

## 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> Southampton Archives	<b>Position:</b>
<b>Date:</b> 25/2/2013	<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.



Other												
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## 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.nationalarchives.gov.uk/a2a">www.nationalarchives.gov.uk/a2a</a>
Local authority web pages	x		<a href="http://www.southampton.gov.uk">www.southampton.gov.uk</a>
Bespoke site or sub-site	x		<a href="http://www.plimsoll.org">www.plimsoll.org</a>
Mobile phone site			
Mobile phone app			(name)

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

\*Answer About 60% of catalogues have been available online on the Access to Archives website (from early 2000s); many photographs and street directories available on [www.plimsoll.org](http://www.plimsoll.org) from about 2000; Southampton City Council put historic maps online (1846 and 1870) in the mid -2000s

**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 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	Copy of document, depending on condition, copy of list	x		x	
Lists & Registers	Bound documents digital photograph only; others depend on condition	x		x	x
Records	Bound documents digital photograph only; others depend on condition	x		x	x
Wills & Probate	Not applicable				
Plans	Copy of document, depending on size or condition	x		x	x
Images & Media	Copy of item	x		x	x

\*Please give details if 'Other' Digital photography used for those items which cannot be scanned or photocopied

## > 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 Open Tues, Weds, Thurs 10-4

### 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 catalogues, indexes, dedicated staff  
Catalogues and indexes to records available in Reading Room; two members of staff dedicated to helping users in Reading Room (one of whom a qualified archivist)

### 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	n/a	x	x	x	
Records	x	x	x	x	
Wills and Probate	n/a				
Plans	x	x	x	x	
Images	x	x	x	x	

\*Please provide more information here – we can give limited help with searching, but busy reading room means that users have to be prepared to spend time searching themselves

**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				
Lists and Registers	x					
Records	x	x	x	x	x	
Wills and Probate	n/a					
Plans	x					
Images	x	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	Maps can be searched by location: key available in	Maps can be searched by date	Sometimes guidance
Lists & Registers	Can be searched by location	Can be searched by date	Sometimes
Records	Indexes to items by location	Subject or date searches can be more tricky	Yes
Wills & Probate	N/a		
Plans	Indexes and catalogues by location	Subject searches can sometimes be done	Yes
Images & Media	Images indexed by location	Subject index to photographic collections; more difficult to	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	Free access to view maps; users only incur charges when obtaining photocopies; no charge for users to photograph items. Remote users may incur research fees	x		x	
Lists & Registers	We don't photocopy bound items, so easier for visitors to use their own digital cameras rather than incur fees for us to photograph			x	
Records	More time for visitor to consult indexes and catalogues. Photocopying items depends on format and condition	x		x	
Wills & Probate	n/a				
Plans	The research service we offer is limited: consulting plans (especially Building Inspectors) is a lengthy process, involving use of indexes and registers. We encourage people to visit to look at plans, although if this isn't possible will copy items for remote users. Copying depends on size and condition of plan	x		x	
Images & Media	We encourage people to visit to look at those photographic collections which can't be viewed online, although will sometimes copy for remote users – however, we don't have time to do as thorough a search as people can do if they visit themselves	x	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)**

**Answer:**

**We provide advice to remote users and visitors to the Reading room. We have produced a guide to tracing the history of a building, which sets out the sources you are likely to find in the Archives here. We have provided ‘Tracing the History of Your House’ workshops in the past.**

**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>	<b>We’ve helped researchers on a number of local history projects, particularly Friends organisations (eg Friends of St James Park, Friends of the Old Cemetery), residents of local conservation areas (eg Portswood); lottery projects (Tudor Revels – for which we’ve provided workshops too)</b>
<b>Conservation (e.g. buildings)</b>	<b>Work closely with SCC staff and archaeologists in regard to building conservation – providing plans, research, access to our holdings</b>
<b>Architecture and design</b>	<b>Helped designers with historical research, images, copies, access to holdings for a number of projects (eg, redevelopment of London Road area, Guildhall Square, and more). Used by students at University for projects in this area</b>
<b>Education and outreach</b>	<b>Have helped in education/outreach for regeneration areas, including helping produce education packs and school workshops.</b>
<b>Planning-related matters</b>	<b>Regularly help public in Reading room with sources on planning-related issues (as well as Southampton City Council Staff)</b>
<b>Landscape history</b>	<b>Not aware</b>
<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: 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**