

Supporting documents for public access workflow

Spring/Summer 2022

Document	Title	Overview	Author(s)	Review Date
A	Statutory access to collections	Guidance on what types of documents are covered by statutory access	SE /Collections Team	01/04/2023
B	Time sensitive requests	Checklist of time sensitive projects	SE	01/09/2022
C	Exceptional circumstances	Guidance on other circumstances where access would be granted	SE / AHMT	01/09/2022
D	<i>Public Access Information</i> <i>DRAFT</i>	<i>Guidance for service users to manage expectations and prepare for their visit</i>	<i>JON / HCAs support from SE</i>	<i>Ongoing</i>
E	<i>Email Template for Replies</i> <i>DRAFT</i>		<i>SE</i>	<i>If criteria is updated</i>
F	Background & Guiding Principles		SE	Ongoing
Separate document	Workflow Chart	Process for staff to follow as an enquiry is received	SE	01/08/2022

Document A: Statutory Requests

For the first 3 months of the limited public service physical access will be granted only if the following apply:

- The document(s) requested are in the list below i.e. classes of documents designated as 'public', which means that there is a statutory right of access to them for legal purposes.
AND
- The request relates to an ongoing or time sensitive legal matter
AND
- A remote digital or photographic copy is not available

Please refer to the guidance document Info for Staff - USE OF DOCUMENTS FOR LEGAL PURPOSES

- *tithe maps and apportionments,*
- *enclosure awards,*
- *Ordnance Survey maps,*
- *local government orders and their accompanying maps,*
- *manorial records,*
- *highway diversions,*
- *deposited plans of canals, railways and other public undertakings,*
- *the rights of way survey maps,*
- *any statutorily deposited documents, and records deposited under the Public Records Acts, subject to exemptions under the Freedom of Information Act.*
- *aerial photographs*

Document B: Time Sensitive Requests

To review September 2022

Reason for access	Evidence required	Notes
Publication deadlines	Proof of deadline from publisher	
PhD students	Written support from academic supervisor	
Academics with a time limited project e.g. grant funded / limited research leave	Written support from head of department or similar / proof of funding deadlines	
Commercial deadlines		May also be covered by loss of income – see Doc C
Significant calendar dates e.g. national events, commemorations		

C: Exceptional Circumstances – to be reviewed September 2022

Criteria	Notes
Copying or photography is not possible e.g. exceeds work limit, too large to move from storage/unable to photograph in situ or Copying the whole document/volume is unsuitable due to expense	Max photography order = 6 hours Large or bulky items will need to be assessed on a case-by-case basis
Refusal of request likely to cause damage to reputation	
A service user has access needs that mean physical access is more appropriate	
Financial hardship due to loss of income if access denied to a business / commercial researcher	
Copying/photography prohibited due to copyright reasons	

Document D: Public Service Information

To be updated after trial visits - Template for bookings information below

Dear

Thank you for your enquiry.

We have booked you a two hour session on Friday --/--/-- between 2pm and 4pm.

You will need to bring some identification showing both your name and address e.g. a driving licence, or a combination of a utility bill and a bank statement.

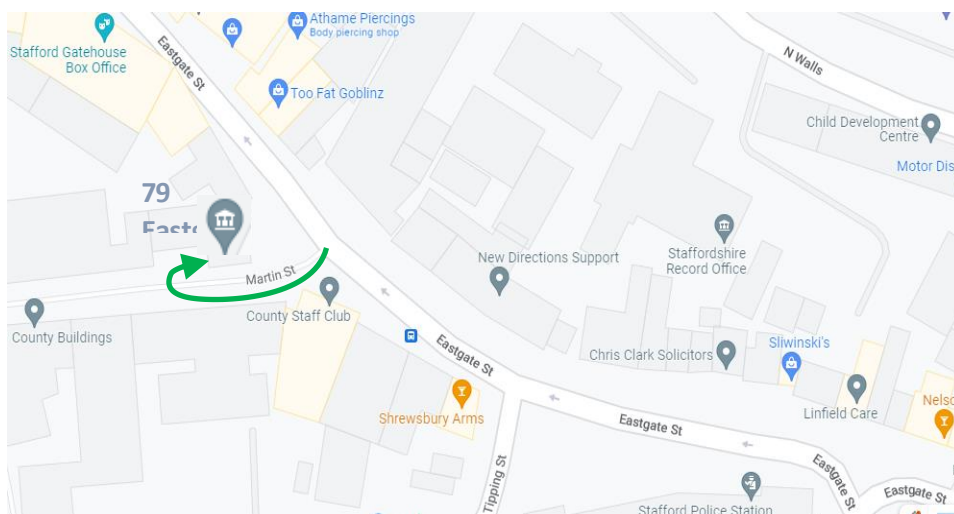
Please be aware that we do not have any lockers available for bags, so only bring what you need and no valuables.

Photography permits need to be purchased in advance of your visit, so if you do wish to take photographs on the day, please let us know and we will send you details of how to pay online.

We are currently in shared temporary accommodation due to the ongoing Staffordshire History Centre Project: [Planning a Visit SRO - Staffordshire County Council](#).

The temporary address is 79 Eastgate House, ST16 2NG, across the road from the entrance to the Staffordshire Record Office and William Salt Library. Please note that there is no parking on site, however there is public parking in the town centre at these car parks

To access the building please walk to the rear courtyard on Martin Street. On the silver intercom to the left of the back door, press number 2, followed by the # key, and a member of staff will meet you. Please refer to the map below for the location of the entrance to the building:



We look forward to your visit.
Yours sincerely,

Document E: Response from Collections Officer (Access not granted)

Dear

Thank you for your enquiry.

Unfortunately your request does not currently meet our criteria for public access. We are currently operating a limited public service for statutory requests that relate to ongoing legal matters. This is due to building work that is essential to the creation of the new Staffordshire History Centre – you can read more about the project here:

Our access criteria will next be reviewed on xx/xx/xxxx and you very welcome to get back in touch then. [Staffordshire History Centre - Staffordshire County Council](#)

Please do get in touch if you need any further information or assistance.

Yours sincerely,

Document F: Public Access Model – Guiding Principles

By moving into a temporary base, we allow the Staffordshire History Centre project to move ahead as quickly as possible. The eventual outcome will be upgraded facilities and a much broader offer located in exciting, redeveloped surroundings.

Our enquiry service is running, and we welcome service users to get in touch. This is a key message.

Reprographic and photography orders are limited by time and conservation factors. It is important that quotes are accurate – please seek advice from the digital officer and conservator if there are any concerns around this.

We will signpost as many users as possible to digital resources, other services or our copying & reprographics service.

There are several factors that influence our service level currently: document production and conservation, access to stored collections, physical space in our temporary base and staff availability.

There are multiple areas of the activity plan that staff are currently working on, and this takes up time and resources –as this contributes to improving our service in the long term it will have benefits for service users in the future.

Proposed Timeline

w/c/ 6 June – trial visits start

w/c 13 June – website & social media updated re start of limited public service – open bookings procedure

1 July – public service restarts to those who meet criteria (Friday afternoons only at first)

September – review operations, current public service workflow and consider B & C criteria for access