

National Heritage Protection Plan

NHPP 5B2 Underpinning Local Planning Processes

Expanding the Neighbourhood Plan evidence base – Museums,
Records offices, archives and HERs

Interim Report

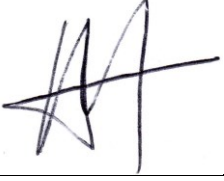
Project Number - 6419

30/04/2013

Adam Partington



Document Control Grid

Title	Expanding the Neighbourhood Plan evidence base – Museums, Records offices, Archives and HERs (5B2.401) Interim Report Project Number 6419
Author	Adam Partington
Derivation	Stage 1 Project Deliverable
Origination Date	30/04/13
Reviser(s)	n/a
Date of Last Revision	n/a
Version	1
Status	DRAFT
Summary of Changes	
Circulation	Locus Consulting English Heritage
Required Action	
File Name/Location	
Locus Contact Details	Park Lane House 5 Park lane Donington Lincolnshire PE11 4UE Tel.01775 821 402 e-mail projects@locusconsulting.co.uk
Approval	

Contents

Introduction	4
SECTION 1: INFORMATION HOLDINGS.....	8
1.1 Type and Format of Materials Held.....	8
ARCHIVES	8
HISTORIC ENVIRONMENT RECORDS	13
MUSEUMS	20
SECTION 2: ACCESSIBILITY.....	29
2.1 Types of Access across all Repositories.....	29
2.2 Access to Information Types.....	30
ARCHIVES	30
HISTORIC ENVIRONMENT RECORDS	33
MUSEUMS	36
2.3 Online Access across all Repositories	40
Q: WEBSITE TYPE.....	40
Q: DATES OF ACCESS.....	41
Q: UPLOAD ABILITY	41
Q: HOW IS HERITAGE INFORMATION HOSTED ONLINE	42
2.4 Remote Access	45
ARCHIVES	45
HISTORIC ENVIRONMENT RECORDS	47
MUSEUMS	49
2.5 Visit	51
Q: PUBLIC OPENING TIMES	51
Q: FACILITIES	51
Q: ADDITIONAL INFORMATION AVAILABLE	52
Q: SEARCHING FOR INFORMATION.....	53
Q: ACCESSING INFORMATION	54
SECTION 3: ENABLING ANALYSIS, INTERPRETATION & APPLICATION.....	61
3.1 Aiding Interpretation and Standing Guidance.....	61
ARCHIVES	61
HISTORIC ENVIRONMENT RECORDS	63
MUSEUMS	66
Summary Conclusion	67
3.2 Community-led Initiatives.....	68
SECTION 4: OVERALL CONCLUSIONS.....	70

4.1 Repository Conclusions	70
ARCHIVES	70
HISTORIC ENVIRONMENT RECORDS	74
MUSEUMS	77
4.2 Summary Conclusions.....	81
APPENDIX.....	83
APPENDIX 1: Community Access to Archives.....	84
APPENDIX 2: Community Access to Historic Environment Records	94
APPENDIX 3: Community Access to Musuems.....	105
APPENDIX 4: Example Guidance for Archives.....	117

Introduction

This interim report examines the results of questionnaires sent out to Local Authority Archives, Museums and Historic Environment Records as part of the English Heritage Expanding the Neighbourhood Plan Evidence-base Project (6419). Questionnaires were aimed at identifying the types, format, availability and public accessibility of heritage data held by each repository, and also any Neighbourhood Plans or other place-shaping initiatives that have been undertaken within an authority area.

This document provides an overview analysis of the questionnaire results, generally according to each repository group, and draws some conclusions based on comparative analysis of responses from each type of repository.

Questionnaire format

Questionnaires followed a similar basic template but were tailored according to the types and formats of information typically held by each Archive, HER and Museum, alongside the fundamental ways and principles by which they make information accessible.

Draft questionnaires were circulated around the Project Steering Group at English Heritage, and final drafts were sent to their respective contacts at Local Authority HERs, the Arts Council and the National Archives for a final stage of consultation.

Questionnaires focussed around the following key topics:

- The types of heritage information held about local places
- The structures and formats in which information is held
- The different formats in which information is presented and provided
- Any standing guidance supporting the access and use of information
- Any community-led plans and initiatives recently undertaken or ongoing in the area
- Resources made available for non-professional enquiries

The majority of questions were multiple choice, with a limited number of free text questions to help standardise responses where possible, and to enable analysis at later stages.

Questionnaires were divided into 3 key sections:

1. AVAILABILITY – Understanding the types and formats of information held, as well as if and how the information is available to a member of the public
2. ACCESSIBILITY – Looking at the ways by which information held is being made accessible to members of the public. The section was structured according to three key methods of enquiry: Online, Remote Enquiry and Visit
3. ENABLING ANALYSIS, INTERPRETATION AND APPLICATION – This final section aimed to find out what basic processes and resources are in place to assist members of the public in the interpretation and application of materials held by each repository.

Final versions of the Questionnaires are provided in an appendix to this document.

Distribution

Questionnaires were distributed by email, to named contacts (where possible) at each Local Authority Archive, HER and Museum. HER questionnaires were emailed by Locus Consulting, however Archive and Museum questionnaires were sent out by the National Archives and Arts Council respectively.

Guidance on how to complete each section of the questionnaire was included with each email sent out, and respondents were encouraged to contact staff at Locus Consulting if they required any further information or advice. An example of the guidance provided is provided in an appendix to this document.

Returns

A period of three weeks was proposed for the return of completed questionnaires; however this was extended to four weeks to enable a number of additional responses to be considered. Returns were encouraged by email or post, with only one (Archive) choosing the latter. After a period of two and half weeks, those Archives and HERs who had not yet returned a questionnaire were telephoned to encourage a response. Contact details were not available for Museums, and a follow up email was sent by the Arts Council instead.

The results of questionnaires were recorded in a database to facilitate statistical analysis of the data during analysis and later review stages.

Responses

A total of 126 responses were received across all three types of repository. These included:

Repository	Total contacted	Number of Responses	% Returned	Partially complete
Archive	129	55	43%	
HER	84	48	57%	2
Museum	455*	23	5%	

*this number is unconfirmed

Both HERs and Archives responded in sufficient numbers as to provide a representative sample of each type of repository. Uptake of the questionnaire by Museums was comparatively poor, with only 5% responding.. Given that this type of repository is structured less consistently than Archives and HERs, the results of extrapolating the survey finding at a national level should be treated with caution.

In the main, questionnaires appear to have been comprehensively completed with only two HERs providing partially incomplete responses. A low number of repositories left questions blank where they felt that the question did not apply. Overall, questions were well understood and answered with sufficient detail. The language used was generally consistent across all types of repository, allowing free text answers to be collated with relative ease. In a small number of instances respondents provided imprecise answers in Section 3 about the types of support/guidance available.

Analysis

The structure of the analysis below broadly follows that of the questionnaires, with an initial section discussing the nature and availability of heritage information held by HERs, Archives and Museums, followed by Section 2 which considers the accessibility of information for each of the repositories. A third section considers what mechanisms are in place to help members of the public analyse, interpret and apply the information in community-led initiatives. Each section contains a brief commentary on the survey's findings, and draws some conclusions about common or different approaches taken by each of the three repositories. Summary conclusions are provided at key points throughout the document. In a final section, conclusions are drawn up according to repository type, and an Overall Conclusion considers some of the key results of the project across all three repositories.

N.B. Unless specified otherwise, where analysis is undertaken own according to information type (HERs and Archives) or information topic (Museums) statistical information is proportionate to the total number of Archives/HERs/Museums holding a specific information type, and not on the total number of returned questionnaires per repository. The only exception to this is the analysis in Section 1 which considers whether or not an Archive holds a specific information type or not.

For example: Archive's holding Modern OS data would be calculated as follows:

The total number of Archives that responded is 55, and the total number of Archives holding Modern OS information is 23. Therefore the initial HELD? Columns are calculated as a proportion of all Archives (55), whereas the results formats in which information is held is calculated proportionate to the total number of Archives holding Modern OS Mapping – 23.

Information Type	Number of Archives holding info	HELD?		FORMATS				
		YES	NO	Microfilm	Image file	Digital document	Original document	Other
MAPS								
Current Ordnance Survey	23	42%	58%	0%	5%	10%	87%	13%
		23 / 55	32 / 55	0 / 23	3 / 23	6 / 23	20 / 23	3 / 23

Proportionate analysis of results in this way gives a much clearer and proportionate picture about the methods employed to make information available and accessible.

SECTION 1

INFORMATION HOLDINGS

SECTION 1: INFORMATION HOLDINGS

1.1 Type and Format of Materials Held

The first section of the questionnaire aimed at identifying the types of information held and not held by each repository, and in what formats they were typically held in.

ARCHIVES

Archives were initially asked whether they held specific types of information. This question was followed-up by asking what formats the information was typically held in. Four key formats were suggested: Microfilm, Image file, Digital document, and Original document, and a free text catch-all for other formats was also provided.

- **MAPS**

The results of the survey show a high level of consistency in the types of mapping typically held by Archives, in particular historic maps. Although Modern OS mapping is only held by 38% of Archives, the historic counterparts are held by 95% of Archives. Further historic map evidence, including Tithe, Estate, and Enclosure maps, is held by high proportions of Archives, as shown by the table opposite. Closer interrogation of results show that only a handful of Archives (approximately 6%) lack multiple forms of mapping, and that the absences of mapping are generally evenly distributed amongst the entire group. 22% of Archives also hold 'Other' mapping information. Where specified these included the Domesday Map, Land Valuation mapping, Land Drainage and infrastructure maps (e.g. docks). In the majority of cases the answer was unspecified.

Information Type	Number of Archives holding info	YES	NO	Microfilm	Image file	Digital document	Original document	Other
MAPS								
Current Ordnance Survey	23	42%	58%	0%	5%	10%	86%	14%
Historic Ordnance Survey	52	95%	5%	21%	8%	8%	94%	8%
Tithe	46	84%	16%	15%	20%	15%	80%	13%
Enclosure	40	73%	27%	5%	15%	8%	100%	5%
Private Estate	52	95%	5%	4%	8%	4%	94%	6%
Road Order	28	51%	49%	0%	0%	0%	100%	4%
Sale Particulars	49	89%	11%	0%	0%	0%	94%	6%
Other	12	100%	0%	0%	0%	0%	92%	8%
Other	1	100%	0%	0%	0%	100%	100%	0%

The vast majority Archives hold mapped information in the original hardcopy format, ranging from Tithe maps held in hardcopy by 80% of Archives to Enclosure Maps and Road Orders held in hardcopy by 100% of Archives. Other formats, such as Microfiche and Digital images/documents are used by between 10-20% of Archives depending on the map type.

Notable percentages include Historic Ordnance Survey Maps held on Microfiche by 21% of Archives, and Tithe maps held as digital images or documents by 14 (30%) of the 46 Archives with Tithe maps.

- **LISTS & REGISTERS**

The results reveal that a high percentage of Archives hold information in the form of Lists and Registers. All but one Archive out of the 55 which responded lacked Electoral Register and Rate Assessment information, and only 2 Archives lack Local Directories, meaning that the information is held by 98% and 96% of Archives respectively. Tax Records were held by comparatively fewer, although still the majority of Archives (73%).

Information Type	Number of Archives holding info	YES	NO	Microfilm	Image file	Digital document	Original document	Other
LISTS & REGISTERS								
Electoral Registers	54	98%	2%	41%	4%	9%	94%	0%
Directories	53	96%	4%	23%	6%	8%	96%	2%
Tax Records	40	73%	27%	28%	3%	5%	90%	0%
Rate Assessments	54	98%	2%	17%	0%	0%	94%	0%
Other	3	100%	0%	0%	0%	0%	100%	0%

As with maps, the vast majority Archives hold mapped information in the original hardcopy format, ranging from Tax Records at 90% to Directories at 96%. Information of this type was rarely held electronically, with only 5-9% of Archives maintaining digital versions. Instead, small but significant proportions of all types of information (ranging from 17% to 41%) are held on microfilm.

- **RECORDS**

Excluding Diocesan Archives records, the majority of Local Authority Archives hold Manorial Survey (65%), Rental (71%) and Manor Court (73%) records. Diocesan archive material is held by comparatively fewer Archives, amounting to 42% of total respondents. 44 of the 55 Archives (80%) indicated that they held 'other' Record information, although this was only specified in one instance and included Non-conformist chapel records.

Information Type	Number of Archives holding info	YES	NO	Microfilm	Image file	Digital document	Original document	Other
RECORDS								
Manor Court Rolls/Books	40	73%	27%	13%	0%	0%	98%	3%
Manorial Surveys	36	65%	35%	14%	0%	0%	100%	3%
Rentals	39	71%	29%	5%	0%	0%	100%	0%
Diocesan Archives	23	42%	58%	48%	9%	9%	100%	0%
Other	44	80%	20%	57%	16%	9%	89%	2%

The table above shows how the overwhelming majority of Archives hold Records information in original document form, with smaller amounts of the information available as Microfilm, generally amounting to between 5-4%, although Diocesan Archive and 'Other' information types are notably higher at 48% and 57% of Archives respectively.

- **WILLS, PROBATE & DEEDS**

The survey results show that Wills and Probate Inventories are held by 76% and 64% of Archives respectively, whereas Property Deeds are still held by almost all (95%) of Archives.

Information Type	Number of Archives holding info	YES	NO	Microfilm	Image file	Digital document	Original document	Other
WILLS, PROBATE & DEEDS								
Wills	42	76%	34%	41%	4%	9%	94%	0%
Probate Inventories	35	64%	36%	23%	6%	8%	96%	2%
Property Deeds	52	95%	5%	28%	3%	5%	90%	0%
Other	3	5%	95%	0%	0%	0%	100%	0%

Once again, the emphasis on the format of information held is very much placed on the original documents, with between 90 and 96% of Archives holding Wills, Probate inventories and Property deeds in this way. In common with some other types of documentary evidence, secondary emphasis is clearly placed on Microfilm, with between 23 and 41% of Archives also holding copies of information in this way. Digital image or document files are not held by the majority of Archives (>90% in all cases).

- **PLANS**

Architectural drawing, building control plans and planning application are not consistently held by all Archives who responded to the survey. Closer inspection of the information shows that 6 of the 55 Archives who responded to the survey have no information of this type at all, and the remainder typically have one or more of the information types, with 45% holding all three types. Architectural drawings (89%) are the most commonly held plan followed by Building Control Plans (71%) and Planning Applications (69%). The latter two are often held and archived elsewhere by local authorities.

Information Type	Number of Archives holding info	YES	NO	Microfilm	Image file	Digital document	Original document	Card index	Other
PLANS									
Architectural Drawings	49	89%	11%	0%	2%	0%	92%	6%	0%
Building Control Plans	39	71%	29%	5%	0%	0%	92%	8%	0%
Planning Applications	38	69%	31%	11%	0%	0%	92%	5%	0%
Other	4	100%	0%	0%	0%	0%	100%	0%	0%

Plans are held in the form of original documents by almost all Archives. A very small number of Archives hold information in digital or microfilm formats.

• **IMAGES AND MEDIA**

The types of media most common to Archives include Photographs (98%), Aerial Photographs (91%) and literature held within a Local History Library (91%). Other forms of media are held by comparatively fewer, but still high percentages of, Archives including Drawings and Paintings (73%) and Film and Audio (62%). Technical guidance is held by a small number of Archives, amounting to 25% of the total number who responded to the survey. Guidance held by Archives is discussed in greater detail in Section 3 of this document.

Information Type	Number of Archives holding info	YES	NO	Microfilm	Image file	Digital document	Original document	Card index	Other
IMAGES & MEDIA									
Photographs	54	98%	2%	2%	44%	28%	91%	7%	4%
Aerial Photographs	50	91%	9%	2%	28%	18%	88%	4%	0%
Film and Video	34	62%	38%	0%	18%	35%	79%	6%	3%
Drawings and Paintings	40	73%	27%	0%	20%	18%	98%	8%	3%
Local history library	50	91%	9%	10%	4%	8%	90%	10%	6%
Technical guidance	14	25%	75%	0%	7%	14%	79%	0%	29%
Other	5	100%	0%	40%	0%	20%	100%	20%	0%

Between 79% and 98% of Archives hold information in hardcopy format, either as original documents or as copies of the original. The emphasis on this format is in common with the information types held by Archives, however there is much greater variation in the number of Archives holding information in other formats. In contrast to other information microfilm is not the preferred secondary format, but is digital instead, with between 44 and 7% of Archives

hold information in this way. This possibly reflects the nature of the information type, being strongly image based or more suited to digital forms of storage (e.g. digital photographs, scanned images, and audio/film files held in digital formats).

Archive - Key Conclusions on Information Holdings

- Overall the results suggest that there is a high level of consistency in many types of information held by Archives, with many information types commonly held by around three quarters of Archives or more. These include:
 - Historic OS mapping
 - Tithe maps
 - Private Estate Maps
 - Electoral Registers
 - Directories
 - Rate assessments
 - Architectural drawings
 - Wills
 - Property Deeds
 - Photographs
 - Aerial Photographs
 - Local History Library
- However, there is greater variation in some holdings, such as Plans and some types of Images and Media (e.g. Drawings & Paintings, and Film & Video).
- Lists & Register information is held by the highest percentages of Archives, shortly followed by Maps and Images & Media. The information type held least comprehensively by Archives is Records
- There is a clear and strong preference for holding material in its original hard copy format
- Information held in digital format is unusual except for some mapping information and for photographs. This may be accounted for by digitisation/scanning of some map and image resources and for an increase in borne digital photographic information
- Some types of documentary sources are commonly held by 40-50% of Archives in Microfiche/Microfilm format, such as Electoral Registers, Diocesan Archives and Wills.

HISTORIC ENVIRONMENT RECORDS

Over two questions HERs were asked whether they held specific types of information, and in what formats the information is typically held in. Six key formats were suggested: GIS, Image file, Digital document, Card index, Paper report and Hardcopy. A free text catch-all for other formats was also provided.

- **MONUMENTS**

Information Type	Held	Partially	Not Held
MONUMENTS			
(Non-scheduled) Archaeology	90%	8%	2%
(Non-listed) Buildings/structures	69%	29%	2%
Transport	52%	42%	6%
(Non-designated) Parks & Gardens	60%	33%	6%
Settlements	69%	29%	2%
Military	69%	29%	2%

The main focus of the non-designated historic assets held by HERs is Archaeology, with 90% holding comprehensive records and a further 8% maintaining partial records. Combining the results for information held wholly and partially, other 'Monument' information types (e.g. transport, settlements, military and buildings) are also held by the majority of HERs. The more partial nature of these information types may reflect the expansive geographic and topical breadth of the subjects across a Local Authority area, as opposed to any significant localised gaps in information holdings.

Information Type	Number of HER Holding Info	GIS	Image file	Digital document	Card index	Paper report	Hardcopy	Other
MONUMENTS								
(Non-scheduled) Archaeology	47	91%	38%	79%	38%	62%	47%	19%
(Non-listed) Buildings/structures	47	91%	36%	79%	28%	60%	47%	19%
Transport	45	91%	33%	76%	20%	53%	42%	20%
(Non-designated) Parks & Gardens	45	89%	27%	71%	18%	51%	44%	20%
Settlements	47	89%	30%	79%	21%	60%	40%	19%
Military	47	85%	34%	77%	21%	49%	40%	17%

The results of the survey showed that preferred format for holding information about non-designated 'monuments' is within a GIS, accompanied by a digital document in the vast majority of cases (71-79%). Of the three HERs not using GIS, monuments were searchable by card index or a response to the question was not given. Throughout Monuments information here is a clear preference for holding digital format (71-91% of HERs) as opposed to hard copy formats (18-62% HERs).

Archaeological information ranks highest amongst the types of monument information held across all formats within the questionnaire, followed by buildings/structures, transport and settlements. Formats held for Parks and Gardens and Military information are broadly comparable.

Approximately one third (27-38%) of HER's hold images for Monument information, with buildings/structures and archaeology being most commonly and Parks and Gardens held the least.

- DESIGNATIONS**

Information Type	Held	Partially	Not Held
DESIGNATIONS			
Listed Buildings	98%	2%	0%
Scheduled Monuments	98%	2%	0%
Registered Parks & Gardens	96%	2%	2%
Battlefields	58%	4%	38%
Conservation Areas	88%	8%	4%
Local designations	38%	29%	33%
Other – please state	6%	2%	92%

Nationally designated historic assets (Listed Buildings, Parks and Gardens and SAMs) enjoy the highest level of comprehensive coverage amongst all information types, with 96% or more of HERs holding comprehensive records. Historic Battlefields are the only exception at (62% wholly or partially held), although this result is likely explained by their absence in many Local Authority Areas. Conservation Areas are also held by 96% of HERs, with 8% holding partial records. Local designations are significantly less well represented, with 38% of HERs holding complete records, 29% partial and 33% none. Other designations held by HERs included: Areas of Archaeological Potential (Coventry HER), SHINE – Dartmoor HER World Heritage Sites and Protected Wreck Sites (Devon HER) and Buildings at Risk (Lincoln Heritage Database).

Information Type	Number of HER Holding Info	GIS	Image file	Digital document	Card index	Paper report	Hardcopy	Other
DESIGNATIONS								
Listed Buildings	48	90%	33%	73%	13%	44%	44%	17%
Scheduled Monuments	48	90%	29%	69%	10%	44%	46%	17%
Registered Parks & Gardens	47	89%	26%	66%	9%	40%	47%	17%
Battlefields	30	93%	20%	63%	10%	37%	47%	20%
Conservation Areas	46	89%	22%	70%	9%	39%	35%	13%
Local designations	32	91%	25%	88%	9%	41%	38%	9%

Information about designated historic assets is held in much the same way as non-designated monument information, with the preferred format being digital in the form of GIS and a digital document (89-93%). Where not held in GIS, information was held as a paper report (1 HER), or the response to the question was blank (2 HERs).

Listed Building information ranks highest amongst the types of designated heritage assets held across all formats within the questionnaire, although marginally so with all other designations, both local and national, all held in similar ways. This suggests a common approach to recording designated assets within each HER, and a broadly common approach to holding the relevant digital information across the majority of HERs.

Approximately one quarter (20-33%) of HER's hold images for designated historic assets, with Listed Buildings being most commonly held and Battlefields held the least.

- **CHARACTER**

Information Type	Held	Partially	Not Held
CHARACTER			
HLC raw data	77%	10%	13%
Other character data	42%	8%	50%
Written character appraisals	40%	21%	40%
Other – please state	2%	0%	98%

Historic Landscape Characterisation data in its raw state is widely available, being held by 87% (10% partially) by HERs. All HERs with additional characterisation data also had HLC data, meaning that 13% of HERs have no characterisation data, 42% have two forms of data and 45% have HLC data only. Of the 42 HERs holding HLC or other characterisation data, 29 (69%) have written character appraisals, leaving a total of 19 (40%) of HERs without interpretative reports.

Information Type	Number of HER Holding Info	GIS	Image file	Digital document	Card index	Paper report	Hardcopy	Other
CHARACTER								
HLC raw data	42	81%	7%	60%	0%	26%	17%	7%
Other character data	24	75%	13%	75%	0%	50%	21%	0%
Written character appraisals	29	28%	10%	76%	0%	48%	31%	0%

The preferred format for HLC (81%) and 'Other' (75%) characterisation data is digital, in the form of a digital document and GIS. Of those not held in GIS (19%), characterisation data is held as a digital and/or hardcopy document, occasional accompanied by images. Written character appraisals appear to be predominantly hosted within digital documents (76%) and to a lesser extent hardcopy (48%). 28% of HERs with Character Appraisals also have them hosted within a GIS.

The number of HERs holding images for characterisation information is very low, ranging between 13 – 7%, suggesting that landscape character information is rarely accompanied by representative visual material.

- **MAPPING**

Information Type	Held	Partially	Not Held
MAPS			
Current OS	100%	0%	0%
Historic OS	92%	8%	0%
Tithe	29%	31%	40%
Enclosure	13%	23%	65%
Other Historic Maps	29%	44%	27%
Political boundaries (e.g. parish)	92%	2%	6%
Other – please state	2%	0%	98%

All HERs hold up-to-date modern Ordnance Survey mapping, and almost all (94%) hold political boundaries and historic mapping for their respective areas. Beyond these typically ubiquitous forms of mapping, coverage is more scant. Tithe maps are held by 69% of HERs although only half have comprehensive records for their respective Local Authority area. Coverage for Enclosure maps is poorer with only 36% of HERs with partial (23%) or full (13%) holdings for their area. However, 73% of HERs hold 'Other historic maps', over one third of which comprehensively cover authority areas, indicating that HERs hold a considerable amount of localised cartographic material.

Information Type	Number of HER Holding Info	GIS	Image file	Digital document	Card index	Paper report	Hardcopy	Other
MAPS								
Current OS	48	75%	4%	15%	0%	13%	15%	2%
Historic OS	48	73%	21%	17%	0%	13%	27%	2%
Tithe	29	34%	28%	28%	0%	14%	24%	7%
Enclosure	16	31%	38%	31%	0%	13%	38%	6%
Other Historic Maps	35	23%	29%	26%	0%	20%	46%	3%
Political boundaries (e.g. parish)	45	73%	2%	11%	0%	0%	13%	4%

Both Modern (75%) and Historic (73%) Ordnance Survey mapping is typically held in a GIS. Other HERs hold them in a combination of digital and hardcopy forms, although 7% of surveyed HERs hold them in hard/paper copy format only. 4 HERs (8%) did not specify a format for their OS mapping.

Six HERs (20%) with Tithe maps hold them in hard/paper copy format only. The remaining 80% of HERs with Tithe maps hold them as digital images only, or as both hardcopy and

digital. 34% of HERs with Tithe maps hold them in GIS, accounting for 43% of the HERs that hold them digitally.

Of the HERs with Enclosure Maps, 5 (31%) hold the information in paper/hard copy only and the remaining 11 (69%) hold it digitally and/or with hardcopies. 31% of HERs with Tithe maps hold them in GIS, accounting for 45% of the HERs that hold them digitally.

HERs hold a variety of 'Other' Historic maps. These are typically held as digital images only (26%), hardcopy form only (37%) or in both formats (29%). Only 23% are held within a GIS, amounting to 42% of those HERs that hold 'Other Historic Maps' digitally.

Political boundaries, including Parish boundaries, are mostly (73%) held in GIS, with the remainder of HERs holding them in hardcopy mapped form (13%) or as a digital document (11%).

- **IMAGES & MEDIA**

Information Type	Held	Partially	Not Held
IMAGES & MEDIA			
Historic photos/images	42%	48%	10%
Modern aerial photographs	73%	19%	8%
Historic aerial photographs	60%	31%	8%
Other – please state	2%	0%	98%
Other – please state	0%	2%	98%

The vast majority of HERs (92%) have Modern and Historic aerial photographs, although coverage for the latter is comparatively poorer, with 31% of HERs having partial records. A high proportion of HERs (90%) also hold historic images of their local area, although the majority (48%) have partial holdings as might be expected of a photographic resource that will be generated from publications and ad hoc contributions from members of the general public. Two other unspecified types of media were held by Shropshire HER.

Information Type	Number of HER Holding Info	GIS	Image file	Digital document	Card index	Paper report	Hardcopy	Other
IMAGES & MEDIA								
Historic photos/images	43	2%	56%	23%	2%	2%	72%	2%
Modern aerial photographs	44	59%	39%	18%	0%	0%	48%	2%
Historic aerial photographs	44	34%	41%	23%	0%	2%	75%	2%

The preferred format for modern aerial photographs was digital, with 59% hosting images within GIS. A total of 6 (14%) HERs hold modern aerial photographs in hardcopy only, and 20 (45%) in digital format only, with the remaining 41% held in both formats. Of those held digitally 68% are held in GIS.

Historic aerial photographs are mostly held in both digital and hardcopy format (50%), with 23% held in digital only and 27% held in hardcopy only. Of those held in digital format, 47% are also held in GIS.

Historic photographs and images are held in digital only (26%), hard copy only (30%) or in both formats (44%). Only 1 out of the 43 HERs that responded to the question hosted images using GIS.

- **BIBLIOGRAPHIC**

Information Type	Held	Partially	Not Held
BIBLIOGRAPHIC			
Grey literature	96%	4%	0%
Local history library	35%	44%	21%
Technical guidance	46%	31%	23%
Other	2%	0%	98%

96% of surveyed HERs hold 'Grey literature', such as archaeological site reports, building surveys and other similar reports. The majority (79%) HERs have a local history library, although 44% of HERs consider their holdings to provide a partial view of their respective authority area. 77% of HERs have written technical guidance concerning the historic environment.

Information Type	Number of HER Holding Info	GIS	Image file	Digital document	Card index	Paper report	Hardcopy	Other
BIBLIOGRAPHIC								
Grey literature	48	13%	6%	73%	2%	67%	42%	2%
Local history library	38	0%	0%	18%	0%	32%	71%	0%
Technical guidance	37	0%	3%	51%	0%	41%	57%	3%

HERs hold Grey Literature in hardcopy only (17%), digital only (6%) or both (77%) formats. Local history libraries are mainly in paper format (97% of HERs), although some digital material is available at 19% of HERs, with one HER holding only digital material. Technical guidance appears more geared towards hardcopy information formats with (50%) of HERs holding it in both digital and hardcopy formats, 41% in hardcopy only, and 9% in digital only.

HER - Key Conclusions on Information Holdings

- The questionnaire results show that a high proportion of HERs (over 90%) hold a 'core group' of information types. With the exception of images, much of this information is required for the purposes of local planning, possibly explaining why HERs have such a common approach to holding these types of information:
 - (Non-scheduled) Archaeology
 - (Non-listed) Buildings/structures
 - Transport
 - (Non-designated) Parks & Gardens
 - Settlements
 - Military
 - Listed Buildings
 - Scheduled Monuments
 - Conservation Areas
 - Current OS
 - Historic OS
 - Political boundaries
 - Historic photos/images
 - Modern aerial photographs
 - Grey literature
- A second group of information is held by between 30% and 70% of HERs, reflecting a greater diversity in other HER holdings
- Although Designation information is held by very high proportions of HERs, information about local designations is significantly less well represented meaning that local heritage assets may be overlooked in many searches
- Mapped information, excluding modern and historic Ordnance Survey maps, are held by relatively low numbers HERs, and is increasingly partial in nature
- Characterisation data is held by a high number of HERs, but accompanying written information is available for relatively fewer areas, meaning that raw data information may be difficult to interpret
- Designation, Monument and Characterisation information is typically spatially based being held in a GIS with supporting digital documents, and to a lesser extent hardcopy/paper reports. As such, these types of information are likely to be available for many localised areas. This will be dependent on coverage, but the results of the survey show that only a small number of HERs have partial holdings. Notably, images are infrequently available for these information types, placing emphasis on mapped and descriptive information as opposed to visually representative information
- Mapping information is also typically held in GIS, if not as a hardcopy or digital image. Ordnance Survey (modern and historic) holdings typically cover entire authority areas, and are therefore very likely to be available for localised areas
- Images& Media and Bibliographic information is held in both hardcopy and digital formats by high numbers of HERs. Information is rarely held spatially, and therefore may not be able to be searched according to local areas. Monument records often have references to Grey literature reports and other documentary sources, and therefore bibliographic information may be spatially searchable in this way.

MUSEUMS

Before looking in more specific detail about their holdings, Museums were initially asked whether they focus on a particular geographical location, period or topic. This was followed by a question which looked in greater detail about the types of information held for five key 'Information Topics'.

The most common structure to Museums is geographic, with 91% of Museums using this structure, followed by topic based (60%), and finally period based. Museums typically completed two or more of the structure types, being a mixture of both period and topic or relating to a topic for their local area (e.g. Settlement in Derbyshire). Importantly, 91% of Museums possess information specific to their local area, with increasingly lower proportions of local museums holding information for wider areas: Nationally (17%) and beyond (13%).

A small proportion (26%) of Museums were strongly period based, mainly relating to walk-around exhibitions within a building of a specific period, such as a cotton mill or stately home. Where topic based, Museums related to a wide range of subjects, varying from individuals (e.g. Oliver Cromwell), maritime history and frequently trade and industry.

STRUCUTRE TYPE	TOTAL YES	TOTAL NO
PERIOD BASED	26%	74%
TOPIC BASED	57%	43%
GEOGRAPHICALLY BASED	91%	9%
of which 'Local'	100%	
of which 'National'	19%	
of which 'European and World'	14%	

The results of the second question show that a high proportion (70%) of Museums hold information across all five of the surveyed topics. Archaeological information is held by the smallest proportion of Museums (70%), followed by information about Landscape & Settlement (78%), and Industry & Commerce (83%). Information about 'Social History' and about 'Architecture and Buildings' is held by the vast majority of Museums, amounting to 91% and 96% of all respondents respectively.

TOPIC	YES	NO
Archaeology	70%	30%
Architecture and Buildings	96%	4%
Landscape & Settlement	78%	22%
Social History	91%	9%
Industry & Commerce	83%	17%
Other	52%	48%

A significant proportion of Museums (52%) hold information on a diverse range of 'Other' topics. Several responses for 'Other Topic' were not topics per se, but were either a specific collection format (e.g. Fine Art), or were more specific sub-topics of the existing selection of

topics (e.g. a working cotton mill, Oliver Cromwell). Other distinct topics included Military, Maritime, Horology, Natural History and Egyptology.

• **ARCHAEOLOGY**

Perhaps unsurprisingly, archaeological information is held in artefact form by 100% of Museums. However, significant proportions of Museums also hold documentary and graphic information about archaeology, including written sources (81%), printed text (88%), drawings (75%) and photographs (63%).

FORMAT	HELD?
1: DOCUMENTS	
Written sources or documents	81%
Printed text (including publications)	88%
Other	6%
2: OBJECTS	
Fabric, textile & costumes	25%
Artefacts	100%
Ecofacts	50%
Human remains	69%
Scientific samples	31%
Other	6%
3: GRAPHIC	
Drawn records and designs	75%
Cartographic material	38%
Photographs	63%
Video or cinefilm	6%
Other	0%
4: ART	0%
Painted artwork;	19%
3-dimensional artwork	19%
Other	0%
5: AURAL	
Audio recordings	19%
6: DIGITAL	0%
Born digital material	19%
Other	0%

A range of other archaeological objects are held to a lesser extent by Museums, such as ecofacts (50%), and fabric/textile/costumes (35%). This bias likely reflects the material nature of archaeological information as opposed to any significant shortfall in Museum holdings of archaeology.

Other forms of information are less frequently held by Museums for archaeology, in particular audio-visual information such as Video (6%), painted and 3D artwork (19%), and audio recordings (19%). Borne digital material is also held infrequently with only 19% of Museums holding archaeological information in this way.

- **BUILDINGS & ARCHITECTURE**

Information about Buildings & Architecture is commonly held by Museums graphically, including Drawn records and designs (86%), Photographs (73%), and Artwork (68%).

Documentary sources of information are held by approximately three quarters of Museums (73-77%). Other types of media are less well represented, with Video (18%), 3D artwork

(27%) and audio recordings (9%) held by low proportions of Museums.

FORMAT	HELD?
1: DOCUMENTS	
Written sources or documents	73%
Printed text (including publications)	77%
Other	18%
2: OBJECTS	
Fabric, textile & costumes	0%
Artefacts	68%
Ecofacts	0%
Human remains	0%
Scientific samples	9%
Other	9%
3: GRAPHIC	
Drawn records and designs	86%
Cartographic material	45%
Photographs	73%
Video or cinefilm	18%
Other	9%
4: ART	0%
Painted artwork;	68%
3-dimensional artwork	27%
Other	0%
5: AURAL	
Audio recordings	9%
6: DIGITAL	0%
Born digital material	14%
Other	0%

Architectural artefacts are also held by a high proportion (68%) of Museums. Due to the nature of the resource, it is expected that material objects are less frequently held for Buildings & Architecture in comparison to archaeological artefacts. Furthermore there is less variation in the nature of the material record, as demonstrated by the very low percentage (0-9%) of Museums holding architectural information on other categories of objects.

- **LANDSCAPE & SETTLEMENT**

In comparison to other topics of information, Landscape & Settlement is the most poorly

FORMAT	HELD?
1: DOCUMENTS	
Written sources or documents	56%
Printed text (including publications)	72%
Other	11%
2: OBJECTS	
Fabric, textile & costumes	6%
Artefacts	67%
Ecofacts	28%
Human remains	6%
Scientific samples	11%
Other	0%
3: GRAPHIC	
Drawn records and designs	28%
Cartographic material	61%
Photographs	67%
Video or cinefilm	22%
Other	6%
4: ART	0%
Painted artwork;	56%
3-dimensional artwork	0%
Other	0%
5: AURAL	
Audio recordings	6%
6: DIGITAL	0%
Born digital material	17%
Other	6%

represented within Museum holdings. At 72%, documentary information is the most typical type of information held by Museums on the topic, but this is comparable to documentary information held for other topics. Photographic and cartographic materials (67% and 61% respectively) are commonly held, although other graphical information is held by comparatively few Museums, including Drawn Records or Designs (28%), Painted Artwork (56%), and 3D Artwork (0%).

Due to the expansive macro-scale geographical nature of the topic, material objects are typically held by fewer Museums than for other topics such as archaeology and industry.

Other media types such are held a low or the lowest proportion of Museums across the five topics, such as video (22%) and audio (6%).

The lack of any common method of holding information about landscape may indicate that there is no common approach amongst Museums. This may be a result of landscapes and settlements being regarded as more of a context for other more localised heritage information, as opposed to a heritage topic in its own right.

- **SOCIAL HISTORY**

Social History information is by far the most well represented topic of information across the different information formats. With the exception of a number of information formats such as

FORMAT	HELD?
1: DOCUMENTS	
Written sources or documents	86%
Printed text (including publications)	76%
Other	14%
2: OBJECTS	
Fabric, textile & costumes	81%
Artefacts	95%
Ecofacts	0%
Human remains	5%
Scientific samples	5%
Other	5%
3: GRAPHIC	
Drawn records and designs	43%
Cartographic material	48%
Photographs	86%
Video or cinefilm	43%
Other	10%
4: ART	0%
Painted artwork;	76%
3-dimensional artwork	19%
Other	0%
5: AURAL	
Audio recordings	62%
6: DIGITAL	0%
Born digital material	14%
Other	5%

scientific samples (5%), Ecofacts (0%) and Human Remains (5%) which are arguably not directly concerned with social history, Museum holdings across all types of information are high. Approximately 89% of Museums hold documentary information about social history, and a wide range of media are commonly held by Museums on the topic including photographs (86%), video (43%), audio recordings (62%) and painted artwork (75%).

A very high proportion of Museums hold material objects related to the social history of their area with 95% holding 'artefacts' and 81% holding Fabric, textile & costumes.

There is likely to be some overlap between this information topic and other topics, as social history is entwined with all man-made objects.

- **INDUSTRY & COMMERCE**

Information about Industry & Commerce is held in a wide variety of formats by a high proportion of Museums, and is second only to holdings about 'Social History'. Information is typically held in the form of documentary evidence (84%), material artefacts (84%), and photographs (89%). Comparative to other information topics, Museums hold information

about Industry & Commerce in a wide range of other media, including video (42%), audio (53%) and painted artwork (68%).

FORMAT	HELD?
1: DOCUMENTS	
Written sources or documents	84%
Printed text (including publications)	79%
Other	11%
2: OBJECTS	
Fabric, textile & costumes	68%
Artefacts	84%
Ecofacts	0%
Human remains	0%
Scientific samples	11%
Other	5%
3: GRAPHIC	
Drawn records and designs	58%
Cartographic material	47%
Photographs	89%
Video or cinefilm	42%
Other	0%
4: ART	0%
Painted artwork;	68%
3-dimensional artwork	16%
Other	5%
5: AURAL	
Audio recordings	53%
6: DIGITAL	0%
Born digital material	16%
Other	5%

- **OTHER**

Information held about 'Other' topics is broadly comparably with that held for previous topics. Due to the diverse and individual nature of 'Other' topics, it is not possible to identify specific patterns in the data summarised in the table below (see below).

FORMAT	HELD?
1: DOCUMENTS	
Written sources or documents	50%
Printed text (including publications)	67%
Other	8%
2: OBJECTS	
Fabric, textile & costumes	58%
Artefacts	75%
Ecofacts	8%
Human remains	8%
Scientific samples	17%
Other	17%
3: GRAPHIC	
Drawn records and designs	58%
Cartographic material	17%
Photographs	67%
Video or cinefilm	17%
Other	0%
4: ART	8%
Painted artwork;	67%
3-dimensional artwork	58%
Other	17%
5: AURAL	
Audio recordings	17%
6: DIGITAL	0%
Born digital material	17%
Other	0%

MUSEUM - Key Conclusions on Information Holdings

- Local Authority museums are highly likely to hold information about their local areas, with 91% indicating that they have a local geographical remit
- 70% of museums hold information across all five of the key topics, with information about Social History and Architecture & Buildings being held by the highest proportion of Museums
- Information held for Landscape & Settlement is comparatively poor to that held for all other information topics
- Materials held by museums vary slightly according to each information topic, with some topics (e.g. Architecture and Buildings) having relatively higher levels of Documentary and Graphic information, than topics such as Archaeology which are more object based. This will mean that unlike HERs and Archives, the presentation and dissemination of information will often need to be individually tailored to specific materials held for a particular information topic
- Overall, Museum holdings appear to have a stronger emphasis on objects such as artefacts, samples, materials and ecofacts, across all information topics. Consequently, accessibility to information may be biased towards physical visits as opposed to remote methods of access
- However, high proportions of museums hold information in the form of documentary, graphic and to a lesser extent audio-visual materials. This may be significant for both their current and future ability to provide information remotely.

SECTION 2

ACCESSIBILITY

SECTION 2: ACCESSIBILITY

This section looked at the different methods employed by Archives, Museums and HERs are making the information they hold accessible. Three broad types of access were considered: Online, Remote Enquiry and Visit.

2.1 Types of Access across all Repositories

Broad analysis of the questionnaire results show that the vast majority (80% or more) of Archives, HERs and Museums provide access to information online, remotely and via a visit. Importantly, the analysis below does not consider the levels information made accessible, only whether or not a repository is using a particular means of access. Information made accessible via each method is discussed in latter parts of this section.

	Online	Remote	Visit
HERs	81%	100%	90%
Archives	93%	98%	100%
Museums	96%	87%	100%

- **ONLINE ACCESS**

The results show that the almost all Museums and Archives have some form of online presence. HERs have a comparatively poor online presence, with 1 in 5 of HERs having no form of website.

- **REMOTE ENQUIRY**

HERs (100%), closely followed by Archives (98%) are able to provide information in response to a remote enquiry made by members of the public, suggesting that this is an established practice within these types of repositories. Accessibility will be reduced in places due to financial charges levied by both HERs and Archives for searches undertaken and/or for certain types of materials being supplied via a remote query. Relatively fewer Museums (87%), but still a high proportion, provide information remotely.

- **VISIT**

Unsurprisingly all Museums and all Archives open their doors to visitors, and it is likely that this method of access has been established the longest, with later types of access dependant on advances in technology such as scanning, the internet and digital photography. 1 in 10 HERs close their doors to the public, indicating that greater emphasis is placed on providing information via remote enquiry and the same level of infrastructure and resources to provide public access may not be available to HERs as Archives and Museums.

2.2 Access to Information Types

The following analysis discusses how different types of information held by HERs, Archives and Museums are made accessible online, via a remote enquiry or at a visit. Analysis is structured according to information type held by each repository, and percentages are calculated according to the total number of Archives, HERs and Museums holding that information type. A simple summary ranking of each method of access is offered for each information type. These are defined as:

Ranking	Percentage range	Qualification
GOOD	75-100%	Over three quarters of repositories offer access
FAIR	50-75%	Between half and three quarters of repositories offer access
POOR	0-50%	Fewer than half of repositories are able to offer access

ARCHIVES

- **MAPS**

Visit is the most preferred method of access, with 90-100% of Archives making information available in this way depending on the type of map. Remote access is comparatively lower at

between 56-89%, and Online access is low at between 0-19%. The availability of types of maps amongst the Archives that hold them varies, with Modern mapping being most available, but least accessible in terms of the methods of viewing information as 39% require a member of the public to physically visit. Other mapping typically enjoys higher levels of remote access but similarly poor levels of online access.

Rank	% Access	Rating
Visit	90-98%	GOOD
Remote	57-89%	FAIR
Online	0-19%	POOR

- **LISTS & REGISTERS**

This information type enjoys high levels of access across all information types, principally by visit (91-93%) and by remote enquiry (70-83%).

Access to different Lists and Registers is comparatively more consistent than that afforded to different types of mapping. Online access to information is poor overall with very few Archives making information accessible on a website.

Rank	% Access	Rating
Visit	91-93%	GOOD
Remote	70-83%	FAIR
Online	4-13%	POOR

- **RECORDS**

Records information enjoy the same levels and types of access as Maps and Lists and Registers, with emphasis placed on visit (89-95%) and to a lesser extent Remote Enquiry (70-86%). Online

Rank	% Access	Rating
Visit	89-95%	GOOD
Remote	70-86%	FAIR
Online	0-18%	POOR

Information Type	Online, Remote, & Visit	Remote & Visit	Online & Remote	Online & Visit	Online only	Remote only	Visit only	Not available
MAPS								
Current Ordnance Survey	4%	48%	0%	4%	0%	4%	39%	0%
Historic Ordnance Survey	17%	60%	0%	0%	2%	0%	17%	4%
Tithe	9%	70%	0%	0%	0%	0%	20%	2%
Enclosure	3%	80%	0%	0%	0%	0%	15%	3%
Private Estate	2%	71%	0%	0%	0%	0%	21%	6%
Road Order	0%	89%	0%	0%	0%	0%	7%	4%
Sale Particulars	2%	76%	0%	0%	0%	2%	12%	8%
Other	0%	75%	0%	0%	0%	0%	0%	25%
LISTS & REGISTERS								
Electoral Registers	9%	59%	0%	2%	0%	2%	22%	6%
Directories	9%	62%	0%	2%	0%	2%	17%	8%
Tax Records	13%	70%	0%	0%	0%	0%	10%	8%
Rate Assessments	4%	70%	0%	0%	0%	0%	19%	7%
Other	0%	100%	0%	0%	0%	0%	0%	0%
RECORDS								
Manor Court Rolls/Books	0%	70%	0%	0%	0%	0%	25%	5%
Manorial Surveys	0%	72%	0%	0%	0%	0%	22%	6%
Rentals	0%	71%	0%	0%	0%	0%	24%	5%
Diocesan Archives	5%	82%	0%	0%	0%	0%	9%	5%
Ecclesiastical Parish Archives	18%	59%	0%	0%	0%	0%	11%	11%
Other	0%	100%	0%	0%	0%	0%	0%	0%
WILLS, PROBATE & DEEDS								
Wills	10%	64%	0%	0%	0%	0%	19%	7%
Probate Inventories	11%	60%	0%	0%	0%	0%	17%	11%
Property Deeds	2%	67%	0%	0%	0%	0%	17%	13%
PLANS								
Architectural Drawings	6%	67%	0%	0%	0%	0%	18%	8%
Building Control Plans	3%	62%	0%	0%	0%	0%	21%	15%
Planning Applications	0%	66%	0%	0%	0%	0%	26%	8%
IMAGES & MEDIA								
Photographs	31%	50%	0%	4%	2%	0%	7%	6%
Aerial Photographs	16%	58%	0%	0%	0%	0%	20%	6%
Film and Video	0%	0%	29%	12%	0%	44%	3%	12%
Drawings and Paintings	0%	0%	10%	5%	0%	70%	5%	10%
Local history library	0%	0%	24%	6%	0%	62%	0%	8%
Technical guidance	0%	0%	0%	14%	0%	57%	7%	21%
Other	0%	0%	0%	0%	0%	83%	0%	17%

access is the poorest across all information types held by Archives, with 3 of the 5 types of information not held online. Ecclesiastical and Diocesan archive material is the only exception being made available online by 18% and 5% of Archives that hold them.

- **WILLS, PROBATE & DEEDS**

The availability of this information type is similar to those described above, with the preferred method of access provided by physical visits followed by remote enquiries. Online access remains poor for this information type, with only 2-11% of Archives providing the information they hold via website.

Rank	% Access	Rating
Visit	87-93%	GOOD
Remote	69-74%	FAIR
Online	2-11%	POOR

- **PLANS**

Plans, drawings and planning applications have a good overall level of accessibility, but in common with other information held by Archives, are rarely held online (0-6%). Access by visit or remote enquiry remains high across all types of information.

Rank	% Access	Rating
Visit	85-92%	GOOD
Remote	64-73%	FAIR
Online	0-6%	POOR

- **IMAGES & MEDIA**

There is a high level of accessibility to images and media held by Archives. In common with other information types, access is predominantly by visit and to a lesser extent by remote enquiry. Online access to information remains low, but is significantly higher in comparison to other information types, particularly with respect to photographs, which are held online by 37% of Archives holding the information type.

Rank	% Access	Rating
Visit	86-95%	GOOD
Remote	56-81%	FAIR
Online	8-37%	POOR

SUMMARY CONCLUSION

The results of the survey demonstrate that Archives have a consistent approach to providing access to their holdings across all information types. Visit is by far the most common method of providing information, with a good level of access provided for all information types.

High proportions of Archives make information accessible via a Remote Enquiry, although the results indicate that the availability of materials within each information type varies considerably (e.g. maps 57%-89%), suggesting that there may be restrictions in providing such information remotely (e.g. copyright), or it is held in formats that are difficult to provide remotely (e.g. large maps that are hard to scan) or large documentary resources held in paper copy or as microfiche/film.

Despite high-levels of Archives having a web presence, Online access to Archive holdings is poor across all information types, suggesting that websites are typically used to provide basic information about Archives and their holdings as opposed to access to the information itself. With 37% of Archives making them available online, access to images is comparably better. This most likely reflects the increase in borne digital images as well as the results of photography scanning projects.

HISTORIC ENVIRONMENT RECORDS

• MONUMENTS

All HERs holding monuments data make it accessible to members of the public. Accessibility to this type of information is good and is the best across all information types held

by HERs, with approximately 70% providing all types of monument information using all three methods of access. The majority of other HERs (15-17%) are able to provide the information via a remote enquiry and a visit, with only 1 in 10 HERs making information accessible via a single method.

Rank	% Access	Rating
Remote	94-98%	GOOD
Visit	87-89%	GOOD
Online	73-77%	GOOD

• DESIGNATIONS

Between 87-100% of HERs make information about designations accessible. Variation in accessibility depends on the type of designation, with Conservation Areas (87%) being least accessible, and Battlefields (100%) being most accessible. The majority of HERs provide information using all three methods of access, however this drops notably with respect to local designations – Conservation Areas and Local Designations. Nevertheless, high levels of accessibility are still maintained via a remote enquiry and visit.

information using all three methods of access, however this drops notably with respect to local designations – Conservation Areas and Local Designations. Nevertheless, high levels of accessibility are still maintained via a remote enquiry and visit.

Rank	% Access	Rating
Remote	87-100%	GOOD
Visit	74-92%	GOOD
Online	45-71%	FAIR

• CHARACTER

Characterisation information is comparatively less accessible than other types of heritage information held by HERs. Approximately 1 in 5 HERs holding data make it available online, with the majority making it available both remotely and via a visit (62-75%). HLC data appears slightly less accessible than other forms of characterisation data, with 17% of HERs opting to make it entirely inaccessible. Written character appraisals, which typically provide a more user friendly overview of data are slightly more accessible than the data itself, with 92% of HERs making them available using one or more methods of access.

Characterisation information is comparatively less accessible than other types of heritage information held by HERs. Approximately 1 in 5 HERs holding data make it available online, with the majority making it available both remotely and via a visit (62-75%). HLC data appears slightly less accessible than other forms of characterisation data, with 17% of HERs opting to make it entirely inaccessible. Written character appraisals, which typically provide a more user friendly overview of data are slightly more accessible than the data itself, with 92% of HERs making them available using one or more methods of access.

Rank	% Access	Rating
Remote	79-88%	GOOD
Visit	64-79%	FAIR
Online	21-38%	POOR

• MAPS

Access to HER cartographic holdings is poorest across all information types held. Between 17 and 33% of HERs holding mapping do not provide public access to the information.

Emphasis is on providing information by visitation (56-100%) or via remote enquiry (47 - 71%), although the results vary according to the type of map, probably reflecting copyright issues and many maps being held in hardcopy format. Historic maps are slightly more accessible than modern mapping. Cartographic information is rarely (2-15%) available online.

Rank	% Access	Rating
Visit	58-100%	FAIR
Remote	47-71%	FAIR
Online	3-17%	POOR

Information Type	Online, Remote, & Visit	Remote & Visit	Online & Remote	Online & Visit	Online only	Remote only	Visit only	Not available
MONUMENTS								
(Non-scheduled) Archaeology	72%	15%	4%	0%	0%	6%	0%	0%
(Non-listed) Buildings/structures	70%	17%	4%	0%	0%	6%	2%	0%
Transport	71%	16%	4%	0%	0%	7%	2%	0%
(Non-designated) Parks & Gardens	69%	16%	4%	0%	0%	7%	4%	0%
Settlements	68%	15%	4%	0%	2%	6%	4%	0%
Military	68%	15%	4%	0%	2%	6%	4%	0%
DESIGNATIONS								
Listed Buildings	69%	23%	2%	0%	0%	2%	0%	4%
Scheduled Monuments	63%	21%	2%	0%	0%	10%	0%	4%
Registered Parks & Gardens	60%	23%	2%	0%	2%	9%	0%	4%
Battlefields	63%	23%	3%	0%	0%	10%	0%	0%
Conservation Areas	43%	30%	2%	0%	0%	11%	0%	13%
Local designations	50%	31%	3%	0%	0%	9%	0%	6%
Other - please state	50%	25%	25%	0%	0%	0%	0%	0%
CHARACTER								
HLC raw data	19%	43%	2%	0%	2%	14%	2%	17%
Other character data	21%	54%	0%	0%	0%	13%	4%	8%
Written character appraisals	31%	41%	0%	0%	7%	7%	0%	14%
Other - please state	0%	100%	0%	0%	0%	0%	0%	0%
MAPS								
Current OS	15%	27%	0%	2%	0%	6%	25%	27%
Historic OS	8%	38%	2%	0%	0%	6%	23%	23%
Tithe	3%	38%	0%	0%	0%	7%	31%	21%
Enclosure	0%	71%	0%	0%	0%	0%	29%	0%
Other Historic Maps	0%	51%	0%	0%	0%	9%	23%	17%
Political boundaries (e.g. parish)	9%	29%	0%	2%	2%	9%	18%	33%
Other - please state	0%	100%	0%	0%	0%	0%	0%	0%
IMAGES & MEDIA								
Historic photos/images	9%	44%	0%	2%	0%	7%	21%	19%
Modern aerial photographs	9%	36%	2%	0%	0%	5%	23%	25%
Historic Aerial Photographs	5%	43%	0%	0%	0%	5%	30%	18%
Other - please state	0%	0%	0%	0%	0%	0%	100%	0%
BIBLIOGRAPHIC								
Grey literature	10%	56%	0%	2%	0%	6%	13%	15%
Local history library	0%	34%	0%	0%	0%	3%	47%	16%
Technical guidance	5%	41%	3%	0%	0%	3%	32%	16%
Other	0%	0%	33%	0%	0%	0%	67%	0%

- **IMAGES & MEDIA**

Similar to mapping, very few HERs provide access to images online (5-11%), with emphasis instead placed on visit (68-78%) and to a lesser extent remote access (42-53%). Access to historic photography is marginally higher than access to modern aerial photography, possibly relating to copyright issues and the availability of up-to-date aerial photography online.

Rank	% Access	Rating
Visit	68-77%	FAIR
Remote	52-60%	FAIR
Online	5-12%	POOR

- **BIBLIOGRAPHIC**

Bibliographic material has low availability online (8-12%), with emphasis mainly placed on Visit (78-81%) and to a lesser extent Remote Enquiry (37-72%). Accessibility reflects the often hardcopy nature of the information, with sources most easily accessed in hardcopy format. It is likely that information available online and remotely relates to scanned hardcopy documents or borne digital material.

Rank	% Access	Rating
Visit	78-82%	GOOD
Remote	37-73%	FAIR/POOR
Online	8-13%	POOR

SUMMARY CONCLUSION

The preferred method of accessing HER information is broadly divided between those information types hosted within a GIS and those predominantly hosted in hardcopy format. Monument, Designation and Characterisation information is most available by remote enquiry. These information types are typically held in GIS with accompanying digital documents, and bespoke reports can be efficiently put together by trained HER officers. A 'Good' level of access is also afforded via a visit, with the exception of characterisation information, access which is ranked a 'fair'.

Remaining information types (Maps, Images & Media, and Bibliographic) are most commonly able to be provided by visitation. This may be a consequence of HERs often holding information in original/hardcopy format. The lean towards Visit and away from Remote Enquiry may also be in part to copyright/protection issues, as well as the difficulty of scanning some hardcopy materials such as large maps.

Online Access to HER information is generally classed as poor, with notable exception of Monument and Designation information, which have good and fair levels of access respectively. The latter can almost be classed as 'Good' with upwards of 60% of HERs providing the information online, however local designations having significantly poorer levels of access online.

MUSEUMS

Museums were questioned in a similar way to Archives and HERs, but due their strong emphasis on material holdings and the potential for many formats/materials being held across one or more information topics, the questionnaire was simplified to the means of accessing the five key information topics. Furthermore, as many Museums make only partial elements of their collections available, consideration was also given as to the extent to which information was partially or wholly accessible via each method of access.

Overall Results

	Online only	Remote only	Visit only	Not available	Online & Remote	Remote & Visit	Online & Visit	Online, Remote, & Visit
TOPIC								
Archaeology	0%	0%	6%	0%	0%	31%	0%	63%
Architecture & Buildings	0%	0%	14%	0%	0%	18%	0%	68%
Landscape & Settlement	0%	0%	11%	0%	0%	22%	0%	67%
Social History	0%	0%	10%	0%	0%	19%	0%	71%
Industry & Commerce	0%	0%	5%	0%	0%	21%	0%	74%
Other	0%	0%	0%	0%	0%	0%	0%	100%

• ARCHAEOLOGY

Access to archaeological information is high, both in terms of information provided by remote enquiry and by visitation. The availability of this type of information online is comparably poorer. Based on 'non-material' museum holdings for archaeology, information available online or remotely will mainly be drawn records & designs, photographs, documents and publications. Additional information available on visitation is likely to include material objects.

Rank	% Access	Rating
Visit	100%	GOOD
Remote	94%	GOOD
Online	63%	FAIR

	Online	Remote	Exhibited	Appointment
Wholly	0%	44%	6%	63%
Partially	63%	50%	94%	31%
Not available	38%	6%	0%	6%

That vast majority (94-100%) of Museums only make parts of their archaeological collections available online or during a visit. However, public access to the entire archaeological collections of Museums, increases significantly when in the form of an appointment or remote enquiry, with 63% and 44% of Museums providing access to all their archaeological collections in this way.

• **ARCHITECTURE & BUILDINGS**

Where held, information about Architecture & Buildings is available at all Museums by visit. In comparison to other topics the accessibility of information via remote enquiry is marginally poorer, but still remains high. Based on 'non-material' Museum holdings for Architecture & Buildings, information available online or remotely will mainly be painted artwork, drawn records & designs, photographs, documents and publications. Additional information available on visitation is likely to include artefacts and 3D artwork.

Rank	% Access	Rating
Visit	100%	GOOD
Remote	86%	GOOD
Online	68%	FAIR

	Online	Remote	Visit	Appointment
Wholly	5%	41%	23%	55%
Partially	64%	45%	77%	23%
Not available	32%	14%	0%	23%

Holdings are typically only made partially available either online or by visitation, although nearly 1 in 4 Museums exhibit their entire Architecture and Building collections. Remote access and access arranged by appointment for the entirety of collections remains comparatively higher than other visit or online access.

• **LANDSCAPE & SETTLEMENT**

Information concerning Landscape & Settlement enjoys similar levels of online, remote and visit access as other topics of information held by Museums. Based on the results of Museum holdings, information available remotely is likely to include cartographic materials, documents and publications and painted artwork.

Rank	% Access	Rating
Visit	100%	GOOD
Remote	89%	GOOD
Online	67%	FAIR

	Online	Remote	Visit	Appointment
Wholly	6%	44%	11%	61%
Partially	61%	44%	89%	22%
Not available	33%	11%	0%	17%

In common with other information topics, access to information regarding Landscape & Settlement is typically only to parts of the total collections held by Museums. 44% of Museums information on the topic provide access to entire collections by remote enquiry and 61% provide the same level of access by appointment.

• **SOCIAL HISTORY**

Access to social history information via visit (100%) and remote enquiry (90%) is high. In common with other information topics, online access is comparatively lower at 71% of Museums. Audio recordings, photography, painted artwork and documentary sources are held by high number of Museums, and it is likely that these formats of information lend themselves most easily to online and remote enquiry methods of access. Material objects, mainly available by visit, held for this topic include high levels of artefact and 'Fabric, textile and costume' information. Video or cinefilm

Rank	% Access	Rating
Visit	100%	GOOD
Remote	90%	GOOD
Online	71%	FAIR

holdings are also highest amongst the different information topics, and these may be available both online and remotely depending on the format of information.

	Online	Remote	Visit	Appointment
Wholly	5%	43%	19%	57%
Partially	67%	48%	81%	29%
Not available	29%	10%	0%	14%

As with other information topics remote enquiry (43%) and appointment (57%) are the most favourable methods of accessing a Museum's entire social history collection. Access online and by visit is comparatively poor with only 5-19% of Museums providing access to information.

- **INDUSTRY & COMMERCE**

Access to information about Industry & Commerce is highest across all information types and across all methods of access. This may be a result of several Museums with an industrial focus, although results are moderated according to Museum holdings. Photography for this topic is held by the highest proportion of Museums (86%). Documentary and audio-visual information are also high (79-84% and 53% respectively). These formats readily lend themselves to remote enquiry and online types of access, potentially explaining why information is also publically accessible without the need for a physical visit.

Rank	% Access	Rating
Visit	100%	GOOD
Remote	95%	GOOD
Online	74%	FAIR

Photography for this topic is held by the highest proportion of Museums (86%). Documentary and audio-visual information are also high (79-84% and 53% respectively). These formats readily lend themselves to remote enquiry and online types of access, potentially explaining why information is also publically accessible without the need for a physical visit.

	Online	Remote	Visit	Appointment
Wholly	6%	47%	16%	63%
Partially	68%	47%	84%	32%
Not available	26%	5%	0%	5%

Again, access to holdings is typically partial for the majority of Museums, increasingly so in terms of online access and exhibited materials. Remote enquiry and viewings by appointment offer elevated levels of access at 47% and 63% of Museums respectively.

- **OTHER**

'Other' topics of information relate to a variety of subjects and formats of holdings, and are often a particular to a specific Museum. Access to the information is very high. Possibly reflecting the more specialised/localised nature of the information and a greater level of attention afforded to it by Museums. It is possible that the maximum level of access afforded to 'Other' information across each of the three methods of access suggests that responders to the questionnaire may have focused on holdings that they specialise in.

Rank	% Access	Rating
Visit	100%	GOOD
Remote	100%	GOOD
Online	100%	GOOD

	Online	Remote	Visit	Appointment
Wholly	6%	47%	16%	63%
Partially	68%	47%	84%	32%
Not available	26%	5%	0%	5%

The breakdown of information available partially or wholly according to each method of access, shows that collections of 'Other' information topics share similar levels of accessibility as other topics. Emphasis remains placed on remote enquiries and appointments to gain access to entire holdings.

SUMMARY CONCLUSION

Museums appear to have the best levels of access across all three of the repositories with consistently good levels of access by visit and remote enquiry across all information topics. Online access is also comparatively high with fair to good access for all information topics. However, the results are not directly comparable with those of Archives and HERs as information is structured according to topic, as opposed to material type (e.g. artefact, document), and it appears that the latter has a strong influence on the availability of information for HERs and Archives.

Nevertheless, the results of the survey show that museums provide consistent levels of access information for all topics. As museums often hold extensive non-displayed information for each topic, only parts of holdings can typically be accessed via visit or online. However, around 41-47% of museums can provide information about all of their holdings in response to a remote enquiry. This figure rises to between 55 and 63% of museums when visits are made by appointment. This latter analysis is important for communities wishing to access museum information specific to their local areas, as exhibited materials may not be representative of their area or relevant topically to the initiative that they are undertaking.

Cross analysis of the results of this Question with 1.3, demonstrates that information likely to be provided either online or in response to a remote enquiry includes Drawn Records & Designs, Photographs, Documents, Artwork and maps. Information accessible via a visit will include wider range or artefact and other objects alongside the aforementioned materials.

2.3 Online Access across all Repositories

The following sub-section looks at online access across Archives, HERs and Museums, investigating some of the common and individual approaches taken. A brief summary, based on a short visit to each website, of website access is provided at the end of the sub-section.

Q: WEBSITE TYPE

	Local Authority	Bespoke	3rd Party	None
Archives	78%	51%	53%	7%
HERs	60%	38%	44%	19%
Museums	83%	61%	0%	4%

In general the vast majority (81-96%) of Archives, Museums and HERs have some form of online presence, although significantly fewer HERs (over 1 in 10) do not have any form of web presence. The most common type of website, across all three of the repositories, is pages hosted within Local Authority websites with between 60 and 83% of repositories hosted in this way. Third party websites are the second most popular method of making HER and Archive information online, however no Museums use this method. Possibly as a consequence, a higher proportion of Museums (61%) have bespoke websites in comparison to HERs (38%) and Archives (51%).

	Bespoke, LA & 3rd Party	LA & Bespoke	Bespoke & 3rd Party	LA & 3rd Party	LA only	Bespoke only	3rd Party only	None
Archives	18%	20%	7%	25%	15%	5%	2%	7%
HERs	17%	6%	10%	19%	8%	4%	17%	19%
Museums	0%	48%	0%	0%	35%	13%	0%	4%

Analysis of the combination of websites used by Archives, HERs and Museums shows that Archives use the greatest mixture of websites, with 52% using two websites, and 18% accessible via three websites. Over half of HERs (52%) use two or more websites. Percentages of repositories using only one type of website include 22% of Archives, 29% of HERs and 48% of Museums.

The results suggest that repositories are using a range of websites, as opposed to single online resource, to make different parts of their holding accessible, and/or to provide background information about their Archive, HER or Museum. The mixture of websites used emphasises the complexity of information held by repositories and the need for a wide range of techniques to make them accessible to the public. The structure of 3rd party websites will also strongly influence type, amount and format of holdings made accessible online. Perhaps most importantly, the range of websites used raises the possibility that information is being divided up into more manageable 'chunks', potentially segregating types of information that would otherwise be held together.

Q: DATES OF ACCESS

Repositories were asked when their websites originally came online. In the case of two or more websites being held by a repository, the earliest date was taken. The chart below shows a cumulative percentage of repositories making information online over time. The information demonstrates a steady growth in the number of Archives, HERs and Museums 'coming online' between 1995 and 2012.

	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Archives	2 %	4 %	6 %	13 %	22 %	33 %	37 %	39 %	43 %	47 %	54 %	65 %	69 %	76 %	78 %	87 %	96 %	100 %
HERs				4 %	8 %	15 %		26 %	40 %	47 %	61 %	75 %	82 %		93 %		97 %	100 %
Museums				21 %	26 %	47 %				52 %	63 %		90 %		95 %		100 %	

Q: UPLOAD ABILITY

Low proportions of websites across all three repositories offered some form of upload facility. This was lowest for HERs with approximately 10% of sites offering the upload of information including Comments, Images and Documents. However, 50% of those with upload capabilities required the information to be submitted indirectly and placed on a site by a Local Authority officer.

	Yes	No	Images	Comments	Documents	Media (sound files)	Submitted indirectly	Viewable to other users
Archives	21%	79%	27%	100%	18%	9%	27%	36%
HERs	10%	90%	75%	100%	50%	0%	50%	75%
Museums	17%	83%	50%	100%	25%	0%	0%	100%

One in five Archive websites enable information to be uploaded, but only 36% of websites allow other users to view the information. Furthermore, upload information is heavily biased towards comments with low percentages of Archives able to upload images or documents. However, Archive websites are the only type of websites able to upload media files such as film or audio.

17% of Museum websites provide an upload facility, focussing mainly on comments from members of the public, although images can be submitted to half of the websites with upload capabilities. All comments submitted to Museum websites can be viewed by other members of the public, and no websites require the indirect submission of information suggested that Museum website have a more open and sharing web environments.

Q: HOW IS HERITAGE INFORMATION HOSTED ONLINE

Repositories were asked to provide the URLs of any website that they used to provide information, and we asked in broad terms how information was hosted online. The results of this question, summarised in the text below, were supplemented by visiting each website held for each repository.

Local Authority Websites

- **Historic Environment Records**

The majority of HER sites provided a map interface through which to search. These maps are browsed through turning information layers on and off, which can be done with or without also using the accompanying search tools.

The search tools provided ways of identifying individual monuments by the fields in the database. The most commonly available fields were type (e.g. barrow), age (period) and designation (including Grade for listed buildings). For more specific searches, where the monument was already known, the name of the monument and its unique ID number were also available to search on.

To accompany the map searching, tools allowed users to find monuments by their location. Parishes, postcodes, counties or (in the case on London) boroughs were common areas to search with. A grid reference could often be used for more precise location work, which was sometimes used as the basis of a 'centred on' or 'within 10km of' search. Often, a 'Place' field was available which allowed a user to enter many different types of named place, such as town, village or district.

- **Museums**

None of the sites examined provided a map for searching. All sites included a search form, which allowed key words in a free text box, which covered many such as name, location and description. The most common tools provided are those which allow searches on the Name or ID number of the objects of interest, and the relevant Museum where a website covers more than one local Museum.

Two sites used category (e.g. art, natural world) as a search criteria. In many cases only certain collections held by Museums were searchable online.

Apart from searches relating to collection, the search tools allowed queries based on the properties of the objects themselves, such as the materials they were made from, the period from which they came, and any inscriptions.

- **Archives**

Only one Archive site provided a map, and this was a site belonging to Barnet Borough Council, which gives all types of council information in a browsable form. It was not searchable other than panning and zooming to locations of interest and viewing the information displayed. It required a third party software installation.

Almost every other site provided a search based on unique ID and title of the archive. There was a greater level of detail with which users could explore the structure of the collection, such as searching across repository, level within the archive, and the creator of the record.

A few Archives allowed searches on the material of the record, and the type of record (e.g. photograph) but most concentrated on the content of the record rather than the physical object. Several Archives also provided a 'Place' field to find records relating to a particular location.

Bespoke Websites

- **Historic Environment Records**

Only two sites, Heritage Connect Lincoln and Localview Staffordshire, provided a map interface. Heritage Connect was a browsable map, while Localview used the GIS-like layers concept. The Tyne and Wear website, despite not providing a map, offered users a grid reference search. The other most common location tool was the generic 'place', which would accept towns, villages and districts.

All other sites had a text search form, with a free text key words box being the most common tool. Other tools concentrated on characteristics of the sites in the database, such as the type (e.g. barrow) and period (e.g. Bronze Age). Designations were also searchable, although they were not as common as amongst the Local Authority HER sites.

- **Museums**

Only one site, Bristol Know Your Place, offered a map search (Prescot's was unavailable at the time of the analysis), and this was used to display both old maps in switchable layers, and user-added points of interest. The other sites provided a search form, which tended to concentrate on collection as a search tool, as well as the name and unique ID of the objects.

- **Archive**

Only one of the sites, Cheshire Archives and Local Studies, offered a map interface, and this was only to display tithe maps rather than to aid search. However, in this tool panning and zooming is available, and there are several layers of maps to switch between.

Every site offered a search form which allowed key word searches. The most important types of search were those which explored the structure of the archive, such as collection, repository, level and type. Also available were record-specific data such as age (period), title and unique ID number. The creator of the record was also available in some searches, which could also help drill down further into the levels and collections while bringing back a coherent list of related records.

Third Party Websites

- **Historic Environment Records**

The Heritage Gateway was the main third party HER website. This used a map interface to help with searches, but not for displaying results. The location search tools allowed a wide range of criteria to be searched, such as street name, grid reference and postcode.

For non-location searches users can search within the individual repositories (HERs) covered by the Heritage Gateway, as well as cross-search all HERs to find monuments of a specific type, age or name.

- **Museums**

There were no Museum third party websites.

- **Archives**

There were a number of large third party websites which, like Heritage Gateway, covered several repositories. The main ones were the National Archives, and the genealogy-focussed sites like Ancestry and Family Search. These sites were national in scope, and allowed searches with key words, although they were heavily family-oriented (e.g. forenames and surnames).

Black Country History was a site which brought together several repositories, but with a regional rather than national scope. This site also allowed searches by repository, as well as cross-repository searching on records' creators, age and title.

SUMMARY CONCLUSION

Map searches were much more common to HER websites than for museums or archives. This reflects the greater importance of location to sites, monuments and findspots than to records. However, there were some map interfaces associated with the other two site types, as well as location related searches. These location searches were usually fairly simple, with 'Place' being the most common location field on non-HER sites. The map interfaces in these cases was more an aid to searching within a specified area rather than as a way to display results.

Text search forms were seen across all types of sites, with the vast majority allowing quick key word searches which searched across several record fields. Even here, location criteria were important for HER data, but for archive and museum collections navigating the hierarchy of the database was more common, with repository, collection and level (e.g. record, album) being common across the board.

For museums, the material of the object was important, while it was rare to be able to search for this on other site types. The nearest was the 'Type' field in HERs and archives, but this reflected more on the data within the record than the nature of the record itself.

2.4 Remote Access

The questionnaire looked at the types of information that can be provided via a remote enquiry, and the basic formats in which information is provided (digital or hardcopy). Statistical information in this section is calculated according to the total number of Archives/HERs/Museums holding a specific information type, and not on the total number of returned questionnaires per repository.

ARCHIVES

Questionnaire responses from Archives demonstrated that, with few exceptions, information is either held in hardcopy format (i.e. as a document, photograph) or as a digital file (e.g. scan, image or document file). Consequently, the analysis is relatively simpler than for HERs or Museums which hold and supply information in a greater variety of formats.

The results of the survey show that a high proportion of Archives (80%-100%) are able to supply all information types, in hardcopy and/or digital format, in response to a remote enquiry. The only exception is Wills & Probate information which can be supplied in fewer formats by comparatively fewer Archives. This corresponds with earlier results of the Questionnaire, showing that a relatively low proportion of Archives hold more than 1 'sub-type' (i.e. Wills, Probate Inventories, Property Deeds) of this information type.

The results of the Archive questionnaire show that documentary information is typically supplied as a scan or photocopy of an original document, and in fewer cases as a transcript. Where possible larger and/or more visual information types, in particular maps (e.g. Tithe or Enclosure maps), are typically photographed - either wholly or in part - as they are too large or sensitive for photocopying or scanning.

In many cases Archives stressed that their ability to provide copies of any type of information is constrained by copyright, data protection and conservation issues. Consequently significant proportions of holdings may not be accessible remotely, simply because copies cannot be made to supply via post or email.

Few Archives, across all information types, indicated that any explanatory or summary material was available. Furthermore, low percentages (21-31%) of Archives appear to be able to supply a catalogue or other list of holdings, although it is likely that this figure is higher and the question was inconsistently competed. Nonetheless, the results do indicate that many catalogues are in development, and that the availability and completeness of catalogues varies according to type of holding. Crucially, several Archives noted that remote enquiries would be subjected to a research fee where the precise reference could not be given, stressing the importance of lists and catalogues to be made publically available. Also noted throughout this question was that where available, catalogues were often available online or at Archives, often meaning that a Remote Enquiry would need to be supplemented by a visit or by web research.

'Other' formats of information suggested by Archives generally included means of conveying information such as CD and email, file formats (e.g. pdf), as well as more specialist formats such as photographic reproductions.

	Comments	Photocopy	Printout	Scan/Photo	Other*
Maps	<ul style="list-style-type: none"> Many are too large to scan/photocopy and are often photographed instead Some documents are in too frail a condition to copy Lists or a catalogue of holdings were available for 31% of Archives, although this figure is likely to be larger. Constrained by copyright for some maps 	100%	51%	84%	7%
Lists & Registers	<ul style="list-style-type: none"> Transcripts and copies of documents Lists or a catalogue of holdings were available for 25% of Archives 	80%	55%	73%	13%
Records	<ul style="list-style-type: none"> Transcripts and copies of documents Some documents are in too frail a condition to copy Constrained by copyright or data protection for some information Lists or a catalogue of holdings were available for 25% of Archives Fewer than 10% provide summary reports/interpretation 	82%	41%	84%	10%
Wills & Probate	<ul style="list-style-type: none"> Transcripts and copies of documents Some documents are in too frail a condition to copy Constrained by data protection for some information Lists or a catalogue of holdings were available for 25% of Archives Fewer than 10% provide summary reports/interpretation 	68%	42%	72%	9%
Plans	<ul style="list-style-type: none"> Copies of documents Constrained by data protection and copyright for some information Lists or a catalogue of holdings were available for 31% of Archives 	78%	33%	83%	7%
Images & Media	<ul style="list-style-type: none"> Copies of original images Constrained by copyright for some images Some documents are in too frail a condition to copy Lists or a catalogue of holdings were available for 21% of Archives Some Archives moving to an automated online pay per image system 	65%	53%	96%	13%

SUMMARY CONCLUSION

- High proportions of Archives are able to provide material for all information types
- Information supplied is typically in the form of a photocopy or digital image
- The supply of some information types is constrained by conservation needs, copyright and the practicality of copying large documents
- The availability of catalogues of Archive holdings varies according to each individual Archive as well as the different types of information held
- A charge is often levied for research and the supply of materials
- Remote enquiries often need to be supplemented with research online or by visitation

HISTORIC ENVIRONMENT RECORDS

Due the way HER holdings are structured information can be provided in a wide range of digital and hardcopy formats. This allowed the HER question to be arranged in greater detail than the equivalent Archive and Museum question.

	Material								Format	
	List/Report	Map	GIS Layer	Publication	Image	Data file	Refer	None	Digital	Hard copy
Monuments	96%	91%	87%	26%	21%	51%	0%	4%	91%	45%
Designations	90%	79%	75%	15%	15%	40%	8%	6%	90%	46%
Characterisation	55%	66%	70%	11%	7%	2%	7%	16%	75%	34%
Historic maps	0%	50%	27%	0%	0%	0%	0%	50%	48%	44%
Images	0%	0%	0%	0%	65%	0%	0%	35%	65%	33%
Bibliographic	29%	0%	0%	60%	0%	0%	0%	27%	69%	46%

The results demonstrate how Monument, and, to a slightly lesser degree, Designation information can be supplied by a high proportion of HERs in a wide range of forms. As these types of information are typically held within a GIS, it can be provided in mapped and GIS file form, and summary List/Reports can be easily compiled. Comparably fewer HERs (between 51 and 40%) supply the same information as 'data files' (e.g. Microsoft Excel). With respect to Designation information, questionnaire responses revealed that 8% of HERs considered that information was not their property to distribute, and referred enquiries to the National Heritage List online.

Although Characterisation information is also typically held within a GIS, remote access to the information is comparably poorer with notably fewer HERs providing the information in mapped or GIS format. The availability of characterisation data as a summary reports/lists or data file is significantly lower at only 55% and 2% respectively, possibly reflecting that effective analysis of the information requires it to be rendered spatially on a map or within a GIS.

HERs providing images or publications for Monument, Designation or Characterisation information are fewer in comparison to other forms of material. This potentially reflects that images and publications held by HERs are not typically structured or made available according to a designated asset, individual monument or characterisation entry. These three information types are typically 2 or 3 times more available in digital format as opposed to hardcopy format.

Access to historic mapping information is divided equally between hardcopy and digital formats, with 50% of HERs supplying the information via remote enquiry. Responses to the Questionnaire demonstrated that the ability of an HER to provide mapping information was almost entirely constrained by copyright issues, as well as practical issue of copying larger sized maps. As such, any mapping information supplied is likely to be out of copyright, and/or property of the relevant local council. Mapping can typically be supplied either in digital (e.g. a .pdf or image file) or hardcopy format.

Where held, Images can be provided by 65% of HERs. Similar to historic mapping, supply of images is governed by copyright issues. The preference to supply materials in digital format (65%) as opposed to hardcopy (33%), shows that it is likely that borne digital or scanned Images will be twice as available as hardcopy images.

Publications, or information regarding publication holdings (29% in List/Report format – i.e. a catalogue of holdings), are available via remote enquiry from 73% of HERs. 60% of HERs are able to provide publications in response to a remote enquiry. As with images there is a strong bias towards those publications held digitally, and the ability of Hers to copy and supply information is constrained by copyright.

SUMMARY CONCLUSION

- Information hosted in GIS and database can typically be supplied in a wide range of forms, and there is a clear preference to supply information held this way in digital format
- Information about archaeology and designations is supplied by the highest percentage of HERs, and a wide range of information can be supplied including lists, basic reports, data files, GIS Layers and Maps. However, images of Designations of Monuments are rarely supplied by HERs
- Despite being hosted in a similar way to monuments and designations, characterisation information comparatively less accessible being supplied by a lower proportion of HERs and in fewer forms
- The supply of mapping, images and bibliographic information is constrained by copyright and/or the ability to scan or copy documents
- The preference for HERs to supply information in digital format may mean that materials held in hardcopy format are not available by remote enquiry
- A fee is often incurred when HERs supply in hardcopy format, to cover costs of copying, postage etc.

MUSEUMS

Museums' responses were completed in a consistent way, enabling a series of common list of materials provided in response to a remote enquiry to be compiled.

	Image	Text	Report	Data	Map	Audio Visual	Sample	Other	Digital	Hardcopy
TOPIC										
Archaeology	75%	81%	19%	25%	19%	0%	0%	6%	94%	63%
Architecture & Buildings	73%	82%	14%	14%	23%	5%	0%	5%	91%	64%
Landscape & Settlement	78%	67%	17%	22%	33%	0%	0%	6%	83%	61%
Social History	76%	86%	24%	19%	24%	5%	5%	10%	90%	67%
Industry & Commerce	58%	63%	16%	21%	16%	5%	5%	5%	79%	63%
Other	75%	58%	17%	0%	0%	0%	0%	8%	83%	33%

The availability of information from Museums in response to a remote enquiry is generally high across all information topics. The most commonly supplied materials from Museums includes descriptive text and images. Approximately three quarters of Museums who hold information about a topic are able to provide an image, with the exception of Industry & Commerce at 58%, and descriptive text can be supplied by over 80% of Museums holding information about Archaeology, Architecture & Buildings and Social History. Again, for Industry & Commerce, but also for Landscape & Settlement, the availability of descriptive text is comparatively lower than for other topics at 63% and 67% respectively.

The availability of other materials, including Reports/Publications, mapped information and data, drops significantly and varies between 14-33% depending on the topic. Mapped information for Landscape & Settlement is notably higher at 33%, as might be expected. The availability of audio-visual, artefact samples and 'Other' types of material is limited to a handful of between 5-10% of Museums who responded to the questionnaire. Other types of material included verbal communication with the enquirer, catalogue entries and specific types of records held for a small number of Museums such as court cases.

Digital materials are clearly the more common method of supplying information across all topics, although over 60% of Museums who respond to remote enquiries provide information in hardcopy format. Digital material is mainly in the form of image or document files, and hardcopy format mainly in the form of a publication for sale or a photocopy of relevant information.

SUMMARY CONCLUSION

- Images and descriptive text can be supplied by a high proportion of materials across many information topics, although other materials such as publications are rarely supplied.
- There is a clear preference to supply digital materials, although high proportions of museums can supply information in hardcopy.
- Social History and Industry & Commerce information can be supplied in widest array of formats, including audio-visual material and sample boxes of artefacts.

2.5 Visit

The questionnaire looked at the types of information that can be provided during a visit to each of the repositories, alongside what facilities and support are available to visitors.

N.B. Where broken down according to information type or topic statistical information in this section is proportionate to the total number of Archives/HERs/Museums holding a specific information type, and not on the total number of returned questionnaires per repository.

Q: PUBLIC OPENING TIMES

Each repository was asked when they were open to the public. The resulting information was broken down according to open during the week (4/5 days or 1-3 days), weekend (1 or both days), or not open both during the week or at the weekend.

	4/5 days	1-3 days	Weekend	Not Open
HERs	83%	8%	4%	9%
Archives	91%	9%	78%	0%
Museums	91%	4%	96%	0%

Museums and Archives have high levels of public access, with 91% being open 5 days during the week and between 78% and 96% open at the weekends. All Archives and Museums are open to the public unlike 9% of HERs which are entirely closed to visitors. HERs also have marginally poorer levels of access during the week, but significantly poorer levels of access at the weekend with only 4% of HERs open. Although overall Museums have the highest level of access throughout the whole week, 30% have reduced seasonal hours during winter months and one is closed entirely outside of the spring and summer months.

Q: FACILITIES

Each repository was asked whether they provide a number of basic facilities that would enable people to search their holdings and undertake research.

FACILITY	HERs	Archives	Museums
Dedicated workspace	63%	96%	78%
Computer with access to HER/Catalogue	52%	85%	27%
Computer with web access	44%	96%	32%
Library	77%	100%	59%
Other*	38%	42%	14%

Archives are noticeably more geared towards receiving and providing resources to visitors than the other two repositories, with the highest offer across all types of facilities. With the

exception of a dedicated workspace, HERs offer the second best level of facilities. A high proportion of Museums offer facilities in the form of a library (59%) and a dedicated workspace (78%), however the offering other facilities is comparably poor.

Q: ADDITIONAL INFORMATION AVAILABLE

Archive

A little over half of Archives responded to this question, indicating that additional materials could be provided. The emphasis was placed on the visitor to take copies of information, with many Archives encouraging researchers to take digital images of documents using personal cameras, take photocopies or transcriptions. As with remote enquiries the ability to take copies of information was subject to copyright, practicalities and conservation needs.

Many Archives stressed that a much greater amount of information would be available, in particular those documents, images and other materials that had not yet been digitised. Paper based catalogues, new information that had not yet been catalogued, microfilm/fiche, newspapers, Ordnance Survey maps and a variety of other information were identified by several Archives as only being available by visitation.

Responses also stressed the important role that Archive staff played in helping to direct researchers visiting an Archive.

HER

A wide range of additional materials to those made available by remote enquiry are available on visiting HERs. The majority of responses related to non-digitised hardcopy information such as publications, grey literature, images, literature, aerial photographs and historic maps. Less common types of information consisted of hard copy characterisation and Conservation Area reports, letters, survey data/sheets, paper based HER records and paper-based information about designated historic assets (e.g. greenback reports). In many instances HERs can provide photo or scanned copies of this information that they would not provide in response to a remote enquiry. Materials within copyright were not able to be copied, but were able to be viewed unlike for remote enquiries. In a small number of instances digital materials are made available to visitors that are not available to via a remote enquiry.

Museum

Just over a third of Museums indicated that greater levels of information could be supplied to members of the public when visiting a Museum. Information mainly included literature and printed materials that were not available digitally. Several Museums stressed the value of staff expertise in helping to direct research and supply both hardcopy and digital information to visitors that would not otherwise have been supplied. Several Museums also suggested that people would be able to view and in some instances handle artefacts and objects. Although no Museums suggested it in their responses, visitors would also be able to take images of artefacts, interpretation material and other parts of displayed and non-displayed objects.

Q: SEARCHING FOR INFORMATION

Both HERs and Archives were asked whether their holdings could be searched using geographic and/or topic/type criteria.

HERs	Geographical Location Search		Topic/type criteria search		Requires staff assistance?	
	Yes	No	Yes	No	Yes	No
Monuments	91%	9%	91%	9%	93%	7%
Designations	91%	9%	91%	9%	93%	7%
Characterisation	92%	8%	87%	13%	86%	14%
Historic maps	89%	11%	63%	37%	89%	11%
Images	80%	20%	85%	15%	93%	7%
Bibliographic	83%	17%	90%	10%	93%	7%

ARCHIVES	Geographical location Search		Topic/type criteria search		Requires staff assistance?	
	Yes	No	Yes	No	Yes	No
Maps	98%	2%	97%	3%	45%	55%
Lists and Registers	98%	2%	97%	3%	37%	63%
Records	100%	0%	100%	0%	48%	52%
Wills and Probate	96%	4%	100%	0%	39%	61%
Plans	100%	0%	97%	3%	49%	51%
Images	100%	0%	100%	2%	50%	50%

The results of the survey show that all information types held by between 96-100% of Archives can be searched both geographically and by topic/type. HERs are only marginally less accessible, with between 80-91% of HERs capable of searching all information types by location or by topic/type (this excludes type/topic for historic maps at 63% which are a type/topic in their own right).

The key difference between the accessibility of information held at HERs and Archives is the level of assistance typically required to help visitors search information. On average (across all information types) 91% of HERs indicate that a visitor will require assistance to search holdings, in comparison to an average of 45% of Archives who typically provide assistance in searching all types of holding.

Museums

As Museums use a greater variety of ways to make information accessible, and are typically geared towards selectively exhibiting information as opposed storing and arranging it in structures that can a range of questions were used to understand how information held is presented. Furthermore, questions needed to recognise that Museum holdings are split between those exhibited and those stored 'out of sight'.

Displayed	
Topic	52%
Theme	57%
Chronological	35%
Material type	9%
Location	13%
Other	4%

Non-displayed	
Topic	26%
Theme	4%
Chronological	0%
Material type	65%
Location	9%
Other	4%

As might be expected, the results of surveying Museums show that displayed and non-displayed information is accessible in very different ways. Displayed items are generally presented according to Topic, Theme and/or (to a lesser extent) chronologically. In contrast non-displayed holdings are typically held according to material type (65% of Museums) to a much lesser extent Topic. Many Museums also suggested that some non-displayed items were arranged according to their conservation needs and/or size. The difference in approach puts emphasis on the need for standing guidance and other forms of assistance so that members of the public can access non-displayed holdings. This is particularly important in respect of finding information about their local areas as both displayed and non-displayed information is rarely structured according to location (13% and 9% respectively).

Q: ACCESSING INFORMATION

This part of the questionnaire asked about how information is made accessible to a visitor, specifically how they are able to view information, and what support is typically provided to visitors to assist them with their enquiries. As with other sections percentages are proportionate to the number of HERs/Archives/Museums holding a specific Information Type or Topic whether they are open or not. Each repository is discussed individually and a summary provided at the end of this sub-section.

- **Historic Environment Records**

Bearing in mind that approximately 9% of HERs are not open to the public, the results of the questionnaire show that Monument and Designation information are generally highly accessible via a visit, with a range of access methods (Database, GIS, Publication) offered by around three quarters of HERs. Information presented in hardcopy format is comparably lower, but still fair at 64% and 56% for Monuments and Designations respectively. Both these information types are typically hosted within a GIS, as is Characterisation information. However levels of access to the latter information type are comparatively poor, with 61% of HERs holding the information favouring the more technical GIS interface as opposed to hardcopy or digital images or maps. Approximately 25% of HERs holding the information do not provide any access to it (this figure includes those that are closed to the public).

	Database	GIS or map interface	Digital image	Hardcopy Image or Map	Publication, report or document	Website	Not accessible inc 'not open'
Monuments	72%	74%	45%	64%	79%	28%	9%
Designations	63%	69%	31%	56%	69%	23%	10%
Characterisation	45%	61%	18%	34%	50%	20%	25%
Historic maps	25%	56%	35%	58%	19%	4%	23%
Images	27%	23%	52%	71%	31%	6%	23%
Bibliographic	38%	19%	27%	48%	73%	8%	19%

The accessibility of Historic Maps is split between a wide range of formats, including GIS, Digital image and Hardcopy. The overall level of accessibility is fair, with 23% of HERs unable to provide access to the information via a visit.

Images are mainly accessible in either digital (52%) or hardcopy format (71%), as might be expected, although around a quarter of HERs also hold this information type within a GIS or a publication.

Accounting for the 9% of HER's closed to the public, a further 14% of HERs, do not provide access to images of historic maps.

Access to documentary material is mainly in the form of hardcopy image/map (48% of HERs) or as would be expected in the form of a publication (73%). Excluding those not open to the public, 1 in 10 HERs do not appear to provide access to their bibliographic holdings.

	Computer/ IT skills	Officers' local knowledge	Manual Searching	Interpreting information	Other	No assistance inc 'not open'
Monuments	43%	89%	57%	85%	4%	9%
Designations	38%	73%	54%	67%	4%	15%
Characterisation	36%	66%	41%	61%	5%	20%
Historic maps	27%	65%	46%	60%	2%	25%
Images	25%	56%	58%	58%	0%	29%
Bibliographic	25%	60%	65%	48%	0%	25%

The results show that HERs typically provide assistance to members of the public for helping to interpret information and for providing additional local knowledge. This type of assistance is most often provided for Monument and Designation data, although other information types also typically require assistance. Help with IT skills is marginally higher for those information types typically held in GIS, although the overall percentages of HERs typically giving this

type of assistance varies between 25-43% suggesting that IT systems are generally quite accessible. Around half of all HERs typically provide assistance in manual searching of all types of information, suggesting that holdings are not always arranged in ways that are most accessible to member of the public.

- **Archives**

	Original Document	Photocopy	Microfiche/Microfilm	Digital image	Transcription or Translation	Other*	Not Accessible or not answered
Maps	98%	45%	29%	40%	5%	4%	2%
Lists and Registers	95%	31%	51%	18%	27%	4%	4%
Records	100%	37%	65%	39%	55%	2%	0%
Wills and Probate	70%	15%	38%	21%	26%	4%	15%
Plans	98%	20%	7%	22%	4%	2%	2%
Images	85%	25%	7%	73%	2%	4%	7%

Original documents are the most common form of material accessible to members of the public, with between 70 and 100% of Archives providing information in this way. Outside of original documents the method of providing information varies according to information types with Microfiche/Microfilm popular for documentary written sources, and much less so for maps, images and plans. Archives typically provide access to these latter three information types in their original format, with much lower proportions of Archives supplying copies as a digital image or photocopy. The exception is images, a high proportion (73%) of which are available in digital form. Overall data is highly accessible, with almost all Archives able to provide all information types in one for more formats. Wills and Probate Information is notably less accessible with up to 15% of Archives not making this information available.

	Computer/IT skills	Officers' local knowledge	Manual Searching	Interpreting information	Other*	No Assistance or not answered
Maps	58%	100%	89%	93%	9%	0%
Lists and Registers	62%	100%	89%	93%	9%	0%
Records	65%	100%	94%	94%	8%	0%
Wills and Probate	45%	79%	68%	70%	6%	19%
Plans	48%	98%	89%	91%	7%	2%
Images	64%	95%	82%	87%	9%	4%

In general a high proportion of Archives typically provide assistance to members of the public in searching and interpreting all types of information. Assistance with will and Probate information is comparatively lower for all types of assistance, however 79% or more of Archives still provide some level of assistance for this information type. Similar to HERs, high proportions of Archives typically provide assistance to members of the public for helping to interpret information and for providing additional local knowledge. Help for Computer/IT skills is typically provided by a lower proportion of between 45-65% of Archives.

Between 68-94% of Archives typically provide assistance in manual searching of all types of information, suggesting the some level of training/familiarisation is required in order for members of the public to search for and access information relevant to their enquiry.

- **Museums**

Q: Methods of making information accessible to the public

DISPLAYED	
Exhibitions	100%
Audio-visual	61%
Reconstruction	39%
Models	48%
Tours	43%
Other	39%

NON-DISPLAYED	
Online	59%
Catalogue	68%
Appointment	86%
Tours	23%
Retrieval & View	50%
Other	32%

Displayed: Unsurprisingly, 100% of Museums make information available in the form of exhibitions. A wide range of other methods, used in conjunction with exhibitions, are used to make information accessible to the visiting public, in particular audio-visual materials (61% of Museums) and models (48% of Museum. The questionnaire also revealed a wide number of other techniques used by Museums.

Non-displayed: Information is mainly accessible by appointment (86%), or can be searched online (59%) or by a catalogue (68%). Around a quarter of Museums offer tours of their non-displayed archives, and 50% offer a retrieval and view service.

	Short intro/ familiarisation	One to one assistance	Standing guidance (e.g. leaflet)	Computer/IT skills	Technical guidance	Other
Both	65%	87%	13%	17%	13%	4%
Display only	26%	13%	70%	9%	4%	9%
Non-displayed only	4%	0%	4%	4%	4%	0%
Not available	4%	0%	4%	70%	74%	87%

Assistance provided by Museums, for both displayed and non-displayed information is typically in the form of one-to-one assistance and short familiarisation or introductory sessions. Unlike Archives and HERs help with IT/Computer skills is rarely provided (30% of Museums). Standing guidance is generally limited to displayed items only with only 17% of Museums providing such guidance for non-displayed information. Technical guidance is provided by approximately one fifth of Museums.

SUMMARY CONCLUSION

A visit provides the highest level of access to information held by Archives, HERs and Museums, the highest level of assistance, with searching for and interpreting information, and the greatest ability to obtain information and data. This is true except for approximately 1 in 10 HERs which are closed to the public, and therefore only provide information online and/or by remote enquiry. In contrast all museums and archives are open to the public during the week and weekend.

Responses indicate that Archives are the most well-equipped of the three repositories to facilitate members of the public in undertaking research. This is both in terms of the facilities available to visitors and also the levels of assistance that can be provided for undertaking historic research. However, museums arguably provide the richest environment for presenting information in accessible ways, employing a much greater range of techniques and materials to provide information to members of the public (exhibits, models, audio-visual materials etc). However these methods only apply to materials on display, and not the majority of holdings within museum archives. As with both HERs and Archives, non-displayed museum holdings are accessible by appointment, catalogues and tours, although the latter may be restricted to museums.

HERs appear more technically able to provide information in a greater range of formats, including mapped information, tailored to the needs of visitors. With the majority of holdings in original and/or hardcopy format, Archives and Museums are able to supply information in fewer formats, typically as scanned, photographic and photo copies.

Visits provide a range of benefits that are not available for online or remote enquiries. Those common to all repositories include:

- Staff assistance and advice
- Copyrighted materials
- No or reduces fees for searching and copying information
- Original materials including documents artefacts and survey data
- Non-digitised collections including large unwieldy holdings and materials too delicate to copy
- Literature and bibliographic holdings
- Paper-copy catalogues and indexes
- Opportunity to take images using personal camera

The accessibility of information provided by all 3 repositories depends heavily on the ability to search for different information types. Both Archives and HERs are able to search all information types geographically and by topic/type criteria, however not all 'sub-type' information is searchable in this way. With many information holdings in GIS, HERs offer the most technical and tailored search facilities for their information holdings. However, due to the technical structure of HERs, members of the public require training and staff assistance. In contrast Archives and Museums typically rely on web-based or paper copy catalogues and indexes, although these are not available for all types of holdings.

Overall there are a number of benefits common to all Archives, HERs and Museums for visiting members of the public. With staff assistance, it is likely that a visit to any of the repositories will result in a more tailored, detailed and comprehensive result than that achieved by online or remote enquiry.

The wide number of approaches show the multitude of disciplines required to access information; the more technical the system of holding information, the more precise the research outcomes, but the greater degree of training and familiarisation needed. Where presented in the form of an exhibit, information can be made highly accessible, with a variety of techniques at a museums disposal. However exhibitions require considerable resources and only make small proportions of holdings are made accessible.

SECTION 3:
ENABLING ANALYSIS,
INTERPRETATION
& APPLICATION

SECTION 3: ENABLING ANALYSIS, INTERPRETATION & APPLICATION

Each repository was asked to provide information about what guidance they have in place to aid interpretation of HER information, and how they are typically able assist communities in undertaking community-led initiatives. The following analysis is structured according to each repository, with a summary conclusion provided at the end.

3.1 Aiding Interpretation and Standing Guidance

ARCHIVES

Archives were asked two questions, the first asked what guidance they have in place to aid interpretation of Archive information, and the second concerned any assistance or guidance that they could provide for communities undertaking community-led initiatives.

- **AIDING INTERPRETATION**

The question was answered by 100% of Archives, although one answer was 'none'. Furthermore, a great deal of responses, approximately half, concerned guidance about searching and accessing information as opposed to interpreting it (e.g. Catalogue and index guides, instructions about how to search holdings etc). Nonetheless, the results show that there are a wide number of approaches to aiding the interpretation and analysis of Archive materials. Many are common to a third of more Archives, and consequently there is fairly consistent approach amongst the group.

Three key types of guidance to help interpretation were identified in the results, the most common of which was staff guidance, with over half of Archives stressing the important role that staff play in helping visitors access and interpret information. A significant number of Archives had standing guidance in the form of topic or source based guides, each of which indicated how to research specific topics, use particular sources and/or undertake common research enquiries. The majority of guides focussed on subjects such as 'the history of your house' and genealogy. A small number of Archives had compiled databases of sources for popular topics. The third type of guidance was in the form of publications, monographs and guidance notes commonly held within Archive' libraries, this was supplemented in many cases by the availability of guidance online.

Overall, guidance appeared to focus on the interpretation of documentary records such as directories and registers, as opposed to photographs, maps and other image based information commonly available at Archives.

A small number of Archives provided bespoke tutorials, inductions and/or seminars/lectures to help users understand more about how to access and interpret information held.

- **STANDING GUIDANCE**

In an entirely free text question, Archives were asked about any technical guidance that they had to help members of the public in undertaking heritage initiatives. Approximately 90% of Archives responded to the question, although in many instances the answer was 'n/a'. As with the interpretation question, responses frequently related to guidance on how to access information as opposed to guidance specifically for undertaking community led initiatives.

Historical Research

Around 50% or more of Archives can provide verbal advice on how to approach and undertake historical research for community-led plans and other initiatives. A number of Archives go one step further and facilitate the process by offering tailored workshops including for 'guidance on how to produce village design statements, organise local history projects, or inform building restoration projects' (Gloucestershire Archive) and in developing funding bids (Knowsley Archive). A charge is usually made for this service.

However, in the vast majority of cases guidance in undertaking historical research is not specifically linked to community-led initiatives, but is instead based more on undertaking research in the wider sense, as a group, individual or professional.

Conservation

Just over a third of Archives (36%) responded to this part of the question. Responses were typically related to ad-hoc verbal guidance by Archive staff or a referral to the relevant officer within the Local Authority. Several Archives also refer enquirers to sources of guidance including publications, books and EH Guidance. A small number of Archives also indicated that they can facilitate or undertake research about specific buildings or other local features for a fee.

Architecture and design

Responses to this question were near identical to those provided for 'conservation' (see above).

Education and outreach

A high proportion (76%) of Archives responded to this question, and the vast majority of answers related to the provision of guidance by members of staff. Notably, 29% of the Archives responding to the question indicated that they had, or had access to, a full or part time member of staff dedicated to learning and outreach. Links were also commonly maintained between Archives and local educational institutions. As such there appears to be strong emphasis on learning and outreach, with support available to communities wishing to undertake education and outreach initiatives in their area. Several of the Archives indicated that a fee would be incurred for the service.

Planning-related matters

Enquirers are typically referred onto a different member of staff. Occasionally archive staff undertake research on behalf of an enquirer. However, there does not appear to be any standing guidance to help communities undertake plans.

Landscape history

In common with the topics above, Archives typically refer enquirers to other Local Authority staff and services, or assist in the researching relevant information.

HISTORIC ENVIRONMENT RECORDS

- **AIDING INTERPRETATION**

An initial question asked HERs whether they held a number of common tools that can help members of the public interpret information supplied. Where answered HERs were invited to provide more detail in a following ‘free text’ question. The total results are discussed below according to each information type.

Despite 98% completing all sections of the questionnaire, the initial question was only answered by approximately 50% of HERs. In broad terms, the results demonstrate that interpretive material is mainly available for information about Archaeology, Designations and Characterisation. Topic, period and area based reports about characterisation, and to a lesser extent Monuments, are able to be provided by a relatively high level of HERs. Similar reports are rarely able to be supplied for Designations. Descriptive text was available for approximately 50% of HERs that answered the question. Very low proportions of HERs appeared able to provide any information to help in the interpretation of Historic Maps, Images and Bibliographic information.

	Glossary	Standing guidance	Topic or period based report	Area based reports	Descriptive text	Other	Not answered
Monuments	26%	23%	17%	21%	26%	9%	47%
Designations	17%	19%	6%	8%	23%	4%	58%
Characterisation	16%	30%	27%	39%	27%	2%	41%
Historic maps	6%	15%	2%	2%	6%	8%	73%
Images	6%	6%	0%	0%	8%	6%	77%
Bibliographic	8%	8%	0%	0%	6%	6%	75%

Monuments

Material to aid the interpretation of monuments is relatively more available than for all other information types except for characterisation information. Free text responses indicated that there was a very varied approach amongst HERs. At one extreme HERs provide a comprehensive package of information: *“We supply advice and support to individual project requests including reference to standard texts and online resources to ensure that all enquiries are given the tools to interpret the raw data (e.g. HER, Historic Landscape Character) supplied”* (Hampshire HER). Several HERs provide ‘how to’ leaflets, area based reports/studies for selective parts of an authority area, glossaries, research agendas and thesauri. A handful of respondents supply background HER information about how data has been compiled and how it is structured, aiding interpretation and application of the data:

“Explanatory Notes file supplied with all remote data searches. This gives basic details about the HER database, record types and numbering systems, etc. I’ve been told it is useful.” (Southampton HER).

A small number of HERs emphasised the ability of staff to provide 1:1 assistance.

Designations

Almost all free text responses suggested that visitors were pointed in the direction of EH online resources and publications. Other than guidance produced by EH, few HERs appear to hold any standing materials to assist in the interpretation of designated assets, and only one HER indicated that they had information to help understand locally designated assets.

Characterisation

A large number of HERs responding to the question indicated that they provide localised HLC or characterisation reports/summaries either for Character Areas or for individual parishes. A relatively smaller number provide guidance on interpreting the information, and one HER (Shropshire) indicated that they can provide standing guidance to parishes wishing to undertake their own HLC.

Historic maps

Only three HERs responding to the question suggested that they could supply any material to help with the interpretation of historic maps. Each of these three resources were provided by an external source including a website, a records office guide and Library booklet.

Images

None of the HERs responding to the question indicated that any specific material was provided to aid the interpretation of images.

Bibliographic

Only one provided additional information for the interpretation of bibliographic information, and this included a glossary ‘to help lay readers with technical reports’ (Bath & North-East Somerset HER).

- **STANDING GUIDANCE**

In an entirely free text question, HERs were asked about any technical guidance that they had to help members of the public in undertaking heritage initiatives. Approximately 35% of HERs responded to the question. The responses included a wide range of guidance for each of the question topics.

Archaeology

This topic attracted the highest number of responses from HERs, suggesting that it is the most available form of guidance. Responses included staff liaison and bespoke guidance, standing guidance/ handbook about conserving, recording and protecting archaeological monuments, templates and guidance for written schemes of investigation. Of note is that a number of the documents available were more designed for professional/commercial enquirers as opposed to members of the public.

Conservation

Responses for this topic were the same as those given for 'Architecture & Design' – see below.

Architecture & Design

Guidance available to members of the public was limited and typically included local planning documents such as Conservation Area Appraisals, Design Guides, and Masterplans. Technical guidance was available for a handful of HERs and included advice notes for preparing conservation area statements and highways conservation, although this was generally aimed at professional audiences.

Education & Outreach

Responses to this question were few and mainly focussed on outreach events and links with educational institutions as opposed to any standing guidance.

Planning

Responses to this questionnaire were highly similar to those given for Architecture and Design, and mainly relate to local planning documents as opposed to any guidance that will help in undertaking community-led plans. However, two HERs indicated that their Local Authority provided community-led plan toolkits, including one for Neighbourhood Planning (Cornwall HER) and another for Parish Plans (Shropshire HER). A handful of other HERs indicated that a basic leaflet and advice on planning issues were available through the respective Local Authority website.

Landscape

A handful of HERs indicated that guidance was available about community-led projects about landscape. The few responses mainly related to guidance about characterisation information and archaeology in the landscape (e.g. Archaeology and Farming), although one HER was able to provide an exemplar landscape character assessment undertaken for a parish design statement (Shropshire HER).

MUSEUMS

- **AIDING INTERPRETATION**

Interpretative materials held by Museums is generally not in the form of standing guidance, but is provided as part of exhibitions. Consequently interpretive information is often generated in response to a specific exhibition, and may be based around a specific topic or area. Information is likely to be available throughout the duration of an exhibition, and potentially afterwards. One Museum indicated that exhibitions were filmed prior to dismantling so that they could be accessed at a later date (e.g. online).

Information was typically in the form of descriptive text and was available for between 50-75% of both displayed and non-displayed holdings. Leaflets and other standing guidance were also typically available for 70% or more of displayed information, but were rarely available for non-displayed holdings. Other types of topic, area or period based reports were also rarely available across all information topics held by Museums.

- **STANDING GUIDANCE**

Standing Guidance is for communities wishing to undertake a plan for their local area appear to be held by very few Museums. The majority of responses suggested that support was mainly provided in the form of staff assistance, either by Museum officers or by referring enquiries to Local Authority colleagues.

	Staff Assistance	Leaflet	Training	Learning Team	N/A
Historical Research	41%	5%	9%		43%
Conservation	36%				61%
Architecture and design	18%				82%
Education and outreach	23%		5%	14%	59%
Planning-related matters	9%				91%
Landscape history	32%				68%
Other	9%				91%

A number of Museums shared educational resources with Archives or the Local Authority as a whole. Standing guidance for undertaking community-led initiatives was entirely limited to leaflets for Historical Research.

Summary Conclusion

AIDING INTERPRETATION

- HERs, Archives and Museums have a varied and inconsistent approaches to aiding the interpretation and use of their materials, both in relation to each other and in comparison to repositories of the same type
- The major exceptions are assistance provided by staff and information held within bibliographic resources, both of which were commonly considered by all repositories as one of the key methods for helping members of the public interpret material
- Pre-prepared research reports are employed by several Archives and HERs. These are typically topic based, but may also be area-based particularly those prepared by HERs
- HERs favoured providing information for Monuments, Designations and Characterisation information, as opposed to helping in the interpretation of bibliographic, cartographic and image information
- Archives often provided guidance on how to undertake common searches of their holdings
- The main emphasis on aiding interpretation of museum holdings is the content of exhibitions, with comparatively fewer methods of interpretation available for non-displayed items.

STANDING GUIDANCE

- Overall, very few repositories appear able to provide any forms of standing guidance for communities wishing to undertake an initiative in their local areas. Where available it included a handful of community-led plan toolkits, including for Neighbourhood planning, and advice on how to access funding and undertake building restoration projects
- Staff guidance, either by repository staff or by referring enquires onto the relevant colleague was considered important by each of the three repositories
- Many repositories, in particular Archives and Museums, indicated that they had close connection with educational institutions and with local authority learning teams who are able to assist communities in undertaking projects, in particular educational and outreach initiatives.
- A small number of responses also indicated that they benefited from close working relationships with other local authority services, including their respective Archive, Museum, Planning and/or HER teams, In a small number of instances HERs and Archives were housed together
- Although it may be a product of the questions' wording, many responses indicated that assistance and guidance are generally provided in the form of more detailed reports and evidence, as opposed to information designed to facilitate members of the public with their own enquiries or projects. This appears particularly true for HERs and Archives which frequently provide more detailed studies on certain topics or areas.

3.2 Community-led Initiatives

As a final question each repository was asked it was aware of any community-led plans had made use of information from their respective Archive, Museum or HER.

	Yes	No
HERs	38%	62%
Archives	35%	65%
Museums	30%	70%

Approximately on third of repositories were aware of a community-led plan or similar initiative that had made use of information within the last 5 years. Responses show that heritage information held by Archives, Museums and HERs has fed into a wide variety of community-led initiatives. A number of the initiatives did not appear to be community-led, such as Conservation Area Appraisals, Development Planning and some of the Townscape Regeneration Projects.

Community-led Initiative	HER	Archive	Museum
Village Plan	1	1	
Parish Plan	4	2	
Neighbourhood Plan	2		1
Conservation Area Appraisal	5		4
Building Restoration/Conservation Project	1	4	1
Heritage Asset Register	1		
Townscape Regeneration	1	3	2
Outreach/Education material and research	1	4	3
Archaeological dig	4	1	
Community-led Plan	1	4	
Historic Environment Action Plan	1		
Landscape project	1	3	1
Parks and Gardens		3	
Development Planning		1	
Total:	23	26	12
Average per repository:	0.48	0.48	0.52

SECTION 4:

OVERALL CONCLUSIONS

SECTION 4: OVERALL CONCLUSIONS

This concluding section of this interim report discusses the findings of the survey according to each repository, looking at the types and structures of information held and its availability and accessibility to 'non-expert' members of the public. The conclusions below represent an amalgamation of those provided in the main body of this report, and where relevant key statistics are included. A final conclusion considers some of the synergies and differences between the holdings, information structures and support provided by HERs, Archives and Museums.

4.1 Repository Conclusions

ARCHIVES

Summary of holdings

Archives appear to have the most consistent holdings across each of the three repositories included in the survey. Members of the public can expect to find information about Buildings & Architecture, Industry & Commerce, Landscape & Settlement and Social History at the vast majority of Archives. Information regarding Archaeology was not included in the survey, however it was not highlighted as an 'Other' information type held by any of the Archives who responded to the questionnaire.

High proportions of Archives hold historic demographic information ranging from Manorial Surveys to Electoral Registers and directories, providing insight into the Social History of local areas. High proportions of Archives also hold historic maps, including editions of Ordnance Survey maps (95% of Archives), as well as older maps including Tithe (84%) and Enclosure (73%). These resources may assist communities in understanding the historical development of their Landscape & Settlement over the past two centuries or more. However, notably few Archives (42%) hold modern OS mapping. 89% of Archives hold Architectural Drawings, with around 70% holding Planning applications and Building Control Plans, providing communities with a source of information about the Architecture and Building heritage of their areas. Bibliographic information, alongside Images and Media, are held by nearly all Archives, and where accessible they are likely to provide researchers with information across all five 'information topics' depending on their individual content.

Information Formats

The vast majority of Archives hold information in hard copy format, most often as the original document. A small group of information types are held in other formats by 40% or more Archives, and these include Electoral Registers, Diocesan Archives and Wills in Microfiche/Microfilm and Photographs as digital image files. All other remaining information types are held in hardcopy format by fewer than two thirds of Archives meaning that public access will be variable at a national scale.

Accessibility

With the majority of information held by Archives in hardcopy format, it is unsurprising that the preferred form of public access is by visit. Archives are all open to public visitation during the week, and the majority (78%) are open during the weekend. Other forms of access are comparably poorer across all information types and levels of access vary according to

information type, with between 56-89% of Archives providing information in response to a remote enquiry, and only 0-37% providing access to materials online.

Although the majority of Archive's have a web presence, very few enable actual materials to be viewed, and instead provide users with the ability to search holdings via online catalogues, often linked to the National Archives site. Archives use the greatest mixture of websites, with 18% using three different websites and 52% using two. Sites are often interlinked, and often relate to specific lines of enquiry – such as genealogy, images, background information (e.g. opening times), or holdings by catalogue. In some ways the use of several different types of website may enable greater public access to holdings, but it may also decrease the level of accessibility in terms of dividing and segregating information up or providing information in specific formats and structures that inadvertently constrain its use for other purposes. For instance, although relevant, information provided for genealogy research may not be in a format suited to understanding the social history of a community-led plan area.

Where holdings are directly accessible online, information typically includes images/photographs and historic maps, and is limited to those collections held in digital form. Exception to this are 3rd Party websites, which provide access to scanned images of original documents for a fee. The sites focus heavily on the commercial genealogy market as opposed to research based on local areas.

Unlike HER websites, Archive websites rarely have any map facility, and this is illustrative of a significant difference between the ways information is held in comparison to HERs. Although information can usually be easily and effectively searched spatially using a place name in a keyword search either online, by remote enquiry or by visit, the initial results will only be relevant to that wider place or area, (e.g. a parish) as opposed to a smaller area within in it. Depending on the content of the information found, analysis of the detail of the results may enable a more precise geographical understanding of the results (i.e. by house number, ward, street name etc). However it is likely that additional searching and analysis will be required for communities to filter and arrange information according to a specific plan area, or smaller areas within it. The ease of achieving this will be dependent on the structure and detail of information, and it will be far more easily achieved for one or a small group of buildings, as opposed to an entire parish or village, the typical scope of a community-led plan. The overall result may mean that certain information types held by Archives are harder to relate to the physical and social fabric of places, and therefore the contribution they make to an area's sense of place not fully understood.

High proportions of Archives make information accessible via a Remote Enquiry, although accessibility varies significantly according to information type. The results of the survey show that the vast majority of Archives provide services, typically, if not always, at a cost, that enable information held in hardcopy format to be sent out in response to a remote enquiry. Services include transcription, photocopying, scanning and digital photography. However, many Archives noted that their ability to provide such services is heavily constrained by copyright, conservation and practical issues, such as the size or format of some documents. Consequently, significant amounts of information held by Archives will not be publically accessible by remote enquiry. Furthermore, many Archives indicated that services would be provided where the enquirer could provide a specific reference for material, typically found by searching online catalogues or those physically held at an Archive. Where a reference is

not provided the enquirer would face further search charges. Therefore, although many Archives are able to provide information in response to a remote enquiry it is likely to be a costly exercise, require catalogue research online or by visit, and/or be constrained to materials that are held in digital format or a hardcopy format able to be copied for copyright and practical reasons.

The results of the survey show how considerably more information is accessible by visit, than by remote enquiry or online, partly as many constraints in terms of copyright, format of material (e.g. microfiche) and searching/copying fees do not apply. Several Archives noted that they encouraged people to undertake their own transcriptions and photocopying and also use personal cameras to photograph materials where permitted. Correspondingly, out of all of the three repositories, Archives are the best equipped to facilitate enquiries by members of the public.

As with other repositories, one of the key advantages of a visit is the level of assistance able to be provided by Archive staff. Between 95-100% of Archive indicated that they provided staff assistance in the form of 'Officers' local knowledge', 'Manual Searching' and 'Interpreting information'. Both online and remote enquiry methods of access are one step removed from the assistance provided by a visit, and it is likely that any assistance is most effectively given on a face-to-face basis. Standing guidance within bibliographic holdings were also cited by many Archives as key resource for assisting members of the public with their enquiries, and it is likely that this is generally only accessible by visit, although references provided by remote enquiry or online may enable information to be accessed by alternative means (e.g. local library, purchase). Many use topic or source based guides to help researchers specific topics, use particular sources and/or undertake common research enquiries. The guides appear to be produced in response to common lines of enquiry (e.g. genealogy) or sources that are commonly used by researchers (e.g. Lists and Registers). A smaller number of Archives indicated that they hold people with common enquiries. Although no standing guidance directly related to the subject community-led plans specifically, the principles within some forms of guidance (e.g. researching the history of your house). Assistance and guidance specifically concerning community-led plans was limited, but did include workshops run a by a small number of Archives. Many Archives indicated that they would refer enquiries to relevant colleagues within the council, in particular learning and outreach officers who were often partly based within Archives and shared with other cultural services.

In conclusion, it is clear that information held by Archives is significantly more accessible by visit, both in terms of the information itself and any assistance in the interpretation and use of it. Information is typically held in hard copy formats that do not easily lend themselves to access online and remote enquiry although a growing amount of digital information is becoming accessible for some types of information and popular lines of enquiry. Assistance is heavily biased towards face-to-face staff assistance, although there is a limited amount guidance on how to use popular sources and undertake particular common lines of enquiry. One broad observation is that Archives do not typically provide a direct relationship with the information that they hold and the modern-day environment. With HERs this is achieved by mapping information over a modern day OS map something that is only held by less than 50% of Archives. There is arguably an additional phase of interpretation and analysis required to relate information to the historic environment of a defined community-led plan

area today. In the absence of OS data for many Archives this is likely to be undertaken outside of Archives or possibly using online resources at the Archive where available.

HISTORIC ENVIRONMENT RECORDS

Summary of holdings

Where accessible, the vast majority of communities can expect to find information about Archaeology, Buildings & Architecture (including Industry & Commerce) and Landscape & Settlement at their local HER. Information for archaeology and designated heritage assets is typically comprehensively held across a Local Authority area, whereas other non-designated features (e.g. buildings, military infrastructure, transport) are held more partially – potentially reducing the availability of this type of information to local communities. Of note is that locally designated assets, which typically include buildings and architectural features, are only held by two thirds of HERs. Historic and modern Ordnance Survey Mapping and aerial photography is also held by almost all HERs, and this coupled with characterisation information which is held by 87% of HERs, potentially provides communities with considerable information about the historical development of an area, in particular that concerning landscape & settlement and industry & commerce. Bibliographic information, alongside Images and Media, are held by nearly all HERs, and where accessible they are likely to provide researchers with information across all five 'information topics' depending on their individual content. In particular, archaeological 'grey-literature' reports are held by high numbers of HERs.

Overall, the survey results show that there is a core group of information held by the vast majority of HERs, mainly concerned with Monuments, Designations, OS Mapping and Characterisation. Outside of this group information coverage is either more patchy and/or held by between 30-70% of HERs, meaning that these types of information will be unavailable for many communities. If held, information about the Social History of an area is likely to be held within bibliographic holdings, and as images.

Information Formats

Monument, Designation, Characterisation and Mapped information are typically held in a GIS with accompanying digital or hardcopy written information, but rarely images. Written text and report information tends to lean towards digital formats, although substantial numbers of HERs hold information in hardcopy format, especially Bibliographic and Images & Media.

Accessibility

Relative to Museums and Archives, HERs appear to have poorer levels of access with a quarter not having a web presence, and 1 in 10 HERs being closed to public visits, placing a high emphasis on access by remote enquiry. With a much greater range of information available by visit than by other methods, this may mean a considerable reduction in the accessibility of information and advice from some HERs.

Although remote enquiry is a universal and effective method of obtaining information, not least due to the wide range of information formats able to be supplied (including mapped data, digital and papercopy reports etc.), this bias means that members of the public will often be one step removed from assistance and guidance that can be provided by trained staff. The impact that this may have in terms of the accessibility is demonstrated by the breakdown of assistance typically provided during a visit by a member of the public, with 89% and 85% of HERs typically providing assistance in the form of 'Officer's local knowledge' and 'Interpreting Information' respectively. Furthermore, it is likely that the

information supplied by HERs will be in a format that is typically provided to heritage professionals undertaking commercial enquiries, meaning that many members of the public may struggle to fully interpret material supplied. The low availability and nature of guidance and assistance to aid interpretation of information supplied by HERs appears to support this conclusion, as the majority appears to be geared towards professional/commercial use of the search results. An exception to this appears to be characterisation guidance, as the majority of HERs that hold this type of information are able to provide one or more of forms of report of guidance including area and topic based reports, descriptive text and/or standing guidance. As a whole, the guidance that does exist tends to relate to Monument, Characterisation, and Designation information, with very little orientated towards the use and interpretation of Maps, Images and Bibliographic sources of information. This may mean that members of the public are without help in undertaking common types of research (e.g. grey literature reports, reading historic maps and map regression)

Of note is that relatively few HERs provide images as part of search results, reinforcing the idea that information provided is focussed around a data extract from a GIS/database management system, as opposed to an accessible 'bundle' of data and guidance. The lack of visual information coupled with a lack of standing guidance, such as glossaries, is likely to reduce its usefulness for many inexperienced members of the public, especially when information is accessed online or by remote enquiry.

The spatial structure employed by vast majority of HERs is of huge benefit to local communities undertaking research of their local areas. The GIS structure of nearly all HERs enables them to extract information specific to a defined area, including any area covered by a community-led plan. As such communities are highly likely to be able to obtain Monument, Designation, Mapped and Characterisation information for their particular areas. For example, 73% of HERs hold parish boundaries in GIS, enabling communities undertaking a Neighbourhood Plan for access information specific to their area. The ability to provide information on a map dramatically increases the ability of members of the public to understand the contribution that heritage assets make to their area, helping to consider their value and significance to local places, and analyse heritage information against other mapped information.

The benefits of the GIS structure are clear, notably because they are replicated in the functionality of map-based interfaces on the majority of HER websites. However, the full functionality of HER GIS systems are not available online, with fewer search criteria and a reduced ability to search for information spatially. This reduced functionality is largely due to the technical complexity of HER databases which do not easily translate to online interfaces, as illustrated by the Heritage Gateway, the main 3rd party website used by HERs, where spatial searching can be undertaken using a map, but results are only displayed in list form. Another consequence of the difficulties of making HER information accessible online is that over half of HERs use two or more website interfaces, potentially serving to segregate and fracture heritage information that would be better presented and interpreted by communities if it were available alongside other complementary data. Those online interfaces without mapped materials may still provide good levels of access, but communities may struggle to visualise and cross reference the information with features 'on the ground', understanding the contribution that the historic environment makes to the vernacular, including their sense of place and local identity. Two websites in particular illustrate the value of a map-based approach and the importance of physically linking information to place, Bristol's 'Know Your

Place' (N.B. Bristol HER did not respond to the survey) which adopts a technical GIS layered approach, and Lincoln's Heritage Connect, which draws tangible bonds between information and the historic fabric of defined places on a map.

Overall, it appears that the technical way in which HER information is held and interrogated is a benefit to access but also partly a barrier to public access. This is illustrated by the very high proportion of HERs (93%) that typically need to provide assistance to a member of the public undertaking a topic or location based search for Monuments, Characterisation and Designation information. A key benefit of HER information is that it requires little interpretation to relate it to current (e.g. modern-day places), increasingly its usefulness to local communities. However, with the exception of characterisation information, limited guidance and assistance or additional information appears to be offered by HERs to help communities interpret and apply information, including for the purposes of community-led plans. With the emphasis on public access by remote enquiry, communities are unlikely to receive any one-to-one assistance and consequently the overall accessibility of HER information is reduced. Due to the digital format of substantial parts of HERs' holdings, information is able to be made accessible online, particularly through map-based interfaces. However, the full functionality of GIS with linked databases, are yet to be able to be translated to an online interface and therefore information can still be searched and retrieved more effectively by HER officers in response to a remote enquiry or a visit.

MUSEUMS

Summary of Holdings

Information held by Museums varies considerably amongst those who returned questionnaires. The vast majority of Museums hold information about their Local Authority area in the wider sense, with a handful focussing instead on a single building within it or a person of national importance that lived in the area. Roughly half of Museums are also topic based, focussing on a specific subject about an area's history, such as industry, and much fewer (c.26%) Museums were based according to a particular period. At this broad level of analysis, the result suggest that communities wishing to research the historic environment of their local area may need to visit one or more Museums depending on any topic, area or that they wish to focus their research on.

The vast majority of Museums (70%) hold information across all five information types included in the survey, with information about Archaeology held by the lowest proportion of Museums (70%). Museum holdings most commonly include information about Social History and Architecture & Buildings, with Landscape & Settlement being the least represented after Archaeology.

Format of information

Museums hold information in a much wider range of material formats than Archives and HERs. There is some variation in the specific types of materials held according to each topic of information, with some types favouring objects (e.g. Archaeology), and others documentary (e.g. Buildings & Architecture), but the variation is not dramatic. Overall, Museums have a strong emphasis on physical objects such as artefacts, with the exception of information for Buildings & Architecture. Other common formats include documentary and drawn materials and artwork. In common with HERs and Archives, Museums place emphasis on documentary sources, although only 59% of Museums provide access to a library, suggesting that much of the information is for exhibition or may be available for purchase. Audio-visual materials are rarely held, except for Social History and Industry & Commerce.

Accessibility

One of the key factors governing the accessibility of information held by Museums is whether it is exhibited (either online or at the Museum) or archived at the time of access. The results of the survey show that between 6-23% of Archives exhibit their full collections for any given information topic. This is likely to mean that research undertaken for a specific topic or defined area, such as a community-led plan, will typically require access to non-exhibited items.

With the vast majority of information held in a material object form, the emphasis on public access is firmly placed on visit. Perhaps as a consequence, Museums are more open to the public than HERs and Archives, with 95% open during the week and 96% open at weekends. However, around one third of Museums have seasonal opening hours, meaning that access and assistance may be confined to that provided by online resources during parts or all of the 'low season'.

Unlike HERs and Archives, which typically provide a single resource for an entire Local Authority area, several Museums can be located within the same area. In addition to

Museums with a county remit, other Museums may be concerned with more specific topics, smaller geographic areas (e.g. a settlement or historic estate), and/or a specific period. This group of sub-county sized Museums appear to have much more defined remits, both in terms of topic and geographical extent, and consequently they are able to provide a limited number of communities with much greater and much more relevant information for their local areas. This structure underlies one of the main issues concerning community access to information that is relevant to the purposes of undertaking a community-led plan. As shown by the results of the survey, Museum holdings are predominantly arranged according to material type or topic as opposed to location, meaning that communities may have to undertake considerable research to access information directly relevant to their particular area. However, information can be typically be searched using a catalogue, and depending on the criteria used this may include location. In the vast majority of cases, this is likely to require access to non-displayed records, as exhibited material will probably include representative samples of artefacts and other information for a wider geographic area.

Non-displayed material

Museums provide reasonable levels of access to non-displayed information, including by remote enquiry, website and visit. However, the results of the survey suggest that public access, particularly by online research or remote enquiry, is often restricted to certain collections and not the entire Museum holdings. Items which are currently not exhibited are mostly accessible to members of the public by appointment, with between 50 and 60% of Museums (depending on the information topic) providing access to their entire archived holdings in this way, and 31% providing only partial access. Alongside appointments, other means of accessing non-displayed items by visit include tours by around a quarter of Museums and a 'Retrieval & View' service is operated by half of Museums. Around two thirds of Museum archives can be searched by members of the public using a catalogue, however it is unclear whether this applies to all collections held.

50% of Museums provide some form of online access to non-displayed holdings, although this facility will be limited to those items for which some form of digital information is held (e.g. image) or a search of digitised catalogued records. Analysis of Museum websites demonstrated that online catalogue searches were often limited to certain collections as opposed to a Museum's entire holdings.

The results of the survey suggest that nearly all Museums are able to respond to remote enquiries for information, typically supplied in the form of descriptive text and images for holdings. Other forms of information that may help interpretation are typically provided by 20% or less of Museums.

Overall around 1 in 10 Museums are unable to provide access in response to a remote enquiry. Between 40-47% (depending on information topic) of Museums are able to provide access to their entire holdings in this way, and 44-50% partial access. Information supplied was typically in digital format, in the form of digital files and images, suggesting that there may be a preference for providing materials that already exist in digital format. However, nearly two thirds of Museums indicated that they were willing to undertake scanning, photocopying and other similar services for hard copy items. Therefore public access to information by remote enquiry will generally not solely be limited to digital holdings, although it is likely to be heavily biased towards this format, and services for copying non-digital materials will incur a fee. Importantly, both online and to a lesser

extent remote enquiry are one step removed from assistance from members of Museum staff. The importance of this guidance is emphasised by the fact that 87% of Museums provide 'one-to-one assistance' for both exhibited and non-displayed items. Furthermore only 17% of Museums provide standing guidance to help access non-displayed holdings, in comparison to 83% who provide it for exhibited items.

Overall the infrastructure to enable public access to non-displayed holdings appears to be in place at the vast majority of Museums. However, despite this many Museums are only able to provide partial access to a certain number of collections. Variation in access can be accounted for by the varying availability and criteria structure of catalogues, the format of information (digital or otherwise), and the ability to provide search, retrieval and copying services. Access by visit and appointment is by far the most effective way of obtaining information, and is typically accompanied by staff assistance that may help in the interpretation of information and directing further research.

Exhibited materials

Information is exhibited by all Museums, but typically represents only a small proportion of Museums' holdings, with only 6-23% exhibiting their full collections for any given information topic. Despite this, information exhibited by Museums is undoubtedly the most accessible of all information available from HERs, Archives or Museums themselves. The results of the survey demonstrate how a plethora of interpretational aids are used to enhance the accessibility of displayed information, including models, audio-visual material and reconstructions amongst others. However, the results also show that the majority of exhibitions are structured by topic (52%) or theme (57%), and rarely by location (13%). Consequently, with little emphasis on location, local communities are unlikely to encounter information directly relating to their local area within an exhibit, although depending on the topic of theme, information may be representative of the Local Authority area as a whole, or areas similar to their own.

Access to exhibited materials is typically by visit, although a review of Museum websites demonstrated that many Museums are now hosting online exhibitions with images of artefacts, photographs, artwork and descriptive text. One questionnaire response also indicated that exhibitions were recorded and filmed prior to dismantling, meaning that exhibited information is now becoming less ephemeral and more accessible in the long term. Access to exhibited materials via remote enquiry was not specifically considered by the questionnaire, although the type of information that will typically be provided will be in the form of descriptive text and images. Such information is probably most accessible online, although 70% of Museums indicated that standing guidance, such as leaflets, are made available for exhibitions. On the whole assistance is provided by museum staff as opposed to types of topic, area or period based reports, which are rarely available across all information topics. Guidance for undertaking community-led plans were notably scarce at Museums, with the fewest responses recorded out of all the three repositories surveyed. Where Museums did respond, assistance and guidance was typically provided by staff or by referring the enquiry on to a colleague. A number of Museums shared educational resources with Archives or the Local Authority as a whole.

Overall, it is clear that Museums hold valuable information useful to communities wishing to undertake plans within their local areas. Information held by Museums is most accessible by visit, but if communities wish to view information specific to their areas it is unlikely to be

exhibited. Instead emphasis is placed instead on representative samples of information for a topic, theme or, to a much lesser degree, an area, coupled with a much greater degree of interpretative material to help communities extrapolate information presented to their own areas. There also appear to be both seasonal and geographic variation in the availability of museum information, as Local Authority areas often have a range of Museums as opposed to one single repository like Archives and HERs. Access to non-exhibited information, either by remote enquiry or by visit, varies according to Museums and the collections held by them, with many only providing partial access to their holdings. There also appears to be a low-level of descriptive or interpretive material that can be supplied in response to an enquiry. Online access to museum holdings also varies, and where searchable using a catalogue, only a restricted number of collections are typically available. However, websites are providing a much greater level of access to exhibited materials through the use of online exhibitions which benefit from a high level of interpretative material.

4.2 Summary Conclusions

This final section consists of a series of concise bullet point observations based on the overall conclusions arrived at in previous parts of this section and throughout the interim report a whole.

- Archives, HERs and Museums all hold information about the historic environment that can be applied by communities in undertaking a local plan for their area
- In broad terms, the holdings are typically data based for HERs, document based for Archives, and object (art, artefact and document) for Museums
- The format of information strongly influences how communities are able to access and interpret information. The availability of information online and by remote enquiry is heavily biased towards those records that are digitised. Access to hardcopy materials is generally limited to visit, and typically incurs a fee if provided in response to a remote enquiry
- Physical access to holdings is good, with the vast majority of Archives, HERs and Museums open to the public. Visit is the most effective form of access for Museums and Archives, whereas HER information is most available and accessible by remote enquiry
- The type, topic, structure and format of information held differ considerably according to each of the three repositories and, to a lesser extent, between repositories of the same type. HERs followed by Archives appear to adopt the most consistent approaches, with Museums displaying a much greater level of inconsistency, mainly due the sheer variety of the information held
- The ability to search information spatially for a defined place, such as community-plan area, varies significantly according to the type of repository. HERs' spatial GIS structure allows them to provide information in this way with ease, although some technical ability is required. Archives and Museums are dependent on the structure of catalogues and the detailed content of information in order to search for and provide information relating to a specific place. Variation in this form of access has considerable implications for communities wishing to access information for their plan areas
- The most common form of guidance and assistance available to help communities interpret and apply information is in the form of one-to-one assistance from staff, emphasising the benefits of accessing information by visit
- A variety of standing guidance is available to communities wishing to carry out research, interpret information and undertake a community-led plans. However, its availability is highly inconsistent and sporadic across all three repositories, suggesting local and individual approaches to assisting research and interpretation, as opposed to any common approach
- HERs are remarkable by their ability to provide information in such a way that can be easily related to a current/modern-day place. In contrast the main emphasis of Archives

and Museums appears to be to hold, make accessible and exhibit historic environment information

APPENDIX

APPENDIX 1: Community Access to Archives

Thank you for taking the time to look at this questionnaire, which is part of an English Heritage project titled **Expanding the Neighbourhood Plan Evidence Base**.

The Questionnaire

The questionnaire is structured into 3 sections. **Please complete multiple choice questions using the letter 'x'**. Each question has a short explanatory sentence indicating whether one or multiple boxes should be checked. For free text questions we welcome as much concise detail as you can supply. We would be grateful if you could avoid the use of 'jargon' in your replies. A brief glossary of terms is included in a separate document to help in the interpretation of some questions.

We hope you'll find everything straightforward. We've attached some explanatory notes about the questionnaire, which we hope will enable you to complete the questionnaire as fully as possible. However if you do have any problems please don't hesitate to give us a call on the numbers below, and we'll gladly talk things through. Thank you again for sharing your information with us.

Submitting the Questionnaire

Completed questionnaires can be emailed to answers@locusconsulting.co.uk. Or, if you prefer, they can be printed off and sent in the post to:

Archive Questionnaire
Locus Consulting
Park Lane House
5 Park Lane,
Donington
Lincolnshire
PE11 4UE

**PLEASE SUBMIT YOUR
QUESTIONNAIRE NO
LATER THAN THE**

15th MARCH 2013

CONTACTING US

Please do not hesitate to contact us using the information below if you require any assistance or advice on filling in the questionnaire.

Email: adam.partington@locusconsulting.co.uk alastair.macintosh@locusconsulting.co.uk	Telephone: 01775 821402 07882109149 (Adam) or 07557375400 (Alastair)
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------

PLEASE PROVIDE US WITH YOUR CONTACT DETAILS:

Organisation:	Position:
Date:	Email:
Author:	Telephone:

SECTION 1: AVAILABILITY

This section aims to find out about the types and formats of heritage information that you hold and how that information is made available to a member of the public. The format of the questionnaire is multiple choice. Please check one or more boxes for each question where relevant.

This first section comprises 3 questions and is completed on the chart on the following page:

1: HELD	Question: <i>Do you hold this type of information?</i> Response: Yes <u>or</u> No Aim: To find out the types of heritage information held within your Archive.
2: ACCESS	Question: How can information be accessed? Response: Mark <u>one or more</u> boxes Aim: To understand if and how members of the public can physically access the information.
3: FORMAT	Question: What formats is information held in? Response: Mark <u>one or more</u> boxes Aim: To understand the different formats that heritage information is held in.

SECTION 2: ACCESSIBILITY

As well as finding out the types of information held by your Archive, we are interested to know the ways in which it is being made available to the public. This section is divided into three parts, investigating online access to holdings, remote enquiries and requests for research, and physical access by a member of the public.

> ONLINE

A growing number of Archives are providing information online, including via third party websites (e.g findmypast, ancestry). The styles of website vary considerably, particularly according to the information displayed, the different structures in which information is held, and the resources available. The questions below seek to understand the different types of heritage information held online and the often individual ways in which it is presented and structured.

If none of your heritage information is available online please go to Question 2.6

2.1 How is heritage information hosted online? (Mark **either** 'Yes' or 'No'. Please add the address of your website in the appropriate box.)

TYPE OF SITE	Yes	No	Website address:
Third party website			
Local authority web pages			
Bespoke site or sub-site			
Mobile phone site			
Mobile phone app			(name)

2.2 Approximately when did your online service become available to the public?
(Month/Year)

*Answer

2.3 Can users upload information to your website?

(YES/NO) (Delete as applicable)

2.4 If 'YES' what types of information, and can users see each other's contributions?
(Free text answer)

Answer:

> REMOTE ENQUIRY

Remote enquiries are a common way of providing heritage information. This section seeks to understand what protocols are in place to supply information remotely and the different methods in which it is made available.

2.5 Do you provide a remote search/enquiry service? YES/NO (Delete as applicable)

2.6 What material and/or data can be supplied remotely for each heritage information type (free text), **and in what format can this be provided?** (Multiple choice)
(e.g. Holdings list, copy of specific document, publication)

	Material/data/information	FORMAT			
		Photocopy	Printout	Scan/Phot	Other*
Maps					
Lists & Registers					
Records					
Wills & Probate					
Plans					
Images & Media					

*Please give details if 'Other'

> VISIT

It is likely that the most effective way of accessing the information held by an Archive is to visit it in person. For the user, this represents an opportunity to tap into the knowledge and experience of Archive staff. This part of the questionnaire aims to find out what heritage information is accessible through a visit, along with the practices, facilities and resources available to help access Archive holdings.

2.7 What are the opening arrangements of your Archive? (Please include days, times and any access restrictions in operation) (Free text).

*Answer

2.8 What facilities are available to members of the public visiting your Archive? (Mark either 'Yes' or 'No')

FACILITY	Yes	No
Dedicated workspace		
Computer with catalogue		
Computer with internet		
Library/search room		
Other*		

*Please provide more information here

2.9 Can you provide visitors with assistance in any of the following areas? (Mark one or more boxes)

	Computer/ IT skills	Officers' local knowledge	Manual searching	Interpreting information	Other*
Maps					
Lists and Registers					
Records					
Wills and Probate					
Plans					
Images					

*Please provide more information here

2.10 How can information be viewed by a member of the public? (Mark one or more boxes)

	Original Document	Photocopy	Microfiche/Microfilm	Digital image	Transcription or Translation	Other*
Maps						
Lists and Registers						
Records						
Wills and Probate						
Plans						
Images						

*Please provide more information here

2.11 What criteria can visitors use to search information? Does this require staff assistance? (Free text)

	Geographical location search	Topic/type criteria search	Requires staff assistance?
Maps			
Lists & Registers			
Records			
Wills & Probate			
Plans			
Images & Media			

2.12 Bearing in mind your answer to Question 2.6, what additional material and/or data can be supplied or accessed during a visit (free text), and in what format can this be provided? (Multiple choice)
 (e.g. Photocopy, digital image, transcription, report)

	Material/data/information	FORMAT			
		Photocopy	Printout	Scan/Phot	Other
Maps					
Lists & Registers					
Records					
Wills & Probate					
Plans					
Images & Media					

SECTION 3: ENABLING ANALYSIS, INTERPRETATION AND APPLICATION

Much of the information held by Archives is in a raw form (e.g. original documents and maps). This section aims to find out what processes and resources are in place to assist a member of the public in the interpretation and application of information acquired from an Archive office.

3.1 Please give details of any methods and materials available to help users in the interpretation of heritage information, such as user guides to your Archive. (Free text)

Answer:

3.2 What guidance do you have to help guide members of the public in undertaking heritage-related projects in your area? If you don't provide any guidance of this kind please enter "n/a". (Free text)

(These might include guidance on how to produce village design statements, organise local history projects, or inform building restoration projects.)

Historical research	
Conservation (e.g. buildings)	
Architecture and design	
Education and outreach	
Planning-related matters	
Landscape history	
Other	

3.3 Are you aware of any *specific* community-led plans (e.g. parish plans, village design statements, neighbourhood plans etc.) that have used information from your Archive in the past 5 years?

Answer: YES/NO (delete as applicable).

3.4 If 'YES' please give some specific details where possible (Free text)
(e.g. location, type of plan and basic aims)

Type of Plan	Details

This concludes the questionnaire. Thank you for taking the time to share your information with us.

END

APPENDIX 2: Community Access to Historic Environment Records

Thank you for taking the time to look at this questionnaire, which is part of an English Heritage project titled **Expanding the Neighbourhood Plan Evidence Base**.

For the purposes of this survey, the term “Historic Environment Record” is used to mean Urban Archaeological Databases (UADs) and Sites and Monuments Records (SMRs), as well as designated Historic Environment Record Offices.

The Questionnaire

The questionnaire is structured into 3 sections. **Please complete multiple choice questions using the letter ‘x’.** Each question has a short explanatory sentence indicating whether one or multiple boxes should be checked. For free text questions we welcome as much concise detail as you can supply. We would be grateful if you could avoid the use of ‘jargon’ in your replies. A brief glossary of terms is included in a separate document to help in the interpretation of some questions.

We hope you’ll find everything straightforward. We’ve attached some explanatory notes about the questionnaire, which we hope will enable you to complete the questionnaire as fully as possible. However if you do have any problems please don’t hesitate to give us a call on the numbers below, and we’ll gladly talk things through. Thank you again for sharing your information with us.

Submitting the Questionnaire

Completed questionnaires can be emailed to answers@locusconsulting.co.uk. Or, if you prefer, they can be printed off and sent in the post to:

HER Questionnaire
Locus Consulting
Park Lane House
5 Park Lane,
Donington
Lincolnshire
PE11 4UE

**PLEASE SUBMIT YOUR
QUESTIONNAIRE NO
LATER THAN THE**

15th MARCH 2013

CONTACTING US

Please do not hesitate to contact us using the information below if you require any assistance or advice on filling in the questionnaire.

Email:

adam.partington@locusconsulting.co.uk
alastair.macintosh@locusconsulting.co.uk

Telephone:

01775 821402
07882109149 (Adam) or 07557375400
(Alastair)

PLEASE PROVIDE US WITH YOUR CONTACT DETAILS:

Organisation:	Position:
Date:	Email:
Author:	Telephone:

SECTION 1: AVAILABILITY

This section aims to find out the types and formats of heritage information you hold, as well as if and how the information is available to a member of the public. Each of the three questions in this section applies to each type of heritage information. The format of the questionnaire is multiple choice. Where relevant please check one or more boxes.

This first section comprises 3 questions and is completed on the chart on the following page:

1: HELD	Question: <i>Do you hold this type of information?</i> Response: Yes, Partly <u>or</u> No Aim: To find out what heritage information is held within your Historic Environment Record.
2: ACCESS	Question: How can information be accessed? Response: Multiple – mark <u>one or more</u> boxes Aim: To understand if and how members of the public can physically access the information.
3: FORMAT	Question: In what formats is information held? Response: Multiple – mark <u>one or more</u> boxes Aim: To understand the different formats that heritage information is available in. Usually one or more formats will apply, for instance a Conservation Area with a written report and GIS record, or an historic map held both in hardcopy and paper form.

SECTION 2: ACCESSIBILITY

As well as finding out the types of information held by your HER, we are interested to know the ways in which it is being made available to the public. The following section seeks to understand the levels of public access to the heritage information that you hold. It is divided into three sections, investigating online access to holdings, remote enquiries and requests for research, and physical access by a member of the public.

> ONLINE

A growing number of HERs are providing heritage information online. The styles of website vary considerably, particularly according to the information displayed, the different structures in which information is held, and the resources available. The questions below seek to understand the different types of heritage information held online and the often individual ways of presenting it.

If none of your heritage information is available online please go to Question 2.6.

2.1 How is heritage information hosted online? (Mark either 'Yes' or 'No' for each option) Please indicate which websites you use to host heritage information:

- **'Local Authority web pages'** relate to council webpages (e.g. www.leicestershire.gov.uk), where information may be accessible alongside that pertaining to other services provided by the council
- **'Bespoke sites or sub-sites'** are those hosted separately to the main webpages, and have been designed specifically to host heritage information (e.g. www.heritageconnectlincoln.com)
- **'Mobile phone sites or apps'** relate to specifically designed sites or apps that hold heritage information for your area – these often relate to a specific topic and/or area (e.g. The 'Streetmuseum: Londinium' smartphone App designed by Museum of London Archaeological Services).

TYPE OF SITE	Yes	No	Website address:
Heritage Gateway			n/a
Local Authority web pages			
Bespoke site or sub-site			
Mobile phone site			
Mobile phone app			Name:

If heritage information is only available via Heritage Gateway, and not via any other site (including pages on a Local Authority website) please go to Question 2.6

2.2 Approximately when did your online service become available to the public?

(Month/Year)

*Answer

2.3 How can information be viewed online? (Free text)

Please provide a brief description of your website including the style of interface and how information is structured (e.g. mapped information, a list of buildings by parish/street).

Answer:

2.4 Can members of the public upload information to your website?

(YES/NO) (delete as applicable).

2.5 If 'YES' what types of information can be uploaded, and are such contributions publicly visible? (Free text)

Answer:

> REMOTE ENQUIRY

Remote enquiries are a common way of providing heritage information. These can be in the form of a letter, a telephone call or an e-mail. This section seeks to understand what protocols you have in place to supply information in response to a remote enquiry, and the different formats in which it is made available.

2.6 What information from a remote enquiry are you able to use to undertake a search? (Mark **one or more** boxes)

LOCATION SEARCH	Grid Reference	Address	Postcode	Parish	Interactive map	User defined area on map
Monuments						
Designations						
Characterisation						
Historic maps						
Images						
Bibliographic						

CRITERIA SEARCH	Keyword	Type (e.g. Barrow)	Date or period	Name	Unique Reference	Source
Monuments						
Designations						
Characterisation						
Historic maps						
Images						
Bibliographic						

2.7 When responding to a remote enquiry, what material and/or data can be supplied for each heritage information type, and in what format can this be provided? (Free text)

(e.g. List form, Mapped - modern base-map, Publication, report, GIS Layer, Data file, Image, Photocopy)

	Material/data/information	Format
Monuments		
Designations		
Characterisation		
Historic maps		
Images		
Bibliographic		

> VISIT

It is likely that the most effective way of accessing the information held by an HER is to visit it in person. For the user, this represents an opportunity to tap into the knowledge and experience of HER staff. This part of the questionnaire aims to find out what heritage information is accessible through a visit, along with the practices, facilities, and resources available to help HERs.

2.8 What are the opening arrangements of your Archive? (Please include days, times and any access restrictions in operation) (Free text).

*Answer

2.9 What facilities are available to members of the public visiting your HER? (Mark either 'Yes' or 'No')

FACILITY	Yes	No
Dedicated workspace		
Computer with access to HER		
Computer with web access		
Library		
Other*		

*Please provide more information here

2.10 What assistance can be provided to a visitor? (Mark one or more boxes)

	Short introduction/ familiarisation	One to one assistance	Standing guidance	Pre-meeting preparation	Other*	None
Monuments						
Designations						
Characterisation						
Historic maps						
Images						
Bibliographic						

*Please provide more information here

2.11 If assistance is given, what is it typically for? (Mark one or more boxes)

	Computer/IT skills	Officers' local knowledge	Manual searching	Interpreting information	Other*
Monuments					
Designations					
Characterisation					
Historic maps					
Images					
Bibliographic					

*Please provide more information here

2.12 How can information be *viewed* by a visiting member of the public? (Mark one or more boxes)

	Database	GIS or map interface	Digital image	Hardcopy Image or map	Publication, report or document	Website	Other*
Monuments							
Designations							
Characterisation							
Historic maps							
Images							
Bibliographic							

*Please provide more information here

2.13 What criteria can visitors use to search for information? (Free text)

	Geographical location search	Topic/type criteria search	Requires staff assistance?
Monuments			
Designations			
Characterisation			
Historic maps			
Images			
Bibliographic			

2.14 Bearing in mind your answer to question 2.7, what *additional* material and/or data can be *supplied to a visitor* for each heritage information type, and in what format can this be provided? (Free text)

(e.g. List form, Mapped, Publication, report, GIS Layer, Data file, Image, Photocopy)

	Material/data/information	Format
Monuments		
Designations		
Characterisation		
Historic maps		
Images		
Bibliographic		

SECTION 3: ENABLING ANALYSIS, INTERPRETATION AND APPLICATION

Heritage information is often available as an individual record with short text descriptions and occasionally images. Some material is particularly 'raw', such as HLC data, and its interpretation often requires assistance in the form of standing guidance, summary reports and/or specialist advice. The final part of this questionnaire aims to understand what methods are being employed by HERs to improve and enable the interpretation of heritage information.

3.1 Do you have any specific methods or materials that you use to guide members of the public in interpreting the heritage information you supply? (Mark one or more boxes)

	Glossary	Standing guidance	Topic or period based report	Area based reports	Descriptive text	Other
Monuments						
Designations						
Characterisation						
Historic maps						
Images						
Bibliographic						

3.2 Please give details of any of the methods and materials indicated in question 3.1. (Free text)

Monuments	
Designations	
Characterisation	
Historic maps	
Images	
Bibliographic	

3.3 What technical guidance, if any, do you have to help members of the public in undertaking heritage initiatives in your area? (Free text)
 (e.g. These might include guidance on how to produce village design statements, organise archaeological projects, or undertake conservation projects).

Archaeology	
Conservation (e.g. buildings)	
Architecture and design	
Education and Outreach	
Planning	
Landscapes	
Other	

3.4 Are you aware of any *specific* community-led plans that have used information from your HER in the past 5 years?

(YES/NO) (delete as applicable)

3.5 If 'YES' please give details where possible. (e.g. location, type of plan and basic aims)

Type of Plan	Details

This concludes the questionnaire. Thank you for taking the time to share your information with us.

END

APPENDIX 3: Community Access to Musuems

Thank you for taking the time to look at this questionnaire, which is part of an English Heritage project titled **Expanding the Neighbourhood Plan Evidence Base**.

The Questionnaire

The questionnaire is structured into 3 sections. **Please complete multiple choice questions using the letter 'x'**. Each question has a short explanatory sentence indicating whether one or multiple boxes should be checked. For free text questions we welcome as much concise detail as you can supply. We would be grateful if you could avoid the use of 'jargon' in your replies. A brief glossary of terms is included in a separate document to help in the interpretation of some questions.

We hope you'll find everything straightforward. We've attached some explanatory notes about the questionnaire, which we hope will enable you to complete the questionnaire as fully as possible. However if you do have any problems please don't hesitate to give us a call on the numbers below, and we'll gladly talk things through. Thank you again for sharing your information with us.

Submitting the Questionnaire

Completed questionnaires can be emailed to answers@locusconsulting.co.uk. Or, if you prefer, they can be printed off and sent in the post to:

Museum Questionnaire
Locus Consulting
Park Lane House
5 Park Lane,
Donington
Lincolnshire
PE11 4UE

**PLEASE SUBMIT YOUR
QUESTIONNAIRE NO
LATER THAN THE**

15th MARCH 2013

CONTACTING US

Please do not hesitate to contact us using the information below if you require any assistance or advice on filling in the questionnaire.

Email: adam.partington@locusconsulting.co.uk alastair.macintosh@locusconsulting.co.uk	Telephone: 01775 821402 07882109149 (Adam) or 07557375400 (Alastair)
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------

YOUR CONTACT DETAILS:

Organisation:	Position:
Name of Museum:	Email:
Date:	Telephone:
Author:	

SECTION 1: AVAILABILITY

This section aims to find out the types and formats of heritage information held, as well as if and how the information is available to a member of the public. Each of the questions in this section applies to each 'topic' of heritage information. The format of the questionnaire is multiple choice, and if relevant more than one choice can be checked.

For the purposes of this study we have divided museum collections into five broad "topics". Brief descriptions of these topics are provided below. If a different topic applies to your Museum, please specify this within the "Other" box. This structure is used throughout the questionnaire.

TOPICS	DESCRIPTION
Archaeology	Archaeological material includes things that have been found through excavation or are understood through archaeological recording techniques. Holdings may include artefacts, plans, or reconstructions.
Architecture & Buildings	Material relating to this topic may include examples of artefacts pertaining to built heritage, such as structural features or materials, or plans and architectural drawings. There may also be local artwork displaying historic buildings. Alternatively, your Museum may be based within a historic building.
Landscape & Settlement	We would like to know about any information you may have that relates to the development and use of your local landscape, including natural history. We would also like to know if you have any material that describes the history and development of a settlement, such as a town or village.
Social History	This topic is concerned with things that illustrate past ways of life, such as domestic arrangements, fashions and clothing, or even food and drink. Holdings relating to prominent local people may also feature here
Industry & Commerce	This topic is about how people spent their working lives, either in industry or commerce. Collections may include tools, workwear, or reconstructions of industrial processes.
Other (please specify)	Where your holdings do not fit into any of the categories above, please use this column and add a short descriptive note to explain briefly what you hold.

1.3 What types of information does your Museum hold for each of the topics? (Multiple – mark one or more boxes for one or more topics)

	ARCHAEOLOGY	ARCHITECTURE & BUILDINGS	LANDSCAPE & SETTLEMENT	SOCIAL HISTORY	INDUSTRY & COMMERCE	OTHER (please specify)
1: DOCUMENTS						
Written sources or documents						
Printed text (including publications)						
Other						
2: OBJECTS						
Fabric, textile & costumes						
Artefacts						
Ecofacts						
Human remains						
Scientific samples						
Other						
3: GRAPHIC						
Drawn records and designs						
Cartographic material						
Photographs						
Video or cinefilm						
Other						
4: ART						
Painted artwork;						
3-dimensional artwork						
Other						
5: AURAL						
Audio recordings						
6: DIGITAL						
Born digital material						
Other						



SECTION 2: ACCESSIBILITY

As well as finding out the types of information held by your Museum, we are interested to know the ways in which it is being made available to the public. The following section seeks to understand the levels of public access to the heritage information that you hold. It is divided into three sections, investigating online access to your collection, remote enquiries and requests for research, and physical access by a member of the public.

> ONLINE

A growing number of Museums are providing information online. The styles of website vary considerably, particularly according to the information available in digital format, the different structures in which information is held, and the resources available. The questions below seek to understand the different types of heritage information held online and the often individual ways in which it is presented and structured.

If none of your heritage information is available online please go to Question 2.6.

2.1 How is heritage information hosted online? (Mark either 'Yes' or 'No')

TYPE OF SITE	Yes	No	Website address:	Date Available
Local authority web pages				
Bespoke site or sub-site				
Mobile phone site				
Mobile phone app			(name)	

2.2 Approximately when did your online service become available to the public?
(Month/Year)

*Answer

2.3 Can users upload information to your website? YES/NO (delete as appropriate)

2.4 If 'YES' what types of information, and can a user see other users' contributions?
(Free text)

Answer:



> REMOTE ENQUIRY

Remote enquiries are a common way for people to access heritage information. This section seeks to understand what protocols are in place to supply information and the different methods in which it is made available to the public.

2.5 Do you provide a remote enquiry service? YES/NO (delete as appropriate)

If you do not provide a remote enquiry service please go to Question 2.9

2.6 What types of material and/or data can be supplied in response to a remote enquiry (e.g. a picture, text description, map) and in what format can this be provided (e.g. digital image, photocopy, electronic file)? (Free text)

	Material/data/information	Format
Archaeology		
Buildings & Architecture		
Landscapes & Settlement		
Social History		
Industry & Commerce		
Other		



> VISIT

It is likely that the most common and effective way of accessing the information held by a museum is to visit it in person. For the visitor, this presents an opportunity to tap into the knowledge and experience of museum staff. This part of the questionnaire aims to find out what heritage information is accessible through a visit, along with the practices, facilities and resources available to members of the public and museum officers.

2.7 What are the opening arrangements of your Museum? (Please include days, times and any access restrictions in operation) (Free text).

*Answer

2.8 What facilities are available to members of the public visiting your Museum?
(Single – mark one box only)

FACILITY	Yes	Yes – by appointment only	No
Dedicated workspace			
Computer with catalogue			
Computer with internet access			
Audio-visual facilities			
Library/search room			
Audio tour			
Museum guide			
Museum stores/Archive			
Other*			

*Please provide more information here

2.9 Overall, how are the collections within the Museum structured (e.g. chronologically by period, by topic, by location, by accession number/index, or a

Structure of displayed collections:

Structure of non-displayed collections:

combination) (Free text)

2.10 Providing brief detail, what methods are employed to make the information you hold accessible to the public? (Free text)

A: Methods used for collections which are displayed:
(e.g. Exhibitions, Audio-visual, reconstructions, models etc.)

B: Methods used for collections which are stored and/or not currently displayed:
(e.g. Searchable online/computer catalogue, visits by appointment, retrieval and viewing service)

2.11 What assistance can be provided to a visitor during a visit, and why? (Free text)

Examples of 'assistance' might include:

- *Short introduction/familiarisation*
- *one to one assistance*
- *standing guidance (e.g. leaflet)*
- *computer/ IT skills*
- *technical guidance on analysing and interpreting information*

A: Types of assistance provided for collections which are displayed:

B: Types of assistance provided for collections which are stored and/or not currently displayed:

2.12 Bearing in mind your answer to question 2.6, what additional material and/or data can be supplied to members of the public, and in what format can this be provided?

(Free text)

(e.g. Photocopy, digital image, transcription, report)

	Material/data/information	Format
Archaeology		
Buildings & Architecture		
Landscapes & Settlement		
Social History		
Industry & Commerce		
Other		



SECTION 3: ENABLING ANALYSIS, INTERPRETATION AND APPLICATION

Much of the information on display in museums is accompanied by an element of interpretation, enabling the visitor to learn more about an object and understand its cultural context. However, the same information is not always available for items which are not on public display. This section aims to find out what basic processes and resources are in place to assist a member of the public in the interpretation and application of information acquired from a museum, including both exhibited and archived items.

3.1 Do you have any methods of guiding members of the public in interpreting your collections that are currently displayed and non-displayed? (Mark **one or more** boxes, and please provide further detail below)

	Description of an item		Standing guidance (e.g. Leaflet)		Topic based report		Period based report		Area based report		Catalogue guide		Other	
	Displayed	Non-displayed	Displayed	Non-displayed	Displayed	Non-displayed	Displayed	Non-displayed	Displayed	Non-displayed	Displayed	Non-displayed	Displayed	Non-displayed
Archaeology														
Buildings & Architecture														
Landscapes & Settlement														
Social History														
Industry & Commerce														
Other														

3.2 Please give further details of the methods and materials used to aid interpretation of heritage information. (Free text)

	COLLECTIONS	
	Currently <u>displayed</u>	Stored and/or not currently displayed
Archaeology		
Buildings & Architecture		
Landscapes & Settlement		
Social History		
Industry & Commerce		
Other		

3.3 What technical guidance, if any, do you have to help guide members of the public in undertaking heritage initiatives in your area? (Free text)

(These might include guidance on how to undertake local research, organise local history projects, or inform building restoration projects)

Historical research	
Conservation (e.g. buildings)	
Architecture and design	
Education and outreach	
Planning-related matters	
Landscape history	
Other	

3.4 Are you aware of any community-led plans (e.g. village design statements, neighbourhood plans etc.) that have used information from your Museum in the past 5 years?

(YES/NO) Delete as applicable.

3.5 If 'YES' please give details where possible (Free text)

(e.g. location, type of plan and basic aims)

Type of Plan	Details

END



APPENDIX 4: Example Guidance for Archives

COMMUNITY ACCESS TO ARCHIVE OFFICES

Explanatory Notes

Section 1

Q1 – Do you hold this type of information? – What types of information are held in your Archive office?

Q2 – How can information be accessed? – How are members of the public able to access your information?

- *Online* – The information is available on a website
- *Remote Enquiry* – The user made contact by telephone, e-mail or post and is not going to visit the Archive office. The information can be provided to a user by post or e-mail
- *Visit* – The user will visit the Archive office. The information is available during the visit
- *Not Available* – Although the information is held by the Archive, it is not available to the general public

Q3 – What formats is information held in? – In what formats can heritage information be provided to a client?

- *Microfilm* – The information is stored on microfilm and is accessible using a reader
- *Image File* – An image is available as a digital file. This may apply particularly to maps, plans and photographs
- *Digital Document* – The document, including born digital and scanned or transcribed originals, is available as a digital text file such as a Microsoft Word document or a PDF
- *Original Document* – The hardcopy of the original item is available for inspection by a user
- *Card Index/Catalogue* – The document is not available to the public but is recorded among the Archive holdings
- *Other* – Please tell us about any other formats in which data is held or can be provided

Section 2

2.1 – How is heritage information hosted online? – If some or all of your holdings are available online, this question will find out in what ways you have chosen to provide access.

2.2 – Approximately when did your online service become available to the public? – Please tell us, as far as you are able, the date on which your online service went live

2.3 – Can users upload information to your website? – Please tell us if users can share their own information on your website, such as pictures, comments or links.

2.4 – If 'YES' what types of information and can users see each other's contributions? – If users can upload information, such as pictures, comments or links, please tell us what they might be and if they are able to be seen by other users.

2.5 – Do you provide a remote enquiry service? – Is your Archive able to undertake a search for information on behalf of a user who has submitted an enquiry by post, e-mail or telephone?

2.6 - What material and/or data can be supplied remotely for each heritage information type and in what format can this be provided? – Please tell us the type and format of information you are able to provide to a member of the public who has made a request for data to be provided remotely. For example, some documents may be available in digital format, you may be able to provide a photocopy, or the document may not be available for remote viewing.

2.7 - What are the opening arrangements of your Archive? (Please include days, times and any access restrictions in operation) – Does your Archive have limited opening hours or accessibility to members of the public?

2.8 What facilities are available to members of the public visiting your Archive? – What facilities are in place to enable a member of the public to conduct independent research in your Archive?

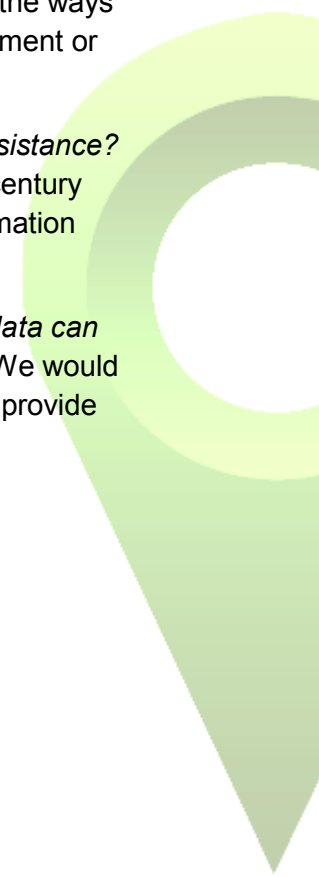
2.9 Can you provide visitors with assistance in any of the following areas?

- *Computer/IT skills* – Certain visitors may not be comfortable using digital materials. Are you able to provide basic assistance in the use of computers to retrieve the data they require?
- *Officers' local knowledge* – As well as providing access to Archive holdings, are you able to offer personal insights to a visitor into the heritage information you hold?
- *Manual searching* – Are you able to provide assistance to a visitor in the process of locating documents in your Archive?
- *Interpreting information* – Are you able to spend time with a visitor to help them interpret the information they have recovered from your Archive?

2.10 How can information be viewed by a member of the public? – Please indicate the ways in which information is viewable by a visitor, whether in the form of an original document or map, or in the form of a copy, or possibly both.

2.11 What criteria can visitors use to search information? Does this require staff assistance? – Information may be searchable according to a topic (historic maps), a date (19th century maps) or a geographical area (all maps of a given parish). It may also be that information can't be retrieved by a member of the public without assistance.

2.12 Bearing in mind your answer to question 2.6, what additional material and/or data can be supplied or accessed during a visit, and in what format can this be provided? – We would also like to know what information you are able to provide to a visitor that you can't provide remotely. This will give an indication of how much more effective an Archive visit is compared to a remote enquiry.



Section 3

3.1 Please give details of any methods and materials available to help users in the interpretation of heritage information, such as user guides for your Archive. – In what ways does your Archive make it easier for members of the public to interpret and apply the information you have provided for research purposes? This may take the form of advice leaflets, workshops, lectures and other methods.

3.2 What guidance do you have to help guide members of the public in undertaking heritage-related projects in your area? – Please tell us about any assistance you give to members of the public in applying heritage information to a project of the type specified in the question.

3.3 Are you aware of any specific community-led plans (e.g. village design statements, parish plans, neighbourhood plans etc.) that have used information from your Archive in the past 5 years? – Please tell us if you have assisted in the production of a community-led plan. In many cases people requesting data for community plans may not disclose their purpose, but any information you can provide would be very useful.

3.4 If 'YES' please give some specific details where possible – Please provide further information, including contact details, about any particular local initiative in which your Archive has been involved.



Locus Consulting

Park Lane House
5 Park Lane
Donington
Lincolnshire
PE11 4UE

Tel. 01775 821402



www.locusconsulting.co.uk

