### AMENDED DOCUMENT ORDERING HOURS

#### 01 JAN 2018

<table>
<thead>
<tr>
<th>Day</th>
<th>Reading room opening hours (no changes)</th>
<th>Document ordering hours (current)</th>
<th>Document ordering hours (new)</th>
<th>Reader registration (current)</th>
<th>Reader registration (new)</th>
<th>Advance order cut off for next day (current)</th>
<th>Advance order cut off for next day (new)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>09:00 – 19:00</td>
<td>09:00 – 17:00</td>
<td>09:30 – 16:00</td>
<td>09:00 – 17:00</td>
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<td>Wednesday</td>
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<td>Thursday</td>
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<td>Saturday</td>
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</table>

- Documents that have been advance ordered or reserved from previous visits will still be available to view at 09:00
- Advance orders have been raised to 12 documents, offsetting the ordering hour reduction
- Document ordering hours will be standardised which allows TNA to better utilise staff resources throughout the day to maintain service standards
- Reader registration will be available from the opening of the reading rooms until the end of document ordering
Launched in 2010 – 505,000 self service prints provided

Reduction year on year to anticipated 69,000 prints this financial year

A reduction of 85.34% in print output

New UK currency not compatible with existing equipment

Current equipment not upgradable to windows 10

No longer covering running costs
For digitised records

- New Document download tool
- Up to 10GB downloads via cloud storage
- Can be downloaded from the cloud for a week (user defined to two weeks)
- Can be downloaded or printed via 3rd party provider (e.g. Home, libraries, community centres, cyber cafés, or dedicated print providers)
- Documents can be e-mailed to record copying for printing at standard copying fees, terms and conditions.

For original documents & Library material

- Users can bring in their own devices – Camera, tablet & Laptop
- 100 camera mounts available in the reading rooms
- Documents can be placed with record copying at standard copying fees, terms and conditions.
SELF SERVICE CAMERA STATIONS

• Launched at same time as self service printing
• Custom built and maintained by TNA
• Unreliable in operation (cameras, touch screen, images received & staff intervention)
• Reduction in usage
• Not windows 10 compliant – would require a complete rebuild
• Change in reader research patterns
• 100 camera mounts available in the reading rooms
• Specialist equipment superseded by reduction in cost of digital devices