

## New Search Room Guidelines – Covid-19

### Making an Appointment

We are currently operating an appointment only system, and you will need to pre-order your documents. You will need to contact us a day or more in advance in order that documents can be retrieved and to ensure that the documents are available as all documents viewed by the public will be quarantined for a period of 72 hours. The documents are quarantined to ensure that our users and staff are kept safe when handling our collections.

### Ordering Documents

Documents can be ordered by browsing the online catalogue <https://diogel.gwynedd.llyw.cymru/DATRhagorol/default.aspx?iaith=en> and then contacting the record office with your choice of documents in order for staff to check availability. Or if you are unsure which documents you need please contact us so that a member of staff can assist you. Contact us by emailing [archifau@gwynedd.llyw.cymru](mailto:archifau@gwynedd.llyw.cymru) or phoning:

Caernarfon Record Office (01286) 679 095

Meirionnydd Record Office, Dolgellau (01341) 424 682

### Confirmation of Appointment

Our opening hours have changed. When we are able to confirm that the documents you require are available we will confirm the date of your appointment and you will be given a **specific time during the hours noted below** to enter the building in order to adhere to social distancing guidelines with other users and staff. As spaces are limited if you wish to bring someone with you, you will need to book an appointment for them also.

Caernarfon Record Office

Monday: Closed

Tuesday: Closed

Wednesday: 9.30-12.00, 1.30-4.30

Thursday: 9.30-12.00, 1.30-4.30

Friday: 9.30-12.00, 1.30-4.30

Meirionnydd Record Office

Monday: 9.30-12.00, 1.30-4.30

Tuesday: 9.30-12.00, 1.30-4.30

Wednesday: Closed

Thursday: Closed

Friday: Closed

If you do not feel well on the day you have been given an appointment or are unable to attend please contact to reschedule or postpone the appointment.

## During your visit

When you enter the Record Office you will be asked to:

- Wear a face covering.
- Use the lockers provided for any items that you don't need whilst in the search room.
- Wash your hands before you enter the search room.

Whilst in the search room to ensure your safety and others we ask that you:

- Don't walk around the search room
- Adhere to social distancing guidelines with regard to other users and the Service's staff, whilst going to the toilet and leaving the building.

## Documents

Only the material you have ordered will be available to you. We will not issue any additional documents to you during your visit. Depending on how much material you have ordered the material will either be placed on the table ready for you or a member of staff will provide your material on a trolley. If the material is provided on a trolley the staff member will bring the trolley to you, and once the staff member has stepped back you can retrieve the material and return to the table. You will be asked to leave the material on the table unless you have ordered additional material. If you have ordered additional material please inform when you are ready to view this material.

If you are having trouble with any aspect of the material you have ordered, e.g. reading a word, please bring the document to the screen and a member of staff will assist you.

The following will **not** be available during your visit:

- Computers
- Film and fiche machines
- Index
- Catalogues (unless you have pre-ordered)
- Reference books (unless you have pre-ordered)
- Plugs for your personal computers

## Photocopies

You can order and pay for photocopies, but as the documents you have used will be quarantined for 72 hours we will not make any photocopies on the day you visit. We will post the material to you after the quarantine period ends.