

COMMUNITY ACCESS TO ARCHIVE OFFICES

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)
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PLEASE PROVIDE US WITH YOUR CONTACT DETAILS:

Organisation: Bexley Local Studies and Archive Centre Date: March 2013 Author:	Position: Email: Telephone:
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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	x		Bexley.boroughphotos.org Crayfordhistory.co.uk Ideal-homes.org.uk
Local authority web pages	x		http://www.bexley.gov.uk/archives
Bespoke site or sub-site	x		Archives.bexley.gov.uk
Mobile phone site		x	
Mobile phone app		x	(name)

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

2003

2.3 Can users upload information to your website?

(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/Photo	Other*
Maps	Up to 4 A4 sections of OS maps older than 50 years.	X			
Lists & Registers	Electoral Registers older than 10 years Street/Trade Directories.	X			
Records	Some records with exceptions of data protection and preservation restrictions.			X	
Wills & Probate	Holdings List.		X		
Plans	Holdings List.		X		
Images & Media	Photographs not under copyright. Postcards.	X	X	X	X

*Please give details if 'Other'
Digital copies are available

> 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).

Monday to Wednesday – 10am to 5.30pm

Thursday – 10am to 7pm

Friday – 10 to 1pm

Saturday – 10am to 5pm

Access to original archive material requires membership of Bexley Library Service. Membership is free of charge and can be done in person or online.

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

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

*Please provide more information here
Microfilm/fiche readers/printer/scanner

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	X	X	X	X	
Lists and Registers		X	X	X	
Records	X	X	X	X	
Wills and Probate	X	X		X	
Plans		X	x	X	
Images	X	X		x	

*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	X	X		X		
Lists and Registers	X		X	X	X	
Records	X	X	X	X	X	
Wills and Probate	X			X	X	
Plans	X					
Images	X			X		

*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	Address/parish/town	Site/House/Town/Parish	Yes
Lists & Registers	Address/parish/town	Business/personal name	Yes
Records	Address/parish/town/estate	Any!	Yes
Wills & Probate	n/a	Family History/Estate History	Yes
Plans	Address/town	Site/House/business study	Yes
Images & Media	Building name/address/town	Subjects (i.e. business, education – these are then split by area)	Yes

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/Photo	Other
Maps	All maps including tithe and goad maps.	X	X		
Lists & Registers	Access to electoral rolls under 10 years old				
Records	Access to original materials			x	
Wills & Probate	Original Will documents at the Archivist's discretion.			X	
Plans	Original plans at the Archivist's discretion.			X	
Images & Media	Slides/Glass plate negatives etc.			X	X

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)

- Paper catalogue
- Card Index
- Online catalogue

We have a number of research notes available on our website about various topics.

Archivists and Local Studies Assistants are also available to provide further information to aid interpretation of records.

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".

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

We do not currently provide any written guides on these subjects, however we provide advice and guidance if and when approached by members of the public.

Historical research	Meetings with interested parties
Conservation (e.g. buildings)	Meetings with interested parties
Architecture and design	Meetings with interested parties
Education and outreach	Meetings with interested parties
Planning-related matters	Meetings with interested parties
Landscape history	Meetings with interested parties
Other	n/a

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: 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