

AMENDED DOCUMENT ORDERING HOURS

01 JAN 2018

Day	Reading room opening hours (no changes)
Tuesday	09:00 – 19:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 19:00
Friday	09:00 – 17:00
Saturday	09:00 – 17:00

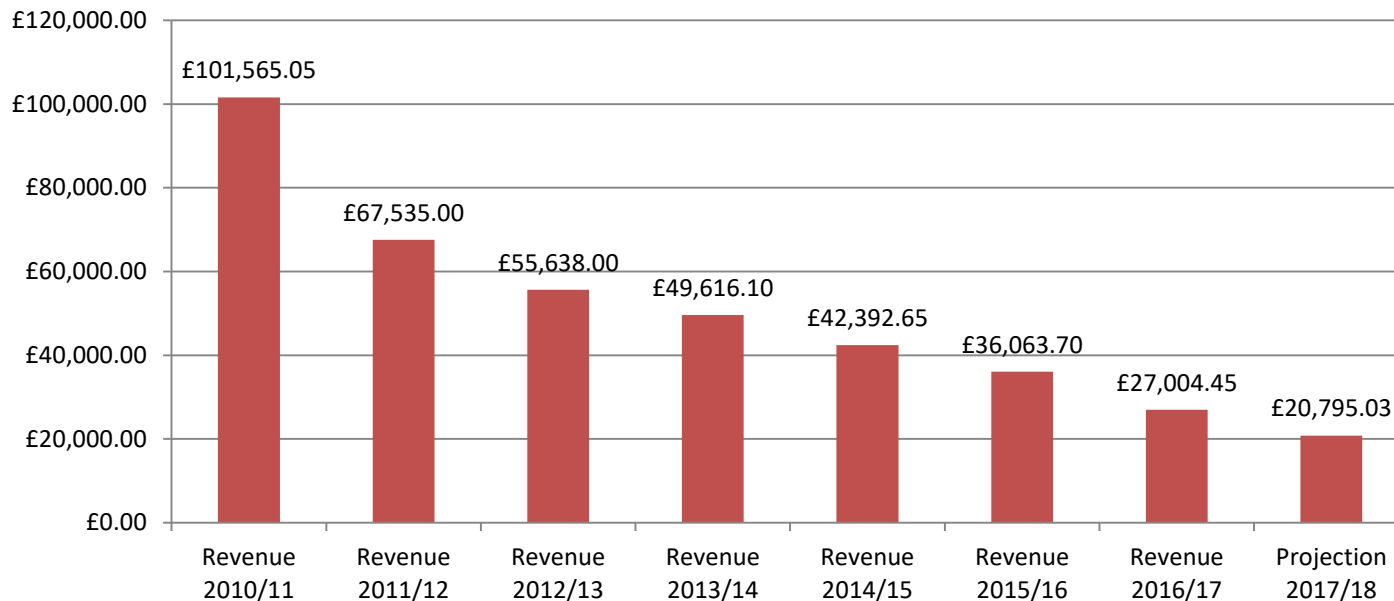
Document ordering hours (current)	Document ordering hours (new)
09:00 – 17:00	09:30 – 16:00
09:00 – 16:15	09:30 – 16:00
09:00 – 17:00	09:30 – 16:00
09:00 – 16:15	09:30 – 16:00
09:00 – 16:15	09:30 – 16:00

Reader registration (current)	Reader registration (new)
09:00 – 17:00	09:00 – 16:00
09:00 – 16:15	09:00 – 16:00
09:00 – 17:00	09:00 – 16:00
09:00 – 16:15	09:00 – 16:00
09:00 – 16:15	09:00 – 16:00

Advance order cut off for next day (current)	Advance order cut off for next day (new)
17:00	16:00
17:00	16:00
17:00	16:00
17:00	16:00
17:00	16:00

- 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

SELF SERVICE EQUIPMENT REMOVAL



- 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

REPLACEMENT

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