

# CUSTOMER REQUEST INFORMATION

## FOR THE SIR JAMES FLETCHER KAWERAU MUSEUM COLLECTIONS

Please use the explanations and notes below when filling out the Order Form.

### APPLICANT

- The name of the person applying for the material/information, either an individual or the contact person for an organisation.
- The name of the organisation applying, if applicable.
- The address of the applicant that is used for mail delivery.
- The date the application is made.
- Contact phone numbers for the applicant distinguished by type.
- Contact email address for the applicant.

### WORKS (for reproduction request)

Please use a new line for each item and copy required. Eg. If you would like both a commercial print and a digital scan put each on its own line.

- Object ID is a unique number assigned to each item. It may be a Copy Collection, Accession, or Vernon number. Please ask museum staff for assistance.
- Subject/Description is a cross reference to the item. Enter the caption, title or exhibition subject.
- Tick what sort of reproduction you want, including the size;  
  
Photocopy—B&W: tick either A4 or A3, Colour tick either A4 or A3 and if you would like it laminated (Y/N).  
  
Commercial Print (photos only) - please write the size required (eg 6 x 4) in the column. Sizes available can be seen on the Charge list overleaf.  
  
Digital Scan (on a disk). Tick if you would like this option. Images are supplied as JPG. Please advise if you would like a different file format.
- If you require your item to be posted please tick and the cost will be added to your request.

### SUBJECT (for information request)

Outline the kind of information you are looking for. Please state dates, names and other similar details where possible to help staff. It is recommended you discuss your information request with staff before making an application

### TYPE OF PROJECT

Please select the type of project that best suits what you want the requested material/information for.

- **Personal Use (Research)** - you wish to have the material/information for personal reasons, for example, it is about/features your family, and will not be made available to the public in any form.
- **Non-commercial/Unpublished (Personal Study and Research)** – you are wanting to use the material/information for educational purposes, for example, in a thesis, school handout, or as part of a lecture.
- **Published/Commercial** - the material/information is to be included in a document that is being made available to the public, such as (but not limited to) a book, periodical, newspaper, DVD, etc. Any document being made available to the public and therefore requiring an ISBN or ISSN number and to be deposited with the Legal Deposit Office of National Library, is a published document.
- **Exhibition/Display** - the material/information will be included in an exhibition or a display that the public has access to.

For your selected project type please provide details of the intended use including:

- **Personal Use (Research)** – explanation as to why you are requesting the material/information.
- **Non-commercial/Unpublished (Personal Study and Research)** – associated research institution/organisation and explanation as to why you are requesting it.
- **Published/Commercial** – Details of Author, Publisher, Format, Working Title, Estimated Publication date and context of use (a realistic mock up may be requested)
- **Exhibition/Display** – organisation, working title of exhibition, dates to be exhibited, purpose of exhibition/display and context of use (a realistic mock up may be requested).

### PICKUP OR POSTAGE

The Museum will inform customers by telephone/email when their order is ready. Alternatively, orders can be packed in cardboard and posted, or sent by courier. Customers will be charged the cost of postage. Please advise staff at time of ordering and this cost will be added to your request.



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### REPRODUCTION INFORMATION

We may be able to supply reproductions for personal, research, publication or display, but in order to protect the integrity of our collections, and to ensure their appropriate usage, we ask that certain Terms and Conditions (see reverse of order form) are observed.

The Copyright Act must be adhered to when reproducing material. The Sir James Fletcher Kawerau Museum collection is made up of objects that are still covered by copyright, as well as those that have expired. Museums have a custodial responsibility to protect the copyright owner's interest, and donor's instructions. Museums often do not own the copyright for items in their collections. Permission must therefore be gained from the copyright owner before these works can be copied.

Generally staff will know the copyright of a photograph or other material so will be able to advise at the time of the request. Otherwise staff will contact the applicant within 5 working days of receiving the request to advise about any copyright issues. Requests for multiple items may incur a research charge; however staff will contact the applicant to verify instructions before proceeding.

### RESEARCH

It MAY be necessary for Museum staff to research and locate items for customers. A search/research fee of \$30.00 per hour will apply, charged at half hour intervals, with the first 2 hours free. This fee, for staff time, will also apply when items must be accompanied off the Museum premises for any special photography, filming or scanning. This fee may be waived at the discretion of the Library & Museum Manager.

### CHARGES

Photocopy			Laminated photocopy			Images for publications	
	Black & White	Colour		Black & White	Colour	Type	Single Image per use
A4	\$1.00	\$2.00	A4	\$3.50	\$4.50	Local History/Education	\$12.00
A3	\$2.00	\$4.00	A3	\$4.50	\$8.00	Commercial	\$60.00
Commercial Prints			Digital Scan				
	Black & White/Colour		First image including media			\$30.00	
6x4"	\$12.00		Additional images on same media			\$24.00 per image	
5x7"	\$15.50		Publications				
6x8"	\$17.50		Title	Author	Date	Type	Price
8x10"	\$28.50						
8x12"	\$28.50						
12x18"	\$41.00						

**ALL PRICES INCLUDE GST AND ARE SUBJECT TO CHANGE AT ANY TIME**

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