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

ENGLISH HERITAGE

LOCUS CONSULTING

PLEASE PROVIDE US WITH YOUR CONTACT DETAILS:

Organisation: Hertfordshire Archives and Local Studies (HALS) **Date: 15/3/13** **Author:**	**Position:** **Email:** **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:** *Do you hold this type of information?* **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.

INFORMATION TYPE	1: HELD		2: ACCESS				3: FORMAT					
	Yes	No	Online	Remote Enquiry	Archive Visit	Not available	Microfilm	Image file	Digital document	Original document	Card index	Other
MAPS												
Current Ordnance Survey		x										
Historic Ordnance Survey	x			x	x					x		
Tithe	x			x	x			x	x	x		
Enclosure	x			x	x			x		x		
Private Estate	x			x	x			x		x		
Road Order	x			x	x					x		
Sale Particulars	x			x	x					x		
Other	x			x	x					x		
LISTS & REGISTERS												
Electoral Registers	x			x	x					x		
Directories	x			x	x					x		
Tax Records	x			x	x					x		
Rate Assessments	x			x	x					x		
Other	x			x	x					x		
RECORDS												
Manor Court Rolls/Books	x			x	x					x		
Manorial Surveys	x			x	x					x		
Rentals	x			x						x		
Diocesan Archives	x			x	x			x	x	x		
Ecclesiastical Parish Archives	x			x	x		x	x		x		
Other	x			x	x					x		
WILLS, PROBATE & DEEDS												
Wills	x			x	x		x	x				
Probate Inventories	x			x	x		x					
Property Deeds	x			x	x					x		
Other	x			x	x					x		
PLANS												
Architectural Drawings	x			x	x					x		
Building Control Plans	x			x	x					x		
Planning Applications	x						x					
Other	x			x	x					x		
IMAGES & MEDIA												
Photographs	x			x	x			x		x		
Aerial Photographs	x			x	x					x		
Film and Video	x			x	x					x		
Drawings and Paintings	x			x	x			x		x		
Local history library	x			x	x					x		
Technical guidance												
Other	x			x	x					x		

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		Herts Memories and additional community archive network http://www.hertsmemories.org.uk/
Local authority web pages	X		http://www.hertsdirect.org/services/leisculture/heritage1/hals/
Bespoke site or sub-site	X		Herts Names Online see links from HALS site above
Mobile phone site		X	
Mobile phone app		X	(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 (Delete as applicable)

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

Answer:
Yes, information can be uploaded to Herts Memories Network sites and can be seen by other users, comments text images links sound etc

> 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 (Delete as applicable)

2.6 What material and/or data can be <u>supplied remotely</u> 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	As listed above	X	X	X	X
Lists & Registers	As listed above	X	X	X	X
Records	As listed above	X	X	X	X
Wills & Probate	As listed above	X	X	X	X
Plans	As listed above	X	X	X	X
Images & Media	As listed above	X	X	X	X

*Please give details if 'Other'
Calendars, catalogues, card indexes & electronic indexes, transcriptions

> 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 **Opening hours**
>
> Monday **Closed**
> Tuesday 9.00 - 19.30
> Wednesday 9.00 - 17.00
> Thursday 9.00 - 17.00
> Friday 9.00 - 17.00
> Saturday 9.00 - 13.00 Further access information available via website

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
Magnifier, Microfilm readers & printers

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	X
Lists and Registers	X	X	X	X	X
Records	X	X	X	X	X
Wills and Probate	X	X	X	X	X

Plans	X	X	X	X	X
Images	X	X	X	X	X

*Please provide more information here
Palaeography, Latin, advice on research skills and suitable resources available at HALS and elsewhere

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

*Please provide more information here
Calendars, catalogues, card indexes & electronic indexes, transcriptions, published transcriptions and facsimiles

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	Yes, Parish index	Indexes according to separate type Archive catalogue can be searched by keyword	Indexes can be searched, staff assistance to obtain the originals
Lists & Registers		Archive catalogue can be searched by keyword	Only for some
Records	Yes, Parish index	Subjects, names Archive catalogue can be	Indexes can be searched, staff
Wills & Probate	Yes, by jurisdiction	Names, Archive catalogue can be searched by keyword	No
Plans	Yes, Parish index	Indexes according to separate type, Archive catalogue can be	As for maps
Images & Media	Yes by place	Subject, Archive catalogue can be searched by keyword	In part

2.12 Bearing in mind your answer to Question 2.6, what <u>additional</u> material and/or data can be supplied or accessed <u>during a visit</u> (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	Material can supplied as for 2.6 however the benefits of a visit are the ability to view original documents directly, free of charge, (as many remote access services are paid for), access to additional individual advice and help from staff, bookable advice surgeries and tours, direct access to paper indexes and catalogues not available online.				
Lists & Registers	As above				
Records	As above. Free access to Find My Past within HALS & Hertfordshire libraries provides access to parish registers				X
Wills & Probate	As above				
Plans	As above				
Images & Media	As above				

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:
User guidance, leaflets and source guides eg family history, house history; finding aids such as calendars, catalogues, card indexes & electronic indexes, transcriptions; extensive library of local studies reference and printed works, pamphlet files, published transcriptions and facsimiles. Staff assistance is always available in the reading room to help interpret documents and use the facilities available.

A regular programme of lectures, exhibitions, reading group and workshops & courses including understanding old handwriting and introductions to different types of sources is organised annually. A variety of group, talks, tours and group/class visits can be booked.

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	As above Advice and support is provided to local heritage groups and organisations; partnership projects and support through the Herts Memories community archives network
Conservation (e.g. buildings)	**Advice on original sources that may be of relevance to restoration projects**
Architecture and design	
Education and outreach	**Advice, support through partnership working. Our Learning and Access Officer works closely with other educators.**
Planning-related matters	
Landscape history	**Source guide, staff advice, learning activities**
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: 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