

## 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](mailto: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**

**15<sup>th</sup> 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.

<b>Email:</b> <a href="mailto:adam.partington@locusconsulting.co.uk">adam.partington@locusconsulting.co.uk</a> <a href="mailto:alastair.macintosh@locusconsulting.co.uk">alastair.macintosh@locusconsulting.co.uk</a>	<b>Telephone:</b> 01775 821402 07882109149 (Adam) or 07557375400 (Alastair)
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PLEASE PROVIDE US WITH YOUR CONTACT DETAILS:

<b>Organisation:</b> Bolton Archive & Local Studies	<b>Position:</b>
<b>Date:</b> 26/02/2013	<b>Email:</b>
<b>Author:</b>	<b>Telephone:</b>

## **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:**

<b>1: HELD</b>	<b>Question:</b> <i>Do you hold this type of information?</i> <b>Response:</b> Yes <u>or</u> No <b>Aim:</b> To find out the types of heritage information held within your archive.
<b>2: ACCESS</b>	<b>Question:</b> How can information be accessed? <b>Response:</b> Mark <u>one or more</u> boxes <b>Aim:</b> To understand if and how members of the public can physically access the information.
<b>3: FORMAT</b>	<b>Question:</b> What formats is information held in? <b>Response:</b> Mark <u>one or more</u> boxes <b>Aim:</b> 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		<a href="http://www.ancestry.co.uk">www.ancestry.co.uk</a> (some local nonconformist church records). <a href="http://www.a2a.org.uk">www.a2a.org.uk</a> – archive catalogue.
Local authority web pages	X		<a href="http://www.boltonmuseums.org.uk">www.boltonmuseums.org.uk</a>
Bespoke site or sub-site		X	
Mobile phone site		X	
Mobile phone app		X	(name)

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

Approx 3 years, in process currently of being re-designed.

**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)

Limited facility. 20 minutes research maximum. We do not have the staffing to provide detailed research, but across Greater Manchester there is a list of independent Record Agents which we can provide who undertake (for a fee) detailed research.

### 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*
<b>Maps</b>	Local surveys and maps, Ordnance Survey (subject to copyright restrictions).	X			
<b>Lists &amp; Registers</b>	Copies from microfilm of C.E. Church Registers. Some originals for non-conformist. Our internal handlist of resources (Archives and Family History)	X		X	X1 X2
<b>Records</b>		X	X	X	
<b>Wills &amp; Probate</b>	National Probate Calendar. Indexes to Wills at Chester / Lancashire Record Office	X	X		
<b>Plans</b>	John Albinson (Surveyor) Collection. Joseph Jackson & Sons. Bradshaw, Gass & Hope Collection.	X		X	
<b>Images &amp; Media</b>	Local Studies Photograph Collection.	X	X	X	

X1 – Resources Handlists available as a PDF document.

X2 – Resources Handlists available to download from website.

## > 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, Tuesday, Thursday, Friday and Saturday: 9am to 5pm. Wednesday: 9.30am to 5pm. Sunday: 10am to 4pm. For access to Local Studies Reference stock and Family History resources. Open some Bank Holidays as advertised.

Original Archive Material and Reserve Stock items are only produced on Tues, Weds, Thurs, and Sat. On Weds and Sat 24-hours prior booking required, and although ad-hoc production is available on Tues and Thurs, advance booking is recommended. These collections are not available on Monday, Friday or Saturday.

### 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*		

The Bolton History Centre is a dedicated research room for Local History and Family History research. We have 9 Computers with Internet Access and free access to Ancestry (Library Edition) and Find My Past (2 licences), plus an addition Stand-Alone PC for access to CD-Rom based resources. We have 10 x Microfilm / Microfiche viewers, and a stand-alone PC-based digital microfilm scanner and dedicated printer . All Searchroom facilities are accessible to people with wheelchairs.

### 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	X	
Records	X	X	X	X	
Wills and Probate	X	X	X	X	
Plans	X	X	X	X	

<b>Images</b>	X	X	X	X	
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Signposting to other repositories/resources for relevant records. Suggested relevant reading (published works).

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

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

The majority of church register copies are on microfilm. A small number of original registers for non-conformist churches in Archives collection. Census for Bolton area 1840 to 1901 on microfilm or microfiche, and also accessed via Ancestry.

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

	<b>Geographical location search</b>	<b>Topic/type criteria search</b>	<b>Requires staff assistance?</b>
<b>Maps</b>	Geographic Key maps available for main map series. Staff must produce maps from map cabinets.		X
<b>Lists &amp; Registers</b>	Handlist produced by denomination and location for church registers. Most are open-access.		
<b>Records</b>			
<b>Wills &amp; Probate</b>		Alphabetical by date and surname.	
<b>Plans</b>	Archive holdings catalogued by geographic area.	Archive holdings catalogued by keywords such as industry type, utilities, etc.	X

<b>Images &amp; Media</b>	Card index accessed by staff on subject name.		X
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**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
<b>Maps</b>	See below	X			
<b>Lists &amp; Registers</b>	See below	X	X	X	
<b>Records</b>	See below			X	
<b>Wills &amp; Probate</b>	See below	X		X	
<b>Plans</b>	See below	X			
<b>Images &amp; Media</b>	See below	X	X	X	

Most information can be photocopied, subject to copyright restrictions.

We permit researchers to use their own camera to take photographs, subject to copyright restrictions. We do not offer a photography service on behalf of researchers.

We can provide digital scans of documents up to A3 size by arrangement, though this is not a standard service we routinely offer.

Our microfilm scanner can be used to produce digital images from microfilms, which can be provided on CD-Rom. These can be JPEG, TIF or PDF format.



## **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)**

In the searchroom copies of “Tracing Your Family History in Bolton” and “A Guide to the Resources of the Bolton Archive and Local Studies Unit” handlists are available, and these can also be provided in PDF format. The information contained within them is available in different format on the Bolton Museums website ([www.boltonmuseums.org.uk](http://www.boltonmuseums.org.uk)). Full detailed catalogues of the Archive collections are available in the Searchroom, and this information is also available and searchable on Access 2 Archives. Local Studies book stock and archive collection overviews can be searched on the Bolton Library Service’s Talis Catalogue. Staff have in-depth knowledge and a staff training programme is in place to help new staff gain a good understanding of the content of the collections, and can generally provide advice and guidance.

### **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.)

<b>Historical research</b>	All resources catalogued on the Bolton Library catalogue, and archive resources on Access 2 Archives. Printed handlists
<b>Conservation (e.g. buildings)</b>	Council and English Heritage Publications covering local Listed Buildings, Conservation Areas, Redevelopment and Regeneration Plans.
<b>Architecture and design</b>	Bradshaw, Gass & Hope, Joseph Jackson & Sons, Hick Hargreaves Archives fully catalogued.
<b>Education and outreach</b>	All education and outreach programmes are managed by the overall Bolton Library and Museum Service by dedicated staff.
<b>Planning-related matters</b>	N/A
<b>Landscape history</b>	Local Studies Publications. Historic Ordnance Survey / Geological Survey maps.
<b>Other</b>	

**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).

*We usually are not told the specific purpose of people's research. However, we have had numerous researchers who afterwards have provided a copy of their completed work to the Local Studies collection.*

**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**