



FREQUENTLY ASKED QUESTIONS ABOUT CHANGES TO OUR SERVICES

What has changed?

1. You can now order and licence images through our website using an online form.
2. We have introduced a new 'same size' service for copies of drawings.
3. We have updated our pricing structure for copies of items from our collections.

How do I order images from RCAHMS?

Find the image in the Canmore database, click on the 'order image' link and complete the form. For photographic prints or images which haven't been digitised, use our online order form at www.rcahms.gov.uk/orderimages.

How long will my order take?

Existing digital images in Canmore will be supplied online within a few days. For other orders of up to 20 items your order will be completed within 15 working days from your licence acceptance. We can supply items within 5 working days, and this service is charged at double the standard price.

How do I get permission to use your images in a publication, exhibition or website?

Through the same online forms you can purchase images for Personal use or licence the images for Commercial use.

Have prices increased?

We have tried to keep prices as low as possible:

- We have reduced the price of photocopies and lasercopies considerably – they start at 20p + VAT
- You can now order digital images directly through our website at the lower price of £10 + VAT
- Prices have increased for certain formats: images that need to be digitised start at £20 + VAT
- Photographic prints start at £15 + VAT, and it's now the same price for a colour or black & white print

What is the Search Fee on your price list?

Visiting our Search Room or contacting us to find out what we hold is free of charge. However, if you ask us to carry out additional research or to photocopy on your behalf, this will be charged at £1 per minute + VAT. For example, this might involve staff searching through uncatalogued collection material for you.

What is the 'same size' service?

We have introduced same size copying of drawings up to A0 size on medium-grade paper. As closely as possible, the print will replicate the size of the original drawing. We have hundreds of thousands of drawings in our collections to choose from - prices start at £15 + VAT.

Why can't I see a photograph on Canmore?

You can view over 100,000 images on Canmore. If an image has already been digitised it will appear under the **Collection Items – Online** heading. Other items listed under the **Search Room** heading have not yet been digitised but can still be ordered, or viewed in our Search Room. We have over 15 million items in our collections.

Can I suggest images to be digitised and added to Canmore?

Yes – suggest which items you would like digitised and we will select appropriate images which conform to our programme of digitisation and add them to Canmore within 8-10 weeks.

What has changed in your Search Room?

Improvements have been made to the Aerial Photography area to accommodate search facilities for the TARA archive of wartime aerial photography. We will shortly be introducing improved facilities for viewing digital images through our website.

How can I comment on these changes?

We welcome your feedback on these changes to our services. Please complete the form on the other side of this page and post it to RCAHMS, John Sinclair House, 16 Bernard Terrace, Edinburgh EH8 9NX.



FEEDBACK ON CHANGES TO OUR SERVICES

Your details

Name:									
Address:									
Email:									
Sign up to our e-Newsletter (please circle):		YES	NO						
Are you (please circle):		Male	Female						
Age group (please circle):		Under 14	14-17	18-24	25-34	35-44	45-54	55-64	Over 65
What do you use RCAHMS for (please circle):									
Professional research	Commercial research	Academic research	Student research						
Local/family history	Personal interest	Other (please specify)							

Your comments

Thank you for completing this form.

Your answers will help us understand your experience and improve our service.