

## **Public Services Update – Standing Item**

### **British Nationality Cards:**

*Project to make descriptions of all remaining cases of British nationality/naturalisation available in electronic format, and to support existing catalogued material in series HO 1, HO 45, HO 144, HO 382, HO 405 and the British Nationality Act index database.*

The Nationality Cards have all been scanned and are in the process of being transcribed. Once transcribed, the data will be added to the online Catalogue or its successor, Discovery.

### **Digital Microfilm:**

*Project to make the remaining microfilms held in the reading rooms available online for free as 'big pdfs' (unindexed pdf documents that are browsable in a similar way to microfilms), complete other series already available as digital microfilm and update the Catalogue to reflect these changes.*

64 series of records (approximately 1.3million images) formerly only available on microfilm have been made available online so far. A further exercise to digitise various CAB, ADM and BT classes is now underway.

### **FO/DO Indexing:**

*Project to make Foreign and Dominions Office indexes available and accessible online.*

See separate agenda item

### **WO 25, WO 76 & E182 card indexes:**

*Project to assess completeness and quality of index cards for series WO 25, WO 76 & E 182 with a view to making them available in electronic format to the public. Where possible, to absorb this information into the Catalogue.*

The team have finished the quality assurance of digital images of the 3 indexes and are in the process of obtaining quotes for transcription. The team are also testing means of adding the material to the Catalogue / Discovery at piece and item level.

### **Complaints Review:**

*Project to review and improve the processes for managing and responding to customer feedback.*

Work to identify a system to support the technical process is ongoing. The project has been broadened to include a holistic review of the entire process to include guidance from the Independent Complaints Reviewer.

### **Online User Engagement:**

*Project to ensure that TNA has sufficient systems and processes in place to enable us to engage meaningfully with our online user community. We are particularly interested to hear the thoughts and suggestions of User Advisory Group delegates on this topic which relates strongly to the engagement activities of this group.*

The team have carried out market research on possible community platforms and are in the process of evaluating these against a detailed list of requirements. The next stage is likely to involve running live trials with potential platforms.

**Web Chat / Instant Messaging:**

*Project to pilot the use of web chat software for the delivery of real time interactive advice services by ARK staff. Also to determine potential wider corporate applications for the product.*

Investigations in to the first objectives are ongoing but have been delayed somewhat due to security issues with existing platforms. The second objective is no longer within the scope of this project but may be taken forward as a separate project at some point in the future.

**Digital Camera Pilot:**

*Project to pilot the use of digital cameras as a means for users to take images of documents in the reading rooms, with the option to send images to their own email account.*

Following some teething problems the project has largely been a success with the new cameras now being used extensively in the reading rooms. Investigations are under way with regards to extending the project to include their use 'behind the scenes'.

**UCL rare books:**

As previously reported - University College London (UCL) will be storing some of their rare books, archives and manuscripts collection at Kew while their premises are being refurbished. The move of UCL materials to The National Archives is now complete. A small, separate and dedicated reading room has been prepared and will be made available for UCL students to view their collection from the end of September. Access to UCL holdings will be strictly by appointment only and will be managed via UCL Library Services.

**London Family History Centre update:**

From Tuesday 13 September, the London Family History Centre will temporarily relocate its services from South Kensington to The National Archives in Kew. This move is as a result of building refurbishment and will last several months. The National Archives' reading room services will not be affected during this time.

The London Family History Centre's microfilm collection will also be temporarily located at Kew. Film ordering should be completed as usual at [www.londonfhc.org](http://www.londonfhc.org), as should group research visits (which will be subject to confirmation of space availability at Kew). The Tuesday talks are scheduled to start in October, again depending on space availability.

**WO 95 digitisation:**

We will soon start to digitise the WO 95 record series, which consists of unit war diaries from the First World War. The records are among the most requested original documents in our reading rooms in Kew.

The series is organised by operational theatre, and we plan to digitise the series in order of popularity, starting with France and Flanders. We will carry out essential conservation work while we digitise the series, and also intend to improve the searchability of the series by transcribing key fields. Once we have appointed a supplier to carry out the digitisation work, we will publish a full scanning schedule detailing when pieces from the series will be temporarily unavailable.