

## CANADIAN WAR MUSEUM MILITARY HISTORY RESEARCH CENTRE

### SERVICE STANDARDS

#### MANDATE

The staff of the Canadian War Museum's Military History Research Centre is committed to providing access to the collections of the George Metcalf Archival Collection and the Hartland Molson Library, and research assistance of the highest standard, within the resources available, for all users of our services.

#### SERVICE STANDARDS

In order to achieve our mandate, the following service standards have been adopted. The staff of the Military History Research Centre will meet or improve on all targets indicated.

#### SERVICES FOR VISITORS

Orientation to our collections and services;

- Assistance in using our databases, finding aids, and equipment;
- Assistance in planning your search;
- Assistance in locating items in our open collection;
- Written documentation on the most frequently used services;
- Referral on other resources suitable for your research;
- Reading areas for carrying out your research;
- Photocopier and reproduction services available.

#### IF YOU ARE UNABLE TO VISIT US

- Our website includes information about our services, facilities and collections and provides access to our on-line database;
- Many of the items from the Hartland Molson Library collection may be borrowed through interlibrary loan. Contact your local public library or university library in order to borrow these materials.
- Requests received by telephone, fax, email or regular mail will be handled as outlined under 'Research Services'.

## **READING ROOM SERVICES**

- Clients requesting items from the restricted collections (archives, image archives or rare book collection) are required to make an appointment at least three (3) working days in advance to allow adequate time for the retrieval of material.
- On your first visit, if you are requesting items from the restricted collections, you will be asked to complete a 'Visitor's Registration Form', as well as review our 'Guidelines for Handling Material in the Military History Research Collections'. We will treat information on the registration form as confidential.
- Items from the restricted collections will be delivered to your desk in the Archives Reading Room. Researchers may request multiple items but only one tray of material or a maximum of five rare books will be available at any one time. The remaining items will be placed on hold. Staff reserves the right to impose reasonable limits on the amount of material provided to each researcher.
- Material from the restricted collections may be consulted only in the Archives Reading Room.

## **PHOTOCOPYING & REPRODUCTION SERVICES**

- Prepayment for copying services is required;
- Clients must obtain approval to photocopy items from the open collection (books, journals, pamphlets and military technical manuals) before accessing the photocopier;
- Staff will handle photocopying requests from the restricted collections (archives, image archives and rare books);
- Staff reserves the right to impose reasonable limits on the amount of material photocopied.
- All photocopying is subject to conservation & copyright restrictions;
- Scanned images are available for a fee upon request;
- Copying from microfilm and microfiche is available;
- Information on the Image Reproduction Services is available upon request. Reproductions available through this service are supplied for a fee within 4-6 weeks from the date of the request.

## **TIME REQUIRED TO PROCESS PHOTOCOPYING REQUESTS**

- Staff will process requests for photocopying in order of receipt, within three (3) weeks of the date of the request;
- Staff will produce the best photocopy possible given the condition/state of the original.

## RESEARCH SERVICES

Includes enquiries received by email, telephone, fax, regular mail or in person

- Staff will respond to all enquiries within seven (7) working days;
- Staff will respond to brief questions related to holdings in the archives and library collections within one (1) working day;
- If the query requires extensive research, staff will acknowledge your request within seven (7) working days with an indication as to when you can expect to receive a reply.
- A research fee may be charged for complex requests requiring more than 30 minutes of research by staff. We will notify clients and request approval before continuing the research and applying a research fee.
- In cases where we are unable to provide the requested information, staff will make every effort to refer the client to an appropriate resource or contact person.

## INTERLIBRARY LOANS

Staff will respond to interlibrary loan requests within seven (7) working days.

## HOURS

From May 1st to mid-October  
Monday to Friday, 9:00 a.m. – 4:30 p.m.

From mid-October to April 30<sup>th</sup>  
Tuesday to Friday, 9:00 a.m. – 4:30 p.m.

Closed on statutory holidays

## COMMENTS / QUESTIONS?

Tel: 819-776-8652 (General enquiries or to make an appointment)

Tel: 819-776-8661 (Archives)

Tel: 819-776-8655 (Image Archives)

Tel: 819-776-8686 (Image Reproduction Services)

Tel: 819-776-8674 (Library)

Fax: 819-776-8623

Email: [vimy.biblio@warmuseum.ca](mailto:vimy.biblio@warmuseum.ca)

Website: [www.warmuseum.ca](http://www.warmuseum.ca)

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