Our Shared Past: Phase Two: ***Developing 21st Century Archive Services***

Local Authority Archive Services in England: Funding Opportunities and Development Needs

English Archival Mapping Project Phase Two Mapping Project Board

2001

Acknowledgements

The English Archival Mapping Project Phase Two has been directed and monitored by a Project Board, convened by the Public Record Office (PRO), and comprising representatives of the Association of Chief Archivists in Local Government (ACALG), the Historical Manuscripts Commission (HMC), and the Society of Archivists (SofA). The members of the Project Board were:

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Abbreviations used in this report

A2A	Access to Archives (national retrospective catalogue conversion programme)
BS	British Standard
CIPFA	Chartered Institute of Public Finance and Accountancy
CITU	Cabinet Office Information Technology Unit
CPD	Continuing professional development
DCMS	Department for Culture Media and Sport
FOI	Freedom of Information
HEFCE	Higher Education Funding Council for England
HLF	Heritage Lottery Fund
HMC	Historical Manuscripts Commission
ICT	Information and communications technology
IDAC	Inter-Departmental Archives Committee
JISC	Joint Information Services Committee (of the Higher Education Funding Councils)
LIC	Library and Information Commission
LINC	Library and Information Networking Co-operation Council
NCA	National Council on Archives
NMGM	National Museums and Galleries on Merseyside
NOF	New Opportunities Fund
NPO	National Preservation Office
NTO	National Training Organisation
PRO	Public Record Office
RAC	Regional Archive Council
UKOLN	United Kingdom Office of Library Networking (University of Bath)

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1. Purpose of this Report

The purpose of this report is to update the findings and conclusions of the Phase One English Archival Mapping Project – "Our Shared Past: an Archival Domesday for England" (1997)[2] in 8 key areas of provision:

Accommodation and Storage
Public Access and Services
Preservation and Conservation
Finding Aids and Reference Services
Information and Communications Technology
Electronic Records
Training and Development
External relations and Cross-sectoral Working

- *To analyse the findings of the 2000/2001 data*
- *To indicate strengths and weaknesses of current provision in the English local authority archive sector*
- *To signpost any development needs and priorities*
- *To take account of new developments in the English archival scene*
- *To indicate current funding opportunities*

The findings of this report will provide the advocacy necessary to support the improvement programmes of local authority archive services, and to frame the direction of resources to enable archives to develop with confidence and purpose to meet the challenges of the 21st century. This report is intended for a wide audience: policy makers in central and local government, funding and grant awarding bodies, employing authorities, archivists and records managers, and all users of local authority archive services.

Archives have gained significant ground since Phase One (1997-98) of this series of mapping surveys, both in profile and strategic capacity.

2 *Our Shared Past: an Archival Domesday for England*, Archival Mapping Project Board, March 1998 (commonly referred to as Phase One Mapping report)

The establishment of Regional Archive Councils[3] by the National Council on Archives, and the creation of a new government advisory body, Resource (The Council for Museums, Archives and Libraries),[4] have been major land-marks. They are conclusive evidence that the archive sector is now firmly established in the context of the regional cultural agenda, and recognised by central government on equal terms with the partner domains of museums and libraries.

The value of archives

The archives held by local authority archive services have been created by local and central government bodies, private businesses, local organisations and societies and individuals. Holdings range from medieval parchment, paper files, letters, volumes, maps, plans, photographs to modern media such as audio and video cassettes, film, computer tapes and disks, and CD-ROMs. Archives are an essential part of our cultural heritage, and the exploration and understanding of our archival treasures plays an important part in improving the quality of life for many thousands of people. Archives engage users in a direct and personal way and can play a full part in developing and supporting wider government policy aims, such as combating social exclusion, promoting cultural diversity, economic regeneration and urban renewal. Archives offer personal enjoyment, a sense of community identity, and create valuable learning opportunities. With particular reference to recent legislation for Data Protection, Freedom Of Information and Human Rights, archives stand as evidence which can enable people to have a greater understanding and awareness of the way we are governed.

The changing cultural landscape

In the last 30 years there has been a significant expansion in the quantity and scope of archive collections. In parallel, there has been a continuing increase in the number of people using those collections, fuelled in large measure by the growth of interest in family and local history. In England, there are as many as one million visits each year to archive collections, and over 75% of those who visit do so for private or personal research.[5] Across the country the use of archival material has never been more popular. Coupled with this growth is a changing Government agenda, which archives can seize to play a key role in delivering information policy objectives. The heart of this vision is a landscape where information is accessible to all. Archives have a core role to play in embracing this vision.

[3] RACs were set up by the NCA in response to proposals from the DCMS for the development of regional cultural structures.

[4] Resource was created in April 2000, embracing the former Museums and Galleries Commission, and Library and Information Commission, together with new responsibilities for archives.

[5] Public Services Quality Group, *National Survey of Visitors to British Archives*, June 1998.

2. Project History and Methodology

Project History

In the last 5 years, the archive community has become increasingly aware that it needs to adopt a much more coherent and objective approach to the determination of funding and strategic priorities. Based on models developed for other cultural sectors, the concept of an "archival map" has been successfully applied to surveys beginning with Welsh local authority archive services (1996), English local authority archive services (Phase One, 1997), and Scottish archives (1999). In addition to this update of mapping for English local authority archive services (Phase Two), a further Welsh update and a project to map English specialist repositories[6] are due to report shortly.

Methodology

In late Spring 1999, the Public Record Office convened a Project Board to take forward Phase Two of the English Archival Mapping Project, a survey to update the finding of Phase One and to take account of developments in local authority archives since 1997, such as new buildings and refurbishments, and the effects of administrative and local government changes. The methodology of self-assessment by questionnaire was identical to that employed for Phase One, with one difference: from the outset, the survey was executed on the basis of transparency and openness of findings in terms of priority bandings. This arrangement, with the full approval of all participants, gave the project validity and integrity and ensured common ownership of the findings. As in Phase One, individual scores were released only to the repositories concerned, and to RAC chairs. The questionnaire was issued to all 134 local authority archive services in England in the autumn of 1999, and complete returns were received from 132 repositories by late Spring 2000.

Returns were scored by the PRO project team using a standard formula which gave weight to certain questions to produce an overall score. Provisional results were then sent to each RAC for validation and comments. As a result of this exercise, a number of "anomalies" were investigated by the project team, and in consultation with the relevant head archivists of the repositories concerned, some changes were made in order to

[6] *The Missing Link*, a project co-ordinated by the Society of Archivists to map specialist repositories in England has been funded by a grant from the British Library Co-operation and Partnership Programme.

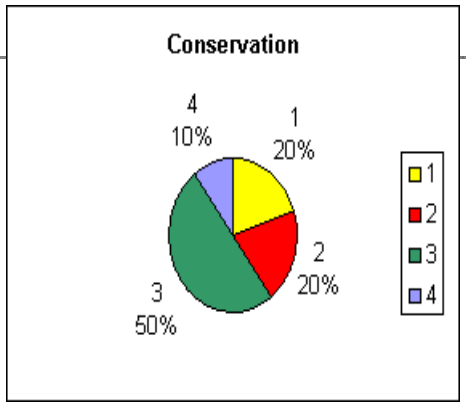
achieve consistency in the results. The revised results were then circulated to all RACs, individual repositories and the Project Board for final approval in Summer 2000. Details of final individual scores and priority bands were then distributed to all participating repositories, together with overall summaries of the results in August 2000.

The almost 100% response rate lends the findings of this report weight and credence. The key role played by the RACs in assessing and moderating the scores provides overwhelming evidence that a strategic approach to defining core priorities, and assessing funding requirements and objectives is recognised by the archive community as essential.

Note on scoring and priority bands

Levels of provision have been assessed by placing record offices in 4 priority bands (see tables below). Most findings in this report have been expressed as percentages of the number of record offices (out of a total of 132) falling within each of these priority bands. These have been rounded to the nearest whole percent, for ease of comparison and analysis.

Very poor provision	**=**	**Priority band 1**
Poor provision	**=**	**Priority band 2**
Fair provision	**=**	**Priority band 3**
Good provision	**=**	**Priority band 4**



Priority bands have been expressed in pie chart form (see example, above) throughout this report. Percentage figures indicate the proportion of record offices' scores which fall into each priority band.

For a survey population of 132 record offices:

2% = 3 record offices	50% = 66 record offices
5% = 6 record offices	60% = 79 record offices
10% = 13 record offices	70% = 92 record offices
20% = 26 record offices	80% = 106 record offices
30% = 40 record offices	90% = 119 record offices
40% = 54 record offices	100% = 132 record offices

3. Main Findings

The evidence of this report leads inescapably to the conclusion that local authority archives continue to have significant investment needs. The detailed findings which follow indicate only limited change and improvement since Phase One of the survey in 1997.

In four key areas national provision is rated as poor: for the sections **Accommodation and Storage**, **Preservation and Conservation**, **Finding Aids and Reference Services**, and **Information and Communications Technology** national provision is rated as poor. For **Electronic Records** the national average provision is very poor. **Public Access and Services** provision is rated as fair, as are **Training and Development** and **External Relations and Cross-sectoral Working**.

Section by section headlines

Accommodation and Storage

- A major concern is continued lack of space to store new accessions. A quarter of all services report that they are now full; nearly 80% will be full in 5 years or less
- 70% of local authority archive services reported no change in records storage since 1997, although in 1997, 65% of services were found to be storing archives in premises which fell far short of adequacy

Public Access and Services

- 50% of services report that user numbers are increasing
- Reflecting increased user numbers, 30% of services report increases in staff numbers; however, 12% report a decrease
- Despite growing pressure on public space, 42% of services report no change to searchroom facilities since 1997; 12% report significant change
- 18% of services are now open more; 8% open for fewer hours
- 73% of services have trained staff in customer care

The slight positive trend in the results for Accommodation and Storage and Public Access and Services since 1997 is partially explained by the completion of new buildings which have transformed the situation of major county record offices, (Surrey History Centre, Essex Record Office, Berkshire Record Office, and Oxfordshire Record Office), construction of new branch offices (East Kent Archives Centre), or significant developments to existing premises

(Gloucestershire Record Office). Welcome as these developments are, there are still many locations where both public accommodation and archive storage are in need of significant investment to bring them up to recognised standards.

Preservation and Conservation

- 30% of services have written conservation strategies; 56% have disaster control plans
- 55% have current microform programmes or plan to have them; 31% are actively carrying out conservation surveys
- 69% report no change in conservation facilities since 1997, despite the 1998 Mapping Project Phase One report recommending significant investment in this area

The overall finding of poor provision for Preservation and Conservation demonstrates that substantial investment is required in stewardship of collections.

Finding Aids and Reference Services

- 39% of services report that they have unlisted and therefore inaccessible material – this ranges from 2% to 95%[7] of an office's total holdings, the average being 15%
- 24% of services reported that over 95% of their finding aids are currently being produced by an automated software package
- 63 offices are involved in A2A bids for retrospective conversion of catalogue data[8]

The poor provision for Finding Aids and Reference Services is a striking indication that many collections languish unlisted and unavailable.

Information and Communications Technology

- 41% of services have an ICT strategy, but 46% rate the overall application of ICT in their service as poor or fairly poor
- 37% are currently working on or planning programmes to digitise original records (25% in 1997)
- 59% are linked to the Internet for staff use; 28% provide public Internet access

Of concern is the finding of low provision for Information and Communications Technology, which despite the investment of many record offices in archival

7 This figure is exceptionally high, due to particular circumstances in one institution. Only 2 services out of 132 reported figures higher than 20%.

8 This was the figure at the time of the survey (January 2000). 13 A2A bids for funding (from both regional and thematic consortia) are currently being assessed by HLF.

software and hardware since 1997 must cast doubts on the readiness of some services to participate in national networking initiatives such as the Access to Archives (A2A)[9] rolling programme.

Electronic Records

- Over half of all services surveyed reported that their authorities are creating and storing records electronically, but only 3% (4 services) have the capacity to store electronic records in accordance with the British Standard[10] and 73% did not expect to be in a position to deal with electronic records within the next 2-3 years, making very real the prospect of severe information loss
- In 1997, 98% of services were ill-equipped to deal with the selection and long-term preservation of electronic records generated by their authorities; Phase Two found that 94% of services were in this position of poor provision

The finding that Electronic Records are very poorly catered for is perhaps of most immediate concern, and serves to underline the view of many archivists and records managers that archives are still unable to meet some of even the most basic needs in this rapidly developing field. As a consequence we as a nation are in very real danger of losing irreplaceable records – "the black hole" of recent history is a threat. In addition, unless these issues are addressed now, local authorities may well find themselves in breach of information management legislation.

Training and Development

- 63% of services hold internal courses, whilst 84% send staff on external courses
- 77% of services regarded current training provision as fair or good
- On specific training: 73% of services did not run courses in electronic records management, but 71% have trained staff in basic IT skills

The recognition of fair provision for Training and Development and comments from respondents indicate that although this area is not particularly well-resourced, the capacity of local authority archive services for self-help is considerable. A concentrated effort of resources on training to meet the electronic records and electronic networking agenda is essential to improve the situation in these key areas.

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[9] A2A aims to create a virtual national archive catalogue for England, bringing together 8 million catalogue entries (400,000 catalogue pages), and making that information available globally from a central web portal. Led by the PRO, A2A is managed by a consortium of archive bodies, and is funded centrally through a grant from the Treasury "Invest to Save" budget. Individual regional and local consortia projects for retro-conversion are seeking funding from HLF who fully support the principles of the programme.

[10] British Standard BS 4783/1-8: 1988-1994 *Recommendations for the storage, transportation and maintenance of media for use in data processing and information storage.*

External Relations and Cross-sector Working

- 73% of services assessed cross-sectoral working and external relations as fair or good
- 57% of services are part of a local network, working together for joint objectives or projects such as ICT, communications, training and development, exhibitions and other public services and events

The fair provision assessment accorded to External Relations and Cross-sector working is clear evidence of the willingness and ability of archives to develop constructive partnerships to contribute to wider agendas and to collaborate with museums, libraries and other organisations such as social services to achieve common goals and objectives. Regional Archive Councils are working with regional agencies such as Area Museum Councils and Regional Library Systems to develop a strong foundation for future collaboration.

Of course these assessments only tell half the story. Many record offices provide excellent public services and provide the best possible storage for the archives in their custody, in the face of continuing pressure on resources. Many are developing innovative and far-reaching ways to reach out to develop new audiences and new ways of working. Tribute must be paid to the many conscientious staff working in archives, making records available, interpreting them, and caring for their physical well-being. Local authority archive services are laying the foundations for future growth by active participation in the development and implementation of regional archive strategies through the RACs. In addition, by the end of Autumn 2001, Regional Archive Development Officers will have been appointed (one for each English region). These posts[11] will provide much-needed support and capacity for the RACs.

[11] The Regional Archive Development Officer posts were funded for one year by Resource

PART I: The National Analysis

4 Accommodation and Storage

5 Public Access and Services

6 Preservation and Conservation

7 Finding Aids and Reference Services

8 Information and Communications Technology

9 Electronic Records

10 Training and Development

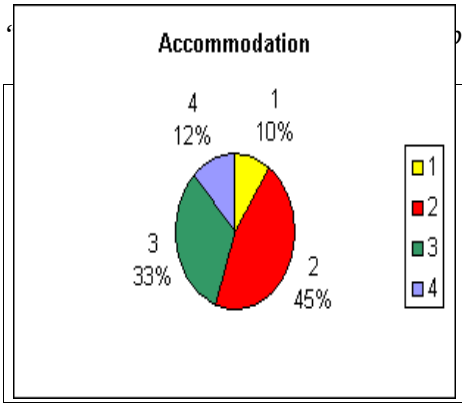
11 External Relations and Cross-sectoral Working

4. Accommodation and Storage

"additional strongroom accommodation is urgently needed to allow our service to develop"

"we have made little or no progress since 1997 in tackling our bigger problem – the poor quality and overall lack of archive storage space"

"…bring the main building up to full BS 5454 standard"



55% of local authority record offices provide storage accommodation which is assessed as either poor or fairly poor

12% provide good storage accommodation

Key: see page 8

Archives must be held in suitable accommodation if they are to be preserved for future generations. Standards to which most institutions aspire are British Standard BS 5454 (2000),[12] supported by the inspection regimes and advice of the PRO and HMC.[13]

The overwhelming conclusion of the Phase Two survey is that over half of all local authority archive collections continue to be housed in poor or fairly poor accommodation, and there is a national chronic lack of accrual space for storage of new records. Some 70% of record offices report no change in their main building storage since 1997. The need to improve or totally re-furbish or re-build is clearly a priority for most services. The situation has improved slightly since 1997, with the number of collections held in good accommodation nearly doubling, up 5% to 12%. This is encouraging, and reflects the impact of funding streams such as the Heritage Lottery Fund which has provided for a small number of new buildings and building improvements. However, it is notable that most recent significant new

[12] BS 5454 (2000): *Recommendations for the storage and exhibition of archival documents.*

[13] The accepted standards are those recognised by the PRO and HMC, namely the *HMC Standard for Record Repositories (3rd edition 2001*), and *Beyond the Public Record Office: Public Records in Places of Deposit (1994)*, both of which are framed around the principles of BS 5454.

building schemes have been funded entirely through capital investment by the parent authorities or public/private initiatives.

Fire, water, security and environmental protection

All record offices take basic precautions against these potential threats. Half of all offices report that fire protection is good or fair. New EU regulations[14] banning the use of halon as a fire suppressant have imposed replacement obligations on some services.[15] Given the tendency to store records in basements, and recent climate trends, the threat of water ingress has assumed an increased importance. A number of offices report incidences of flooding, and water ingress through leaking roofs and pipes in storage areas. Although virtually all offices ensure controlled access to strongroom areas, security concerns are more likely where services occupy shared premises.[16] Despite the number of poor or fairly poor assessments of fire, water and security protection decreasing slightly since 1997, the underlying pattern of only limited improvements means that core problems still remain to be addressed.

BS 5454 (2000), the standard for good archive storage recommends careful control and observation of temperature, humidity and ventilation. Many record offices find that due to the constraints of occupying buildings not purposely designed for archives storage and public access, the absence of effective environmental controls means that a stable environment cannot be maintained during the fluctuations of the seasons – *"Air conditioning equipment needs major overhaul or replacement to solve seasonal problem of high humidity in storage area resulting in mould outbreak"* is an all too common example of the problems reported. More favourably, whilst overall conditions are variable, most offices have programmes ensuring that archive material is protected by being adequately boxed or wrapped. The exception is map and outsize document storage where many offices report a lack of good quality storage for these items.

Accrual space

A quarter of local authority archives report they are now full. Just under 50% report that they will be full in less than five years. Only 7% have space for over 11 years growth. The inescapable conclusion of these findings is that without substantial investment, 94 out of 132 local authority archive services in England will either have to limit acceptance of new accessions or begin to de-accession material by 2005. As space problems become more acute many offices are placing increasing reliance on substandard outstores, with the added attendant problems of restricted public access,

14 EC Regulation 2037/2000: *Controls on Ozone Depleting Substances.*

15 This expenditure is likely to come from capital budgets for modernisation of parent authorities.

16 This is common where services share joint premises with library or local studies collections

and increased document handling risks.

Special media storage

Over a third of all offices collect material on special media.[17] Virtually no offices have the capacity to deal with electronic records, but many hold photographic, moving image and sound archives. However only 12% rate their special media storage as good or fairly good, and those are almost universally archives which incorporate a designated film or sound archive[18] within their remit, or those offices built within the last 10 years.

Conclusion

Good buildings, fit for their purpose are the key to strong archive services. Preservation of archival holdings is equally as important as providing means of access to them. Large-scale investment can only hope to secure significant improvements to a small number of locations. Plans for improvements and expansion are often dependent on often scarce matching funding. **Whilst the number of new or re-furbished buildings has given the impression of an overall improvement in standards, many services still have to make do with sub-standard storage. One of the most achievable and sustainable ways forward is the funding of incremental improvement.** Such projects, funded by the HLF and other grant awarding bodies, include upgrading of fire defences, fitting of water alarms, installation of mobile shelving to increase capacity, re-boxing and packaging programmes, and the provision of environmental monitoring and control equipment.[19] **In a number of cases, where a building has a large number of faults, building of new premises would prove a more economic use of funding than continued investment in premises fundamentally unsuited for the storage of records.**

New partnerships can offer opportunities that can meet some of these needs. Neighbouring city and county record offices are joining forces to create strong services which can attract and sustain new funding, such as the recent merger between Chester and Cheshire Archive Services. Storage partnerships with other service providers such as the universities or the private sector and museum services can offer joint solutions to shared problems.

[17] Typically defined as all records that are not paper or parchment.

[18] The Film Archive Forum and Film Council are currently developing strategies to tackle the most urgent needs and priorities for moving image collections**.**

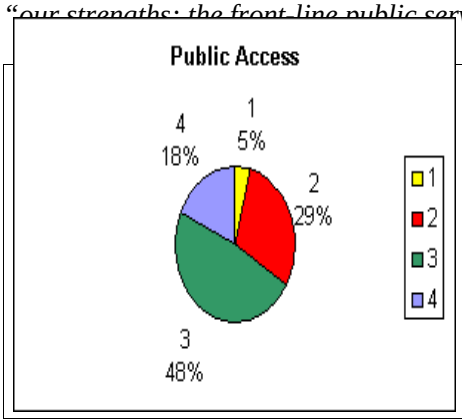
[19] For example, digital monitoring devices, and portable air handling (humidification / de-humidification, circulation and filtering) equipment.

5. Public Access and Services

"areas of excellence [of our service] are public service delivery, and imaginative outreach"

"public and staff accommodation is poor and we urgently need increased space. Public expectations are rising and we need to improve finding aids …"

"our strengths: the front-line public service, which the public acknowledge as high quality…"



65% of local authority record offices provide public services which are designated as either good or fair

50% of record offices are experiencing increased visitor numbers

Key: see page 8

Archives are almost unique in the cultural sector in experiencing increasing user numbers. There is clearly public demand for archives and their services.[20] English local authority archive services have a strong tradition of responsive, well-respected public service, which is borne out by user survey findings.[21] The findings of the Phase Two survey strongly support this perception.

Nearly two thirds of all repositories provide fair or good public services. This is comparable with the findings of 1997. What is surprising is that 5% rated their public services as very poor, compared to none in 1997. One explanation for this anomaly is that familiarity with mapping enabled respondents to answer the Phase 2 survey more objectively than in 1997.

Search room facilities

An archive searchroom must provide an environment in which readers and staff can work comfortably and efficiently, whilst ensuring that the well-being of archival material is not compromised. A disappointing finding was that 88% of services reported little or only moderate change in searchroom facilities since

[20] This has, in part, been fuelled by recent media interest in archives, the boom in genealogical research, and the drive for increased openness of official information.

[21] Public Services Quality Group, *National Survey of Visitors to British Archives*, 1998, 2000. In the 1998 survey, 69% of visitors rated services as excellent, whilst 90% rated staff friendly and helpful.

1997, despite user numbers increasing. **Many record offices are operating at full capacity**. Given user demands for more microform equipment, self-service copying facilities and computer terminals, the pressures on space become apparent. Many offices counter problems of overcrowding by operating booking systems and ensuring that any service restrictions are fully publicised. **There is an understandable conflict between drives to attract new audiences and increase user numbers and to manage this increase within existing physical constraints.**

The Phase Two survey updated data on the core facilities which users are increasingly growing to expect. Just under half of all offices provide exhibition space,[22] and nearly a quarter has access to a lecture theatre. A third has meeting facilities, and over 40% have a separate room for visiting parties.[23] Given the necessary security measures required in an archive searchroom it is surprising that only 38% of services provide public cloakrooms and lockers. 30% of services provide a public telephone. 80% provide public toilet facilities, and 34% provide a room or facilities for public refreshments.[24]

Access for users with special needs

Access for users with special needs is a consideration when upgrading existing, or planning new facilities. But all services endeavour to make suitable access arrangements where possible and find it helpful if they are given prior notification of visits. Often, it is the legacy of poor building design which acts as a barrier to access.[25] Access for users with disabilities is often difficult, though 57% of services have public toilet facilities which are fully accessible.[26] **Parent authorities and local authority archives are encouraged to break down access barriers**.

Opening hours and enquiries

Users are growing to expect more convenient opening hours from all local authority archive services.[27] Record office opening hours vary greatly from limited hours on limited days to full "office hours" five days a week with evening and weekend opening. It was heartening to find that only 8% of offices were open for fewer hours than in 1997, whilst 18% were open longer, although some regions report fewer hours overall. Nearly half regarded their opening hours as good or fair. In order to

[22] This is often limited; for example display panels and showcases in public areas.

[23] This is seen as essential for an effective community or external programme as it means that meetings can be held when the main search room is in use.

[24] Some offices have taken an enterprising approach to provision of tea/coffee/snack facilities for readers, all aimed at making the visitor's experience more pleasant.

[25] Many services occupy old buildings with poor access; for example for those with mobility impairments. Many offices lack induction loops, or have poor signage.

[26] Resource is currently carrying out research across museums, archives and libraries to assess attitudes to disability issues, and levels of current provision.

[27] Libraries are required to meet legal obligations concerning opening hours. Users are growing to expect a similar level of service from archives.

extend access many offices have "24-hour" access to finding aids and service information through high-quality web sites. Two thirds of services rate their enquiry service as good or fairly good. 64% of services are able to deal with e-mail enquiries, and this figure is rising. **Authorities responsible for record offices might support public access further by maintaining opening hours and providing resources to extend them where there is sufficient demand.**

Staffing

The majority of respondents commented on the quality and experience of their staff as being one of the greatest assets of their service. 30% reported increases in staff complement; only 12% reported a decrease. Where staff numbers increase the benefits are obvious – one office reported that a modest staffing increase enabled the re-introduction of Saturday morning opening. Many respondents reported that through innovative staff deployment,[28] improvements in public service such as increased opening times and access to professional advice can be made. **Welcome though this improved efficiency is, it is no real substitute for the maintenance of a full staff complement.**

Conclusion

The quality and popularity of archive services is coming under increasingly closer scrutiny and pressure as both user numbers and expectation increase. Some offices have successfully achieved recognition for good customer service, such as the Government's Charter Mark award for excellence in public service. In many offices, numerous cost-neutral improvements have been implemented, arising from a culture of close consultation with users, and a very real desire to improve services. While some record offices can justifiably boast well equipped and well appointed search rooms, others are struggling with cramped facilities and limited opportunities for change. If archives are to sustain new user groups, they must be pleasant to visit and provide a range of services and facilities.

Funding bodies should be encouraged to support projects for the provision of microform, special access needs and ICT equipment. For some offices, where both the public space and storage space is acutely lacking, a move to new or expanded accommodation may be the only way forward. For others, it may be possible to identify options for change within existing premises. **Delivery of efficient, effective public services is the key to future success. Parent authorities might build on the proven track record of local authority archive services to satisfy the requirements of an increasingly avid, sophisticated and diverse audience.**

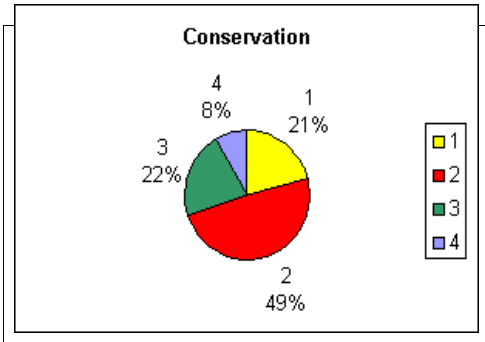
[28] Examples include job-share, part-time working, "loans" of staff to and from other sections and units, and the use of "para-professional" staff.

6. Preservation and Conservation

"[our] main weakness is lack of conservation resources"

"space is restricted, particularly for large maps…we have difficulty filling vacancies"

"facilities and equipment have gained from project funding support"



70% of local authority record offices' provision for records conservation is rated as poor or very poor

11 offices out of 132 regard provision as good

Key: see page 8

Conservation is the practical application of techniques and processes to archival documents to achieve chemical and physical stabilisation to extend their life and usability, and accessibility to the public. Preservation is the on-going process of caring for archives to ensure that conservation can be kept to a minimum.

Facilities and staff

The conclusion of the Phase Two survey is that 70% of offices regard provision for records conservation as very poor or poor, compared to 60% of offices in these priority bands in 1997. Alarmingly, 69% of offices report no change in conservation facilities since 1997, and many report a need to upgrade existing equipment. Space is at premium, and many conservation units continue to operate in cramped, poorly designed premises. Only 28% of offices report that they have sufficient staff and equipment to meet current needs.

Although there are shortcomings in many individual repositories it is important to note that the archives sector is well provided with conservation facilities, many of which are centres of excellence. Approximately half of all offices surveyed have their own conservation facilities, and of this number 50% rate them as good or fairly good. This suggests that provision is being polarised between the conservation "haves" and the "have-nots." Problems reported

include staff vacancies and a lack of suitable candidates to fill them, and freezing or deleting of conservator posts. This latter action is to be regretted in offices with in-house facilities which are thus under-utilised. **Investment in project-based staff can go some way to filling vacancies, and sharing expertise.**

A notable trend is the number of offices reporting contracting out of conservation work as services are scaled back or re-structured as part of efficiency programmes. Most offices, (including those that have in-house facilities) have budgets for placing external work, although overall many have remained static or had limited increases.

Another related trend is the pooling of resources between offices and other cultural institutions such as museums and libraries. In some cases, this has been a formalisation of existing local arrangements, but successful as these ventures have been, the problem of under-resourced services remains where offices do not have basic budgets to enter into such arrangements. **It may be argued that the time has come to take a radical look at conservation requirements and priorities both nationally and regionally.** A solution based on co-operation and partnership could allow offices lacking facilities to join forces with institutions in similar circumstances to improve facilities or access to them. **Developing regional conservation centres of excellence would be more beneficial than spreading resources thinly and duplicating efforts**, bringing about economies of scale, and ensuring that vital resources are not disaggregated by supporting multiple smaller units.

Policies and strategies

A well-run preservation programme needs good management. In addition, funding bodies will wish to satisfy themselves that policies and programmes are in place as a guarantee of continuing stewardship of newly conserved material. A priority identified in 1997 was a need for services to develop preservation policies to enshrine good practice and frame future work. Record offices are acutely aware of the importance of such documents, but lack of staff-time and resources are often reasons for delays in their development. It is encouraging to note that 29% of offices now have written preservation policies in place (compared to less than 20% in 1997), and 56% have a written disaster preparedness and control plan. Another 25% report that these key documents are in preparation, along with plans to provide staff training.

Assessments of need

Record offices are encouraged to adopt tools, such as the National Preservation Office's Preservation Needs Assessment Survey Methodology[29] to carry out collection

[29] Developed by the NPO and PRO as a tool to survey and assess the preservation needs of library and archive collections, this survey is a method of obtaining a statistically valid snapshot of the state of preservation of a collection.

condition surveys to establish the extent of preservation needs. Surveying has markedly suffered as resources have been reduced. Against a background of accumulating conservation backlogs, survey work is the best method of setting priorities, but very few offices reported that they were currently carrying out such work. Investment is required to tackle backlogs and thus make records accessible.

Microform programmes

It is a matter of concern that 20% of offices report that they have no current microform programmes, compared to 6% in 1997. The creation of surrogate records increases access and ensures preservation of popular or damaged items. This decrease may be attributable to the rapid growth in digital technologies which have diverted resources. Microform programmes most commonly concern newspapers and family history records. One office had developed an ambitious programme to film its *"archival treasures".*

Conclusion

Clearly, local authority record offices bear a backlog of conservation work. It is vital that efforts continue to be directed to address this workload. **Investment in collection surveys, and support for more staff would alleviate some of the immediate burden. It is essential to develop a co-ordinated framework of policies and strategies at local, regional and national level to address both traditional and electronic materials. Record offices are encouraged to support the development of a national preservation strategy,[30] which will bring benefits in co-ordination and sharing of best practice.**

Much can be done through good preservation now to reduce the conservation debt we pass to succeeding generations. Limited, targeted expenditure[31] will reap benefits in later years. Credit must also be given to the work of volunteers who undertake minor cleaning and repair work.

We cannot afford to ignore the overwhelming public interest in the science and art of conservation.[32] Experience has shown that "behind the scenes" tours of work in progress both fascinate and stimulate public interest and this can be turned to the archive's advantage. **Partnerships need to be developed to increase capacity and to ensure that investment in conservation and preservation maintains parity with other key activities of public service.**

[30] See *A National Preservation Strategy for Library and Archive Collections in the United Kingdom and Ireland: principles and prospects*, NPO, Jan 2001.

[31] Many of these actions are inexpensive, such as the provision of book rests and cradles, weights and protective film in search rooms.

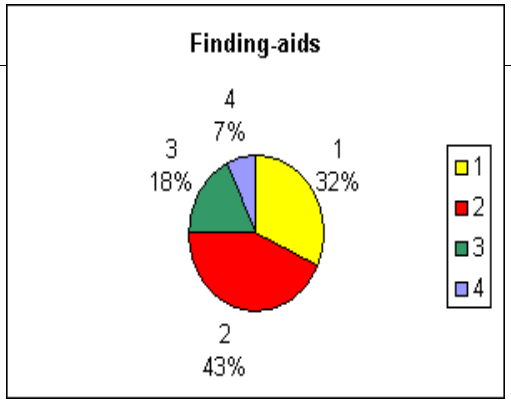
[32] The success of the NMGM's Conservation Centre in Liverpool as an attraction in its own right attests to this philosophy.

7. Finding Aids and Reference Services

"user demand is taken into consideration when deciding cataloguing priorities"

"we need to develop ICT to maximise the benefit of our computer cataloguing system"

"our [online cataloguing] system is an example of excellence in the field, although additional funding is required to increase the quality of digitised images"



76% of local authority record offices have finding aids provision which is assessed as poor or very poor

But there are notable successes too, with nearly three quarters of all services involved in A2A bids

Key: see page 8

Good finding aids and reference services are vital for the provision of access to our national archive collections. Since 1997, significant advances have been made to create a national archive network to provide comprehensive information about archival holdings. The NCA report *Archives Online*[33] paved the way for these developments, which have been embraced with enthusiasm and drive through the Access to Archives (A2A) programme spearheaded by the PRO in partnership with the HMC and the British Library. The emergence of the New Opportunities Fund as a source of funding for themed cross-sectoral digitisation and cataloguing projects under the content creation strand of the People's Network[34] presents innovative options for partnerships and programmes. **Welcome as these developments are, there is an urgent requirement to address the need for investment in core finding aids, if we are to see real success.**

[33] NCA, *Archives Online: the establishment of a United Kingdom Archival Network*, 1998.

[34] The People's Network is a NOF funded programme to link every public library in the UK to the Internet, create on-line content, and provide training for library staff. See *New Library: The People's Network* LIC, 1997.

Catalogues and other finding aids

A quarter of all offices report that at least 80% of their collections are fully catalogued, or at least box listed. 40% of respondents report that their collections contain completely unlisted material. On average, 15% of the total collections held by the 132 local authority archive services is unlisted and unusable, representing a significant investment in storage of inaccessible material. The problem is more acute in some areas, with metropolitan archives tending to have greater backlogs than shire county record offices. Many respondents quoted pressure on front-line services as having an adverse impact on cataloguing and collection management with staff diverted to public duties.

Record offices are adopting approaches to ameliorate the problems of inadequate or missing catalogue data. Many offices are revising or compiling guides to collections that can then be mounted on the web, as well as published in conventional form. Whilst lacking the detail of individual item listings, these guides are invaluable in providing basic information. 44% of offices replied that they had existing guides, or were in the process of revising them. **Projects to produce or revise guides are one way of providing users with at least basic information about collections.** An encouraging response from many offices was that most offices aim to list new accessions as they are deposited. However this does mean that resources can be diverted from general backlogs and that the sudden arrival of large and complex collections can set back this laudable aim. Archivists may need to invest considerable time researching collections and space to sort collections as part of the listing process is often at a premium, which can delay catalogue creation. **It remains to be seen how cross-sectoral initiatives such as *Full Disclosure*[35] impact on reducing the backlog of outstanding cataloguing work.**

The Impact of ICT

Most archive offices now produce lists, catalogues and finding aids either using stand alone computers to produce typed outputs, or directly inputting data to systems using automated proprietary (or in-house) software packages. 5% of offices report that such a catalogue covers 100% of their holdings. One of the greatest impacts of ICT has been in the searchroom itself, and beyond the archive, where users can access finding aids remotely. Another benefit of the ICT revolution has been in the development of core common standards for archive description, data sharing and interoperability.[36] Description

[35] *UKOLN Full Disclosure, Releasing the Value of Library and Archive Collections*, presented to the Pathfinding Group of the British Library, LIC and LINC, 1999.

[36] The main standards are ISAD(G): *General International Standard Archival Description*, and ISAAR (CPF): *International Standard Archival Authority Record for Corporate Bodies, Persons & Families*, both by the ICA. The NCA and HMC have also developed National Name Authority Files.

standards offer a hierarchy of levels of description, which enable catalogue entries to be compiled which can neatly slot into a consolidated system, allowing for full searching and retrieval capabilities.

Conclusion

One of the fundamental objectives of creating good finding aids is to enable users to access information, efficiently and effectively, and to make that process as helpful as possible. As evidenced by this survey, the greatest area of need is to allocate resources to tackle those collections and parts of collections, which through being large or complex or having inadequate finding aids extant, languish inaccessible in archive strongrooms. Programmes for support must be ambitious but realistic. Sustained cataloguing programmes stretching over several years can embrace several offices and regions to open up previously closed collections. The benefits of non-formula funding to realise such ambitions has been ably demonstrated in the university sector where access has been given considerable support through Follett[37] funding. In addition, resources must be deployed to ensure that archives do not add to the legacy of work, by prompt and efficient cataloguing of new accessions. The development of regional partnerships and strategies such as the creative and diverse A2A consortia is a matter for congratulation, and it is hoped that closer regional analysis of needs will result in improved co-operation. Regional archives could "pool" resources short-term to create response teams which can work on a regional basis to meet specific areas of need.

There are clear public benefits in the development and support of special funding programmes to create comprehensive works of reference, through retrospective conversion of existing finding aids and the creation of new finding aids. Only then will archives be able to fully realise the potential of their collections to meet the public service agenda.

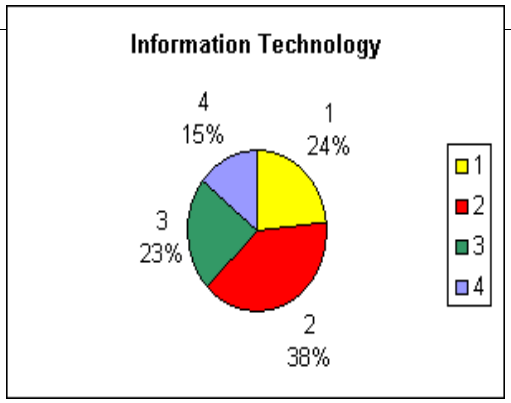
[37] Follett, Professor Sir Brian, *Joint Funding Councils Library Review Group: Report,* HEFCE, 1993.

8. Information and Communications Technology

"[we have] very poor ICT provision and no specific budget for development"

"For its size, our office has very good IT facilities"

"one of our main failings has been a lack of resources for retrospective conversion projects"



62% of local authority record offices have ICT provision which is either poor or very poor

The percentage of offices rating their ICT provision as good has more than trebled since 1997

Key: see page 8

Information and Communications Technology (ICT) is continuing to revolutionise the ways in which users access information about record offices and collections, and increasingly in the future access to records themselves, either digital images or records "born digital". Through ICT, archivists can make information widely available to users across the world and beyond traditional physical barriers. **Record offices are aware of the very real benefits of ICT, and staff are keen to embrace new technologies and adopt a positive approach.**

Office applications of ICT

A welcome 42% of respondents have ICT strategies in place in their institutions, either individual office strategies or as part of an overarching parent authority framework. Indeed these general strategies can be of great help in securing funds as part of general upgrading and modernisation programmes. However, there are instances where the parent body's ICT priorities have not assisted development of ICT in the record office, and there are still too many cases where central, often remote,

corporate IT departments and units have failed to understand the precise requirements of the archive service, or have tried to impose ill-fitting template solutions. **There are likely to be considerable benefits if archivists continue to work with such units to achieve shared solutions, and to raise awareness amongst general ICT practitioners of the specific requirements of archive systems.**

Half of those surveyed reported that ICT was used in the general management of the office, for maintenance of accessions registers, databases, management and recording of conservation and cataloguing backlogs, seat reservations and general production of word processed documents, as well as collection management and the production of finding aids. Nearly two thirds of all offices now have Internet access for staff use, and this figure is rapidly rising as more services become "connected".

Public service applications of ICT

Over a quarter of services provide public Internet access in the searchroom, although there are concerns over the costs and charges to the user for provision of this service, and over finding suitable accommodation in already overcrowded search rooms. Certainly users are growing to expect that such access will be available as a matter of course. Many record offices maintain very good web-sites. In areas with poor infrastructure, these gateways and portals offer an opportunity to bring archives to the people, from the strongroom into their homes and offices. New opportunities are being opened up through e-commerce and commercial partnerships. **Aspirations for future development of Internet use in archives are high, with only 20% of services rating their Internet provision as poor or fairly poor.**

In the later 1990s many record offices benefited as systems were upgraded to ensure Year 2000 compliance, but a common response is that shortage of modern ICT equipment is still holding back significant progress. Another oft-repeated comment is that archives are perceived to be "missing out" on initiatives designed to increase ICT capacity in other cultural sectors, such as the People's Network for public libraries.[38] Various bodies are working to address such anomalies, and archives now have the opportunity to demonstrate their worth through innovative programmes, such as DCMS's Culture On-line.[39] **Appropriate investment is needed to ensure that progress continues to be made, and funding schemes might usefully be widened to include archive services where possible.**

[38] Some archives have benefited under the *People's Network*, but only where they share library premises, or are within the same management or administrative structure.

[39] Significant sums are likely to be released as part of the *Culture On-line* programme.

Digitisation and imaging

This has been an area of remarkable growth and interest since 1997. The advantages to users in being able to conduct research remotely by consultation of digitised images via the Internet are obvious. Coupled with the added preservation benefits, **well-managed and sustainable projects of this nature are worthy of investment and funding support.** 37% of offices reported that they are currently using ICT for document imaging either by scanning of original documents or digitisation of already filmed images, which represents an increase in this area of activity since 1997. There are innovative projects underway at individual, local and regional level, involving parish records, business records, and the production of CD-ROMs targeted for educational use and the genealogical market. Increasingly this is an area where offices are entering into commercial partnerships, with the twin benefits of generating small income streams, and raising profile. However 52% of offices rate their overall assessment of digitisation as poor or fairly poor, indicating that there is large untapped resource awaiting discovery and "packaging" for new audiences and markets. Reasons for slow penetration into this area include a lack of funding, lack of necessary technical skills, lack of staff time for research, and the fact that smaller offices do not have the capacity to enter into such work. One solution may be to develop regional programmes in which groups of offices can contribute primary material, with costs being shared. It was encouraging to note that 97% of respondents were aware of the PRO programme currently underway to digitise and make publicly available through the Internet the 1901 census returns.

Conclusion

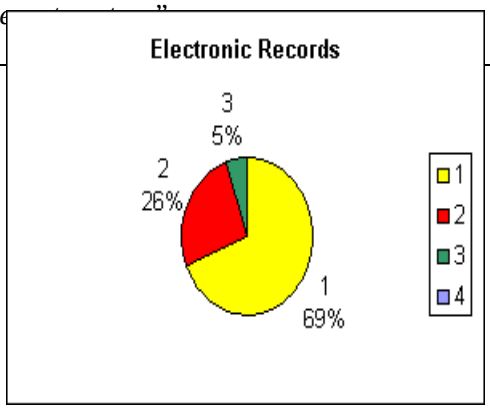
ICT should be a major strength in each office, and an integral part of the operations of both staff and public services. Many offices have well-established ICT networks and programmes, and many more have aspirations to harness the opportunities that modern technology has to offer. **There is a case for the establishment of a national framework and strategy for ICT development which sets minimum standards and requirements, and a baseline level of ICT provision to be achieved by all record offices, so that common standards of service provision can be adhered to.** Improved understanding of ICT among archivists would enable the development of the ICT environment, and appropriate training and support for this is essential. **Grant awarding bodies would help by focusing on projects which would help to build a strong foundation for ICT development. These might include retrospective conversion, digital imaging projects, the development of websites and on-line resources, and training to secure a sound skills base.**

9. Electronic Records

"the council will have to consider the long-term preservation of its electronic records and we are not in a position to accession them""

"our involvement with electronic records management remains worryingly limited…"

"no idea – even our IT people don't have a full picture of what [systems are running] in de



Provision for electronic records in 94% of local authority record offices is poor or very poor

Nationally, no office provides good provision for storage and retrieval of digital data

Key: see page 8

ICT developments are rapidly changing the world around us and the way in which public services are delivered. For archive services the rapid growth of Internet use for public access to catalogues and other archival resources is one example of such fundamental changes. In addition, the Government's modernisation plans are setting priorities and challenging targets for the public sector.

The Government's White Paper, *Modernising Government*[40] clearly sets out the context of the information revolution. For the public, this means that by 2005, all services should be available electronically. Record offices will need to respond to this with regard to the services they provide.

Statutory obligations

Legislative and regulatory changes are demanding more effective records management in the public sector. In particular, managing access under the Freedom Of Information Act, 2000, and the Data Protection Act, 1998, require an integrated approach at all stages of the records life-cycle. Responsibilities under the Freedom Of Information Act require local authorities to assess the effects of

[40] Government White Paper (Cmnd 4310), *Modernising Government: A framework for information age government: electronic records management*, 1999

the Act on their information holdings. Local authorities must start planning now to be ready to respond to these challenges.

Electronic records

By far the most disturbing finding of the Phase Two survey is that **94% of local authority archive services have yet to make any significant provision for the long-term public accessibility of electronic records.** (a marginal improvement since 1997, when the figure was 98%). Only 3% of offices have facilities suitable for the storage of electronic records, and these are all offices built within the last five years.

Some local authority archive services are charged with carrying out records management for their parent authority. Whilst some offices are clearly taking steps to raise their records management profile, there are still many authorities which have yet to get to grips with the management of their electronic systems. 51% of respondents are aware that their local authority is generating electronic records, both datasets and electronic office systems. The quote concerning the authority that did not even have a basic inventory of electronic systems in operation is all too familiar. More positively, many offices report that records management staffing has marginally increased as responsibilities for information policy have been added to record office duties. 25% of services report that information policy issues have changed the way in which their local authority is thinking about its electronic records.[41] By comparison, little has been done across the local government sector to address similar issues.

Digital data storage and public access

Increasingly, records that were traditionally transferred to record offices in paper form will be created electronically. Only 3% of record offices currently offer special public facilities for the consultation of electronic records held by that office.[42] A further 11% indicated that such access would be available in 2-3 years. **Investment in appropriate storage facilities for electronic records is essential. The establishment of regional digital archives, which could operate in a similar manner to the regional moving image and sound archives, may achieve this.**

Conclusion

The creation and use of electronic records will become less “special media management” and more normal practice. This requires new ways of thinking by record creators

[41] The PRO Records Management Department is developing programmes to promote electronic records management, producing practical guidance such as *Management, appraisal and preservation of electronic records, Vol 1: Principles, and Vol 2 Procedures*, (PRO 1999)

[42] This refers to records held by that office, or created by the parent authority. In practice, many offices provide access to other records (such as the holdings of NDAD) via Internet access at search room terminals.

and curators. The JISC/NPO collection of studies, *Digital Culture, maximising the nation's investment*[43] is a clear statement of the key issues, and makes sound recommendations for further work. Important areas for development include training for staff currently in post to equip them with the necessary new skills, and focusing on the management of digital information in higher education courses for archivists and information managers.

The development of structured policies would help to ensure that electronic records are effectively managed, preserved and made publicly available to meet business needs and enable citizens to exercise their rights to information.

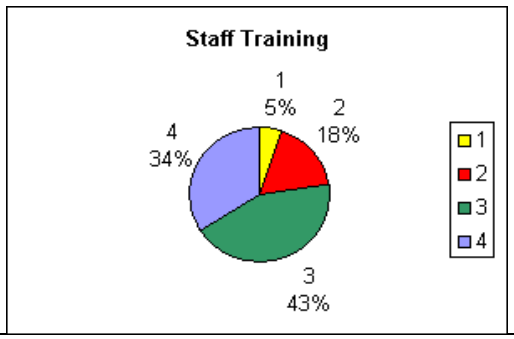
[43] JISC/NPO *Digital Culture, maximising the nation's investment: a synthesis of JISC/NPO studies on the preservation of electronic materials,* 1999

10. Training and Development

"[we have] our own in-house para-professional development programme, and training linked to staff appraisal and development programmes…"

"we are proud of the level of training opportunities provided internally and externally to staff""

"this office is a recognised conservation training centre, but is no longer able to participate owing to other priorities"



77% of local authority record offices regard their training provision as fair or good

Although 73% provide training in customer care, only 8% provide training in electronic records management

Key: see page 8

The largest item of record office expenditure is staff, and to function effectively, a record office must have a well-trained, well-motivated staff base. Phase Two found an overall positive response to training, with 77% of offices regarding their training provision as fair or good. The overall impression is of a professional, responsive workforce, albeit one which is perceived to be strong in "traditional" skills. Alongside familiar training topics, there is now a raft of new skills and behaviours that archivists must acquire to be able to provide a comprehensive service.

Current training and development opportunities

The Phase Two questionnaire sought detailed information about 6 core competencies, and levels of training provided. 63% of services provided in-house training courses, whether formally or informally. 84% subscribed to external training courses, although it was remarked that the costs for external courses are rising steeply. Many offices share training and expertise, and many value the regional and thematic training courses provided by the Society of Archivists. Often, access to training is limited by level of staff complement and smaller services in

particular find it difficult to maintain front-line services and release staff for training. Unsurprisingly, traditional training scored highly on the survey with 73% of services providing access to training in customer care, 56% providing access to training in conservation and preservation, and 44% providing access to training in records administration and management. Of more concern were the levels of training provision in "new" areas. Although an encouraging 71% of services provided access to training in basic IT skills, only 8% of services provided access to training in electronic records management, and a disappointing 20% of services provided access to training in information policy issues such as freedom of information and data protection. Encouragingly, continuing professional development (CPD) is held in high regard with 69% of offices supporting the principle. In addition, initiatives such as *Investors in People* have offered opportunities for development and personal growth.

Conclusion

Training remains a high priority for most local authority archive services although many are finding it increasingly difficult to co-ordinate training with public service commitments. Encouraging work is in hand to develop the university training courses, and the Public Record Office has pioneered the development of both a professional in-house course[44] and a modular course in partnership with higher education institutions.[45] Archives also have an opportunity to influence the Department for Education and Skills review of the structure and remit of the National Training Organisations.[46] **Provision in basic skills is good on the whole, but investment is required in training programmes which will develop competencies in "new" skills relating to management of electronic information and information policy, to build a strong foundation for the future, and to develop the key core skill set of a professional archivist.**

[44] Between 1995 and 1997, in partnership with the School of Library, Archive and Information Studies, University College London, the PRO ran a diploma/MA course in Archives and Records Management for 18 members of staff.

[45] Since 1999 the PRO's Records Management Department has established a modular training and education programme in records and information management for government staff. Known as the rm^3 partnership, it is a consortium of the PRO, University of Liverpool and the University of Northumbria.

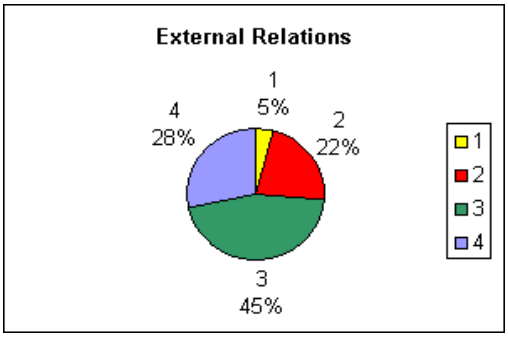
[46] Both the Cultural Heritage NTO, and Information Services NTO have elements which can be usefully applied to archive training programmes.

11. External Relations and Cross-sector Working

"we are currently involved in the development of a heritage and culture strategy for the county"

"we work increasingly with local museums and libraries on ICT projects, outreach activities and training"

"our Friends Society is a useful source of financial and other support"



Nearly three quarters of local authority record offices regard provision for external and cross-domain working as good or fair

Only 6 offices out of 132 felt that they were severely lacking in this area of provision

Key: see page 8

Local authority archive services have a long history of fruitful partnerships with a wide variety of public and private services, individuals and institutions. The nature of these associations can be formal and informal, and they range from the personal relationship with the depositor or donor to work with schools, museums, and libraries, on local, national and international scale.

External relations

These take many forms and embrace a range of official institutions, individuals, and community groups. Publications and publicity are important methods of raising profile, and in some cases generating income. Nearly 50% of offices have an active publications programme of leaflets, guides, calendars and indexes or pamphlets or books on aspects of their collections. An obvious area of partnership is with neighbouring archives and repositories, such as film and sound archives. Many local authority archives have a strong community presence and approximately half have "Friends"

societies or strong ties with local or family history societies.

Working to meet the education and learning agenda

By far the most popular target area for co-operation is with learning establishments, and the development of services and products tailored to educational needs. Three quarters of all record offices work with schools, further education institutions, community colleges and universities. A third run their own education service with a designated education officer. Increasingly such services are being developed across cultural and heritage sectors. **Investment is required so that offices can develop their education services further**. Many respondents were clear that links with teachers need strengthening, and suggested that joint meetings to discuss curriculum and research requirements at an early stage, and advance collaboration with schools on set projects would be helpful. The production of educational packages such as CD-ROMs can also have financial benefits. Offices report that they are keen to work with universities, and such partnerships range from large-scale co-location projects, to induction programmes with undergraduates to fully utilise archive resources.[47]

Cross-sector working

Many offices are developing cross-sector links not only for public service benefits, but also for institutional benefits. 57% are part of an established local network, working together for the purposes of ICT, communication and training and development. 87% work with local museums and libraries.[48] Many develop regular exhibitions and displays designed to tour local venues, and one office reported receiving a small grant from the Area Museum Council for such projects.

Through new strategic bodies, innovative partnerships are developing. For example links with the National Trust are being forged through the RACs, who have a broad membership drawn from the heritage sector, as well as local archives.[49] The NCA and Resource are developing guidance for archives on the practical implementation of

[47] Resource is currently working to produce a strategy for Learning and a cross-sector Learning and Access standard, which is aimed at ensuring a comprehensive benchmark of service delivery and activity across museums, archives and libraries.

[48] The administrative structure of many local government authorities means that responsibility for archives, libraries, museums, leisure and culture often falls under the same department or directorate.

[49] In addition to a membership drawn from the institutions and associations which are members of the NCA, membership of each RAC may be increased by up to five additional seats, which may be offered to institutions or associations operating within the boundaries of the region. Examples include English Heritage, the National Trust, Regional Cultural Consortia, English Partnerships, and the higher education sector.

policies and projects to combat social exclusion.[50]

Conclusion

Local authority archive services are thinking beyond traditional partners, and looking to the wider community for new opportunities. At the heart of such partnerships must be a strong commitment to improve the experience of those who use our archives and those who will do so in the future. This does not mean abandoning commitment to good stewardship, scholarship or research, but rather means working creatively to build upon some of the exciting developments that are already taking place.

[50] NCA/Resource, *Taking Part: an audit of social inclusion work in archives*, May 2001

PART II: Regional Findings

Reports on archival provision in England[51]

12 East of England Region

13 East Midlands Region

14 London Region

15 North East Region

16 North West Region

17 South East Region

18 South West Region

19 West Midlands Region

20 Yorkshire Region

[51] These reports have been compiled using information and text provided by RAC chairs, the NCA Archive Development Officer for the Regions, and the NCA Lottery Adviser. They draw heavily on the Regional Archive Strategies prepared for each region.

12. Regional Findings
East of England Region

Regional profile

The East of England region stretches from the outskirts of London to the Wash, from Watford to Cromer. The region is really at least two distinct areas: East Anglia (Norfolk, Suffolk, Essex and part of Cambridgeshire) and the northern home counties (Hertfordshire and Bedfordshire). The rest of Cambridgeshire and particularly Peterborough naturally look towards Northamptonshire, while the home counties often find they have more in common with the capital. The whole region is also dominated by Cambridge, as both a city and a university. Transport links north/south are reasonably good, especially into and out of London, but east/west they are not so convenient and public transport is often not the best way to travel. It is a region of contrasts with tracts of agricultural land with rural isolation in the north and west, and with urban settlements in the south The coastline of Norfolk, Suffolk and Essex give a maritime flavour to the history of the region.

Archival treasures

The long and varied cultural history of the region gives it many riches, such as the great Roman cities of St Albans and Colchester, the Sutton Hoo burial and the lasting legacy of the Vikings. The built heritage includes magnificent cathedrals, the first garden city in Letchworth, and the modernism of the Imperial War Museum at Duxford Airfield. At present there are 82 organisations in the region where archives are held and made publicly available.

Commentary on East of England Region Mapping Project Phase Two scores

The regional averages are above the national averages in all areas of provision with the exception of electronic records. However this masks some significant areas of poor provision. For **Accommodation and Storage**, the region is slightly above the national average, with half of all offices rating fair or good provision, and no offices rating very poor provision. For both **Public Access and Services**, and **Conservation and Preservation**, provision is significantly higher than the national average with 42% of offices providing good public access against the national average of 18%, and a quarter of all offices reporting good conservation provision. **Finding Aids and Reference Services** are obvious areas for investment, as no office reports good provision. Although recent investment in **Information & Communications Technology** means that provision is rated at 35% above the national average, the scores for **Electronic**

Records are virtually the same as those nationally, with one exception (a newly built record office). Scores for both **Staff Training and Development** and **External Relations and Cross-sector Working** are significantly higher than the national average with no offices rating poor or very poor provision, reflecting the close working of archives, libraries and museums in the region.

Cross-sector working, funding grants and current initiatives

The three Regional agencies for the archive, museum, and library sectors in the East of England have joined together as ECLAIM (Eastern Counties' Libraries, Archives, Information and Museums) to commission *The Fourth Dimension*, the East of England Museums, Archives and Libraries Strategy.[52] During the early half of 2001, the East of England Region prepared bids to Resource part way through the research phase of the project, for funding further cross-sector work. The region was awarded a grant towards developing a professional web portal but two other bids were unsuccessful. There is a cross–regional initiative with an A2A bid which will enable the digitisation of around 19,600 catalogue pages for archives illuminating the development of the urban and rural landscapes of the East of England.

[52] ECLAIM, *The Fourth Dimension, the East of England Museums, Archives and Libraries Strategy*, Hilary McGowan and Janet Foster, March 2001.

Norfolk Record Office has recently successfully secured HLF funding for a new record office in Norwich.

Strategic priorities and funding needs for East of England Region archives

Archives in the East of England can build on the mentoring role played by staff in the searchroom to encourage and extend the self–directed learning which takes place there. User satisfaction is demonstrably high but there is a need for archive services to consider whether they are using all their resources to serve the same people. A broader constituency could be served a little less comprehensively with the same resources, in order to deliver equality of the entitlement to services. Archives can play an essential role in delivering government objectives of democracy, citizenship, access to information under the Freedom of Information Act and responding to the requirements of data protection. However, it has to be acknowledged that there is a smaller professional capacity within East of England archives than in museums or libraries. This restricts the possibilities of implementing the provisions required in the changing electronic environment, for engaging in training events and sharing expertise across the region The vigour of archives in the Region is demonstrable but strategies must be developed to support them effectively.

13. Regional Findings
East Midlands Region

Regional profile

Unlike some English regions, the East Midlands does not have a strong historic sense of regional identity. The six counties that comprise the East Midlands Region are Derbyshire, Leicestershire, Lincolnshire, Nottinghamshire, Northamptonshire and Rutland. Much of the region is rural and some parts are remote, but running through the region, on a north – south axis along the M1 motorway, is a more densely populated area which contains most of the region's major towns and cities. Elsewhere the landscape is essentially agricultural, characterised by villages and historic market towns, historic castles and stately homes, which together with the Peak District and the Lincolnshire Coast, attract millions of tourists into the region each year. Industrialisation came early to some parts of the Region and the East Midlands economy is dominated by its manufacturing base, with specific parts of the region having strong associations with particular products, such as textiles and footwear, coal mining, and transport industries. Although tourism is increasing substantially, agriculture remains a key element of the economy. Ethnic diversity is the most recent characteristic regional development.

Archival treasures

There are five county record offices, with the office of Leicestershire, Leicester and Rutland providing joint services, and Northamptonshire providing services for Peterborough. Other major repositories in the region are the Department of Manuscripts at the University of Notttingham with a rich literary collection, strong in the papers of DH Lawrence, and the Welbeck Abbey papers, and other public bodies such as schools, charitable foundations and trusts. Other notable holdings are the Boots Company Archive, the Leonard Cheshire Foundation papers at Staunton Harold, and the Cavendish family papers at the Chatsworth House Archive.

Commentary on East Midlands Mapping Project Phase Two scores

The survey suggests that local authority record offices in the Region provide facilities and services of a variable standard. Regional averages are above the national averages in all areas except electronic records. There are, however, significant areas of poor provision. **External Relations and Cross-sectoral Working** and **Public Access and Services** are rated highly but there are serious capacity shortcomings in both **Information**

and Communications Technology and **Electronic Records**. The score for **Finding Aids and Reference Services** shows a marked variation to the national average with 80% of offices rated poor provision, showing this to be a serious investment need. When compared to the national average, the Region scores well for **Accommodation and Storage** and **Conservation and Preservation** with no offices rating very poor provision. This reflects the fact that 3 out of the 5 county record offices are comparatively recent buildings. **Training and Development** are comparable with national findings.

Cross-sectoral working, funding grants and current initiatives

Local authority archives are an integral part of the cultural heritage sector in the East Midlands, with a long history of libraries and archives working together. Joint working has been fostered by a series of cross-domain conferences, called *Future Sure*. Work with museums needs to be further developed, for example for records of archaeological excavations. The East Midlands and the West Midlands remain the only English regions that do not have a regional moving image/sound archive, although strenuous efforts are being made to develop a regional media archive.[53] The RAC is currently awaiting a decision from HLF on its A2A project to convert the catalogues of 21 major family and estate papers, drawn from archives across the region.

Strategic priorities and funding needs for East Midlands Region archives

The East Midlands Archive Strategy[54] identifies key priorities for future action and investment. Identification of non-users and the development of outreach plans to promote use among under-represented groups, completion of an archival map of the region, and establishment of the East Midlands RAC website are key tasks. Longer term objectives include developing ICT skills and support for staff development, and a comprehensive programme of investment for the creation of electronic finding aids at regional level.

[53] MACE, The Media Archive for Central England has yet to be fully established, although a director has been appointed to develop the project.

[54] East Midlands RAC, *A Regional Strategy for Archives in the East Midlands*, John Feather, March 2001

14. Regional Findings *London Region*

Regional profile

London is one of the great cities of the world. A major centre of trade and enterprise, it occupies a leading position in international commerce. London's cultural amenities and arts facilities are renowned throughout the world and attract a steady flow of international tourists in large numbers. London is also a place of contrast, with pockets of extreme social deprivation and poverty located alongside affluent and prosperous areas. Public services in London face the constant challenge of balancing priorities to target scarce resources where they are most needed. They must both support the aspirations of the community at large and reach out to marginalised members of society most in need of help and support. The London administrative region has a natural meaning and cohesion, and there are many historic loyalties within the area, including the distinct identities of north and south London, the differing characters of the City and the rest of Greater London, the twin links of the outer areas formerly in the shire counties (Essex, Kent and Surrey), and local loyalties based on streets, places and support for football clubs. The city is cosmopolitan in character, noted for its rich ethnic and cultural diversity.

Archival treasures

The richness and diversity of the archival collections located in London is second to none, and it would be invidious to single out any one collection. The London region is further enriched by the collections of the Public Record Office at Kew and the British Library at St Pancras. In addition there are many corporate and business archives, and archives run by professional associations, livery companies, learned societies, museums and galleries, religious, charity, higher education institutions and other public bodies. The collections are distributed among 371 different record offices and institutions. The 36 local authority services provide a network of care for local archives, though the range of services varies greatly between locations.

Commentary on London Region Mapping Project Phase Two scores

On the evidence of the mapping data, London's local authority repositories face particularly acute problems in terms of premises, staffing levels, funding and service provision. While there are undeniably some good services and centres of excellence in London, it is worrying that the London averages are below the national averages in every single aspect covered by the mapping project.

Cross-sector working, funding grants and current initiatives

London Museums, Archives and Libraries (LMAL) is an embryonic developmental cross-sector agency. Resolution of a number of issues in

London will be required if the three domains are to come together fully. However, a way forward without commitment to full integration has been found and the partners in LMAL have signed up to a programme of cross-domain activities for the coming year while the long-term future remains open. LMAL has been successful in its bids to Resource for funding to develop collaborative structures, and for training and development to raise current levels of awareness for librarians, archivists and museum staff on common sectoral and London-wide issues. Further partnerships will be developed to co-ordinate activity to reduce overlap and duplication, to make the available resources go further and maximise the impact of effort. Partnerships will also work across organisational boundaries and recognise the potential for exploiting synergies between the museum, archive and library domains in delivering better and more cost-effective services to the community. Links will be made across the sectors within the archive community, especially embracing the public, business, higher education and voluntary sectors in partnership ventures. Other partnerships have been developed to address specific issues, such as the London Learning Network Group, and the well-established and respected Greater London Archives Network. The impact of the Lottery awards in London has been the subject of much debate, but local authority archives have faired only marginally, mainly with small revenue grants. There are currently 3 bids from London consortia under the A2A programme. The establishment of the Greater London Authority presents new opportunities for the cultural sector as a whole, which must be seized for archives.

Strategic priorities and funding needs for London Region archives[55]

Yet for all the richness of the collections and commitment of the staff, there are serious problems for archives in London. It is the aim of the London Regional Archive Strategy to highlight the issues and to make practical recommendations so that archives can be properly protected and can attain their full potential in contributing to the social, cultural and economic life of the capital. The vision for London archives includes:

- affirming the value of archives as "the memory of society", with public, private and organisational archives all having their place in the "nation's archival heritage"
- promoting the incredible richness and diversity of the archives located in the Capital
- enabling users to "discover" material in archives, libraries and museums from a single electronic source
- making the history of the region accessible to everyone
- harnessing the potential of ICT to ensure the intellectual amalgamation of dispersed content
- training and equipping staff to enhance the experience of on-site access
- supporting a network of viable and vibrant archives services
- maximising the benefits for London archives by locking into national and local initiatives and sources of funding

[55] Strategies for London archives are described more fully in *Out of the Past – Into the Future: the Regional Archives Strategy for London*, LARC/Chris Pickford, March 2001. See also *Towards 2000 – the future of London's Archives*, a paper given by David Mander at the *London Pride* conference to discuss London archives, June 2000.

The concentration and combined presence of archives in London (29% of all British archives) is greater than any other region, and the need for funding and support is at least proportional. London attracts archive users from all over the country and all around the world, yet many services and facilities are sub-standard and in need of an upgrade. The standard of provision in London is generally below the national average, indicating an urgent need for investment and improvement. Users like archives services, and archives have the potential to reach a far greater audience. This should be exploited and supported.

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15. Regional Findings
North East Region

Regional profile

The North East is one of the smallest of the English regions in both area (8,592 sq km) and population (2.6 million). It comprises Northumberland, County Durham, Tyne & Wear and Teesside. It is a region of contrasts. Dozens of historic villages dot the region, and the landscape is still largely unspoilt. Half of the region is rural. The Western part is formed by the hills, moorlands and forests of the North Pennines, to the North the Cheviot Hills and Kielder Forest lead to the border with Scotland. In the South the region borders North Yorkshire Moors, and the 160 kilometre North Sea coastline forms the spectacular Eastern border, on which industrial conurbations are grouped around the main river estuaries. The North East has a proud industrial heritage. The region can boast a significant contribution to shaping the Industrial Revolution. In more recent times there has been considerable diversification of the traditional heavy manufacturing base into new technology and service industries.

Archival treasures

The archives themselves reflect the long history of the region, its culture and achievements, from the early medieval manuscripts produced in the Kingdom of Northumbria, through the boom and decline of heavy industry and up to the present day. Through these records we glimpse the people of the North East: their life and work; their politics; their religions; their recreation; their health. It is impossible to refer here to all the archives available for public consultation in the region, but the following examples highlight some of the most important and provide a flavour.

The Durham Diocesan Archives and Bishopric Estate Records show the power and influence of the Bishops of Durham. The muniments of Durham Cathedral include one of Europe's most complete medieval monastic archives.

Notable estate collections, comprising records of national and international importance, include those of the Duke of Northumberland at Alnwick Castle; the Marquis of Londonderry and the Earls of Strathmore at Durham County Record Office; the Trevelyan family of Wallington, Northumberland, in Newcastle University Library; and the Earl Grey papers in Durham University Library. These records include major political papers reflecting the importance of their creators in national and international affairs.

The records of the Borough of Berwick-upon-Tweed illustrate the turbulent history a small town, sited on the border between England and Scotland. From becoming English in 1482 until being created a country in itself in 1836 to the town has had the unique status of being "of" but not "within" England.

The industrial heritage of the region is very well represented in its archives. Durham and Northumberland Record Offices both hold large collections of coal mining records, from before and after nationalisation. Tyne and Wear Archives Service has huge quantities of shipbuilding and heavy engineering records, many from famous firms such as Swan Hunter, Parsons, Hawthorn Leslie, Clarke Chapman Marine, Sunderland Shipbuilders and Vickers.

Personal papers worthy of mention include those of Gertrude Bell at Newcastle University Library and Josephine Butler at Northumberland Record Office; and Fenwick's collection of circus material and Wood's music hall posters at Tyne and Wear Archives Service.

Commentary on North East Region Mapping Project Phase Two scores

Phase Two scored fairly poor provision for **Public Access and Services** for the region as a whole. Search rooms are at present unable to cope with demand, and offices report waiting lists. A further concern is a loss to the region of professional staff, both archivists and conservators. Scores for **Accommodation and Storage**, **Conservation and Preservation** and **Staff Training and Development** are broadly in line with the national averages. **Finding Aids and Reference Services** are markedly below the national average, with an overall assessment of poor or very poor for the Region. The low score for both **Information and Communications Technology** and **Electronic Records** indicates that investment is required to bring systems and catalogues up to standard. **External Relations and Cross-sectoral Working** score significantly above the national average, partly due the ground-breaking formation of the North East Museums, Archives and Libraries Council (NEMLAC), as the single cross-sectoral agency for the North East.

Cross-sector working, funding grants and current initiatives

NEMLAC, a new body set up by North East Museums, Information North, and the North East Regional Archives Council became a fully constituted body from April 2001 and took on the roles of the museum and library bodies while at the same time extending the remit to archives. It is funded by Resource, and is the first cross-sectoral agency to be formally established. The RAC has two seats on the NEMLAC Board. Archive priorities have been defined in NEMLAC's *Archive Strategy for the North East of England*. [56] The Northern Region Film and Television Archive[57] is a good example of a regional partnership approach to a specialised medium. The North East's A2A bid is known as "Picks and Pistons" and aims to convert 12,500 catalogue pages of industrial archives from a wide variety of sources.

[56] NEMLAC, *An Archives Strategy for the North East of England*, Liz Bregazzi*, March 2001*

[57] The Northern Region Film and Television Archive is a consortium of Tyne and Wear Archives Service, the University of Teesside and Trade Films. Its remit is to collect, preserve and provide access to film from the whole of the Northern Region.

Strategic priorities and funding needs for North East Region archives

The *Archive Strategy for the North East of England* is designed to support and encourage the diverse archives of the Region. Archives will be supported through the advisory, strategic and development services of NEMLAC. The need for greater provision of catalogues and other finding aids will be tackled. The problem of electronic records will be addressed, beginning with training for record creating bodies to inform and explore the implications. Further investigations will be carried out into options for the management of electronic records, including the desirability of setting up a Regional Data Archive. There will be collaboration with Northern Arts and the Film Council to continue and develop funding for the Northern Region Film and Television Archive.

16. Regional Findings
North West Region

Regional profile

The North West Region of England stretches from the Scottish border in the north to the Welsh border in the south. It is home to 6.9 million people, with over 65% living in the heavily urbanised and industrialised area to the south of the region known as the Mersey Belt. Over half the land in the region is rural and relatively sparsely populated. Agriculture and tourism are the main economic drivers in the rural areas. Although the industrial tradition of the region remains strong, much of the traditional industrial base is in decline. Great efforts are being made to encourage new economic development and investment whilst at the same time emphasising the value of the heritage and cultural assets of the region.

Archival treasures

The cultural diversity of the region is reflected in its archive collections. Of particular note are the collections of the Wordsworth Trust at Grasmere, the Methodist Archive held by the John Rylands University Library in Manchester and the holdings of the North West Film Archive and National Museum of Labour History, also in Manchester. Whilst it might be regarded as invidious to single out particular local authority record offices for mention, it is acknowledged that the Chester City municipal archives, the Cheshire Diocesan archives, the Liverpool City Engineers Department archives, Lancashire Record Office's holdings of the Kay Shuttleworth and Towneley archives, and the archives of the Lowther Estate and of TH Mawson, Landscape Architects, both held by the Cumbria Archive Service, are of more than local significance.

Commentary on North West Region Mapping Project Phase Two scores

In the main the North West record offices perform below the national average except in respect of **Public Access and Services** and **External Relations and Cross-sectoral Working**, where the regional average score is above the national average. The former difference can be explained, in part, by the increase in opening hours reported by several offices in the region (without the concomitant increase in staffing levels, however). With regard to the latter category, many North West record offices form parts of wider `heritage' or `cultural' departmental groupings and are, perforce, working more closely with library and museum professionals amongst others. When comparing regional performance with the national average scores between phases one and two, it appears that the decline in provision of **Training and Development** is more marked regionally than nationally, another factor attributable to the overall reduction in resources and increased workloads. When examining the performance of individual offices in the North West it becomes apparent that

there are few high points of provision but many areas of significant need. The offices which consistently score nearest to or above the regional and national averages are, unsurprisingly, larger and better resourced than their counterparts in the region, reflecting the higher political, organisational and public profile they enjoy.

Cross-sector working, funding grants and current initiatives

At a regional level the nascent RAC has had fruitful discussions with representatives of the North West Museums Service and the North West Library System. A joint statement of intent was issued in April 2000 and identified areas of mutual interest for future development, these being ICT, Conservation, Training, Grant Making and Standards. At a local level collaborative projects with museums and libraries are becoming more a norm than an exception (for example the touring *Voices of Cumbria* Millennium Oral History Project). The involvement of the Regional Archive Council with the newly formed Regional Cultural Consortium also offers opportunities for wider cross-sectoral initiatives. Successful HLF awards have been relatively few in number and modest in their scale. Recent successes include the North West regional A2A bid *Our Mutual Friends in the North* linking finding aids to records of mutual, friendly and philanthropic societies in the North West. From a public standpoint the increased access to collections provided by many local archive services is a major success.

Strategic priorities and funding needs for North West region archives

The North West's Regional Archives Strategy *Forward Together*[58] identifies the priorities across the wider archive provision. From a local authority viewpoint the most pressing need is for a political understanding of the balance that must be struck between access and stewardship. In the context of archives access and stewardship are not at opposite ends of a spectrum, they are merely two sides of the same coin. Accommodation is central to delivering better access and care of records and the North West needs more investment in better archive buildings. ICT is also a key to delivering better access and conservation and greater investment is needed in a co-ordinated and planned fashion to ensure that resources are spent wisely and efficiently. The overall picture is not one of unrelieved gloom: capital investment is still taking place, for example the Cumbria Archive Service opened a fourth office at Whitehaven as recently as 1996 and the Cheshire Record Office improved its search room accommodation in 2000.

[58] North West Regional Archive Council, *Forward Together: the North West Regional Archive Strategy*, Nigel Rudyard, April 2001

17. Regional Findings *South East Region*

Regional profile

The South East Region surrounds London. Unlike some other Regions, the South East struggles to find an identity. From Banbury in its north to Ventnor on the Isle of Wight and Margate in the far east, the Region has seemingly little cohesion. There are nevertheless certain factors which typify the Region. It is predominantly lowland, interspersed with rolling downland. Its southern coastline is the nearest point to continental Europe and has historically provided some of the Region's major influences, as has the Region's juxtaposition to London.

The Region is the most prosperous outside London, deriving much of its wealth from agriculture and trade. The Region did not undergo the massive expansion of industrialisation of the nineteenth century. There are no large conurbations, but there are areas of urban sprawl along the south coast. With 8 million people it is the most populated Region. There are 7 county councils and 12 unitary authorities. A number of joint archive service arrangements have come into being after local government re-organisation.

Archival treasures

There are 164 organisations within the Region where archives are held and made publicly available. Whilst each county and a number of unitary authorities have repositories, local authority archive services are not the largest number of providers, although they do account for a greater quantity of material and readers. There are a sizeable and growing number of higher education institutions with archival collections (such as the Design Council Archive at Brighton University). This sector is dominated by the collections of Oxford University, and the Bodleian Library. There are a significant number of school and college archives, as well as a substantial number of religious houses and military archives. There are relatively few business archives (major archives are those of Pfizer and Friends Provident), but there are a wide variety of other specialist repositories including a health authority, stately homes and national organisations. The Region has two special media archives in the form of the Wessex Film and Sound Archive based at Hampshire Record Office, and the South East Film and Video Archive at the University of Brighton. The BBC Written Archives Centre is based at Caversham near Reading.

Commentary on South East Region Mapping Project Phase Two scores

The Region is above the national average for **Accommodation and Storage** and **Public Access and Services**, which is partly explained by new or comparatively new buildings in a number of locations such as West Sussex, Hampshire, Berkshire, Oxfordshire, Surrey and East Kent. Scores for **Conservation and Preservation**, **Information and Communications Technology**, and **Training and Development** are also above the national average. The

Region also scores rather better than the national average for **electronic records**, evidence that local authorities are beginning to identify and address these issues. The score for **External Relations and Cross-sector Working** is slightly down on the national average, reflecting the difficulties of working across such a disparate Region. Although the Region has a slightly higher rating than the national average for **Finding Aids and Reference Services**, the poor rating is 30% higher than the national figure, making this area ripe for investment.

Cross-sector working, funding grants and current initiatives

A weakness already identified in the South East is the artificiality of the Region, which tends to fall into 4 sub-regions. However despite this much useful work is taking place. Most record offices have a strong presence through talks and exhibitions, which actively seek to address social inclusion in rural areas. Co-operative ventures, such as that between the South East Film and Video Archive, University of Brighton, and county record offices in Kent, Surrey, East Sussex and West Sussex, are good examples of this way of working to achieve mutual benefits. During 2001, South East Museums, Archives and Libraries will be employing a Strategic Development Officer (funded by Resource) to develop a framework for future collaboration and establish strong links between key regional agencies and local government, and establishing a small cross-sector regional challenge fund. The South East was the first region to be awarded a grant from HLF under A2A in February 2001. The project, entitled *From Landlord to Labourer* covers over 200 archive collections held in 15 local repositories.

Strategic priorities and funding needs for South East Region archives

The Regional Archive Strategy for the South East[59] looks carefully at the best mechanisms for regional collaborative working amongst archives, museums, and libraries in the South East. There is significant potential to enhance the archive contribution to a range of broader cultural, educational and economic initiatives. The challenge is to maintain core values while grasping new opportunities. The opportunities are there - the Region's archives must work together with common purpose to secure the benefits for their users.

Despite the overall strength of archives in the South East there are pockets of seriously poor provision and under-funding. An archive service can be strong in some areas and very weak in others. In some repositories there is a real need to improve the standard of archival care and public access facilities. Backlogs of cataloguing and conservation work - crucial to access - inhibit the work of many otherwise successful archives.

The archival resource remains largely untapped - despite exemplary work in opening up the heritage for wider use in many areas. Archives need the tools for the job - given the necessary resources, they can deliver on outreach and stewardship and access.

Key priorities for the South East are improving standards of preservation and stewardship, tackling cataloguing backlogs, and securing sufficient levels of core funding.

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59 SERAC, *South East Regional Archive Strategy: Making SenSE of Archives*, Chris Pickford, September 2001

18 Regional Findings
South West Region

Regional profile

The South West region is the largest English region by area. At almost 250 miles long, the region stretches from Wiltshire, Gloucestershire and Dorset though Somerset to Devon, Cornwall and the Isles of Scilly. The region encompasses an extensive rural network of towns and villages as well as major conurbations. It has obvious geographical, transport infrastructure and communication problems. Nine principal authorities operate archive services. All principal authorities buy into services if they do not themselves provide them. The local authorities comprise a mixture of conventional two-tier systems with a number of urban unitary councils.

The region has identified itself as exceptionally diverse. Uniquely the South West of England Regional Development Agency identified the Environment as a strategic driver in its Regional Strategy. This document alluded to the high concentration of monuments, museums and historic houses in the region and to high levels of participation in the cultural sector. The region is perceived to be prosperous and dynamic but this hides serious economic problems in Bristol, Plymouth, Cornwall and the Isles of Scilly, as well as in many of the smaller coastal and market towns. There are significant problems with traditional industries (farming, fishing, mineral extraction, beach holidays) and only mixed success in attracting new economy business. Parts of the South West are now suffering economic hardship as a consequence of Foot & Mouth.

Archival treasures

Archival treasures of the region include records of Exeter Cathedral; Cornish mining records (Cornwall is to be designated a World Heritage Site for its mining legacy); Exeter City local customs accounts; British Rail, Western Region (formerly Great Western Railway) archives; records of Katherine, Lady Berkeley's Grammar School, Wotton-under-Edge; prison records from Gloucestershire County Gaol & Houses of Correction; ecclesiastical records from Salisbury, St. Augustine's Abbey, Bristol, and Winchcombe Abbey; estate and family papers of the Codrington family of Dodington (including architectural drawings by James Wyatt and others); Gloucestershire militia records; canal records of the Stroudwater Canal, Thames & Severn Canal, and Gloucester & Berkeley Canal; records of the Dursley Pedersen Cycle Co, and records of the National Monuments Record Centre at Swindon.

Commentary on South West Region Mapping Project Phase Two scores

The Phase Two scores for the South West broadly reflect the pattern in the

national aggregates. If priority bands one and two are aggregated the South West tends to do slightly better than the national figure. The exceptions to this are **Information and Communications Technology** and **Public Access and Services**. The results invite further analysis of ICT and **Electronic Records**. For **Accommodation and Storage** the South West has 60% of offices rated as fair or good compared to 44% nationally. **Conservation and Preservation** scores better than the national average with 60% of offices rated as fair or good against 30% nationally.

Cross-sector working, funding grants and current initiatives

The South West Regional Archive Council made a good start in cross-sectoral working. A model for joint working was ratified early on. The good working relationships have continued and the three domains will be co-located from Autumn 2001. As for Challenge Funding, varied bids have succeeded such as Plymouth's multi-partner NOF bid for digitisation of theatre records and the Dorset Coast Digital Archive. Successful HLF bids for the Region include the consortium bid to Access to Archives *@ The Heart of the Community* (to retro-convert parish and school catalogues); the wide-ranging *Access to Somerset's Archives, Wiltshire Wills* Diocesan records project**,** and grants for storage accommodation, improvements to finding aids, and the mounting of catalogues on-line at Gloucestershire. The National Monuments Record Centre at Swindon received an HLF grant of £3 million to develop community based volunteer photography projects.

Strategic priorities and funding needs for South West Region archives

There is no doubt that in archival terms, the Region is dividing along the lines of "haves and have-nots", and that Challenge Funding is a major driver of this process. The smallest services, whose needs are arguably greatest, appear least able to find staff time and match funding. Quality and standard of accommodation is also an issue and, although some accommodation is achieving most or all of the relevant standards, there are also some notably bad archive buildings in the region. Amongst the priorities must be the need to find a suitable home for the regional film archive, the largest of its kind in England. Attention to electronic records, though better than elsewhere, is still desperately poor. The Regional Archive Strategy for the South West Region[60] aims to develop a framework for advocacy for archives, wider recognition of the stewardship responsibilities of archives, continuing improvements to accommodation standards of the Region's archives and support for cross-sector working and understanding.

[60] South West Regional Archive Strategy, *Developing the Region's Archives*, Kingshurst Consulting, March 2001

19. Regional Findings *West Midlands Region*

Regional profile

The West Midlands is the most densely populated area in the UK outside London. The Region is comprised of the largely rural shire counties of Herefordshire, Shropshire, Staffordshire, Warwickshire and Worcestershire, and the densely populated conurbation of the West Midlands metropolitan districts and the unitary authorities of Stoke-on-Trent and Telford and the Wrekin. The urban core comprises the cities of Birmingham (the regional capital and the nation's second largest city), Coventry and the Black Country. The counties surrounding the conurbations have long been among the country's foremost agricultural communities which, with historic and attractive market towns are now becoming tourist attractions in their own right for their natural beauty, rich history and cultural opportunities. The West Midlands sits at the heart of the UK's communications infrastucture, with strong road, rail and air networks, and good pubic transport. The Region boasts one of the most culturally diverse populations in the UK, and the resultant cultural strength has a powerful impact on the life of the Region.

Archival treasures

150 archive holding bodies have been identified in the West Midlands. There are 18 archive services in the West Midlands (22 offices) that provide public access. Major local authority metropolitan collections can be found at Birmingham City Archives, Coventry City Archives, and Dudley, Sandwell, Walsall and Wolverhampton Archives Services. Major shire county collections are held by Shropshire, Staffordshire, Warwickshire, Worcestershire, and Herefordshire. University collections include those of Birmingham, Keele and Warwick. The Shakespeare Birthplace Trust Record Office holds archival material. A major business collection is the BP Amoco Archives. Important collections are also held by the Heritage Motor Museum Trust and the Ironbridge Gorge Museum. Strengths of the Region's collections include records of the Wilkinson and Wedgwood potteries, records of trade unions and the co-operative movement, and family and estate papers of the Cadbury family, Crossman, Eden, Chamberlain, Elgar, Samuel Johnson and Thomas Arnold of Rugby school.

Commentary on West Midlands Region Mapping Project Phase Two scores

The Phase Two scores for the West Midlands are broadly comparable for those nationally. Scores for **Accommodation and Storage** are similarly comparable, with 57% of West Midlands offices scoring poor or very poor. For **Public Access and Services** 86% of offices score highly. **Information and Communications Technology** and **Electronic Records**.

score poorly. **Finding Aids and Reference Services** score poorly with 86% of offices rating poor or very poor provision. The scores for **Conservation and Preservation, Staff Training and Development** and **External Relations and Cross-sectoral Working** are in line with the national findings.

Cross-sector working, funding grants and current initiatives

In the West Midlands, museums, archives and libraries have come together to form WM:CLAM, the West Midlands Council for Libraries Archives and Museums, an un-constituted group comprising the RAC, West Midlands Regional Museums Council and The Library Partnership West Midlands (TLP-WM). One striking feature of the pattern of provision in the West Midlands is that half (75 of 150) of the archive holding bodies in the region are museums. WM:CLAM published a statement of purpose in December 1999 called *Common Ambition* that laid out a set of principles for how the three bodies would work together. Since then WM:CLAM have received funding from Resource for the *Crossroads* project which will be completed by March 2002. *Crossroads* will improve access to the collections and resources of museums, galleries, archives and libraries in the West Midlands through a web enabled database containing high level descriptions of the region's resources. In addition, WM:CLAM has secured additional funding for the *Profiles* project which will seek to map resources for Black and South Asian history in the West Midlands, assess contemporary collecting needs and identify gaps in provision and look at marketing those resources better. The West Midlands A2A bid to HLF for the *Muck and Brass* project, which draws together the records of 16 archive holding bodies that relate to industrial development and the associated families and firms, was successful, and work on this project has now begun.

Strategic priorities and funding needs for West Midlands region archives

The Regional Archives Strategy[61] sets out its ambitions for the archive sector. The strategy places a high priority on the importance of developing the capacity of the RAC and for investigating this in the context of working more closely with the RMC and TLP-WM. It advocates regional solutions to archival issues. In particular this includes regional promotion, raising public awareness of the potential of archives, and addressing archival provision through innovative approaches to access and stewardship. It also encourages consistency in meeting customer service expectations.

The strategy recognises the importance of tackling cultural diversity both in terms of collections and users. It echoes messages in the Government Policy on Archives Action Plan, for example, the RAC is committed to exploring options for electronic records management in the region.

[61] West Midlands RAC, *Future Directions, the West Midlands Archives Strategy*, Jerry Weber, March 2001.

20. Regional Findings *Yorkshire Region*

Regional profile

The Yorkshire Region covers approximately 12% of England's land mass, with a population of 5 million people. It includes the county of North Yorkshire, the metropolitan districts of South Yorkshire and West Yorkshire, and the unitary authorities of the former county of Humberside. Yorkshire has a strong regional identity. It is an area of exceptional natural beauty (one fifth of the Region is designated a national park) and great historic interest. It is a region of contrasts from the North York Moors and Yorkshire Dales to the industrial and post-industrial conurbations of South and West Yorkshire and the heritage coast of North Yorkshire and East Riding.

The region has a wealth of archaeological sites and historic buildings, including abbeys, castles, country houses, and industrial architecture. Regional distinctiveness is also reflected in rich oral and folk traditions among both historic communities, and more recently settled ethnic groups.

Archival treasures

The Yorkshire region has a wealth of diverse archival institutions, covering rich collections of local, regional, and national importance. There are county record offices for East Riding of Yorkshire, North Yorkshire, North East Lincolnshire. Metropolitan archive services are run by Barnsley, Doncaster, Hull, Rotherham, Sheffield, and York. West Yorkshire Archives Service runs offices covering Bradford, Calderdale, Kirklees, Leeds and Wakefield. The Universities of York, Leeds, and Sheffield hold strong archival collections. There is a regional film Archive for Yorkshire, and the Borthwick Institute in York and York Minster hold major archive collections.

Commentary on Yorkshire region Mapping Project Phase Two scores

The Phase Two scores for the Yorkshire Region compare favourably with the national averages. The same can be said of Yorkshire's scores for **Accommodation and Storage**. For **Public Access and Services** 64% of offices are rated as poor, compared to 30% nationally. **Information and Communications Technology** scores are slightly better than the national average, although scores for **Electronic Records**. are poor. **Finding Aids and Reference Services** score well compared to the national findings. The scores for **Conservation and Preservation,** are poor compared to the national score. **Staff Training and Development** and **External Relations and Cross-sectoral Working** are slightly lower than the national averages.

Cross-sector working, funding grants and current initiatives

The *Yorkshire Signpost* project has recently secured an award from HLF.

Part of the A2A programme, it will enable the retro-conversion of 49,000 pages held by over 50 heritage organisations. Led by West Yorkshire Archive Service, it will form an electronic guide to archives available to the public in the region, which will be particularly useful because archives in and about Yorkshire are not necessarily held at the expected location within modern administrative boundaries. *Yorkshire Signpost* will enable a farmer at the head of Arkengarthdale to find out about sources to help trace his family tree; or a GCSE student in Whitby to access information about records for the history of medicine held by the Thackray Medical Museum in Leeds.

During 2001/2002 the RAC, Yorkshire Museums Council and Yorkshire Libraries and Information will be completing two projects funded by Resource, to undertake market research to determine the comparative use and non-use of services in the three sectors. The research will look in particular at the differences in rural and urban use and what that might mean for joint marketing and promotion. A second related project will develop guidance on how to involve communities in the plans and activities of museums, archives and libraries. Both these projects will further the aims of the RAC's strategic framework.

Strategic priorities and funding needs for Yorkshire Region archives

A cross-sectoral policy unit has been established within the Yorkshire Museums Council, using funding from Resource. Each of the three agencies has contributed to the development of the Regional Archives Strategy[62] The strategy aims place an emphasis on archives' contribution to the growth, cohesion and promotion of Yorkshire and the Humber. Objectives identified include sustainability, supporting regional development through business, skills, learning and tourism, social regeneration and partnerships. The strategy identifies over 50 archive holding institutions in Yorkshire and the Humber and uses examples of practice from those institutions to illustrate the themes. Examples range from the West Yorkshire Archive Service's *COSMOS* project to the proposed partnership between the University of Hull, Hull City Council and Hull College to create a joint history centre. The strategy is informed by a baseline study questionnaire that was distributed amongst archives in the region. The results helped to identify key needs and opportunities on which the strategy's aims are based. The strategy is supported by a one-year action plan that will be updated year on year.

[62] Yorkshire RAC, *A Regional Strategic Framework for Archives*, Keith Sweetmore, March 2001

21. Conclusion

"Although the record office is small... it offers help and advice to local communities undertaking archive related projects and has a high profile in the area. It is well-used and supported by local people all year round, and is perceived as a community resource available to all – young and old, academics, and interested individuals"

The above quote from one of the Phase Two mapping project questionnaires illustrates the value of local authority archive services to the local community. Taken as a whole the network of local authority record offices up and down the land are an undervalued national asset. Clearly, there is much exciting work taking place to build the record offices and public services of the 21st century, but there remains much to be done.

The role of local authority archive services

Local authority archive services are valued for two main reasons, and accordingly there are two main arguments for funding them. There is the cultural heritage argument: local authority archives are custodians of a vast wealth of fascinating and unique information and artefacts amassed by local communities. These cover an astonishing array of topics - in fact all areas of local life. There is also the good governance argument which although exerting a less emotional pull, places obligations on record creators, and custodians to manage record holdings effectively and efficiently to meet democratic and administrative responsibilities of transparency and accountability. Good records management, in which many record offices play a part, also serves the business needs of local authorities.

User needs and expectations

Use of local authority record offices is increasing. This can partially be explained as a consequence of national demographic changes and increased leisure time for some citizens. Recent media interest, in particular television programmes, have helped to popularise archival resources for family and local history. The thirst for knowledge, learning and education continues unabated, from primary school-children to lifelong learners and "the university of the third age." These users need to be equipped with the tools and services to meet their needs. Examples include the popular *National Grid for Learning*, and the *Learning Curve* website.[63] The recent LIC report *Empowering the Learning Community* points to the future direction of resources and services.[64] An increased public expectation of high quality public services and of access rights to official information have led to a greater public awareness of local authority archive services and the role they can play in the local community.

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63 See http://learningcurve.pro.gov.uk/

64 LIC, Empowering the Learning Community, March 2000

These developments are extremely welcome, but without matching investment, archives will not be ready to make the most of these opportunities.

New challenges

New users bring new challenges. In some cases, increased pressure on already oversubscribed facilities is compromising services. One county archivist remarked that user pressure to provide national genealogical resources is beginning to compromise the role of the office to make historic county records available to county families for consultation.

Changing technology offers unparalleled opportunities for service development. Access to finding aids and documents via the Internet is the "world's window" on the collections and services of local authority archives. The time has come not to merely gaze through that window, but to reach into the room beyond. The electronic age means that new ways will need to be developed to manage and preserve digital data.

Archives will continue to reach out to new groups such as children and the socially excluded. The DCMS report *Centres For Social Change*[65] clearly sets a framework for cultural institutions to achieve a greater breadth and cultural diversity in the user and staffing base.

Leading the way

The NCA in its document *British Archives: The Way Forward*[66] gives clear direction to frame priorities. HMC's *Archives at the Millennium* is a summary of a wide ranging consultation with the archives community on the strengths and weaknesses of the UK's archives.[67] Resource has been developing cross-sector strategies[68] and the *Action Plan* of the Government Policy on Archives,[69] developed by the Inter-Departmental Archives Committee sets a clear agenda and goals for UK archives.

Investment priorities

Throughout this report investment needs have been identified. Investment should address specific deficiencies in a focused manner, and projects on relatively modest budgets can bring great benefits to local authority record offices. One service reported that after a relatively small grant, *"the atmosphere has been totally transformed for the first*

65 DCMS *Centres for Social Change: Museums, Galleries and Archives for All* , May 2000

66 NCA, *British Archives: the Way Forward*, 2000

67 HMC, *Archives at the Millennium, the 28th report of the RCHM* 1991-1999, 1999

68 To date, Resource is developing cross-sectoral strategies for ICT, Learning & Access, Stewardship, Archives and the emerging regional agenda.

69 The aim of the Inter-Departmental Archives Committee is to bring about as much consistency in the handling of archive policy matters within government The current work of IDAC is focused on the development and implementation of the *Action Plan* stemming from the publication of the *Government Policy on Archives* of December 1999.

time in over 30 years...and we have been given a sense of direction."

Key priorities are:

- Phased programmes of improvements to storage accommodation, and public facilities
- Development of regional and national preservation strategies and improvements to conservation facilities and staffing levels
- Development of ICT infrastructure to support specific archive ICT initiatives and improvements to finding aids using web based technology
- Development of strategies to address the effective management and long-term preservation of electronic data
- Continuing development of staff to equip them with new skills to meet new agendas
- Continuing to work across cultural sectors to promote archives and make the best use of resources where interests are held in common

The future: regional archive strategies; a new national archives act?

The Regional Archive Strategies which are currently being launched and implemented will frame future priorities and set the objectives that will help deliver the local authority archive services of the 21st century.

Within central Government there is a real desire for change and an opportunity to establish local archives firmly in the popular consciousness. The Public Record Office has been charged by the Lord Chancellor[70] with taking forward proposals for a new National Archives Act. This may help to ensure protection and support for local authority and other archive services, to enable them to fulfil their potential for public benefit and to enable them to more effectively deliver the modernisation and information policy agenda of government.

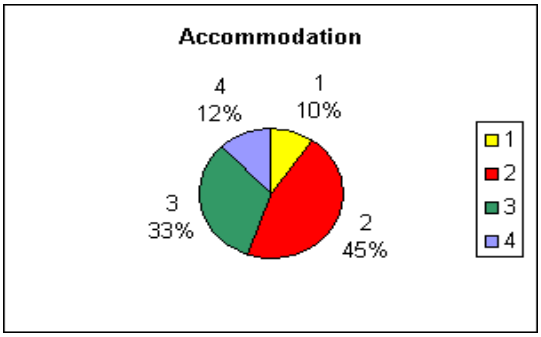
New legislation alone cannot achieve all the objectives which local authority record offices now face. The co-ordinated development of these archives services can be taken forwards individually, or collectively under the new regional structures, as a matter for immediate action. With bold commitment from funding bodies, local authorities, and archivists themselves this opportunity for development can be seized to deliver long-term public benefits.

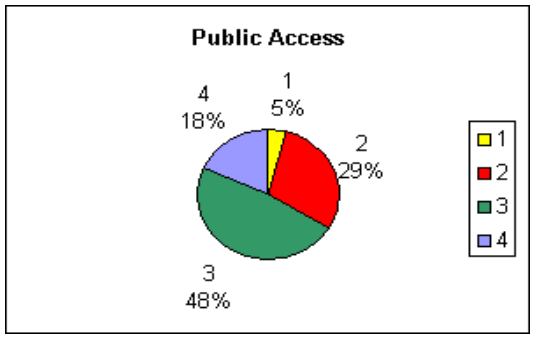
[70] Following initial development work by IDAC, in which the PRO participates.

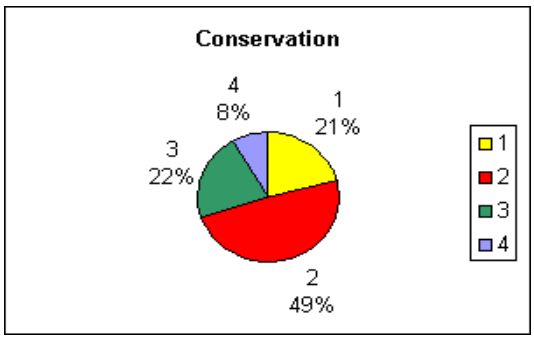
Appendix 1: Statistical Data

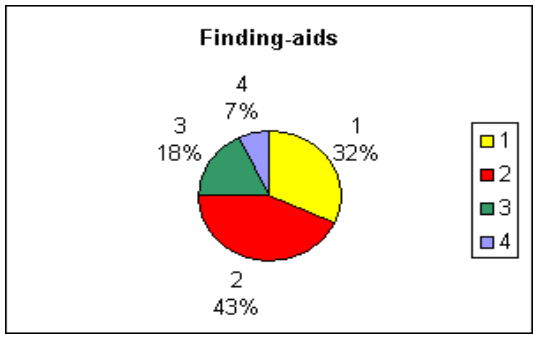
The charts that follow show in pie graph from the distribution of priority bands nationally, and for each English region. The chart key and the scoring priority bands are explained on page 8 of this report.

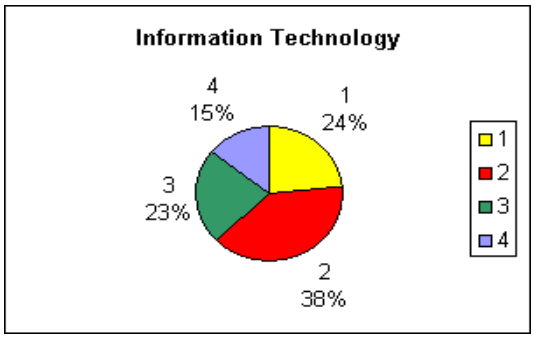
National Charts

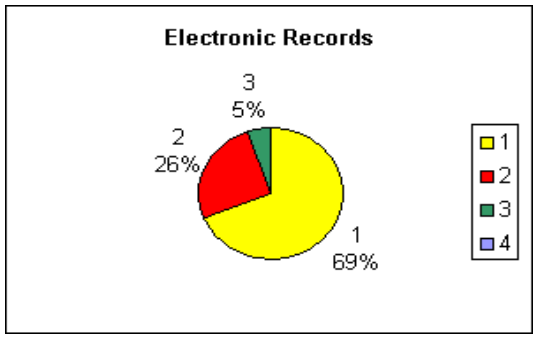


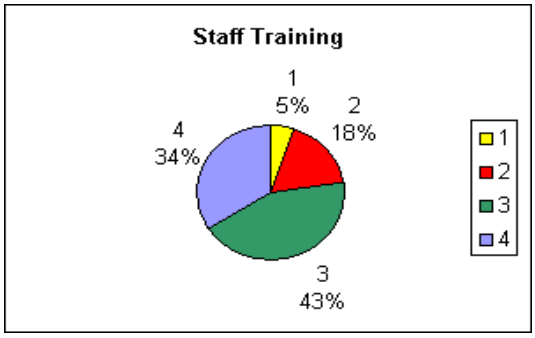


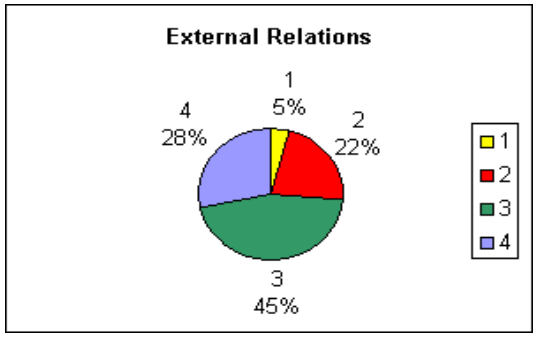




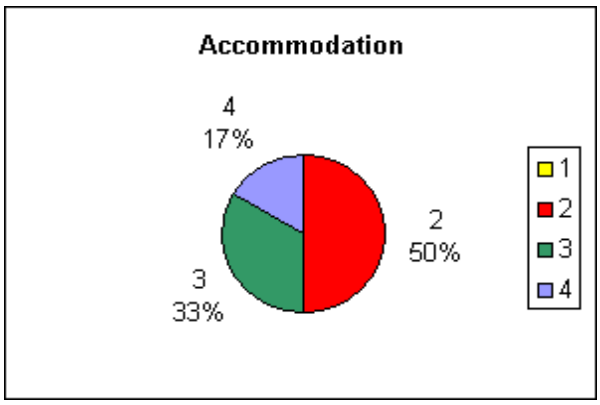


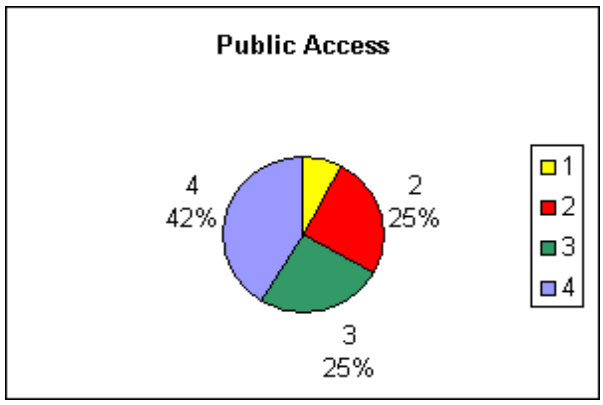


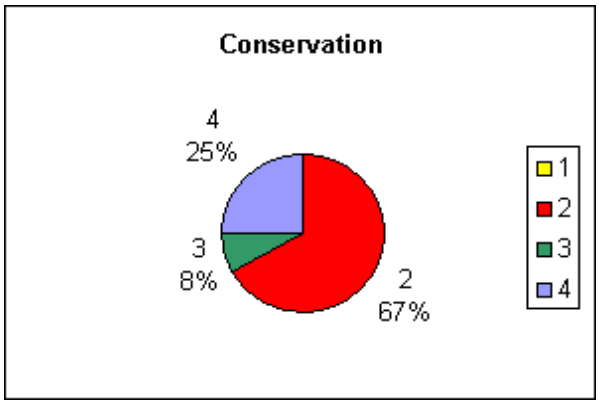


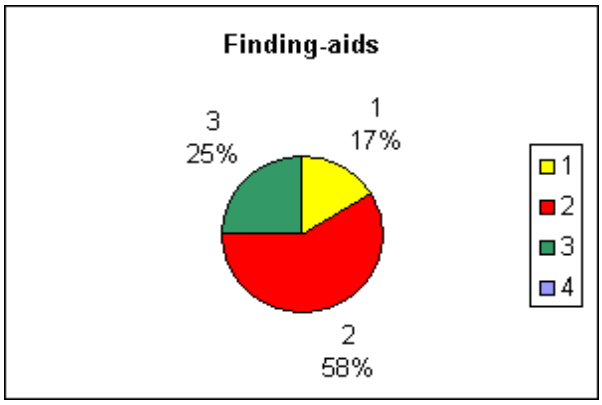


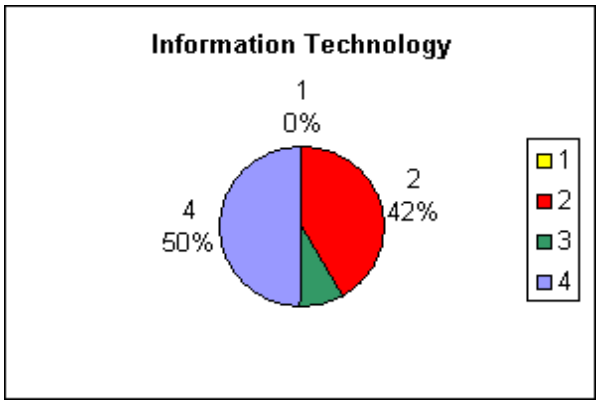
Regional Charts: East of England Region

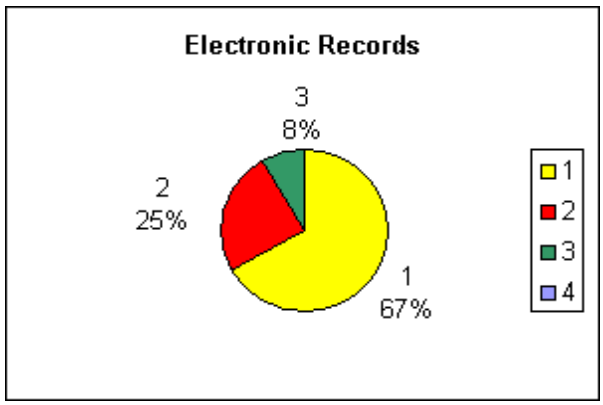


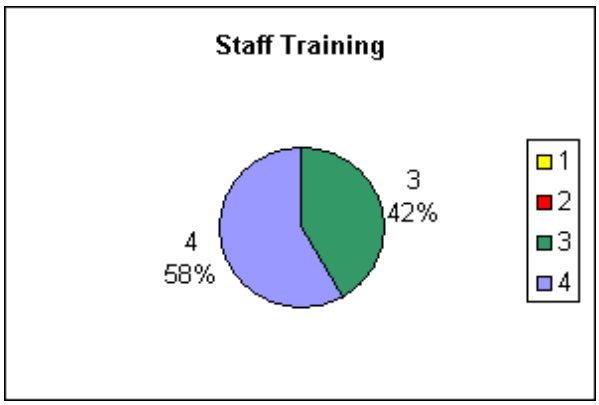


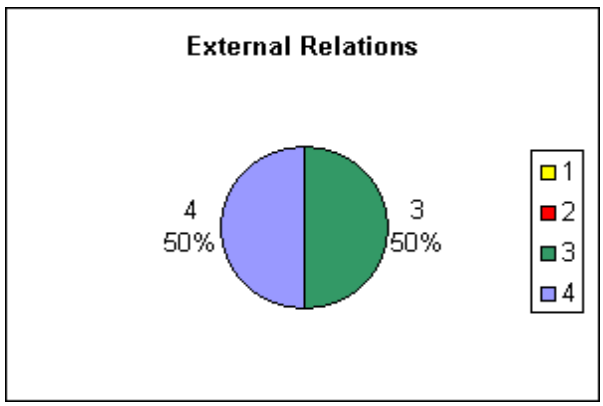












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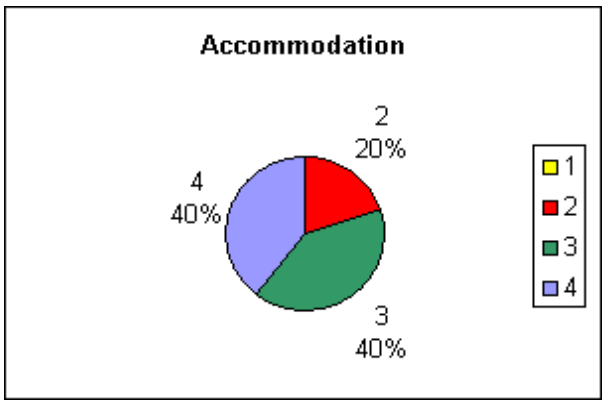
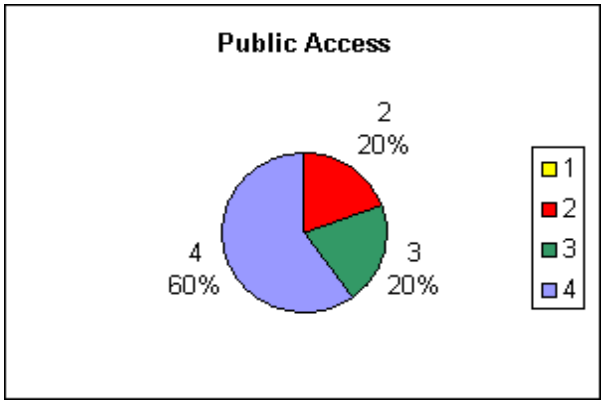
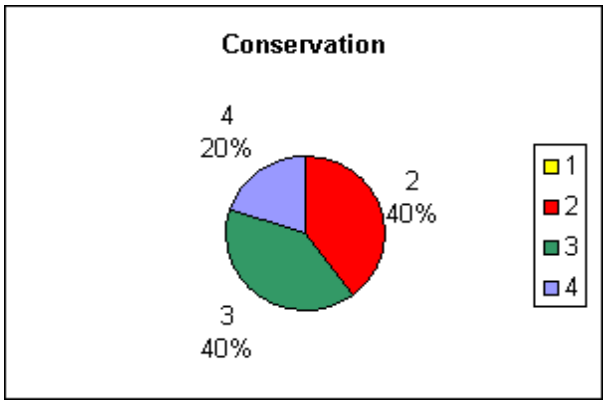
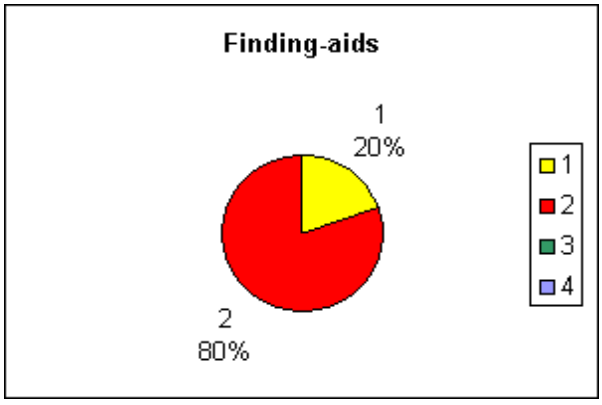
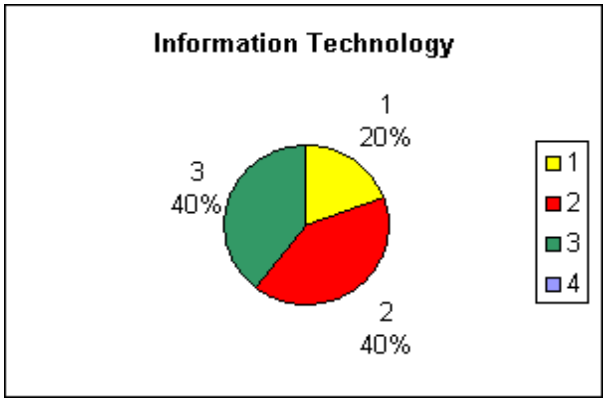
Regional Charts: East Midlands Region

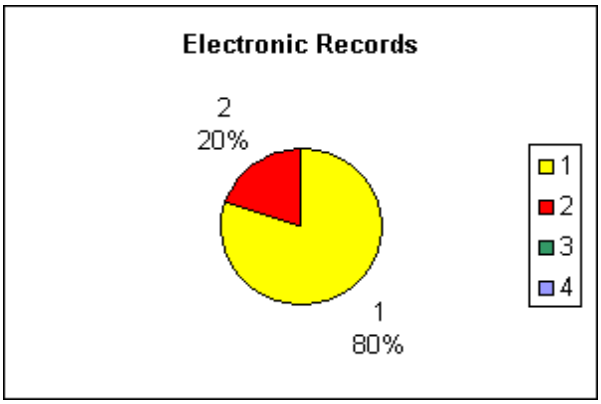


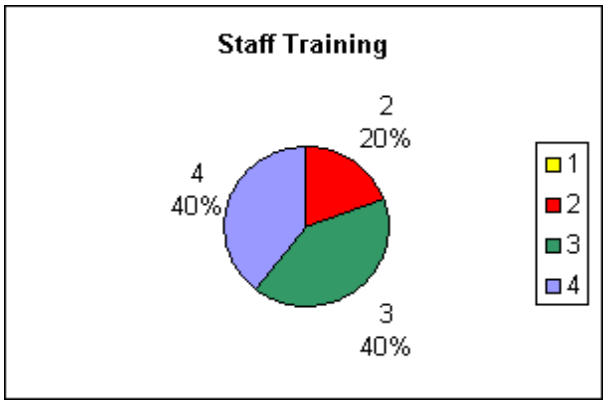


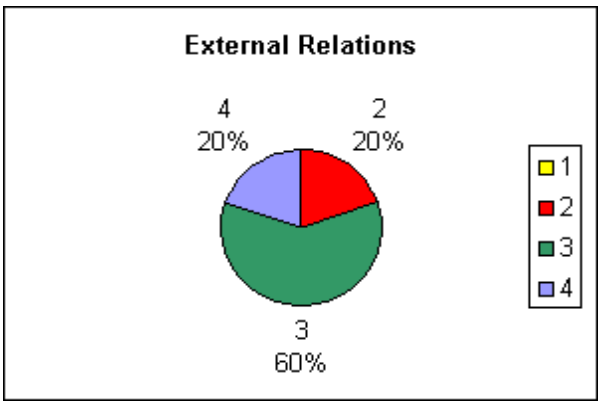












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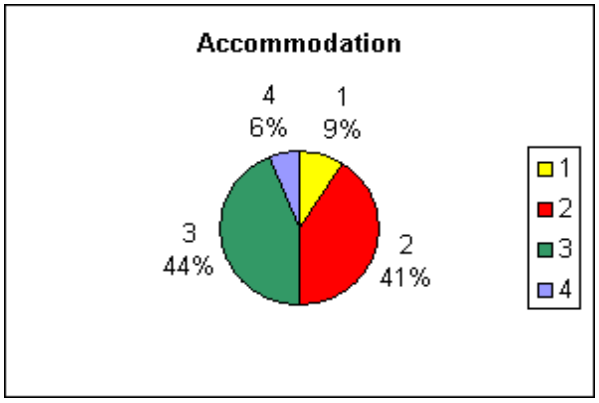
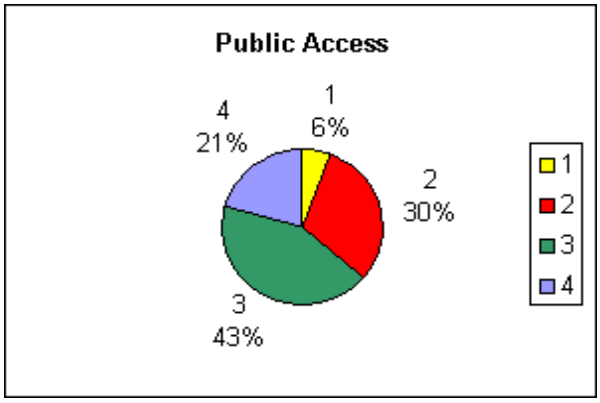
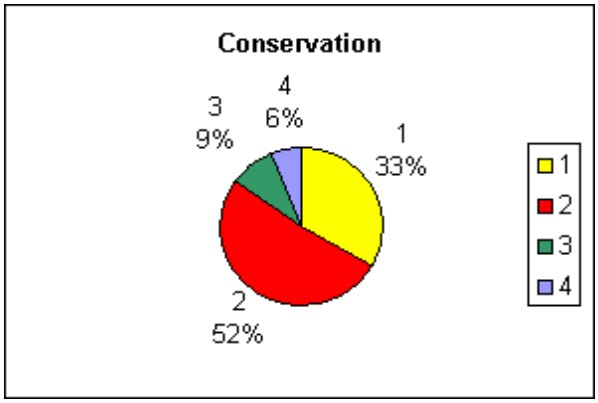
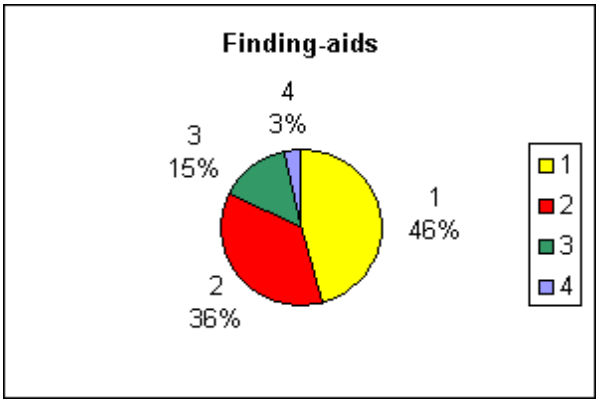
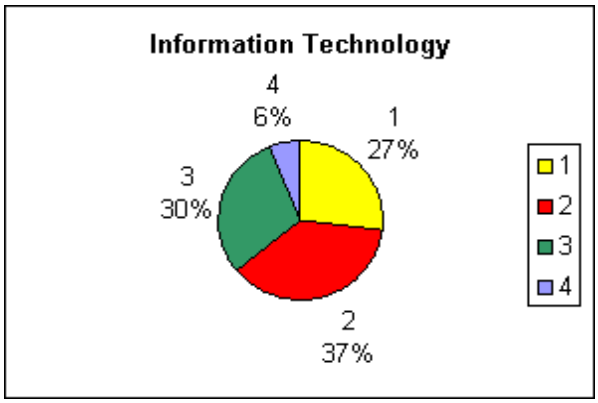
Regional Charts: London Region

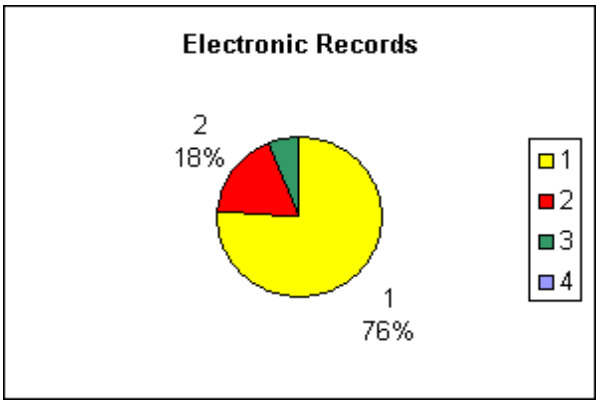


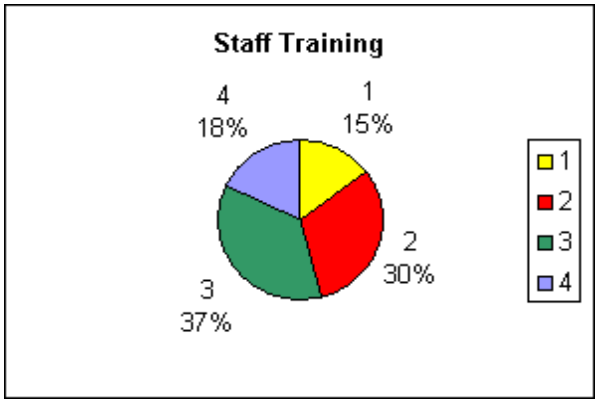


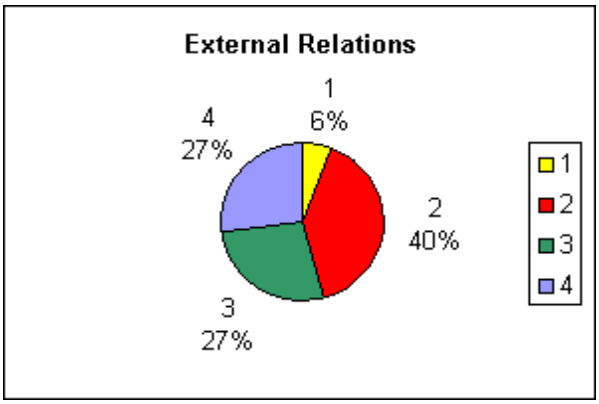






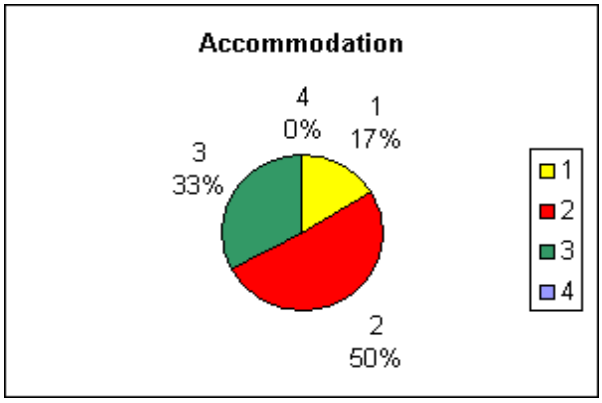


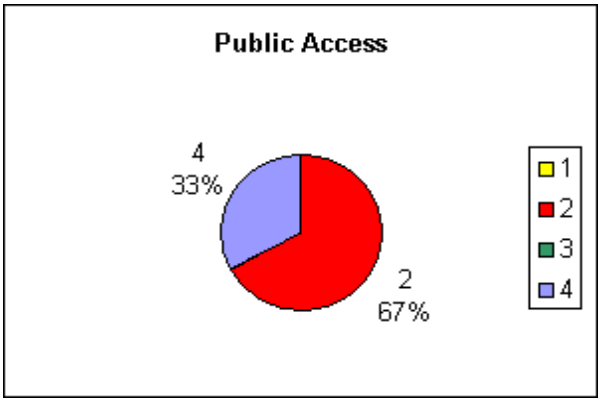


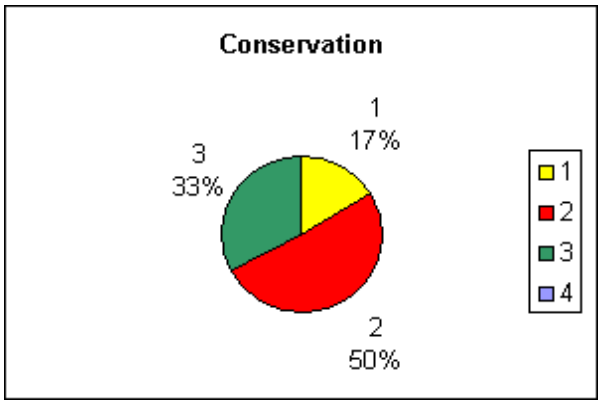


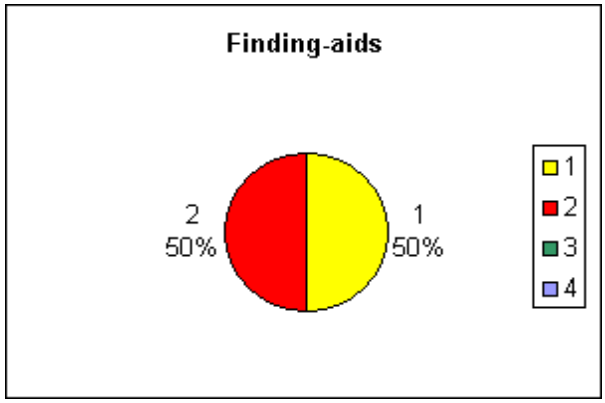
Key: see page 8

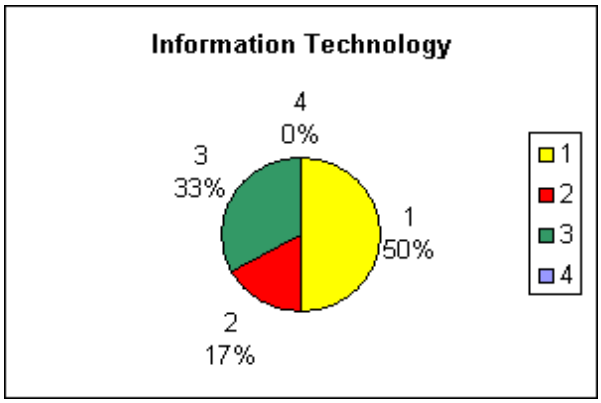
Regional Charts: North East Region

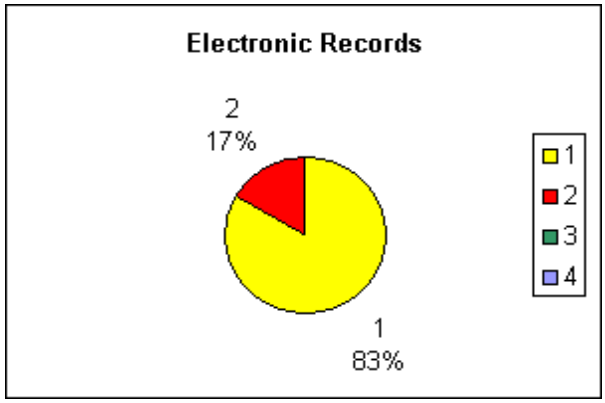


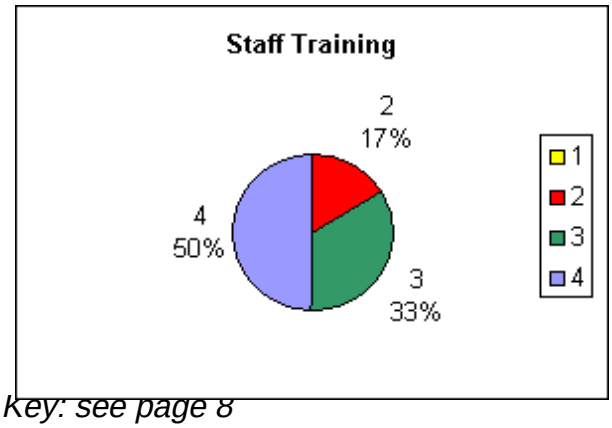


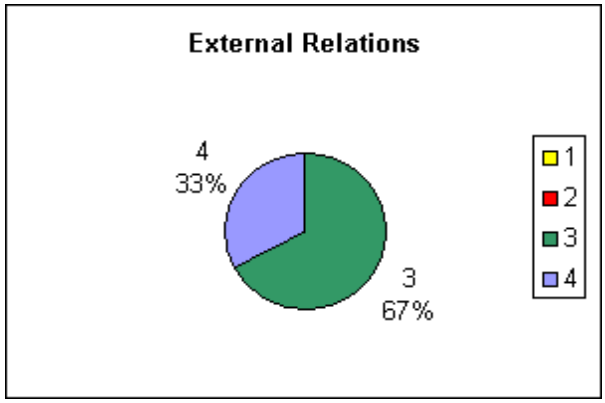






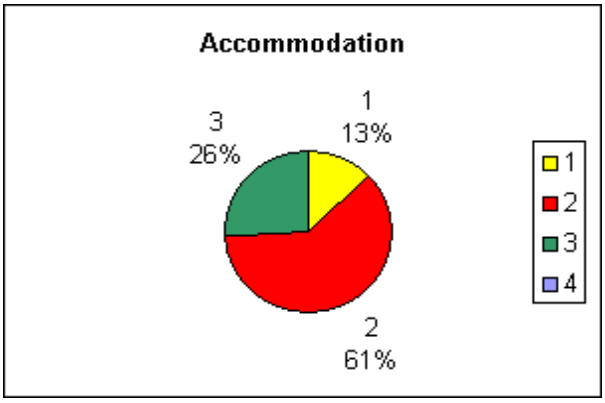


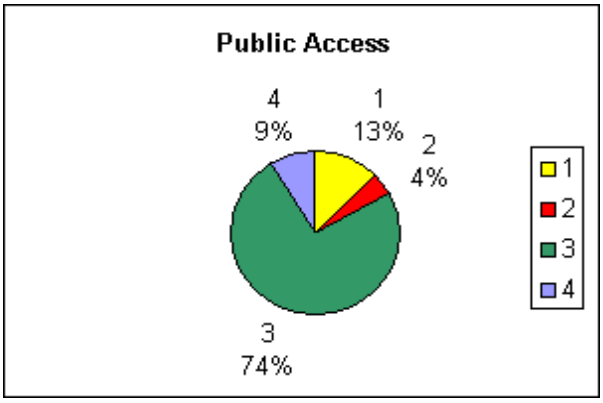


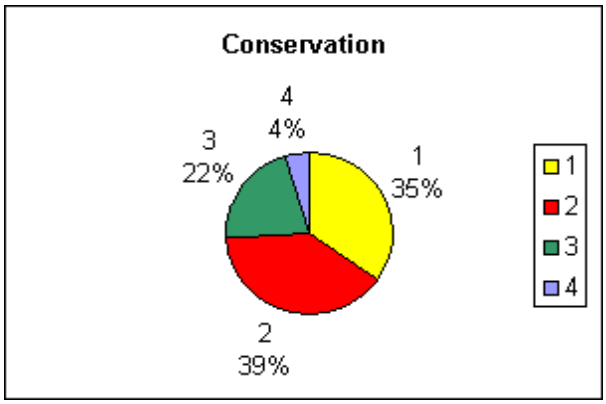


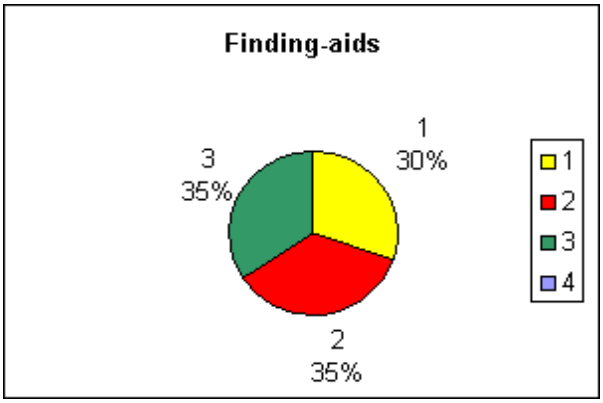
Key: see page 8

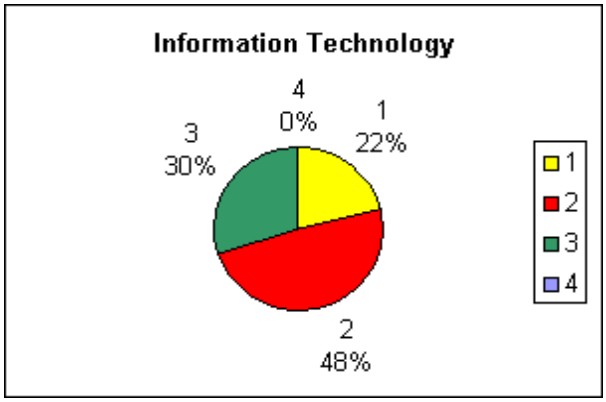
Regional Charts: North West Region

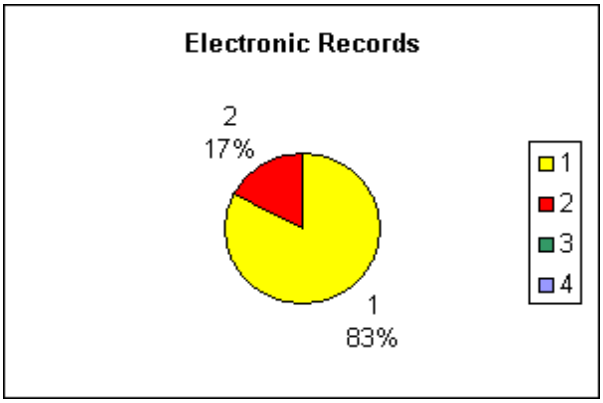


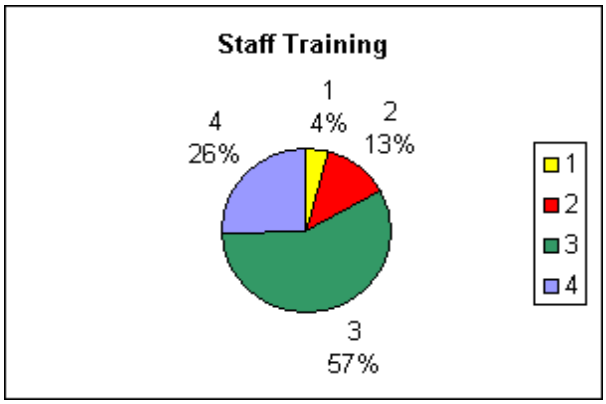


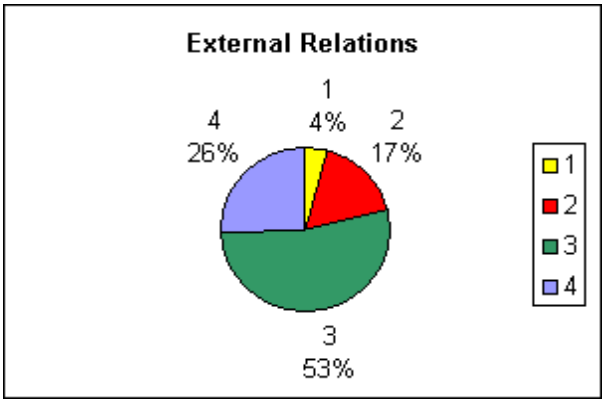




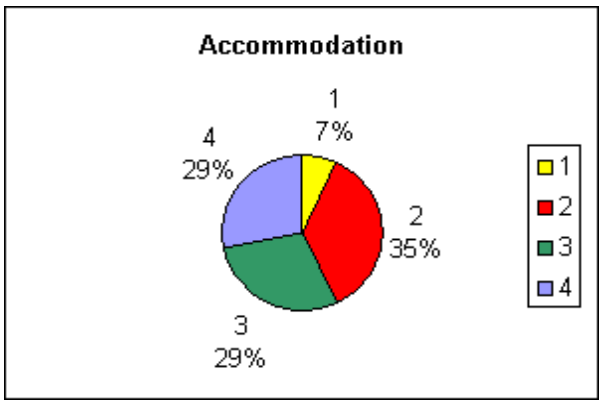


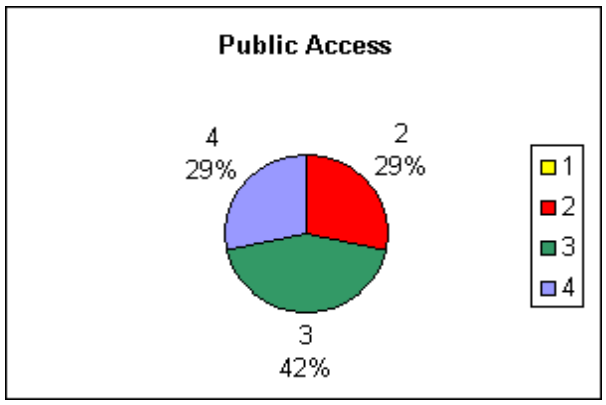


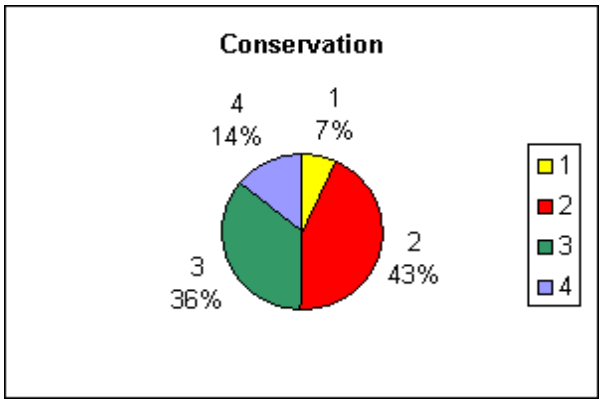


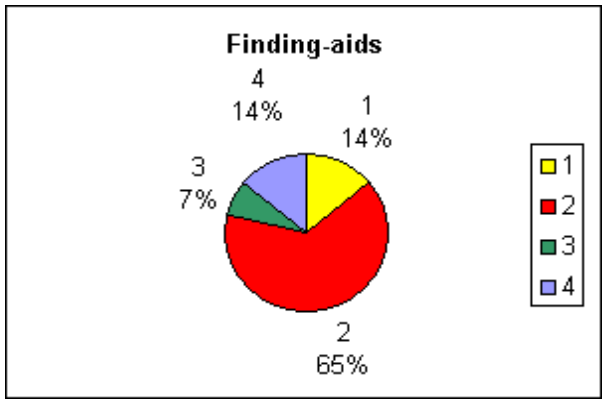


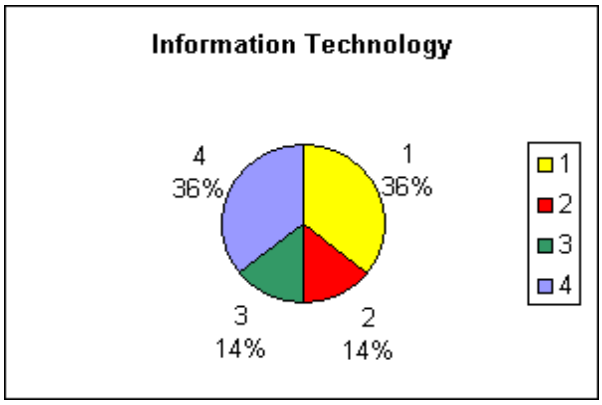
Regional Charts: South East Region

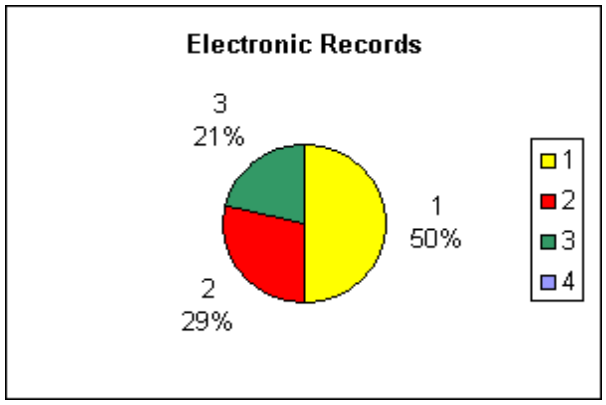


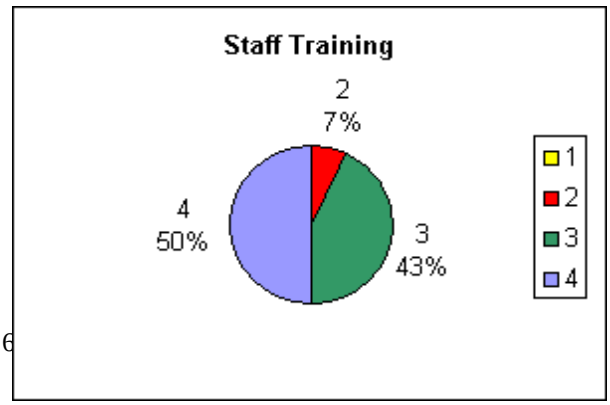


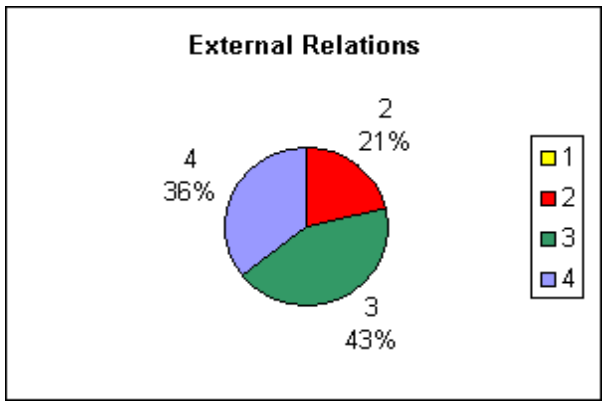




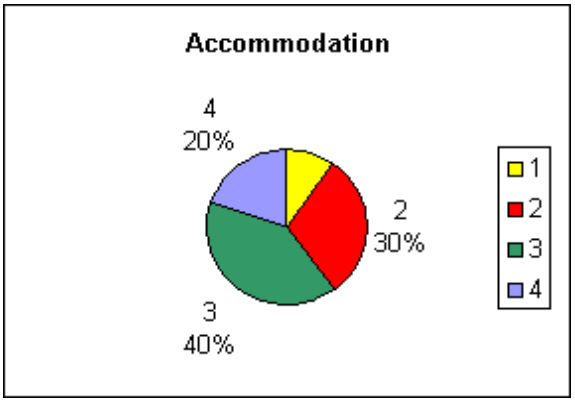


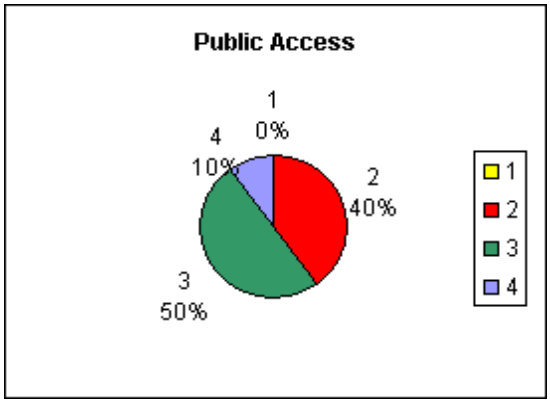


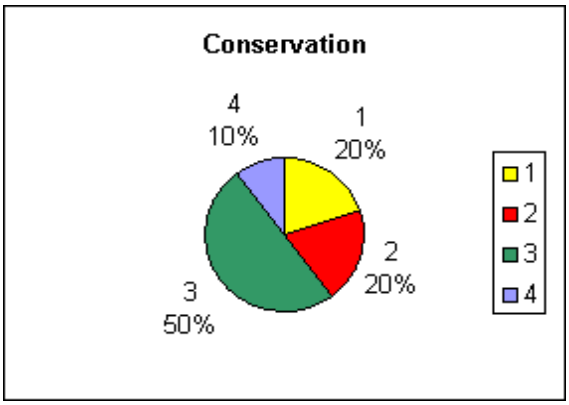


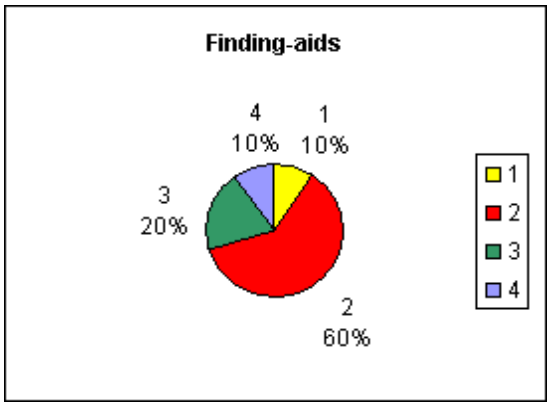


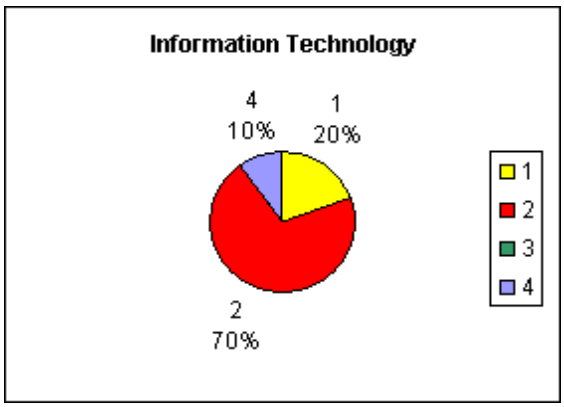
Regional Charts: South West Region

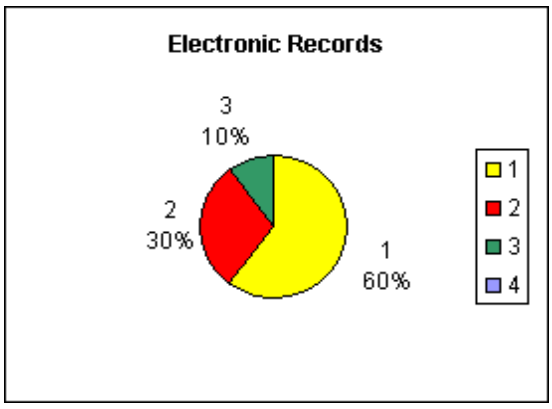


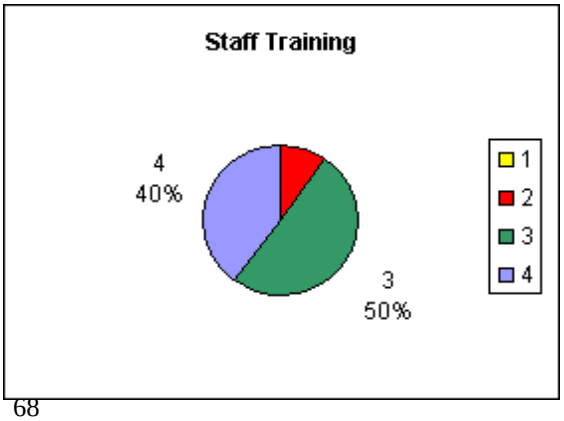


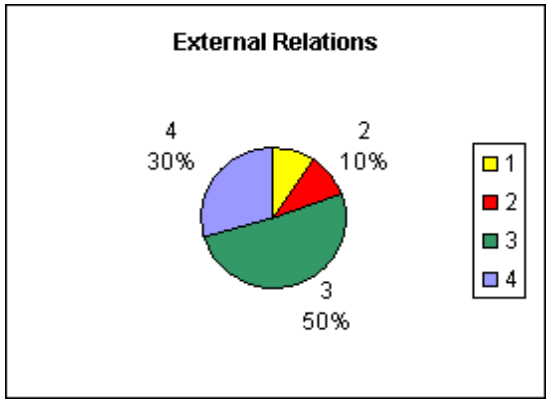




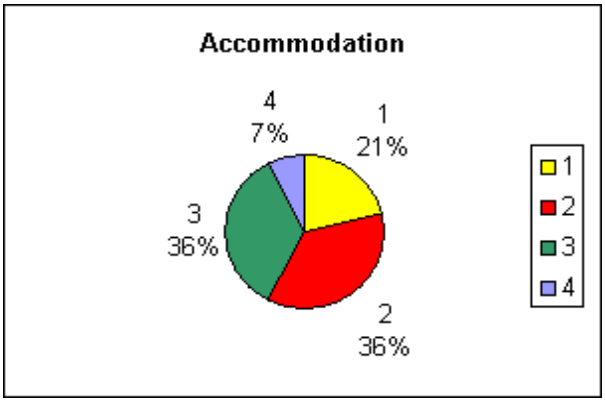


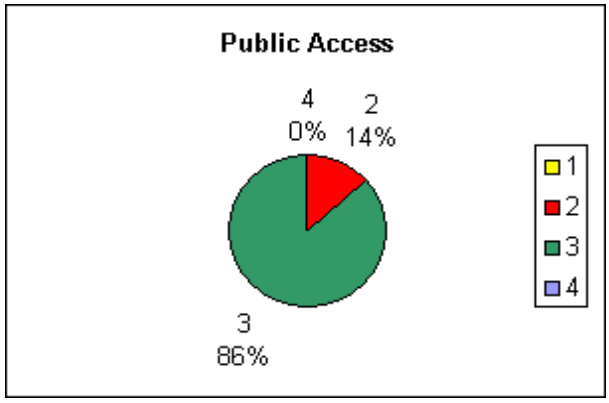


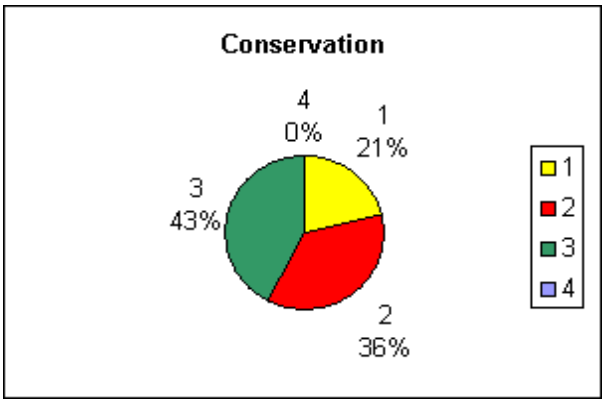


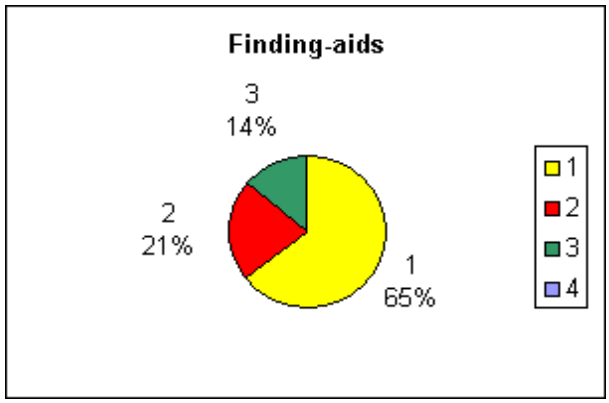


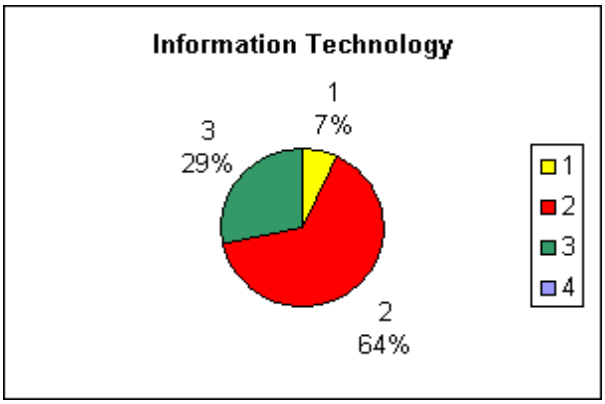
Regional Charts: West Midlands Region

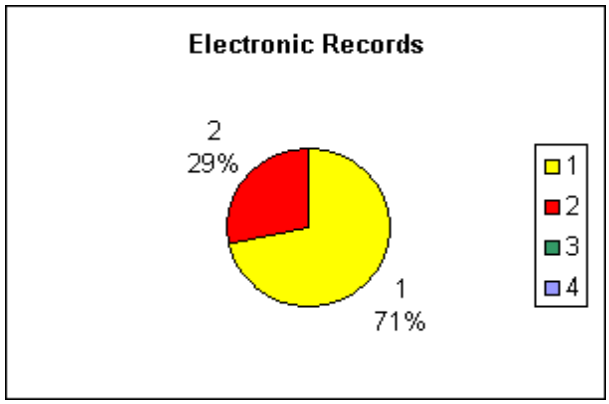


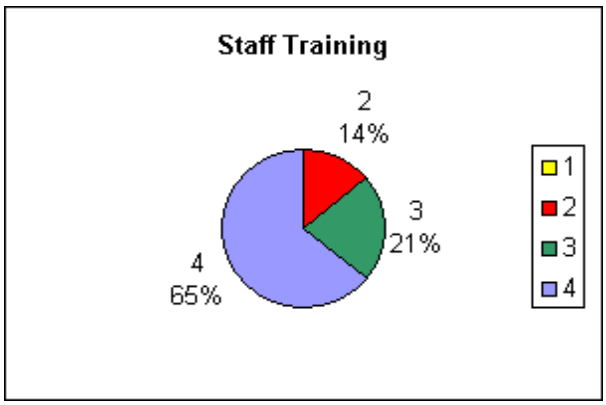


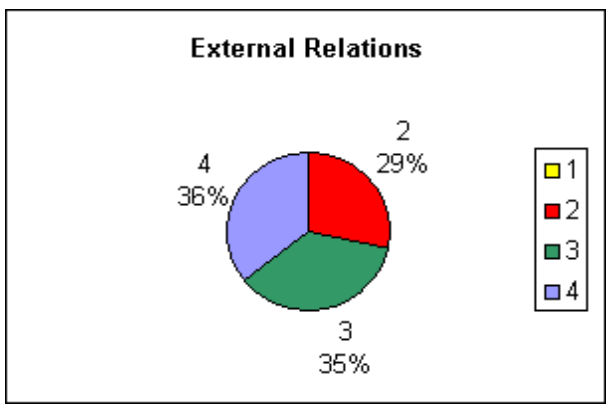




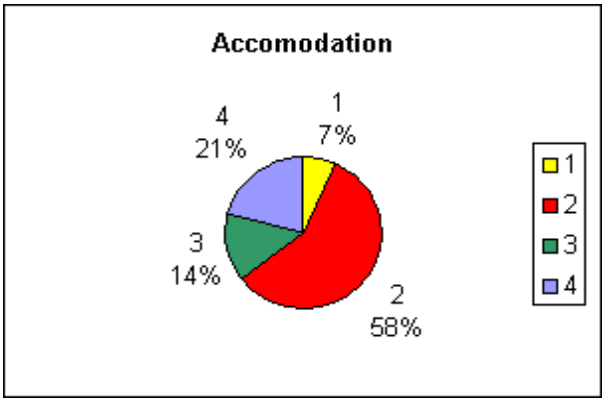


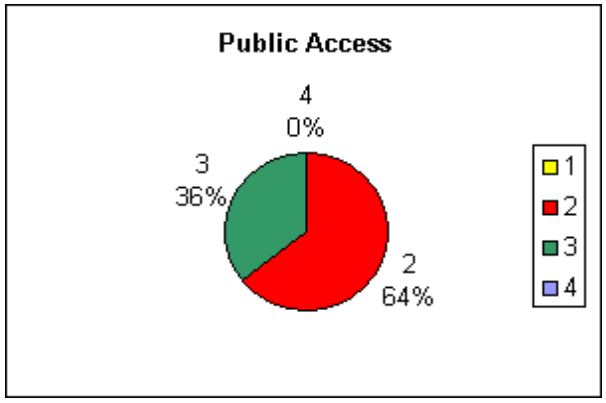


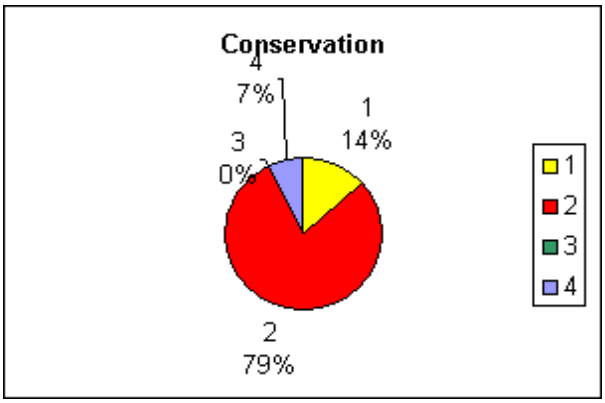


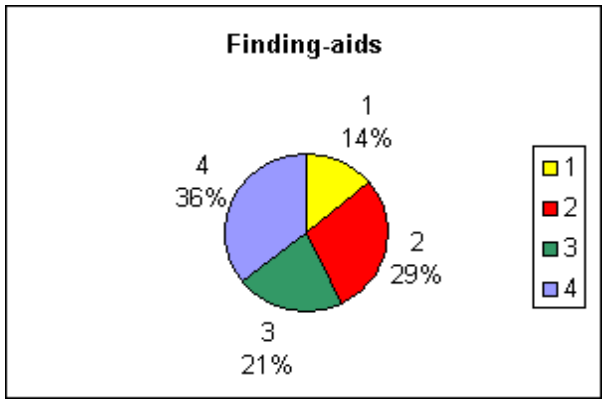


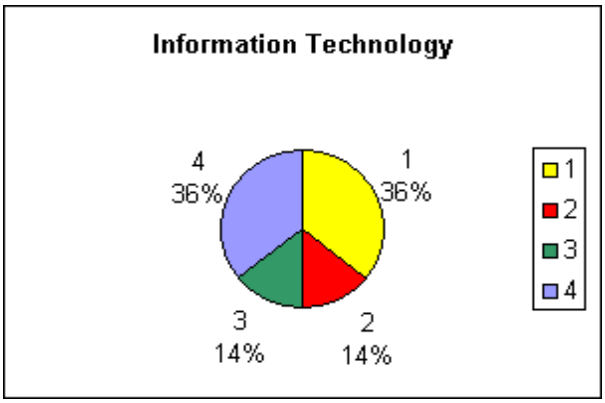
Regional Charts: Yorkshire Region

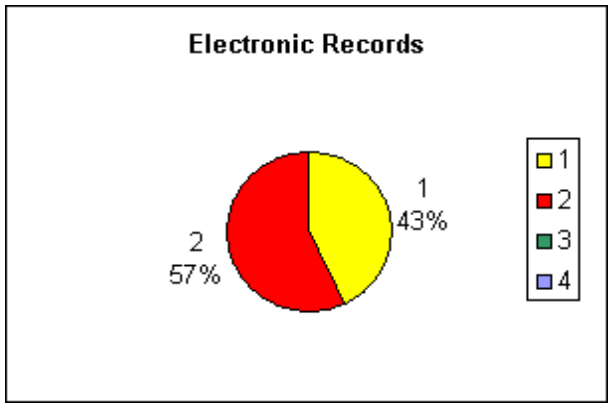


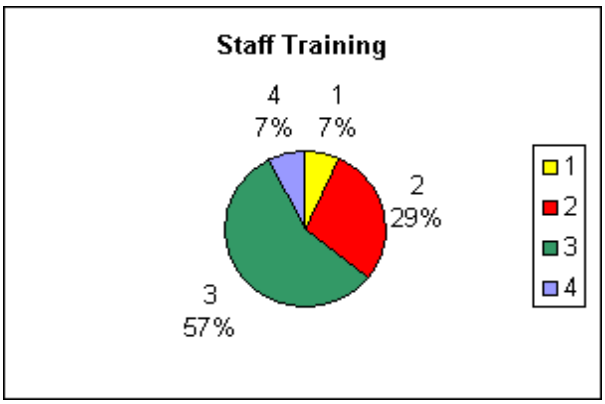


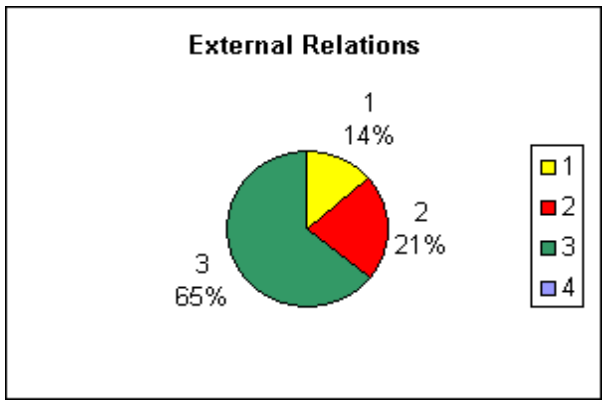












Key: see page 8

Appendix Two

List of participating local authority archive services

East of England Region

Bedfordshire & Luton Archives Service
Cambridgeshire County Record Office, Cambridge
Cambridgeshire County Record Office, Huntingdon
Essex Record Office, Chelmsford
Essex Record Office, Colchester
Essex Record Office, Southend
Hertfordshire Archives & Local Studies
Norfolk Record Office, King's Lynn
Norfolk Record Office, Norwich
Suffolk Record Office, Bury
Suffolk Record Office, Ipswich
Suffolk Record Office, Lowestoft

East Midlands Region

Derbyshire Record Office
Lincolnshire Archives
Northamptonshire Record Office
Nottinghamshire Archives
The Record Office for Leicestershire, Leicester & Rutland

London Region

Corporation of London Record Office
London Guildhall Library
London Metropolitan Archives
LB[71] *of Barking & Dagenham Archives*
LB of Barnet Archives Service
LB of Bexley Libraries & Museums Dept
LB of Brent Archives
LB of Bromley Archives Service
LB of Camden Archives & Local Studies Centre
LB of Croydon Local Studies Library
LB of Ealing Local History Library & Archive Service
LB of Enfield Local History Unit
LB of Greenwich Local History Library
LB of Hackney Archives Dept
LB of H'smith & Fulham Archives Dept
LB of Haringey Bruce Castle Museum
LB of Hillingdon Local Heritage Service
LB of Hounslow, Chiswick Local Studies Library
LB of Kensington & Chelsea, Chelsea Library
LB of Kensington & Chelsea, Kensington Library
LB of Kingston-upon-Thames, North Kingston Heritage Centre
LB of Lambeth Archives Dept
LB of Lewisham Local History Centre
LB of Newham Borough Archives
LB of Redbridge Local Studies and Archives
LB of Richmond-upon-Thames, Richmond Library
LB of Richmond-upon-Thames, Twickenham Library
LB of Southwark Local Studies Library
LB of Sutton Archives
LB of Tower Hamlets Archive Service
LB of Waltham Forest Archives
LB of Wandsworth Local History Library
LB of Westminster City Archives

North East Region

Berwick upon Tweed Record Office
Durham Record Office
Northumberland: Gosforth
Northumberland: Morpeth
Teesside Archives
Tyne & Wear Archives Service

North West Region

Bolton Archives & Local Studies Service
Bury Archive Service
Cheshire & Chester Archive
Cumbria Record Office, Barrow
Cumbria Record Office, Carlisle
Cumbria Record Office, Kendal
Cumbria Record Office, Whitehaven
Greater Manchester County Record Office
Knowsley Archives
Lancashire Record Office
Liverpool/Merseyside Record Offices
Manchester Local Studies Unit
Oldham Archives Service
Rochdale Library Service
Salford City Archives Service
St Helen's Local History & Archives Liby
Stockport Archives Service
Tameside Archive Service
Trafford Local Studies Centre
Wigan Archive Service
Wirral Archives Service

South East Region

Berkshire Record Office
Buckinghamshire Record Office
Canterbury Cathedral Archives
Centre for Kentish Studies, Maidstone
East Kent Archives Centre, Dover
East Sussex Record Office
Hampshire Record Office
Isle of Wight Record Office
Medway Archives & Local Studies Centre
Oxfordshire Archives
Portsmouth City Museums & Records Service
Southampton Record Office
Surrey History Centre
West Sussex Record Office

South West Region

Bath & North East Somerset Record Office
Bristol Record Office
Cornwall Record Office
Devon Record Office, Exeter

[71] London Borough

Dorset Record Office
Gloucestershire Record Office
North Devon Record Office
Plymouth & West Devon Record Office
Somerset Record Office
Wiltshire & Swindon Record Office

West Midlands Region

Birmingham City Archives
Coventry City Record Office
Dudley Archives & Local History Service
Herefordshire Record Office
Sandwell Community History & Archive Service, Smethwick
Shropshire Records & Research Service
Staffordshire & Stoke-on-Trent Archives Service: Lichfield
Staffordshire & Stoke-on-Trent Archives Service: Stafford[72]
Walsall Archives Service
Warwickshire Record Office
Wolverhampton Archives
Worcester Record Office, City Centre Branch
Worcestershire Record Office, Worcester Main Branch

Yorkshire Region

Barnsley Archive Service
Doncaster Archives Department
East Riding of Yorkshire Archive Office
Hull City Archives
North East Lincolnshire Archives
North Yorkshire County Record Office, Northallerton
Rotherham Borough Archives
Sheffield Archives
West Yorkshire Archive Service, Bradford
West Yorkshire Archive Service, Calderdale (Halifax)
West Yorkshire Archive Service, Kirklees (Huddersfield)
West Yorkshire Archive Service, Leeds
West Yorkshire Archive Service, Wakefield
York City Archives

[72] The office at Stoke-on-Trent was not formally surveyed as it was a service point and did not then provide a full public service.

List of non-participating local authority archive services

London Borough of Harrow, Harrow Reference Library
(Declined to participate in the English Archival Mapping Project Phase Two)

London Borough of Havering
(Not surveyed in the English Archival Mapping Project Phases One and Two. The London Borough of Havering does not currently operate an archives service. Some Borough records are kept at the Essex Record Office).

London Borough of Islington, Islington Archives
(Declined to participate in the English Archival Mapping Project Phases One and Two)

London Borough of Merton
(Not surveyed in the English Archival Mapping Project Phases One and Two. The London Borough of Merton does not currently operate an archives service. Some Borough records are kept at the Surrey History Centre)

Appendix Three: Useful addresses and contacts

Historical Manuscripts Commission
Dr Chris Kitching, Secretary,
Quality House, Quality Court,
Chancery Lane,
London, WC2A 1HP

Tel: 020 7242 1198
www.hmc.gov.uk

Public Record Office
Kew, Richmond
Surrey, TW9 4DU

General Enquiries
Tel: 020 8876 3444
www.pro.gov.uk

Archive Inspection Services
Mr Steven Jones,
Tel: 020 8392 5318

A2A Programme
Ms Meg Sweet,
Tel: 020 8392 5315
http://www.a2a.pro.gov.uk

Resource
Mr Justin Frost,
Archive Policy Adviser
Resource,
The Council for Museums,
Archives & Libraries,
16, Queen Anne's Gate,
London, SW1H 9AA

Tel: 020 7273 1477
www.resource.gov.uk

Inter-Departmental Archives Committee
Dr David Leitch,
Secretary IDAC,
Public Record Office,
Kew, Richmond
Surrey, TW9 4DU

Tel: 0208 8392 5262

Society of Archivists
Mr Patrick Cleary,
Executive Secretary,
40, Northampton Road,
London, EC1R 0HB

Tel: 020 7278 8630
www.archives.org.uk

Association of Chief Archivists in Local Government
Mrs Thea Randall, Secretary
c/o Staffordshire Record Office,
Eastgate Street,
Stafford, ST16 2LZ

Tel: 01785 278379

National Council on Archives

Secretary
Mrs Margaret Turner,
26, Cruise Road,
Sheffield, S11 7EF
http://nca.archives.org.uk

Archives Lottery Adviser
Miss Alison Berwick
c/o The Public Record Office,
Kew, Richmond
Surrey, TW9 4DU
Tel: 020 8876 5347

Archive Development Officer for the Regions
Miss Dawn Routledge
c/o Resource,
The Council for Museums,
Archives & Libraries,
16, Queen Anne's Gate,
London, SW1H 9AA
Tel: 020 7273 1421

Department for Culture, Media & Sport
Museums, Archives &
Libraries Division,
2-4 Cockspur Street,
London
SW1Y 5DH

www.culture.gov.uk

National Preservation Office
Dr Vanessa Marshall,
Director, NPO,
The British Library,
96, Euston Road,
London, NW1 2DB

Tel: 020 7412 7612

National Digital Archive of Datasets
20 Guilford Street
London WC1N 1DZ
United Kingdom

Tel:020 7692 1212.
www.ndad.ac.uk/

Regional Archive Councils

East of England (EERAC)
Mrs Elizabeth Stazicker,
Chair ERAC
c/o Cambridgeshire County Record Office,
Shire Hall,
Castle Hill
Cambridge
CB3 0AP

East Midlands (EMRAC)
Miss Rachel Watson,
Chair EMRAC,
c/o Northamptonshire Record Office
Wootton Hall Park
Northampton
NN4 8BQ
www.eastmidlandsarchives.org.uk/

London (LARC)
Mr David Mander
Chair LARC
c/o, Hackney Archives Dept
43 De Beauvoir Road
London
N1 5SQ
www.llng.og.uk/larc

North East (NERAC)
Ms Elizabeth Rees
Chair NERAC
c/o, Tyne and Wear Archives Service
Blandford House
Blandford Square
Newcastle upon Tyne
NE14JA
www.nemlac.co.uk

North West (NWRAC)
Mr Jim Grisenthwaite
Chair NWRAC
c/o Cumbria Record Office
The Castle
Carlisle
Cumbria
CA3 8UR
www.northwestarchives.org.uk

South East (SERAC)
Mr Richard Childs
Chair SERAC
c/o West Sussex Record Office
County Hall
Chichester
West Sussex
PO19 1RN

South West (SWRAC)
Mr Paul Brough,
Chair SWRAC
c/o Cornwall County Record Office
County Hall
Truro
Cornwall
TR1 3AY
www.southwestarchives.org

West Midlands (WMRAC)
Mr Roger Vaughan
Chair WMRAC
c/o Herbert Art Gallery and Museum
Jordan Well
Coventry
CV1 5QP
www.westmidlandsarchives.org.uk

Yorkshire (YARC)
Mr Keith Sweetmore
Chair YARC
c/o West Yorkshire Archive Service
Registry of Deeds
Newstead Road
Wakefield
WF1 2DE
www.yarc.org.uk