

COVID-19: REOPENING AFTER LOCKDOWN

Welcome to West Glamorgan Archives! In order to keep everyone safe, we have had to make some changes to our procedures and opening hours. This is what to expect:

Our opening hours have changed

We are open for a morning and an afternoon session each day as follows, with a one-hour break at lunchtime to enable the searchroom to be cleaned:

Tuesday	10am-12.30pm	1.30pm-4pm
Wednesday	10am-12.30pm	1.30pm-4pm
Thursday	10am-12.30pm	1.30pm-4pm
Friday	10am-12.30pm	1.30pm-4pm

Access is by appointment only

All visits to the Archive Service are by appointment only, and you will need to order all the documents you intend to consult in advance too. To enable us to get everything ready for you, you will need to contact us at least two working days in advance of your visit. You can only visit us once your appointment is confirmed.

You can search our catalogues online at swansea.gov.uk/archivecollections to find the reference numbers of the documents you need. If you are not sure what you need to look at, send us an email to let us know what you want to find out, and we will advise you.

There are safety measures in place

- The layout of the searchroom has been changed to ensure that social distancing is maintained at all times. Staff will be keeping their distance too and are not able to give face-to-face consultations.
- In line with Welsh Government regulations, face coverings must be worn at all times when visiting us. If you have a medical condition that makes this impossible, it would be helpful if you could tell us when you make your booking.
- The searchroom is cleaned at the end of the morning session and at the end of the day.
- Our reader's ticket acts as a contact tracing safeguard in case it is needed.

While some things are available...

- We are prioritising access to original archives, which you cannot see online or anywhere else. The parish registers and reference books on the

searchroom shelves are also available, and the books and journal articles are all listed in our online catalogue.

- We are also offering access on computer to the popular family history websites, including Ancestry and Find My Past. This is only available on Thursdays and Fridays. Advance booking is essential and numbers are strictly limited.
- You can still book a £10 family history session, but these are now only done online. Email us for more information. Please note, we **cannot** offer one-to-one sessions in person.

...others are not

- Due to the need to maintain social distance, we are unable to do face-to-face consultations like we used to and we are not able to offer one-to-one support with using a computer.
- On-the-spot photocopying and scanning. You can order copies to be done, and they will be sent on to you.

Making a booking

Once you have established exactly what you want to look at, let us know your preferred day to visit. We will do our best to accommodate you, but if there are no available spaces, we will find you an alternative day.

You will be given a specific time to come. Please be prompt and observe our queueing system. If you are delayed or unable to attend for whatever reason, please let us know as soon as possible.

During your visit

- As soon as you enter the Civic Centre and before you come to the Archives you are asked please to wash your hands.
- Please use the lockers provided for any items you do not need in the searchroom. These are cleaned after use.
- Whilst at the Archives, to ensure everyone's safety, we ask you to adhere to social distancing guidelines and not to walk around the searchroom.
- The Archive Service is registered as a venue for the NHS COVID-19 app. If you use the app, look for the poster near the entrance and scan the QR code with your phone.

Contacting us

The best way of contacting us is by email. You will receive a considered reply, typically on the working day that you send it or the day after. Our email address is westglam.archives@swansea.gov.uk.