## 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: Suffolk Record Office**<br><br>**Date: 12 March 2013**<br><br>**Author:** | **Position:**<br><br>**Email:**<br><br>**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?*<br>**Response:** *Yes <u>or</u> No*<br>**Aim:** To find out the types of heritage information held within your archive. |
| **2: ACCESS** | **Question:** How can information be accessed?<br>**Response:** Mark <u>**one or more**</u> boxes<br>**Aim:** To understand if and how members of the public can physically access the information. |
| **3: FORMAT** | **Question:** What formats is information held in?<br>**Response:** Mark <u>**one or more**</u> boxes<br>**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 | Photographic Copy |
| **MAPS** | | | | | | | | | | | | |
| Current Ordnance Survey | | x | | | | | | | | | | |
| Historic Ordnance Survey | x | | x | x | x | | | | | x | | |
| Tithe | x | | | x | x | | | | | x | | x |
| Enclosure | x | | | x | x | | | | | x | | |
| Private Estate | x | | | x | x | | | | | x | | |
| Road Order | x | | | x | x | | | | | x | | |
| Sale Particulars | x | | | x | x | | | | | x | | |
| Land Drainage, Docks, Navigation, Turnpikes etc | x | | | x | x | | | | | x | | |
| **LISTS & REGISTERS** | | | | | | | | | | | | |
| Electoral Registers | x | | | x | x | | x | | | x | | |
| Directories | x | | x | x | x | | x | | | x | | |
| Tax Records | 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 | | |
| Ecclesiastical Parish Archives | x | | x | x | x | | x | | | x | | |
| Non Conformist Churches & Chapels | x | | | x | x | | x | | | x | | |

| | C1 | C2 | C3 | C4 | C5 | C6 | C7 | C8 | C9 | C10 | C11 | C12 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| County Council Archives | x | | | x | x | x | | | | | x | |
| District, Borough, Civil Parish, Town Council | x | | | x | x | | | | | x | | |
| Businesses | x | | | x | x | | | | | x | | |
| Land drainage boards, dock and navigation commissions, turnpikes trusts | x | | | x | x | | | | | x | | |
| **WILLS, PROBATE & DEEDS** | | | | | | | | | | | | |
| Wills | x | | | x | x | | x | | | x | | |
| Probate Inventories | x | | | x | x | | x | | | x | | |
| Property Deeds | x | | | x | x | | | | | x | | |
| Other | | | | | | | | | | | | |
| **PLANS** | | | | | | | | | | | | |
| Architectural Drawings | x | | | x | x | | | | | x | | |
| Building Control Plans | x | | | x | x | | | | | x | | |
| Planning Applications | x | | | x | x | | | | | x | | |
| Deposited Quarter Sessions Maps and Plans e.g. re railways, harbours | x | | | x | x | | | | | x | | |
| **IMAGES & MEDIA** | | | | | | | | | | | | |
| Photographs | x | | | x | x | | | x | | x | | |
| Aerial Photographs | x | | | x | x | | | | | | | |
| Film and Video | | x | | | | | | | | | | |
| Prints, Drawings, Engravings and Paintings | x | | | x | x | | | | | x | | |
| Local history library | x | | | x | x | | | | | x | | x |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Technical guidance | | X | | | | | | | | | | |
| Local Newspapers | X | | X | 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 | | http://www.nationalarchives.gov.uk/a2a/ |
| **Local authority web pages** | X | | http://www.suffolk.gov.uk/libraries-and-culture/culture-and-heritage/suffolk-record-office/ |
| **Bespoke site or sub-site** | X | | http://www.suffolkheritagedirect.org.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)

The Suffolk Heritage Direct website went live in March 2010

**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** | Catalogues, holdings lists, copies of specific documents, photographs, maps, a leaflet | X | X | X | |
| **Lists & Registers** | As above | X | X | X | |
| **Records** | As above.  We can also provide copies of parish registers on microfiche/film | X | X | X | X |
| **Wills & Probate** | As above. We can also provide copies of parish registers on microfiche/film | X | X | X | X |
| **Plans** | Catalogues, holdings lists, copies of specific documents, photographs, maps, a leaflet | X | X | X | |
| **Images & Media** | As above | X | X | X | |

Information on our copying services is available http://www.suffolk.gov.uk/libraries-and-culture/culture-and-heritage/suffolk-record-office/services/copying-services/  We charge for providing various types of copies.  This page also provides links to our price list and reprographics charges.  We may not be able to provide copies on every occasion.  It depends on the size, format and state of preservation of the original.  We cannot provide printouts from some of the microfilms we hold due to copyright restrictions.

# > 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).

The Bury and Ipswich Branches of the Suffolk Record Office are open 9.00-17.00 Monday to Saturday.  The Lowestoft Branch is open on Monday, Wednesday, Thursday and Friday 9.00-17.30, on Tuesday 9.00-19.00, Saturday 9.00-17.00 and Sunday 10.00-16.00

**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 | |

Microfilm and fiche readers and reader printers.  Optelec viewers to enhance items that are difficult to read.

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

Searchroom Assistants are on duty all the time in our Microform and Searchrooms.  They provide customers with advice and basic assistance in using our public computers, CD's/DVD's and online resources e.g. Ancestry Library Addition, Suffolk Heritage Direct.  They also help them use the microfilm and fiche readers and reader printers, and to locate appropriate ordnance survey maps, printed county maps, local studies volumes, archive catalogues and to interpret the information they

find etc.

**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 | | | |
| **Records** | X | | X | | X | |
| **Wills and Probate** | X | | X | | X | |
| **Plans** | X | X | | | | |
| **Images** | X | X | | | | |

Popular types of record are available in surrogate currently mainly microfilm/fiche to help to preserve the originals e.g. parish registers.
Photographic copies of the tithe maps are available.
Transcripts of parish registers and wills are available including those in the Suffolk Family History Society's Library which is available as a reference collection at the Ipswich Record Office.

**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** | X | X | |
| **Lists & Registers** | X | X | |
| **Records** | X | X | |
| **Wills & Probate** | X | X | |
| **Plans** | X | X | |
| **Images & Media** | X | X | |

We have a live electronic catalogue database which is continually being updated by staff and volunteers.  This contains more information than that which is available on the Suffolk Heritage Direct Website.  Staff search the live catalogue for visitors or remote users and can provide them with a hitlist or reference number so they can order the documents to be produced for viewing in the searchroom or copies.  This database has full key word searching facilities.  We have a huge variety of different finding aids e.g. card indexes, hand written slip lists, typed catalogues, printed catalogues some with separate indexes etc which staff help customers to find and use.

**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** | | | | | |
| **Lists & Registers** | | | | | |
| **Records** | | | | | |
| **Wills & Probate** | | | | | |
| **Plans** | | | | | |
| **Images & Media** | | | | | |

Sometimes customers are able to see things during a visit which we cannot provide copies of because they are too large to be copied in any format e.g. a very large estate map.  They may also be able to see a document that can be handled with care but is too fragile to be copied or a microfilm that we cannot reproduce for them due to copyright restrictions placed on it by another organisation e.g. the British Library.  Visitors may also be able to view uncatalogued material under supervision.

# 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)

We have a series of user guides and leaflets which are available on the Suffolk Record Office pages on the Suffolk County Council website http://www.suffolk.gov.uk/libraries-and-culture/culture-and-heritage/suffolk-record-office/how-to-use-the-suffolk-record-office/leaflets-and-resource-lists/. Some of these explain how you go about researching for example the history of a property or parish church. We provide regular workshops on how you go about researching the history of a property or your family history and run regular programmes of courses e.g. on palaeography, landscape history and talks, walks and lectures see the downloadable PDF of the current programme available on this page http://www.suffolk.gov.uk/libraries-and-culture/culture-and-heritage/suffolk-record-office/events/
We provide exhibitions and displays on particular types of record to encourage people to use them for their research e.g. manorial records.
We also offer introductory visits to local community and specialist interest groups to help them to start their research or gain a better insight into what we hold of relevance to them.

**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 | Property and church history leaflets |
|---|---|
| Conservation (e.g. buildings) | X |
| Architecture and design | X |
| Education and outreach | Workshops on property or family history |
| Planning-related matters | |
| Landscape history | X |
| Other | |

We provide general advice and guidance on the holdings we have that are relevant to their specific projects.

**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** (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 |
|---|---|
| **Church Statements of Significance** | We gave a talk at Sharing your ambitions – A vision for church buildings Conference 29th March 2012 which promoted the records we hold to delegates from 120 churches in the Diocese.  We explained how their information content is invaluable for the compilation of their Statements of Significance which are used in planning the sustainable use and development of their buildings.  Contact James Halsall Pastoral & DAC Secretary, Diocese of St Edmundsbury and Ipswich james@stedmundsbury.anglican.org |
| **Little Ouse Headwaters Project** | This project run by a local charity is dedicated to the restoration, conservation and enjoyment of the wildlife and landscape of the Little Ouse Valley in the parishes of Thelnetham, Hinderclay and Redgrave in Suffolk and other parishes over the border in Norfolk.  Suffolk Record Office supported the project's researcher - a student at the University of East Anglia by helping her to source maps and other materials.  We also provided links to informational leaflets and contact details for the Suffolk Local History Council Parish Recorders and historians researching in this area for a local history day organised by the project.  Contact Mike Harding, mh.hummingbird@btconnect.com |

**This concludes the questionnaire. Thank you for taking the time to share your information with us.**

# END