



Norfolk County Council

Norfolk Records Committee

Date: Friday, 02 November 2018

Time: 10:30

**Venue: Green Room, Archive Centre, County Hall,
Martineau Lane, Norwich, Norfolk, NR1 2DH**

Persons attending the meeting are requested to turn off mobile phones.

Membership

Cllr D Bradford		Norwich City Council
Cllr J Brociek-Coulton		Norwich City Council
Cllr D Buck	<i>Substitute: Cllr S Dunn</i>	Broadland District Council
Cllr S Button		Norwich City Council
Cllr A Claussen-Reynolds		North Norfolk District Council
Cllr M Coleman		Great Yarmouth Borough Council
Cllr P Duigan (Vice-Chairman)	<i>Substitute: Cllr B Iles</i>	Norfolk County Council
Cllr R Hanton		Norfolk County Council
Cllr C J Kemp (Chairman)	<i>Substitute: Cllr M Gray</i>	South Norfolk District Council
Cllr R Kybird		Breckland District Council
Cllr E A Nockolds		King's Lynn and West Norfolk Borough Council
Cllr D Rowntree	<i>Substitute: Cllr M Sands</i>	Norfolk County Council

Non-Voting Members

Mr M R Begley	Co-opted Member
Mr R Jewson	<i>Custos Rotulorum</i>
Dr G A Metters	Representative of the Norfolk Record Society
Dr V Morgan	Observer
Prof. C Rawcliffe	Co-Opted Member
Revd. C Read	Representative of the Bishop of Norwich
Mr A Steynor	Co-opted Member

**For further details and general enquiries about this Agenda
please contact the Committee Officer:**

Hollie Adams on 01603 223029
or email committees@norfolk.gov.uk

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A g e n d a

1. To receive apologies and details of any substitute members attending

2. Minutes

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To confirm the Minutes of the meeting held on the 29 June 2018

3. Declarations of Interest

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects, to a greater extent than others in your division

- Your wellbeing or financial position, or
- that of your family or close friends
- Any body -
 - Exercising functions of a public nature.
 - Directed to charitable purposes; or
 - One of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union);

Of which you are in a position of general control or management. If that is the case then you must declare such an interest but can speak and vote on the matter.

District Council representatives will be bound by their own District Council Code of Conduct.

4. Any items of business the Chairman decides should be considered as a matter of urgency

5. Metadata Migration and Management

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A report by the Assistant Director for Culture and Heritage

- 6. Finance and Risk** **Page 23**
A report by the Assistant Director for Culture and Heritage
- 7. Performance Report – 1 April 2018 to 30 September 2018** **Page 34**
A report by the Assistant Director for Culture and Heritage
- 8. Appointment of Co-opted Members** **Page 48**
A report by the Assistant Director for Culture and Heritage

Date of Future Meetings

Date	Time	Venue
11 January 2019	10:30	The Green Room, the Archive Centre, County Hall
5 April 2019	10:30	The Green Room, the Archive Centre, County Hall

Chris Walton
Head of Democratic Services
County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 25 October 2018



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Norfolk Records Committee

**Minutes of the Meeting held at the Norfolk Record Office at 10:30am
on 29 June 2018 at the Archive Centre, County Hall**

Present:

Norfolk County Council

Cllr P Duigan (Vice-Chairman)
Cllr R Hanton

Norwich City Council

Cllr D Bradford
Cllr S Button

Broadland District Council

Cllr D Buck

South Norfolk District Council

Dr C J Kemp (Chairman)

Great Yarmouth Borough Council

Cllr M Coleman

Breckland Council

Cllr R Kybird

Non-Voting Members

Co-Opted Members

Mr M R Begley
Mr A Steynor

Representative of the Norwich Record Society

Dr G A Metters

Observer

Dr V Morgan

Representative of the Bishop of Norwich

Revd C Read

Others Present

Mr G Tuson, the County Archivist

1. Apologies

- 1.1 Apologies were received from Cllr Brociek-Coulton, Mr Jewson, Cllr Claussen-Reynolds, Cllr Nockolds, Prof. Rawcliffe and Cllr Rowntree.

2. Election of Chairman

- 2.1 Cllr P Duigan nominated Cllr C Kemp seconded by Cllr D Buck
- 2.2 the Committee duly appointed Cllr C Kemp as Chairman of Norfolk Records Committee for the ensuing council year.

3. Election of Vice Chairman

- 3.1 Cllr R Kybird nominated Cllr P Duigan seconded by Cllr D Buck
- 3.2 The Committee duly appointed Cllr P Duigan as Vice Chairman of Norfolk Records Committee for the ensuing council year.
- 3.3 Dr Metters told the Committee of the sad passing of Raymond Frostick the previous week; Mr Frostick had been his predecessor on the Committee as representative of the Norfolk Record Society, former Lord Mayor of Norwich and had donated a large map collection to the Norfolk Record Office. Members of the Committee paid their respects. Cllr Bradford recalled how Mr Frostick was a mentor to him and was well respected among the Labour Party on the City Council. Cllr Button paid her respects. Cllr Duigan noted he

was well respected across the whole of Norfolk as well as in Norwich. The Chairman noted Mr Frostick was very knowledgeable and had been supportive to the work of the Norfolk Record Office. The Committee paid sympathies to his wife and family at this sad time and **AGREED** to send a letter of condolence. Dr Morgan discussed Mr Frostick's exemplary life and achievements over the years.

4. Minutes

- 4.1 The minutes of the meeting held on the 06 April 2018 were agreed as an accurate record and signed by the Chairman.

Matters arising from the minutes:

- 6.2.5 the relationship between the Record Office website and Norfolk Archives and Heritage Development Foundation (NORAH) website was queried, which were not linked at the time: The County Archivist confirmed that the website was frozen while being updated but would include links to the NORAH website
- The Information Management Team (IMT) had provided information on protecting Record Office data, which was circulated; see appendix A
- Dr Morgan noted that it was not easy to find reference or link to documents which were accessible online from the Record Office collection; a report on the IT strategy was due to be brought to the meeting in November 2018

Revd Read arrived at 10.43

- The County Archivist discussed the information circulated, detailed at Appendix A
- 4-5% of the collection was digitised and available in online
- It cost between £8 and £12 to create the metadata required for each catalogue entry
- Having 2 IT infrastructure sites provided protection for the data from physical damage
- Cllr Buck queried whether this process could be used to provide better metadata approaches; the County Archivist clarified that this process, which was managed by the IMT department, simply copied data to provide a backup. The Record Office would be responsible for making metadata more user friendly
- Dr Morgan shared that the University of East Anglia had a 3rd tier storage site providing longer term backup to protect against the possibility of corrupted backup data. the County Archivist confirmed that IMT regularly checked data to ensure it had backed up and stored correctly, however, there was a balance to strike as if checked too often data was more likely to become corrupt

5. Declarations of Interest

- 5.1 No interests were declared.

6. Items of Urgent Business

- 6.1 There were no items of urgent business discussed.

7. Finance and Risk

- 7.1 The Committee received and considered the report forecasting financial out-turn for the Norfolk Record Office for 2018-19, the revenue budget for 2018-19, reserves and provisions and an update on the service risk register.

- 7.2.1 The overspend shown was balanced by overachievement on income, leaving an overall underspend. Reserves were being decreased due to work to increase the life of the building such as increasing capacity of existing storage.
- 7.2.2 More licensing work was being sought to increase income.
- 7.2.3 On the 1 January 2022 the 1921 census would be released which should see an increase in the use of online records, and an increase in income for the Record Office.
- 7.2.4 Shelves, storage boxes and other methods were used to maximise existing storage space.
- 7.2.5 Dr Morgan queried upgrading to a front-end cataloguing system; he noted that collections such as the Victoria and Albert Museum and the Norfolk Museums Service allowed the public to add to information about online records which added to the understanding of the items. The County Archivist replied that information received by email was added to low level metadata where appropriate and noted this for future consideration. The Chairman noted the importance of filtering comments.
- 7.2.6 Mr Begley queried whether online access would be through agencies rather than directly through the Norfolk Record Office website; the County Archivist replied that some agency websites would be used while select items would be available on the Norfolk Record Office website; some probate registers were available through Norfolk Sources.
- 7.2.7 The County Archivist was looking at ways to upload some of the Kings Lynn records to the online catalogue.
- 7.2.8 The County Archivist confirmed that of the 5% digitised, not all records were necessarily 'available' online.
- 7.3 The Committee **NOTED**:
- Forecast position of the revenue budget, reserves and provisions for 2018/19
 - Management of risk for 2018/19
 - and **thanked** the County Archivist for his work.

8. Norfolk Archives and Heritage Development Foundation – Progress and Impact

- 8.1 The Committee considered the report giving an update on the work and development of the Norfolk Archives and Heritage Development Foundation (NORAH), supporter scheme and grants made by NORAH.
- 8.2.1 Grants included NORAH providing funds to arrange keep in touch sessions for the people involved in the Change Minds project.
- 8.2.2 Income for NORAH was raised through donations, donation boxes in the Record Office and via gift aid; profit from a new book on the Strangers of Norwich would be donated to NORAH by its author, Frank Meeres.
- 8.2.3 Mr Steynor, a trustee of NORAH, reported that trustees were keen to encourage wider participation among the public in NORAH events and in the Norfolk Record Office; the supporter scheme would be valuable to enthuse the wider public.
- 8.2.4 The supporter scheme was for individuals at that time; corporate membership was a possible consideration for the future.
- 8.2.5 Trustees noted excellent support from the County Archivist and Jonathon Draper who

had been seconded to support NORAH until December 2018. The Chairman felt things were developing steadily and NORAH had been shown to be making a positive impact

8.3 The Committee **NOTED** the report.


Future Meetings:

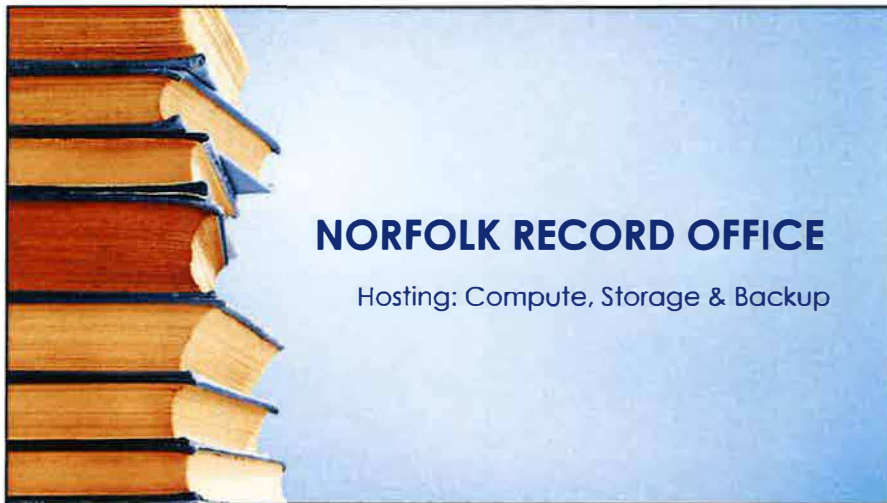
Date	Time	Venue
02 November 2018	10:30	Green Room, Archive Centre, County Hall
11 January 2019	10:30	Green Room, Archive Centre, County Hall
05 April 2019	10:30	Green Room, Archive Centre, County Hall

The meeting ended at: 11:25

After the meeting a presentation was given to the Committee on the Great Yarmouth Register

**Christopher Kemp,
Chairman of the Committee**

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Digital Archive: NRO Data Definitions

Digital Records

Data worthy of long-term retention i.e. digital archive of text, databases, audio, video, images.

Digital Access Copies

Data which is either a surrogate of an original manuscript held by the NRO and / or a dissemination copy of a Digital Record.

Digital Catalogue

The Digital Catalogue is business critical and a 'single source of truth' for the Archive. It is archive collection metadata which is stored and updated in the CALM database.

Data Centre: Components

Data Centres

- NCC has deployed IT infrastructure assets at two sites: **County Hall** and the **Millennium Library**.
- Each data centre delivers exclusive and independent access to assets, services and data as well as resilience options.
- In the event that the County Hall data centre is unavailable, **NRO Servers can be delivered and presented from the Millennium Library**, delivering genuine resilience and minimising service disruption.
- Data centres consist of many complex assets however there are three key components to every data centre: **compute, storage and backup**.

Digital Archive: Compute

The processing element of a data centre

- NCC's Information Management & Technology (IMT) Server Team manage an on-premises **computing** platform and resources upon which the NRO hosts web, application and database servers.
- Access to the Digital Archive is delivered by the presentation of a variety of NRO **virtual** servers. These servers reside within data centres at **both County Hall** and the **Millennium Library**.
- Whilst County Hall is the 'primary' site, copies of each server and their corresponding data are copied from the primary site to the Millennium Library 'secondary' site on a **nightly** basis.

Digital Archive: Storage

The data retention element of a data centre

- NCC's IMT Server Team provide an on-premises **storage** platform and resources upon which the NRO hosts data.
- Storage is presented in two '**tiers**':
Tier 1 storage is Solid State Disk (SSD) technology and, in terms of performance, is considered simply to be the fastest storage, most suited to the demands of server, database, application and website delivery
Tier 2 storage is Near-line Software Attached SCSI (NL-SAS) technology and, in terms of performance, economy and efficiency, is considered most suited to the storage of file data
- The NRO currently benefits from storage provisioning based **wholly** on the IMT-managed **Tier 1** SSD-based solution.

Digital Archive: Backup

The data preservation element of a data centre.

- NCC's IMT Server Team provides **backup** solutions in tandem with the storage platform.
- NRO **server and data** backups are copied from **Tier 1** to **Tier 2** storage
- Backup tools linked to the storage solution ensure that:
Servers are backed up **daily** at 22:00
Data is backed up **daily** at 02:00
Tier 1 backups are retained for **7 days**
Tier 2 backups are retained for a period of up to **35 days**

Norfolk Records Committee

Report title:	Metadata Migration and Management
Date of meeting:	2 November 2018
Responsible Officer:	Steve Miller – Assistant Director, Culture and Heritage
Strategic impact The Norfolk Record Office archive management system is a key asset which holds information describing the archives within the Collection, including their provenance and their location. This information consists of around 840,000 records and is the essential gateway to the Collection for both the public and staff.	

Executive summary

The Norfolk Record Office archive management system is a key asset because it holds the information describing the archives in the Collection, their provenance and their location. This information (referred to here as metadata) consists of around 840,000 records and is the essential gateway to the Collection for both the public and staff. Its loss would be catastrophic – a notional risk value of greater than £8 million has been assigned to these records.

This metadata has been built up over many decades and since the late 1990s has been entered into an archive management system, CALM. This system has now been in use for 20 years and enabled us to move from paper to electronic delivery of catalogue information. The Norfolk Record Office now needs to plan its metadata requirements for the next 20 years.

This report examines options which will deliver the following benefits:

- Information contained in archive collections will become far more discoverable and, therefore, more widely used.
- The risk of losing irreplaceable metadata will be negated.
- Archive discovery will improve along with advances in data technology and the semantic web
- Descriptive metadata will be accessible as a research resource in itself
- New audiences will engage with heritage
- Increased income streams to support the service

Recommendations:

That the Records Committee:

- **Approves Option C as detailed in this report and supports the submission of a bid for capital funding from NCC. If this is unsuccessful, then it approves the use of reserves to fund the project.**

1. Proposal (or options)

INTRODUCTION

- 1.1. The importance of metadata to archives cannot be understated. Metadata is the essential element that forges the link between collections and the user. The better the metadata, the better the interaction, the research and the evidence. Additionally, good metadata underpins good archival management and service provision.
- 1.2. The Norfolk Record Office holds this key asset in an archive management system called CALM. The information in the system describes the archives held by the record office, their provenance and their location. This information consists of around 840,000 records and is the essential gateway to the Collection for both the public and staff. Its loss would be catastrophic – a notional risk value of greater than £8 million has been assigned to these records.

Background

- 1.3 Archivists have always generated metadata, i.e. information about the Collections they hold. Accession registers gathered information on provenance and custody, catalogues provided descriptions of records and banks of card indexes offered a means of navigating these tens of thousands of pages of paper. Much of this basic methodology still holds true. Provenance is still an essential component of archive management. Archives still need to be catalogued before the information they contain can be used by researchers. Access points are still needed to enable places, people, organizations, subjects and functions to be identified.
In the late 20th century, IT provided an opportunity to make this metadata more accessible. Finding aids were entered into searchable databases and web catalogues were launched meaning that users could find more out about what a service held without visiting or writing to staff.
- 1.4 At the Norfolk Record Office, as in most other archives, a similar path was followed. Twenty years ago, the NRO invested in an archive database system, CALM. By 2016, this system contained all of the Record Office's catalogues; in all more than 840,000 descriptions. This has greatly improved access to information about the Collection, but the job is far from complete. The Record Office now needs to plan its metadata development for the next 20 years.
- 1.5 The digital age presents some significant challenges in making sure that this metadata remains accessible. However, it also offers numerous exciting opportunities for opening up archives in ways undreamt of in the past, bringing the benefits of using archives, which remain a hugely under-exploited resource, to new and diverse audiences.

CASE FOR CHANGE

The Sustainability Challenge

- 1.6 As well as providing the means of access to the Collection, the metadata held by the NRO has significant value of two kinds:
 - i. Evidential Value: Archives are records that require contextual interpretation.

Information on who created them, who held them, how they relate to other records etc., has enormous significance for how they are discovered, interpreted and, ultimately, how much they can be trusted as a reliable source of information.

- ii. Financial Value: Estimates show that the cost of recreating a single record in the NRO's catalogue (where this is possible) would be around £10. This means that the records in the catalogue have a total value in excess of £8 million.

- 1.7 Clearly, ensuring the long-term accessibility and reuse of this metadata is of paramount importance. This data has to be kept and managed for at least as long as the records to which it refers; in the case of archives, this is forever.
- Central to the issue of metadata sustainability is interoperability. The data itself has to be in a format where it becomes system agnostic so that over the years it can be easily moved between systems. This rests on adherence to international standards such as those developed by the International Council on Archives. In this way, sustainability of the data can be insured whilst also avoiding tie-ins to a single software provider with its associated risks and costs.
- 1.8 There is also a significant need to make sure that the NRO is able to provide the information on its Collection in a way which meets growing user expectations. As well as quantity and quality of data the NRO needs to move towards an authority file, linked data approach to its catalogues. Traditionally, archivists have catalogued records and then created indexes to help locate catalogues. To meet the needs of future users, archivists need to take a more structured approach in effect creating catalogues featuring an assembly of controlled linked data terms.
- 1.9 ***Currently, not all of the NRO's collection metadata is fully compliant with these international standards.***

New Opportunities

- 1.10 'Digital technologies are creating a paradigm shift in the archival sphere, posing challenges, but also throwing open the doors to greater access and a world of new opportunities.'
- (Archives Unlocked: Delivering the Vision, Introduction by Jeff James, Chief Executive and Keeper, The National Archives, 2017)
- 1.11 Development of the semantic web, and what is popularly termed AI, offer huge opportunities for making archive metadata accessible. Unlike the World Wide Web which links pages containing information, the semantic web links information in a way which supports the extraction of meaning. For the first time, we need to take into account that future users of our metadata might not be human. And the NRO needs to ensure that its metadata is structured in such a way that it can better exploit this opportunity.
- 1.12 One of the negative sides of retro-converting catalogues has been that of an increased reliance on free text searching. As the number of catalogue entries increase so do the number of search results. This can be alleviated by more careful use of faceted searching, where choices can be made about the type of entity

returned (e.g. being able to choose personal name, corporate name, place name etc. to filter the search results) or, more powerfully, by linking authority records to external sources that help identify the referent and link data around the world.

- 1.13 ***Currently the NRO has only limited data searchable in this way. The largest category, records linked to place names, contains 227,647 links; however, almost all of these relate to probate records.***
- 1.14 Currently, the NRO catalogue has around 840,000 entries describing somewhere around 10 million documents. To authoritatively answer the question “Does the Collection **not** contain any information on x?” would require the catalogue to contain many millions, probably billions, of records at transactional level (i.e. names, subjects, places detailed in each records).
- 1.15 Obviously, this is not something that is ever likely to be achieved, but the greater the quantity of this information in the catalogue the greater the opportunities for access. The NRO need to embrace new ways of working so that it can accumulate this metadata over the long term, something it is already working on thorough volunteer projects, crowdsourcing in King’s Lynn and its first collaborative PhD.
- 1.16 ***However, the NRO’s ability to carry out the tasks of both enhancing its data and increasing its quantity is restricted by the software it uses. To make the best of these opportunities it needs to be able to move data more easily, to access back end databases to run queries and updates and to use new tools as they become available.***

GOALS, OBJECTIVE AND BENEFITS

- 1.17 The NRO’s goals are to:
- Ensure the sustainability of its collections metadata
 - Provide excellent discoverability of its collection by
 - enhancing existing metadata
 - increasing the amount of metadata
 - enabling reuse of metadata
- 1.18 This will deliver the following benefits:
- Information contained in archive collections will become far more discoverable and, therefore, more widely used.
 - The risk of losing irreplaceable metadata will be negated.
 - Archive discovery will improve along with advances in data technology and the semantic web
 - Descriptive metadata will be accessible as a research resource in itself
 - New audiences will engage with heritage

- Increased income streams to support the service

1.19 It will achieve this by delivering the following objectives:

Objective 1: Provide functional online tools to **enhance discovery**

- Improved interface to the online catalogue
- Access to digitized images and data files via catalogue

Objective 2: Improve the **quality** of its existing metadata

- Links to authority files established
- Ability to run queries on raw data
- Provide functionality for sharing data between systems so that unified catalogues can be created

Objective 3: Increase the **amount** of metadata relating to its holdings

- Enables creation of metadata through new programmes including crowdsourcing, volunteer project, and collaborative PhDs.
- Import of data from projects in a variety of formats including EAD, EAC and CSV
- Deploy entity recognition and extraction software on current descriptions to create new authority records or add data to existing ones

Objective 4: Ensure that its metadata is held in **system agnostic formats** which comply with relevant international standards and which can be moved between systems

- Data is compliant with archive and other related standards (ISAD(G), ISDIAH, ISAAR, ISDF, ISO-8601)
- Data can be exported in reusable formats (e.g., CSV, EAD, EAC and XML etc.)
- Data is stored in such a way that it is accessible using software different to that which was used to create it

2. Evidence

OPTIONS APPRAISAL

2.1. Three options have been considered and subjected to qualitative and financial appraisal. These are:

2.2. OPTION A: Do Nothing

This option assumes that the NRO would continue to use the existing CALM

database, adding new data as collections were catalogued and, where possible adding new data from projects and programmes.

2.3. OPTION B: Do Minimum

This option assumes that the NRO would continue to use its existing system for the time being, upgrading the system as required, and moving to the new web module for its online catalogue. Currently only selected staff have access to the system and this option assumes that additional licences would be purchased.

This option is divided into two sub-options for the financial appraisal. The second (Option B2) includes the costs of data migration in Years 14 and 15.

2.4. OPTION C: Migrate data to new system

This option assumes that work is completed on metadata to ensure it is standards compliant and can be exported out of the existing system and imported into a new system, Atom (Access to Memory).

Atom is an open source archive management system originally developed under the auspices of the International Council on Archives (ICA), a UNESCO (the United Nations Educational, Scientific and Cultural Organization). Users include:

- UNESCO Archives
- United Nations Archives and Records Management Section
- The World Bank Group Library and Archives of Development
- International Monetary Fund Archives
- NATO Archives
- The National Library of Wales
- The Borthwick Institute, University of York

The system is standards based and allows import and export of data in a variety of formats. It also integrates with Archivematica (another system developed under the auspices of the ICA) as part of a digital preservation workflow.

It provides access to either authenticated users (i.e. those with log in and password) and general users via a web browser. Authenticated users have differing rights within the system (e.g. read, write, edit, access to certain areas only) whilst general users can only view published information.

Good examples of Atom in use can be found at:

- <https://borthcat.york.ac.uk/>
- <https://catalogue.millsarchive.org/>

QUALITATIVE APPRAISAL

This section looks at each of the options and analyses them against the project objectives.

2.5. **OPTION A: Do Nothing**

Objective 1: Provide functional online tools to **enhance discovery**

- 2.6. Existing metadata would remain as it is now. This provides for some discoverability, but will provide no improvements, which means that discoverability will fall even further behind growing user expectations, leading to a decrease in use of the collection. The online catalogue would not be supported and may stop functioning on upgraded servers.

2.7. Objective 2: Improve the **quality** of its existing metadata

- 2.8. Limited opportunities would be available to enhance existing data. Authority files would remain self-contained within the existing system that would not link to any external sources or provide faceted searching.

There would be no opportunities to access the data outside of the system.

2.9. Objective 3: Increase the **amount of metadata** relating to its holdings

- 2.10. Some information can be imported into the database which would allow a variety of projects to continue. For example, the volunteer cataloguing of building regulation plans and marriage licences using spreadsheets and then importing the data.

2.11. Objective 4: Ensure that its metadata is held in **system agnostic formats** which comply with relevant international standards and which can be moved between systems

- 2.12. This option does not address the risk to sustainability of metadata. In the financial appraisal section of this report, two Do Nothing options are presented, one with no costs for data cleansing and ensuring standards compliance and one where this cost is delayed until years 14 and 15. In both options the metadata would remain in same format beyond the next decade.

2.13. **OPTION B: Do Minimum**

2.14. Objective 1: Provide functional online tools to **enhance discovery**

- 2.15. Within the next 12 months an upgrade to the new version of the back-end system will be required. This would require the purchases of CALM VIEW which would represent a significant improvement in the user experience when searching the catalogue.

2.16. Objective 2: Improve the **quality** of its existing metadata

- 2.17. There would be no wholesale improvement in the quality of metadata. Structures of data would remain the same and no external links would be created.

2.18. Objective 3: Increase the **amount of metadata** relating to its holdings

- 2.19. As with Option A, this would enable some work new work to increase the amount of metadata. Upgrading the system may also provide new opportunities for this. However, the NRO would not be able to get direct access to back-end data and would

be dependent on a single supplier.

- 2.20. Objective 4: Ensure that its metadata is held in **system agnostic formats** which comply with relevant international standards and which can be moved between systems
- 2.21. This option does not address the risk to sustainability of metadata. In the financial appraisal section of this report, two Do Minimum options are presented, Option 2A with no costs for data cleansing and ensuring standards compliance and OPTION 2B with the cost delayed until years 14 and 15. In both these options the metadata would remain in same format until at least 2032.
- 2.22. **OPTION C: Prepare Metadata and Migrate to New System**
- 2.23. Objective 1: Provide functional online tools to **enhance discovery**
- 2.24. Whilst the system outlined above would not provide all of the functionality that might be required over the next decade and a half, it represents a significant improvement over what is currently available. The system is being actively developed and, because it is open source, there is the possibility of the user community driving developments.
- 2.25. Objective 2: Improve the **quality** of its existing metadata
- 2.26. This option would provide the resources to standardize data and introduce more authority file based metadata creation linked to external sources.
- 2.27. Objective 3: Increase the **amount of metadata** relating to its holdings
- 2.28. This option would provide some of the flexibility needed to innovate in the creation of metadata. It would allow access to the back end database where user customised queries and updates could be run.
- 2.29. Objective 4: Ensure that its metadata is held in **system agnostic formats** which comply with relevant international standards and which can be moved between systems
- 2.30. The metadata would also be held in an easily exportable format which could be shared with other systems.

3. Financial Implications

3.1. Financial Options Appraisal

The financial appraisal looks at costs over 15 years to which it applies a Net Present Value of 3.5%. In effect, this means that £100 spent in one year's time has a value today of £96.50, in two years of £93.

For Option A (Do Nothing) the risk associated with not being able to migrate metadata easily still applies. To show the impact of this Option 2 has been subdivided into Option B1, where no work is undertaken to prepare metadata for migration, and

Option B2, where the issue is dealt with in Years 14 and 15.

In all cases, any increase in income from improved metadata availability has not been included.

OPTION A: Do Nothing Option

Annual:	£6000
Total Cost:	£90,000
Net Present Value (NPV)	£67,950.00

OPTION B1: Do Minimum Option

Year 1:CALM Upgrade cost	£800
Year 1:CALM View costs	£4,000
Year 1: Four additional CALM licences	£3,200
Annual: CALM support costs	£6,800
Total Cost:	£110,000
NPV	£85,010

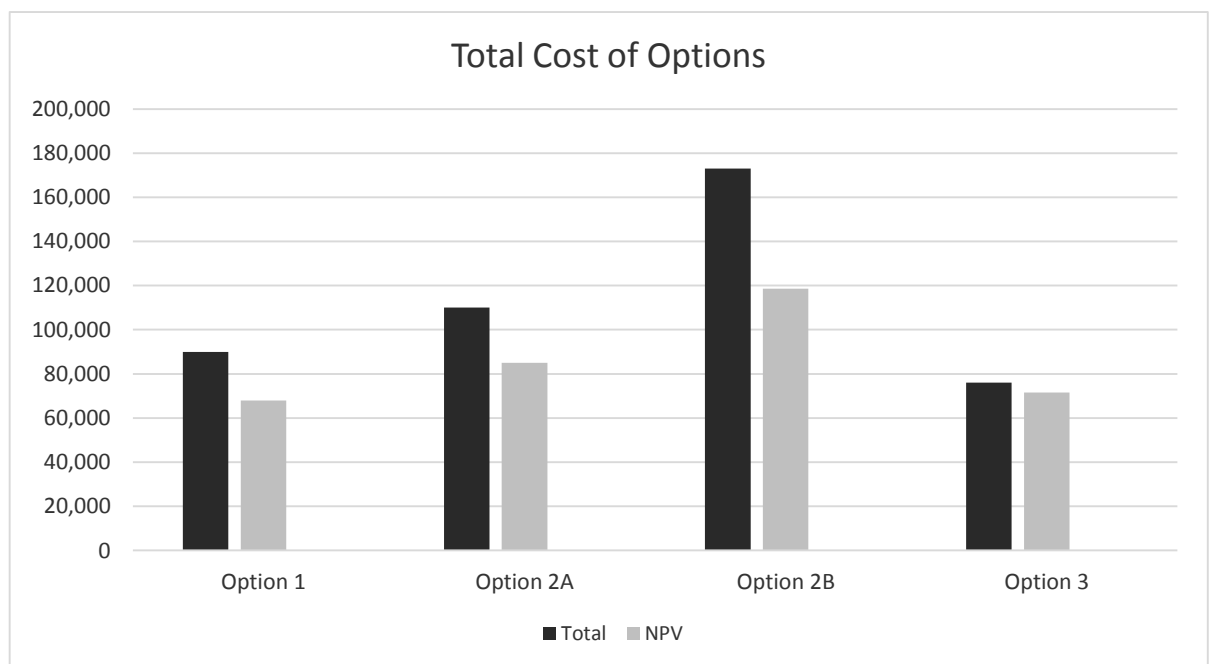
OPTION B2: Do Minimum with Delayed Metadata Migration Costs

Year 1:CALM Upgrade cost £800	£800
Year 1:CALM View costs £4000	£4,000
Year 1: Four additional CALM licences £3200	£3,200
Annual: CALM support costs	£6800
Year 14: £62K	£62,000
Year 15: £21K	£21,000
Total Cost:	£188,000
NPV:	£126,785

OPTION C: Prepare Data and Migrate to New System

Year 1:	£42,000 (plus £15K external funding)
Year 2:	£21,000
Annual	£1000
Total Cost:	£76,000
NPV	£71,625

3.2. Comparison of Total Cost and NPV



Conclusion

Clearly, Option 1 (Do Nothing) is untenable as it would result in the NRO catalogue no longer being accessible online and subject the service's metadata to risk.

Whilst Option 2A and 2B would go some way to addressing this risk, they do not offer all the benefits of Option 3.

In terms of the financial appraisal, Option 3 offers considerable savings over Options 2A and 2B.

Option 3 is recommended as the best way to proceed.

4. Issues, risks and innovation

4.1. Issues

In October 2018 a 15 month traineeship will start at the NRO as part of the Bridging the Digital Gap project financed by the Heritage Lottery fund and delivered by the National Archives. The trainee will be focussing on metadata creation, storage and management and will be available to support the project.

4.2. Innovation

This project is a significant step in realigning how the Norfolk Record Office makes information on its holdings discoverable. It represents a step change in how this data is assembled and how it can be linked to other resources.

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, e.g. equality impact assessment, please get in touch with:

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APPENDIX: Glossary

AUTHORITY FILE

A list of controlled terms covering such topics as places, corporate names, personal names, genres (e.g. will, diary, letter), and subjects

AUTHORITY RECORD

The authorized form of name combined with other information elements that identify and describe the named entity and may also point to other related authority records.

EAC

Encode Archival Context. An XML schema for sharing and moving archive authority files

EAD

Encoded Archival Description. An XML schema for sharing and moving archive catalogues

GENRE

A class of authority record which covers document type e.g. tithe map, diary, letter.

ISAAR(CPF)

International Standard for Archival Authority Records for Corporate Bodies, Families and Persons.

ISAD(G)

The International Standard of Archive Description (General). The standard followed by the NRO and most UK archives for the creation of hierarchical catalogues.

ISDF

International Standard for Describing Functions of corporate bodies associated with the creation and maintenance of archives.

ISDIAH

International Standard for Describing Archive Institutions with Holdings.

ISO-8601

An internationally accepted format for storing and displaying Date and Time.

LOCATION

Physical location of the documents to which the metadata refers

NAME

A class of authority record dealing with personal, family and corporate names

PLACE

A class of authority records relating to geographical location

SUBJECT

A class of authority record dealing with concepts and events.

Norfolk Records Committee

Report title:	Finance and Risk
Date of meeting:	2 November 2018
Responsible Officer:	Steve Miller – Assistant Director, Culture and Heritage
Strategic impact This report provides an update on the forecast financial year end position for the Norfolk Records Committee for 2018/19.	

Executive summary

As set out in this report, the forecast financial out-turn for the Norfolk Record Office (NRO) for 2018/19 Section 1 covers the NRO revenue budget for 2018/19, reserves and provisions. Section 2 provides the Committee with an update on the service risk register. Section 3 provides Committee with an update on the future budget challenges for Norfolk County Council and the specific proposals relating to the Committee to help manage this challenge.

The main issues for consideration by this Committee are:

- Progress with NRO Revenue budgets and Reserves and Provisions indicates that the service is forecasting a balanced position.
- Progress with risk management for NRO.

Recommendations:

The Norfolk Records Committee is asked to consider and comment on:

- **Forecast position of the revenue budget, reserves and provisions for 2018/19**
- **Management of risk for 2018/19**

1. Revenue Budget

1.1. Financial Performance 2018/19

1.1.1 At the end of period 06, September, 2018/19 we are forecasting that the NRO will deliver a balance budget. This is summarised in the table below.

Service	Approved budget £	Forecast 2018/19 Outturn £	Forecast +Over/- Underspend £
Salary	887,460	874,485	(12,975)
Premises	3,810	4,291	481
Travel	2,740	3,410	670
Supplies & Services	63,400	18,807	(44,593)

Support Services	1,070	1,555	485
Capital*	271,960	271,960	0
Income	(373,880)	(317,951)	55,929
Total	856,560	856,557	(3)

* Local authority capital accounting adjustments that relate to historic capital expenditure- this budget has changed from that previously reported to Committee, due to the allocation of depreciation charges, and re-valuation gains and losses. However, these are purely accounting adjustments and have had no impact on the underlying ability of services to apply and manage their budgets

- 1.1.2 Norfolk County Council continues to face significant financial pressures and funding reduction and the Norfolk Record office continues to look for ways to support the authority in meeting those financial challenges.

1.2 Capital programme

- 1.2.1 There is no capital programme for 2018/19.

1.3 Reserves and Provisions

- 1.3.1 The table summarising the 2018/19 position appears below.

- The Residual Insurance reserve is planned to be used in the year to support project development. This includes administrative support to the Norfolk Archives and Heritage Development Foundation and service development projects looking at archive discovery and local working.

Reserves and Provisions 2018/19	Balances at 01Apr 18	Forecast Balance at 31Mar 19	Planned Change
	£	£	£
Norfolk Record Office			
Residual Insurance and Lottery Bids	182,947	158,957	23,990
Unspent Grants & Contributions Reserve	7,327	7,327	0
Service Total	190,274	166,284	23,990

2. Risk Management

- 2.1. The service continues to manage the risks to its objectives both internal and external. The risk register is reviewed and updated on a quarterly basis and was last reported to this Committee at the last meeting. A summary of the risk register based on the most recent reviews appears at Appendix A.
- 2.2. The register contains six key risks, three 'high' level, two of which are currently assessed as a 'medium' level risk, while one is assessed as 'low'.
- 2.3. All risks are being well managed. One of the risks is assessed as being met and is shown as green whilst another is shown as 'Green – on schedule' progress towards achieving target risk score, and the other three are showing 'Amber' and with further planning should be met.
- 2.4. The impact of the unmet risks on the budget has been assessed as follows:

- 2.4.1 For RM13959 'Loss of or reduction in funding', if this external funding was lost then the service would need to reduce spending in line with the reduction of funding. This risk is classed as 'Amber' however additional income streams have been identified in 2018/19. The risk is mitigated by continuing to apply for external funding and explore income generating opportunities. Financial pressures relating to the 2019-20 budget are dealt with in Section 3 of this report
- 2.4.2 For RM13963 'Inability to continue collecting archives', an increased level of accessions would reduce the available space more quickly than planned. Records are kept of the amount of additions and available space and bespoke packaging is used to reduce the amount of space needed. There is also work which can be carried out to further increase the capacity of the King's Lynn strong room. This risk is classed as 'green' and is not expected to occur in 2018/19, and so will have no impact on the revenue position.
- 2.4.3 For RM14164 'Failure to meet growing public expectations on access', is the risk that the public can't access collections as easily as they expect to. This could mean demand for our services would reduce. This is mitigated through entering into commercial partnerships to improve access and planning for access to digital images in search room. Plans are in place to increase the amount of digital images available through commercial partnerships. This risk is classed as 'green' and is not expected to occur in 2018/19, and so will have no impact on the revenue position.
- 2.4.4 For RM14165 'Failure to collect, preserve and make accessible new formats of archive', NRO is not in a position to fully manage the preservation and continued accessibility of born digital records. This is mitigated through developing procedures, staff skills and exploring collaborative approaches. This risk is classed as 'Amber' however the NRO is now leading a collaborative regional project to address these issues.
- 2.4.5 For RM14167 'Collection at risk through unexpected events', due to the special nature of the NRO collection the usual NCC continuity planning has to be reviewed and adapted. This is mitigated through the roll out of specific Emergency Plan, in which all staff, including recent recruits, have been trained. This risk is classed as 'met' but will continue to be reviewed.
- 2.4.6 For RM14291. 'Long-term sustainability of metadata'. The NRO relies on a large set of metadata, which is used as a gateway to the Collection (the catalogue of over 700,000 records) and for managing the collection (accession records and location data). Some of this data is irreplaceable. Where it could be recreated, the cost would be millions of pounds. The NRO needs to ensure that this data is sustainable in the long-term and, when necessary, can be migrated to other systems.

3. Financial Implications

- 3.1. The implications for resources including, financial, staff, property and IT, where relevant, are set out in Section 1 of this report.
- 3.2. The County Council Medium Term Financial Strategy (MTFS) was agreed in February 2018 including £78.529m of savings and with a remaining gap of £94.696m. The MTFS provided the starting point for the Council's 2019-20 Budget planning activity. Full details of cost pressures assumed in the Council's MTFS are set out in the 2018-19 [Budget Book](#).¹
- 3.3. In September, following feedback from Service Committees, Policy and Resources Committee then considered the latest planning information and an updated budget position. The current position, taking into account the changes agreed by Policy and Resources Committee, and assuming that new savings can be identified at the required

¹ <https://www.norfolk.gov.uk/-/media/norfolk/downloads/what-we-do-and-how-we-work/budget-and-council-tax/budget-book-2018-22.pdf?la=en>

level of £22.089m for 2019-20, is shown in the table below. Changes in the Council's funding assumptions have mitigated some of the identified pressures.

- 3.4. The budget position and the associated assumptions are kept under continuous review, and will be updated to reflect any changes arising from the Government's Autumn Budget, or further information about the Council's funding position as it becomes available up until budget-setting by County Council in February.
- 3.5. **Table 1: Latest forecast budget gap 2019-20 to 2021-22²**

	2019-20	2020-21	2021-22	Total
	£m	£m	£m	£m
Forecast gap as reported to September Service Committees (agreed at 16 July 2018 Policy and Resources)	22.089	48.454	24.153	94.696
Pressures				
Children's Services budget pressures including LAC	5.000	2.000	2.000	9.000
Children's Preventing Radicalisation pressure	0.120	0.000	0.000	0.120
Children's Centres saving delay	1.700	-1.700	0.000	0.000
Adult market pressures	2.000	0.000	0.000	2.000
Leap year pressure in Adult Social Care	0.550	-0.550	0.000	0.000
Property savings (including income targets) at risk	1.500	1.000	0.500	3.000
Pressure from 2019-20 national pay award and associated salary scale changes	0.345	0.000	0.000	0.345
Total new pressures	11.215	0.750	2.500	14.465
Proposed mitigations				
Collection Fund	-4.688	0.000	0.000	-4.688
Council tax base (additional 1.5%)	-5.918	-6.305	-6.341	-18.564
MRP pressure reprofiled	0.000	-5.000	5.000	0.000
Additional capital receipts	0.000	-10.000	0.000	-10.000
2% Council Tax increase 2021-22	0.000	0.000	-8.498	-8.498
Total mitigations	-10.606	-21.305	-9.839	-41.750
Delivery of 2019-20 savings target (as identified at 16 July 2018 Policy and Resources)	-22.089	0.000	0.000	-22.089
Latest forecast gap for planning purposes (24 September 2018 Policy and Resources)	0.609	27.899	16.814	45.322

- 3.6. Communities Committee considered a range of budget proposals to help meet the budget gap including a specific proposal relating to this committee;

² As presented to Policy and Resources Committee September 2018 (please note this does not reflect any amendments arising from Policy and Resources Committee decisions in September).

Ref	Proposal Note: Savings are shown as a negative figure	Information about the proposal	Saving 2019-20 £m
CMM19201	Norfolk Record Office – reduction in search room opening hours	This proposal would see the opening hours of the search room reduce from 41.5 hours a week to between 28 and 30 hours a week. There will also be reductions in the amount of documents the NRO is able to receive and process, educational and outreach work, support for the NRO's charitable partner and preservation work. This is not expected to impact on the income that the service generates from copy certificates and digitization.	-0.075

- 3.7. This proposal will form part of the County Councils public consultation on budget proposals.

4. Issues, risks and innovation

- 4.1. Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

5. Background

- 5.1. There are no other documents to refer to.

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

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Risk Number	RM13959			Date of update			01 October 2018			
Risk Name	Loss of or reduction in funding									
Risk Owner	Gary Tuson			Date entered on risk register			31 March 2009			
Risk Description										
Loss of or reduction in levels of external funding, including NCC, could lead to a reduced capacity to deliver the service, threaten business viability and infringe Heritage Lottery Fund conditions of grant.										
Original			Current			Tolerance Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	4	16	2	4	8	2	3	6	Mar-19	Amber
Tasks to mitigate the risk										
Continued development of efficient and prioritised working practices Ensure staff are in place to maintain income generating activities Continue to explore opportunities for income generation										
Progress update										
Income generation targets on course Additional material for licencing being issued. Additional digitization work being undertaken for future releases										

Risk Number	RM13963		Date of update		01 October 2018					
Risk Name	Inability to continue collecting archives									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
An increased level of accessions has reduced available space in strongrooms more quickly than planned and there may be further, unexpected increased levels.										
Original			Current			Tolerance Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
2	3	6	2	3	6	2	2	4	Mar-19	Green
Tasks to mitigate the risk										
Actions to mitigate risk to be included in forthcoming service plans										
Progress update										
Target reached in 2015/16, 2016/17, 2017/18. Included in service plan for current year but likely to be reduced target in subsequent years. Additional space identified in King's Lynn Long term Service Strategy (approved by Records Committee in December 2017) includes provision for review of accommodation in 2020.										

Risk Number	RM14164		Date of update		01 October 2018					
Risk Name	Failure to meet growing public expectations on access									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
Public are not able to access collections as easily as they expect through modern technologies										
Original			Current			Tolerance Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
3	3	9	3	3	9	2	3	6	Mar-20	Green
Tasks to mitigate the risk										
• Use of commercial partnerships to improve access • Planning for access to digital images in searchroom • Project to enhance metadata										
Progress update										
Planning for access to digital images in searchroom under way Project to enhance metadata planned										

Risk Number	RM14165		Date of update		01 October 2018					
Risk Name	Failure to collect, preserve and make accessible new formats of archive									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
Increasingly records are born digital and must be preserved in a digital format. The NRO is not in a position to fully managed digital records in line with the OAIS model.										
Original			Current			Tolerance Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	2	5	10	Mar-19	Amber
Tasks to mitigate the risk										
• Collaborative project for delivery of digital preservation										
• Develop staff skills										
• Continue to develop in-house procedure for handling digital objects										
Progress update										
Tools for digital preservation have been evaluated										
Environment for local hosting of tools being prepared										

Risk Number	RM14167		Date of update		01 October 2018					
Risk Name	Collection at risk through unexpected events									
Risk Owner	Gary Tuson		Date entered on risk register		27 February 2014					
Risk Description										
Provision beyond the council continuity planning needs to be made due to special nature and extent of the NRO collection										
Original			Current			Tolerance Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
1	5	5	1	5	5	1	5	5	Mar-19	Met
Tasks to mitigate the risk										
• Disaster / emergency plan training to be rolled out										
Progress update										
New starters at Record Office all trained in Emergency Plan procedures										
This risk needs to be constantly managed. Further review and training will be required in 2018/19										

Risk Number	RM14291		Date of update		01 October 2018					
Risk Name	Long Term Sustainability of Metadata									
Risk Owner	Gary Tuson		Date entered on risk register		13 June 2017					
Risk Description										
NRO is not able to maintain long-term accessibility and functionality of its own metadata. Evidential value of archives would be damaged. Recreation of metadata would cost millions of pounds.										
Original			Current			Tolerance Target				
Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Likelihood	Impact	Risk score	Target Date	Prospects of meeting Target Risk Score by Target Date
4	5	20	3	5	15	1	5	5	Mar-19	Amber
Tasks to mitigate the risk										
Metadata project launched in 2017										
Progress update										
New catalouge system being tested and strategy for migration of metadata being prepared.										

Norfolk Records Committee

Report title:	Performance Report – 1 April 2018 to 30 September 2018
Date of meeting:	2 November 2018
Responsible Officer:	Steve Miller – Assistant Director, Culture and Heritage
Strategic Impact This report provides information on the activities of the Norfolk Record Office (NRO) and performance against its service plan during the period between 1 April – 30 September 2018.	

Executive Summary

Over the last six months, the NRO has engaged in a wide variety of planned work. It provides information on activities relating to:

Enabling New and Wider Audiences to Benefit from the Use of Archives

Covering education, outreach and engagement work and including activities delivered to 1,056 school children and 4,321 lifelong learners; wellbeing work with two new Change Minds courses and the continuing programme with Asperger East Anglia; social media activity and the volunteer programme.

Providing a Public Access Service

Covering public use of resources, proposed alterations to searchroom layouts, the move of the Norfolk and Norwich Archaeological Society library, remote use, the new NRO website and the closure of the public searchroom for one week in December.

Managing and Developing the NRO Collection

Providing information on the 89 accessions received and work on the Unlocking Our Sound Heritage Project

Caring for Collections

Covering work undertaken by the collections care team.

The Norfolk Archives and Heritage Development Foundation (NORAH)

Providing details of the Charity's priorities for the forthcoming year.

Recommendation:

The Norfolk Records Committee is asked to:

- **Consider performance against the 2018/19 service plan and comment accordingly.**

1 Enabling New and Wider Audiences to Benefit from the Use of Archives

Education, Outreach and Engagement

- 1.1 The Norfolk Record Office aims to encourage the use of archives by groups of all ages and abilities.

Formal Education

- 1.2 The Norfolk Record Office Education and Outreach team has continued to provide a variety of workshops and talks for children and students during the last six months.

Primary and Secondary education:

2017-18 academic year:

- i. Staff worked with the Norwich Schools of Sanctuary to organise and advertise a series of refugee workshops in the run up to 'Norfolk Welcomes' day on 20 April and for Refugee Week over 18-24 June. Staff ran 3 workshops in 2 schools, for over 100 children in April. Over the course of 3 weeks in June, staff delivered 15 refugee workshops in 6 different schools for 460 pupils.
 - ii. The Introduction to Archive Research for 6th Formers session attracted 10 participants from a number of schools who joined us to find out more about how to use a record office.
 - iii. A series of 34 workshops for Key Stages 1 to 4 were attended by 1056 pupils including 86 in King's Lynn. These workshops included Norfolk in the Second World War for year 3 pupils and an Introduction to Archives for year 7-10 pupils.
- 1.3 Development work in preparation for 2018-19 academic year:

A new programme published for the 2018-19 academic year includes 3 new workshops:

- Education and Outreach staff worked with staff from Collection Care to develop a workshop aimed at Key Stage 4/5 pupils as part of Norwich Science Festival. The workshop looks at the science of conservation and will be running during the Festival in October.
- Staff have also developed a workshop incorporating documents created during the reign of Queen Elizabeth I, in order to mark her visit to Norwich in 1578. The workshop for Key Stage 2 pupils forms part of a series of lessons created for the Putting on a Pageant project run by the Forum.
- Staff have also developed a Work of an Archivist workshop.

- 1.4 Higher education:

Staff ran 3 sessions for students on the UEA Humanities Foundation course, which encourages students to get back into learning before taking a further course.

Lifelong Learners

- 1.5 There has been a wide variety of events over the last six months. These are detailed in the two *What's On* booklets covering this period, the most recent of which covers events from July to December 2018.
- 1.6 Highlights from the last six months include:
- i. What is Norfolk? Two sessions were run to celebrate the first ever Norfolk Day. The sessions concentrated on changes in landscape over the centuries.
 - ii. Early Modern Transcribathon - an event run in partnership with the University of Birmingham, University of Bristol and the British Library enabled people to learn some palaeography skills in order to transcribe archives that will be included in the Manuscript Pamphleteering in Early Stuart England (MPESE) project. 15 people attended the session, some have continued their transcription in their own time following this event.
 - iii. Exploring Your Community Conference. Our annual conference took place in May, 51 people from 25 different local history groups attended. They listened to talks from participating groups and had workshops on using social media, oral history and digitization.
 - iv. Research works. Six sessions on using prison records, tracing the history of your house and tracing your family history attracted 47 participants.
 - v. Headway. Staff provided 2 workshops for participants at Headway, an organization who works with people with head injuries. These workshops included Victorian Scrapbooking and Creative Writing.
- 1.7 Talks and workshops were delivered to a total of 4,321

Wellbeing

- 1.8 The Norfolk Record Office continues to work in partnership with the Restoration Trust to run the Change Minds mental wellbeing programme. Two courses have been running during this period:
- i. A new Norwich group has started the full course. This is being run in partnership with the Norwich Millennium Library and is funded by the Norwich Freeman's Charity.
 - ii. The first of three sessions aimed at bringing current and past Change Minds participants together was held at the NRO in September. These sessions are

funded by NORAH.

- 1.9 The partnership with Asperger's East Anglia also continues to run with three digitization skills placements provided for their clients during this period.

Social Media

- 1.10 Blogs:

Whilst staff use the NRO blog to publicise collections and other activities, to maintain an active site it is important that additional posts come from other sources. This also provides an opportunity for people to develop research and writing skills whilst working with archives.

- 1.11 During this period, research bloggers and volunteers have posted 15 blogs, representing 75% of blogs. An additional six posts (1 per month) based on records in the Norfolk Record Office have been included in the Norfolk in World War One blog.
- 1.12 A fourth cohort of Research Bloggers started in September, with nine bloggers participating in training. In addition, four Summer Bloggers had training in July and have been working on blog posts over the summer months.
- 1.13 Between April and October, there were over 8,058 views of the Norfolk Record Office blog compared to 4,385 in the same period last year.
- 1.14 Twitter

Norfolk Record Office ran a competition to tie in with Norfolk County Council's Explore Norfolk This Summer campaign. The prize for following us and sharing our post on Twitter was a framed map, with two unframed maps given away to runners up. Over 300 people entered the competition resulting in the number of followers going up from around 3,200 before the competition to 3,582.

Volunteers

- 1.15 The volunteers completed 1,351 hours of activity at the Record Office since April. Currently there are 23 regular volunteers. This includes 149 volunteer hours contributed by five regular volunteers in King's Lynn where they are working on building regulation plans and research blogging.

Crowd Sourcing

- 1.16 As part of the Stories of Lynn project, the NRO has been developing a crowdsourcing platform for transcribing and tagging the King's Lynn Hall Books. The system will be tested in October when a Georgian Lynn volunteer project is launched.

2 Providing Public Access Service

Public Access Service

1st April 2018 – 30 September 2018

2.1

Norfolk Record Office:	Searchroom Visits	Written Enquiries	Telephone Enquiries	Documents Produced
The Archive Centre	2,069 (2,170)	4,957* (3,823)	3,634 (4,865)	23,856 (15,688)

(Note: Brackets show figures for April to Sept 2017)

*includes copy certificate applications via internet

Alterations to the Searchroom

- 2.2 The April report to committee included information on changes in searchroom use. This showed some clear changes in the patterns of searchroom use since 2010. Most significantly, whilst there has been a decline in the number of users of surrogate sources (microforms, published works etc.), the number of users of original documents had remained stable and has recently shown an increase.
- 2.3 The 'Glass Cube' and mobile racking were installed last year and more changes are planned for December. This will include bringing all staff together onto a central desk. This will result in:
- i. Increased efficiency in staffing
 - ii. Reduced noise levels in document area of searchroom
 - iii. Improved knowledge transfer between staff
- 2.4 A plan showing the proposed layout will be circulated at the meeting.
- 2.5 December will also see the Norfolk and Norwich Archaeological Society Library moving to the mobile racking in the NRO searchroom.
- 2.6 To allow for the Archaeological Society library move and the searchroom reorganization, the service will be closed to the public for the week of 3 December 2018.

Remote Services

2.7

	Visits	Pages Viewed
NRO Website	24,077 (27,714)	91,903 (85,170)
NROCAT	15,162 (17,699)	431,524 (397,084)
	Followers	
Twitter	3,598	

(Note: Brackets show figures for a April – September 2017)

- 2.8 In August, a new NRO website was launched at www.archives.norfolk.gov.uk. This provides a more user-friendly interface and modernized look for the site. The site was developed by NCC, the design and look informed by feedback from a series of public and staff consultation sessions. Some of the content previously held on the site, such as newsletters and old exhibitions, will be moved to the NRO digital archive. The website still links to the old NROCAT online catalogue.

3 Managing and Developing the NRO Collection

Accessions

- 3.1 During this period 107 (89) accessions have been received, of which 44 (52) have been catalogued. Of particular note are:
- i. Diaries and papers of George Pybus of Norwich and Sheringham, 1915-1945
 - ii. Records of the Manor of Lopham, 1748-1955
 - iii. Records of (Thorpe) St Andrews Cricket Club, 1933-1997
 - iv. Diaries of William Black Atkins, farmer, of Runhall, 1815-1837
 - v. Papers relating to Charles Harmony Harrison (1842-1902) of Great Yarmouth, artist, 1875-1972

Appendix 1 provides a full list of accessions.

Sound Archives

- 3.2 The NRO is due to start its involvement with the Heritage Lottery Fund financed project, Unlocking Our Sound Heritage as the hub for the East of England. The NRO has now recruited a Project Manager, a Cataloguing Manager and an Audio Preservation Manager. They will start working at the NRO in October and November on three year contracts. A sound engineer from the British Library has installed new equipment, supplied by the project in the transfer studio. As the hub for the East of England, the NRO will digitise about 15,000 recordings, catalogue them and make them as accessible as possible. It will also carry out a series of engagement activities with the aim of promoting sound recordings.

4 Caring for the Collection

Great Yarmouth Parish Register

- 4.1 Work was completed on conservation of the first parish register of Great Yarmouth (PD28/1). The volume was dis-bound and the parchment pages repaired and flattened. While the pages were unbound they were digitized and then rebound using the existing boards. In May, a talk was given at Great Yarmouth Library describing the work that had been undertaken.

Work for Exhibitions & Museums

- 4.2 In preparation for the Armistice commemorations at the Regimental Museum this year a roll of honour from King's Lynn has been conserved and mounted. Twenty items were cleaned, repaired and mounted for the Circus Exhibition at the Time and Tide Museum. The Regimental Museum also asked us to conserve and digitize the Clothing Book of the Ninth Regiment of Foot which was completed in September.

Nuremburg Chronicle

- 4.3 The Cathedral librarian came to us with an unusual request recently. Their copy of the Nuremburg Chronicles dating from 1493 had parchment end-leaves which had music written on the side which were stuck to the wooden boards and they wanted them lifted. We were able to do that and also provide them with a digital copy so that research could be carried out on the pre-1500 music.

Conservation Work Placement

- 4.4 Over the summer, the NRO hosted a Conservation Student, originally from China, who was studying at Camberwell School of the Arts London. She spent a month with the team learning paper conservation techniques and getting involved in all aspects of the teams' work.

5 Norfolk Archives and Heritage Development Foundation (NORAH)

- 5.1 The Norfolk Archives and Heritage Development Foundation (NORAH), held its Annual General Meeting on 11 September. At this meeting the annual report and finances for 2017/8 were approved and Peter Williams was re-elected as Chair. At the business meeting which followed the main item of business was the strategy for the forthcoming year. It was agreed that four areas would be prioritised:
- i. Talks and Lectures. NORAH will continue operating its register of historical talks. This aims to raise funds whilst also promoting the charity. The range of talks available has recently been supplemented by an offer from Vic Morgan.
 - ii. Supporter Scheme. NORAH has secured a grant of £8,000 from The Norwich

Freemen's Charity which will enable it to receive online payments, improve its marketing literature, purchase portable exhibition materials and to develop online marketing.

- iii. Consistory Court Deposition Books. NORAH will run a campaign aimed at the funding conservation and digitization of the Diocese of Norwich Consistory Court Deposition Books. This court dealt with church discipline and rights, as well as moral crimes. The deposition books contain answers to questions recorded verbatim before presentation to the court. The NRO holds over 60 volumes of these depositions dating from 1499 to 1788, about 30% of which are marked as unfit for production.
- iv. Community Archive Use of Archive Cataloguing Software. The Charity plans to work with Waveney Heritage, a Community Interest Company, based at Brockdish. The project will look at the feasibility of community archives using a new collection management system, AtoM, to describe their own holdings.

6 Financial Implications

- 6.1 The implications for finance are set out in the section above and in the Finance Report presented to this committee.

7 Issues, risks and innovation

- 7.1 Officers have considered all the implications of which members should be aware. Apart from those listed in the report (above), there are no other implications to take into account.

8 Background

- 8.1 This report refers to the Norfolk Record Office Service Plan approved by the Norfolk Records Committee in April 2016.

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, e.g. equality impact assessment, please get in touch with:

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If you need this report in large print, audio, braille, alternative format or in a different language please contact 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.

Appendix 1

Accessions received between 1 April and 30 September 2018 inclusive

* = purchased

ACC 2018/1	Papers of Sir Frederick Lincoln Ralphs (additional)	1830
ACC 2018/2	Papers of the East Anglian School Association Gorleston	c 1980s-2012
ACC 2018/3	Additional records of Wensum Junior Academy (formerly Wensum Middle School, previously Wensum View Primary/Junior School)	1930-1995
ACC 2018/4	Pulham St Mary Parish Council (additional)	20th century-21st century
ACC 2018/5	Sound recording - John Taylor, 'Life in the 1930s', 40 years in Norwich working for Norwich Union and afterwards as a freelance radio broadcaster	nd [c 1980s]
ACC 2018/6	Electrical Trades Union (ETU), Norwich Branch additional records	20th century
ACC 2018/7	Great Moulton St Michael School Managers' Minutes	1903-1960
ACC 2018/8	St Luke with St Augustine Church of England Parish (additional)	c 1906-c 1995
ACC 2018/9	Deeds and papers relating to Bullard's Brewery properties and other properties in Norwich	c 19th century-c 20th century
ACC 2018/10	Norfolk and Norwich Music Club	1951-2017
ACC 2018/11	North Elmham ecclesiastical parish (additional)	1996-2016
ACC 2018/12	Norfolk Community Health and Care Trust records (additional)	20th century
ACC 2018/13	Records of the West Norfolk Methodist Circuit (additional)	1988-2007
ACC 2018/14	Diaries and papers of George Pybus of Norwich and Sheringham	1915-1945
ACC 2018/15	Eric Clayton's collection of Norwich GPO records and photographs	c 1920s-c 1970s
ACC 2018/16	Records of the Central Norfolk Methodist Circuit (additional)	1933-2013
ACC 2018/17	Records of St Margaret, Drayton ecclesiastical parish (additional)	1838-2012
ACC 2018/18	Sound recordings of oral history interviews, undertaken in 2003 by the donor, of Norwich-based women born in the 1920s about their schooling and first jobs	2003
ACC 2018/19	Records of the Manor of Lopham	1748-1955
ACC 2018/20	Various deeds and papers mainly relating to Norwich and Happisburgh	18th century-20th century

ACC 2018/21	Additional photographs from Borough Council King's Lynn West Norfolk Planning department	1996-2000
ACC 2018/22	Allens, Cadge and Gilbert, Solicitors of Loddon (additional)	17th century-20th century
ACC 2018/23	Little Plumstead Hospital records	1931-1964
ACC 2018/24	Norton Subcourse Church of England Primary School (additional)	1950-1969
ACC 2018/25	Additional manorial and estate records of Lexham Hall Estate	c 1646-1936
ACC 2018/26	Records of Beeston next Mileham ecclesiastical parish (additional)	1951-1986
ACC 2018/27	Memories of Cyril Dunnett's childhood in Sea Palling, 1920s-1930s	1983, 2018
ACC 2018/28	Morley St Peter and Wood Rising ecclesiastical parish records	1813-2017
ACC 2018/29	Poringland Parish Council additional	1921-1976
ACC 2018/30	Diocese of Norwich Additional	c 1999-c 2012
ACC 2018/31	Honing and Crostwight ecclesiastical parish records (additional)	1813-2017
ACC 2018/32	Records of (Thorpe) St Andrews Cricket Club	1933-1997
ACC 2018/33	Records of Newton Flotman ecclesiastical parish (additional)	1824-2014
ACC 2018/34	Architect, Anthony Rossi's drawings, plans, contract papers re the restoration of the Paston Barn complex	c 1988-2008
ACC 2018/35	New Buckenham ecclesiastical records (additional)	1999-2009
ACC 2018/36	Stratfords store accounts and minutes	1920-1989
ACC 2018/37	Records of the Community of All Hallows, Ditchingham	1854-c 2010
ACC 2018/38	Records of the Costessey and District Rifle Club	1911-2018
ACC 2018/39	Records of Johnson, Burton, and Theobald Ltd, ironmongers, of Norwich	19th century-20th century
ACC 2018/40	Letters from Bert and Abe Grundey	c 1915
ACC 2018/41	Records of Holy Trinity Heigham parish, Norwich (additional)	1986-2007
ACC 2018/42	Records of St Marks Lakenham ecclesiastical parish (additional)	1896-2017
ACC 2018/43	Coastal Group of Parishes (additional)	1906-2016
ACC 2018/44	Castle Acre Church of England Parish (additional)	2007-2016
ACC 2018/45	Records of Revd Maurice Charles Hilton Bird	19th century-20th century
ACC 2018/46	Hellesdon Church of England Parish (additional)	1971-2017
ACC 2018/47	Research and notes compiled or collected by Paul Rutledge	1950-1980
ACC 2018/48	Additional records of Roudham and Larling	2013-2017

	Parish Council, Stow Bedon and Breckles Parish Council, Whinburgh and Westfield Parish Council, and Wretham Parish Council	
ACC 2018/49	Besthorpe Parish Council (additional)	1934-2011
ACC 2018/50	Wickmere with Wolterton ecclesiastical parish records (additional)	1813-2016
ACC 2018/51	Diaries of William Black Atkins, farmer, of Runhall	1815-1837
ACC 2018/52	Great Yarmouth Conservative Club Records	1887-1980s
ACC 2018/53	Aylsham Navigation Papers	c 1773-1879
ACC 2018/54*	Letters and papers relating to the Harvey family of Thorpe	c 1830-1917
ACC 2018/55	Records of Stratfords store (additional)	19th century- 1994
ACC 2018/56	Financial Records of Fowell, Thorold and Prentice solicitors	1930s-1950s
ACC 2018/57	Additional records of Burston and Shimpling Parish Council	1978-2009
ACC 2018/58	School records	20th century
ACC 2018/59	Parish records of the Bishop of Norwich	c 1975-2014
ACC 2018/60	Various educational charity records	1855-2005
ACC 2018/61	Sir Thomas Browne Celebration Committee member's papers	2005
ACC 2018/62	Parish records of Rackheath and Salhouse	1886-2014
ACC 2018/63	Newsletters of Great Yarmouth Archaeological Society	1979-1989
ACC 2018/64	Collection of Norfolk documents	1768-1960
ACC 2018/65	Childhood memoir of Vernon Masoli Dade	2018
ACC 2018/66	St Nicholas' Chapel Estate Records	1961-1990
ACC 2018/67	King Edward VII Grammar School Lennensian Magazines	1907-1979
ACC 2018/68	Conveyance of property and transfer of mortgage of properties in King's Lynn	1863, 1881
ACC 2018/69	Deeds relating to 35 The Common, Harleston	1793-1974
ACC 2018/70	Foulsham ecclesiastical parish records (additional)	1820-1986
ACC 2018/71	Registers of various parishes in the Earsham Benefice	1867-2015
ACC 2018/72	Farm wages book	1846-1847
ACC 2018/73	Burnham Market Parish Council	1894-c 2014
ACC 2018/74	Federation of Norfolk Historical and Archaeological Organisations	1986-2018
ACC 2018/75	Norfolk Federation of Women's Institutes additional	1939-2007
ACC 2018/76	Published history of Freebridge Marshland Hundred and The Making of Lynn by Edward M. Below, with two manuscript letters	1896-1900
ACC 2018/77	NpLaw deed packets	1954-2018
ACC 2018/78	Additional glass-plate photographic negatives	nd [? late 19th

	from the Denny photographic collection	century]
ACC 2018/79	Freemasons records: The Social Lodge, St Giles Street, Norwich	1824-2009
ACC 2018/80	Records of West Rudham Parish Meeting and Council	1877-2011
ACC 2018/81	Additional marriage register from the Cathedral Sacrist	2012-2014
ACC 2018/82	Records of Salhouse ecclesiastical parish (additional)	1851-2010
ACC 2018/83	Norwich Diocese records	1868-1973
ACC 2018/84	Norfolk County Council Youth Employment Service: re "Transfer of Powers 1948 -49" & "Model Scheme"	1948-1969
ACC 2018/85	Minutes of the Thorpe St Andrew Labour Party	1997-2010
ACC 2018/86	Mixed papers, mainly relating to tax and property.	1857-1936
ACC 2018/87	Lyng Parish Council records	? 1894-21st century
ACC 2018/88	Abstracts of title to three apparently unrelated properties	1825-1900
ACC 2018/89	Norwich St Giles ecclesiastical parish records (additional)	1926-2017
ACC 2018/90	Women's World Day of Prayer (additional)	1972-2012
ACC 2018/91	Workers' Educational Association, Eastern Region	2015-2016
ACC 2018/92	Norfolk Registration Service additional	1837-2018
ACC 2018/93	Miscellaneous records of the Official Receivers Office, Norwich	late 19th century-early 20th century
ACC 2018/94	Acle Methodist Circuit and Thetford Methodist Circuit additional	1922-2017
ACC 2018/95	All Saints Church of England Parish, East Winch (additional)	1838-1996
ACC 2018/96	North Norfolk Methodist Circuit additional records	1968-2018
ACC 2018/97	Papers relating to Charles Harmony Harrison (1842-1902) of Great Yarmouth, artist	1875-1972
ACC 2018/98	Attleborough Infants' (formerly National and Board) School, later Attleborough County First School	1872-2005
ACC 2018/99	Calthorpe ecclesiastical parish (additional)	1755-1819
ACC 2018/100	Bundle of deeds and associated papers mainly relating to an estate in Bodham, Norfolk.	c 1695-c 1850s
ACC 2018/101	Additional records of various Norfolk Methodist Circuits (Norwich, Fens, East Norfolk, Central Norfolk, Thetford Diss and Mildenhall, Norfolk Broads, West Norfolk and North Norfolk Circuits) and of East Anglia Methodist District	1941-2018
ACC 2018/102	Additional records of Pakefield ecclesiastical	1687-1985

	parish	
ACC 2018/103	Additional records of Great Witchingham Parish Council	1894-2013
ACC 2018/104	TIFF digital image file of original plan of the M and G N Rail Traffic Manager's offices in Austin St, King's Lynn, scale 8ft/1in, dated June 1907	Sep 2018
ACC 2018/105	Additional records of the Parson Woodforde Society	1985-2014
ACC 2018/106	Pre-registration title deeds to a house, The Pleasance, Queen St, New Buckenham	1791-1926
ACC 2018/107	Records relating to The Green, Old Buckenham	1831-2008

Norfolk Records Committee

Report title:	Appointment of Co-opted Members
Date of meeting:	2 November 2018
Responsible Officer:	Steve Miller – Assistant Director, Culture and Heritage
Strategic impact Co-opted members provide important stakeholder input to the Records Committee.	

Executive summary

The Committee is asked to take this opportunity to consider the appointment of the three Co-opted Members and one Observer Member (all without voting rights) for the period 2017/2018.

Recommendations:

That the Committee appoints three co-opted Members and one Observing Member for the period 2017-2018:

- **The Committee to confirm the appointment of three Co-opted Members and one Observer Member (all without voting rights) for the period 2017/2018.**
- **These three Co-opted Members are Mr M R Begley, Prof C Rawcliffe and Alan Steynor, and an Observer Member, Dr V Morgan.**

1. Background

- 1.1. Each year the Norfolk Records Committee appoints three Co-opted members and an Observer Members. These members do not have voting rights but do provide expert advice and scrutiny. They join other non-voting members who represent key stakeholders in the service.
- 1.2 The nominations are:
 - i. Mr Michael Begley,
 - ii. Professor Carole Rawcliffe
 - iii. Mr Alan Steynor
 - iv. Dr Victor Morgan

2. Issues, risks and innovation

- 2.1. Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

3. Background

- 3.1. There are no other documents to which this report refers.

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

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