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: London Metropolitan Archives **Date: 05/03/2013** **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		
Enclosure	x			x	x					x		
Private Estate	x			x	x					x		
Road Order		x										
Sale Particulars	x			x	x					x		
Other												
LISTS & REGISTERS												
Electoral Registers	x		x	x	x		x		x	x		
Directories	x			x	x		x			x		
Tax Records	x		x	x	x				x	x		
Rate Assessments	x			x	x					x		
Other												
RECORDS												
Manor Court Rolls/Books	x			x	x					x		
Manorial Surveys	x			x	x					x		
Rentals	x			x	x					x		
Diocesan Archives	x		x	x	x		x		x	x		
Ecclesiastical Parish Archives	x		x	x	x		x		x	x		
Other												
WILLS, PROBATE & DEEDS												
Wills	x		x	x	x		x		x	x		
Probate Inventories	x			x	x					x		
Property Deeds	x			x	x					x		
Other												
PLANS												
Architectural Drawings	x		x	x	x					x		
Building Control Plans	x			x	x					x		
Planning Applications		x										
Other												
IMAGES & MEDIA												
Photographs	x		x	x	x			x		x		
Aerial Photographs	x		x	x	x			x		x		
Film and Video	x		x	x	x				x			
Drawings ~~and Paintings~~	x		x	x	x			x		x		
Local history library	x				x					x		
Technical guidance		x										
Other												

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	Yes		http://www.historypin.com http://www.ancestry.co.uk
Local authority web pages	Yes		http://collage.cityoflondon.gov.uk/collage
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)

Collage: September 1998
Ancestry: March 2009
History Pin: June 2011

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 (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	**Catalogue listing; copy of specific document**	X	X	X	X
Lists & Registers	**Catalogue listing; copy of specific document**	X	X	X	X
Records	**Catalogue listing; copy of specific document**	X	X	X	X
Wills & Probate	**Catalogue listing; copy of specific document**	X	X	X	X
Plans	**Catalogue listing; copy of specific document**	X	X	X	x
Images & Media	**Catalogue listing; copy of specific document**		X		X

Format will depend on original document. There are strict copying guidelines in place setting out what items can be photocopied, scanned etc. Electronic copy can also be made available via CD / DVD, via email or FTP

> 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: 09.30-4.45
Tuesday: 09.30-7.30
Wednesday: 09.30-7.30
Thursday: 09.30-7.30
Friday: CLOSED
Saturday: usually 2nd Saturday of month (excepting November). Dates are published on our website
www.cityoflondon.gov.uk/lma

Closed for annual stock taking for first 2 weeks of November

Closed between Christmas and New Year

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

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

Visitor Lounge with vending machines supplying hot and cold drinks plus a selection of snacks. Space for visitors to eat and drink here.
Exhibition space with regularly changing exhibitions of original documents and facsimiles from our collections

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	

Images	x	x	x	x	

In all instances *limited* assistance is possible but due to the high number of visitors to LMA staff cannot spend considerable amounts of time assisting users.

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		
Lists and Registers	X		X	X		
Records	X	X	X	X	X	
Wills and Probate	X		X	X	X	
Plans	X			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	Yes	Yes - free text searching of the catalogue and can refine by date.	Staff can help if needed
Lists & Registers	See answer above	See answer above	See above
Records	See answer above	See answer above	See above
Wills & Probate	See answer above	See answer above	See above
Plans	See answer above	See answer above	See above
Images & Media	See answer above	See answer above	See above

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	Access to original archives or surrogates is freely available to onsite visitors. This includes free access to digitised archives on the Ancestry site which is subscription based. Although there are varied means of providing copies to remote users these are all at cost. The remote enquiry service is designed to guide researchers to possible sources which might be both useful and interesting but we do not undertake detailed research for users. A large reference library supporting the collections is only available to onsite researchers.				
Lists & Registers	See above				
Records	See above				
Wills & Probate	See above				
Plans	See above				
Images & Media	See 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:**
> **Detailed information on materials is contained in the catalogue (available both electronically over the internet & in printed format for onsite users)**
> **Information leaflets advising users on various sources are available either to download from the website or in printed format for onsite users.**
> **Introductory sessions to using the archives generally are held on regular basis which the general public can sign up to via our events guide**
> **Also occasional talks / introductions to particular topics or collections**
> **Exhibitions are used to interpret particular topics**

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	n/a
Conservation (e.g. buildings)	n/a
Architecture and design	n/a
Education and outreach	n/a
Planning-related matters	n/a
Landscape history	n/a
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