

Inreach Research Request Form

Please complete this form to request research from the Search Engine library and archives.
To avoid unnecessary delays to your request, please read the attached guide.

If completing by hand, please use BLOCK CAPITALS

Your details and delivery address:	
Full Name:	
Address:	
Postcode:	
Email:	
Mobile Phone:	
Daytime Phone:	
Billing details (if different):	
Full Name:	
Address:	
Postcode:	
Email:	
Phone:	
Payment Options:	
I would like to pay:	<input type="checkbox"/> Online (card only) <input type="checkbox"/> By Invoice, PO: _____

Please provide details of your research request on the next page.

Research Request

Please complete the sections below with as much detail as possible. If you require more space, please continue on a separate sheet.

Please list your queries below. If there are specific items you would like us to look at, please include them. Please provide as much detail as possible so that we can make a full assessment of the research required.

If you have previously consulted any sources during your research, either at the museum or elsewhere (including online sources), please list them below. This will ensure that we do not duplicate work you have already done.

If you would like us to send you copies of anything specific, please provide details below.

If there is anything else you would like to tell us about your request (for example, a deadline for your research or delivery instructions, purpose of your research etc), please use the space below.

Please return this form by email to inreach@railwaymuseum.org.uk or by post to:
Inreach Service, Search Engine, National Railway Museum, Leeman Road, York, YO26 4XJ

About the Inreach Service

The Inreach service is the Search Engine library and archives' research service. The research service is an alternative way to access the museum's collections for people who cannot visit themselves. The research is carried out by our team of expert volunteer researchers in return for a £25 fee per half-day of research.

You will receive a full research log, detailing the sources that have been consulted during the research. For each half-day of research, you may receive up to £6 worth of copies (restrictions apply) at no additional cost.

What happens next

Our volunteers meet fortnightly, so please allow up to two weeks for an initial response. We will first discuss your enquiry and create a research plan detailing the sources we can search on your behalf. If we need more details about your queries, we will get in touch with you. We may also suggest contacting other archives or services if we think you would be more likely to find answers to some of your queries elsewhere. Once the research plan is finished, we will make our best assessment of how much time the research will require. We will then write to you with the details of what sources we can search for you, how long we think this will take, how much it will cost, and how soon we can start your research. When you receive this information, please look at it carefully and if you would like to make any changes, let us know what you need.

Once you are happy to proceed with the research, you must accept our terms and conditions and send us your payment before we can start your research. If you would like to make changes, you must tell us before you accept our terms. Once you have accepted our terms you may still have to pay for research we have done, even if you change your mind or the research is no longer needed.

Copyright & Data Protection

Any copies we send you via this service must only be used for personal and private research. You must not publish, copy, or share any of the copies obtained through this service. You must not use the copies, or the information contained in them, for any commercial purpose. Further details of copyright restrictions can be found in our terms and conditions. If your research is for a commercial purpose, or you want to publish or share copies that we send you, please tell us about this. We can likely still carry out the research for you, and we can advise you about obtaining any copies you need.

If any of the copies include personal data, you will be responsible for the use and storage of this data under General Data Protection Regulation (GDPR) and Data Protection Act. Your research must not be used to support measures or decisions with respect to particular individuals and must not cause or be likely to cause substantial damage or substantial distress to any person who is the subject of the data. You may be required to dispose of the data/copies when they are no longer required. Please ask us for advice if you are unsure about this.

Paying for your research

IMPORTANT: Do NOT send card payment details or cheques with your request form.

If you have opted to pay online, we will send you instructions on how to do this alongside our confirmation of the cost of the research and the terms and conditions.

If you have opted to pay via invoice, we will ask you to accept our terms and conditions in advance of sending you an invoice. Please wait until you receive the invoice before sending us your payment. The invoice will include instructions on how to send us your payment either by cheque, card, or bank transfer, direct to our finance office. Invoices must be paid within 30 days and failure to pay within the 30-day term of the invoice may incur additional charges and could affect your credit rating. If you would like us to include a purchase order (PO) number on your invoice, please put this in the space provided. If you need us to confirm the cost of the order before you can raise a PO, please tell us this in the additional information section of this form.

Contact Details

Please return this form by email where possible, or alternatively by post.

Orders by post:
Inreach Service
National Railway Museum
Leeman Road
YORK
YO26 4XJ

Orders and enquiries by email:
Inreach@railwaymuseum.org.uk

To enquire about your request by phone:
01904 809486 (Mon-Fri 10am-4:30pm)