

ARCC READING ROOM RETRIEVAL REQUEST SCHEDULE

Please be advised that, effective immediately, a new retrieval request schedule is being implemented in order to ensure that non-circulating archival, special collection and rare book materials preserved in the Archives and Research Collections Centre (ARCC) are available to patrons in a fair, consistent and timely fashion.

Requests for non-circulating material located in compact shelving or high-density storage (e.g., items identified in the on-line public catalogue as "ARCC Reference NO LOAN") will now be processed three times per weekday, at 11:00 am, 1:00 pm and 3:00 pm. This applies to most rare books, local history and archival documents, maps, architectural drawings, and photographs. Items located in the reading room will continue to be available on a self-serve basis during regular hours of opening.

Items requested by 11:00 am and 1:00 pm will normally be available in the reading room within two hours. Items requested by 3:00 pm will normally be available at 10:00 am the next morning that the reading room is scheduled to be open (i.e., items requested Thursday afternoon will be available Friday morning; items requested Friday afternoon will be available Monday morning). Please note that particularly large or complex requests may require additional time. If this appears likely, Western Archives staff will advise the patron at the time the request is submitted.

Patrons may also submit requests that specify a later retrieval date. Indeed, patrons are encouraged to plan their research, including identifying and requesting specific materials, as far in advance as possible. Items requested in advance will normally be available when the reading room opens on the date specified in the request.

Retrieval requests may be placed in person or by calling the reading room during regular hours of opening. A new email request service will be introduced shortly.

This new procedure ensures that requests will be filled according to a schedule, rather than in the current ad hoc manner, and should enable patrons to plan their research activities more effectively.

Questions or concerns about this new schedule, or any aspect of Western Archives' services, should be directed to the ARCC Reading Room (519-661-2111 x81111).

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