

NEW JERSEY STATE ARCHIVES APPOINTMENT SCHEDULING POLICY

To make an appointment, please call 609-984-2396 during our normal business hours, Monday - Friday, 8:30 a.m. to 4:30 p.m. Eastern Standard Time. We will not be able to return calls or confirm appointments outside of business hours.

This policy is intended and designed to ensure that:

- Foremost, a maximum number of researchers will have access to the New Jersey State Archives facility and immediate, urgent demand will be met to the extent possible; and
- Secondly, the public will be able to make the fullest use of the facility in the context of current staffing limitations, administrative requirements, and public health guidelines.

General:

- The first two weeks will be considered a single scheduling block. The third and fourth weeks together will be considered a single scheduling block. After this (i.e., starting with the fifth week), each week will be its own scheduling block.
- Sign-up for 3-hour appointments will be on a first-come-first-served basis. A patron may only reserve an appointment for themselves and one other co-researcher at a single researcher workstation (microfilm carrel or manuscript table). The appointment will be considered as being under the name and contact information of the caller.
- The appointment maker will receive an email confirming the appointment.
- Appointments are not transferrable to another party.
- Unless there are vacant appointments (see below), patrons shall be limited to reserve one (1) appointment in the Microfilm Reading Room per scheduling block and one (1) appointment in the Manuscript Reading Room per scheduling block.
- Prior to and during the first block, patrons may reserve one appointment in each of the research areas during that first block and one appointment in each of the research areas during the second block. Going forward, appointments can be reserved only during the block immediately preceding or during the block itself. This will ensure that the facility is accessible to as many patrons as possible during this initial opening period.
- We cannot guarantee that a patron will be able to schedule appointments in both research areas on the same day. We will accommodate such requests if possible.

Waiting Lists for Vacant Appointments:

- We will maintain a "Priority 1 Waiting List" for patrons who were not able to reserve an appointment during the block and research area they wanted, and a "Priority 2 Waiting List" for patrons who were able to reserve an appointment in the block and research area they wanted but would like an additional

appointment in that block and research area if possible. These lists will be created and maintained in order on a first-come-first-served basis.

- If an appointment remains unreserved as of the day before that appointment time (or as late as the morning of an unreserved afternoon appointment, or in the case of cancellation), designated staff will call patrons on the Priority 1 Waiting List first to see if the patron would like to reserve the available appointment. If we are not able to reach the person directly when we call, we will leave a message if possible, asking for a call back. However, we will also move on to the next person on the list immediately and offer the appointment to them. A call/message does not guarantee an appointment for the patron if we cannot reach them when we call.
- Once a patron on the Priority 1 Waiting List reserves an appointment within a block and research area, they will be removed from the Priority 1 Waiting List. The patron can request to be added to the Priority 2 Waiting List (for an additional appointment) if they desire. Patrons will not be removed from the Priority 1 Waiting List if they could not be contacted directly (i.e., did not answer our call), or if the available appointment did not work for them but they still want another appointment if one becomes available during that block and research area.
- Patrons on the Priority 2 Waiting List will be contacted in the same manner as outlined above ONLY AFTER all patrons on the Priority 1 Waiting List have been called.
- No patron will be given a second appointment in a block/research area unless all others on the Priority 1 Waiting Lists have been afforded an opportunity (i.e., at least called) to reserve an available appointment as their first appointment in that block/research area. No patron will be given a third appointment in a block/research area unless all others on the waiting lists have been afforded an opportunity to reserve an available appointment as their second appointment in that block/research area. And so on.
- If a patron cancels an appointment, they can request to be put on or to remain on the Priority 2 Waiting List, but will be put at the end of the list.
- We will not call patrons on the waiting lists to fill unreserved appointments during the current time slot, e.g., in the case of a last-minute cancellation.

Walk-Ins:

- Walk-in patrons who have not reserved an appointment will be accommodated on a first-come-first-served basis ONLY if the current appointment time, or a later appointment time that day, is available. Otherwise, the patron will be turned away and asked to schedule an appointment for another day. We are not at liberty to exceed the capacity established above.