist  
Norfolk Record Office  
The Archive Centre  
Martineau Lane  
Norwich NR1 2DQ

Telephone: Norwich (01603) 222599

Fax: Norwich (01603) 761885

Website: <http://archives.norfolk.gov.uk>

E-mail: [norrec@norfolk.gov.uk](mailto:norrec@norfolk.gov.uk)



If you need this leaflet in large print, audio, Braille, alternative format or in a different language, please contact the County Archivist on 01603 222599 and we will do our best to help.

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