

## FREQUENTLY ASKED QUESTIONS

### What topics do you research?

We will research any topic relating to the heritage of the Scottish Borders - that is the four counties of Berwickshire, Peeblesshire, Roxburghshire, and Selkirkshire - based on our wide range of archives, newspapers, images and printed and digital resources.

Please note we cannot undertake broad research on topics such as “History of the Textile Industry in Hawick”, or “The Border Reivers”, although we will advise you on sources available.

### What do you provide?

At all levels of service we will provide a package that includes:

- A specified length of research time.
- A report on sources consulted and results found - both positive and negative. We cannot guarantee that our research will find the details you require, but we will do our best to provide relevant information from Heritage Hub resources.
- Photocopies or printouts of relevant material where we believe this represents the best was of providing the information.
- Suggestions on further avenues for your research plus advice on other sources or organisations that may be able to help.

### How much will it cost?

The service is £29.00 per hour (but please note comments in ‘**How much time do I need to request**’ below). All charges are VAT inclusive.

### How much time do I need to request

- An hour is a good place to start. If your enquiry is relatively straightforward or the sources easily searched then you may find one hour is all you need. If it is likely that you will need more than one hour then we would expect to be able to make clearer recommendations after the initial hour.
- An hour may be ideal if your enquiry uses indexed records such as births, marriages and deaths, census returns, old parish records, wills and monumental inscriptions, for instance for 19<sup>th</sup> and 20<sup>th</sup> Century family history research. It can be particularly useful if you are at the early stage of family history research and want to identify your immediate ancestors.
- Use this service also if you require only a newspaper report where you can give at least the relevant month and year.

### How do I request a search?

On the attached standard request form, we ask you to give us a description of the information you are looking for, what you already know, and what sources you have already consulted. To ensure the most efficient use of the research time, it is important that you are as specific as possible, particularly regarding names, dates and places.

The form must be printed, signed personally and then returned with your payment

### When will I get the results?

All research requests will be acknowledged on receipt, and staff will keep you informed of progress and a likely completion time.

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### How do I pay?

Advance payment in sterling is required for all requests, with payment by cheque or International Money Order, drawn on a British bank and made payable to Live Borders.

We can also accept payment by debit or credit card.

If no positive results are obtained, we will try to advise you of other possible sources, but we are unable to refund the research fee.

### Presentation Packs

In addition we can, on request, quote for a comprehensive portfolio of information on, for example, your family, community or house history.

A Presentation Pack might typically cost £116.00 to include up to 4 hours of research, copies where they are helpful in presenting information, and a timeline chart to set the research in a wider context of local, national and international events. We can discuss timing, the scope of the research and its output with you before you start – see also our Remote Research Service Request Form.

Typical lines of enquiry are:

- **Family History:** searches of appropriate records from census, statutory birth marriage and death and old parish records, monumental inscriptions, wills and probate records, archive collections, newspapers, maps and postcards etc. Typically this includes an A3 blank ancestral chart; this is designed as a working document to help you record basic facts of both your paternal and maternal lines, identify gaps that require further research, and start to fill in some of the background to the lives of your ancestors.
- **Social History:** searches to create a portfolio of information on a parish or village – where and how people lived, their occupations, housing, churches, farms, schools, businesses, industry, estates and transport.
- **House History:** a search of appropriate records from census, valuation rolls, directories, estate records, maps, postcard collection, architectural guides etc.

*Please note this research is for general historical interest only and does not cover legal aspects of ownership.*

**All research** is subject to current Data Protection legislation. Postage and administration charges are included in the cost. Additional photocopies / printouts, beyond those supplied as part of a search report, can be provided at our standard charges. Staff can advise further.

We are also happy to discuss any particular requirements you may have with regard to research e.g. the transcription of old documents.

Tel. 01450 360699

E-mail: [localhistory@liveborders1.org.uk](mailto:localhistory@liveborders1.org.uk)

Heritage Hub, Kirkstile, Hawick, TD9 0AE  
Tel. 01450 360699