

THE CITY AND COUNTY OF CARDIFF, COUNTY BOROUGH COUNCILS OF BRIDGEND, CAERPHILLY, MERTHYR TYDFIL, RHONDDA CYNON TAF AND THE VALE OF GLAMORGAN

**THE GLAMORGAN ARCHIVES
JOINT COMMITTEE
30 June 2017**

REPORT OF:

THE GLAMORGAN ARCHIVIST

	AGENDA ITEM NO. 8
REPORT FOR THE PERIOD 1 March - 31 May 2017	

1. PURPOSE OF REPORT

This report describes the work of Glamorgan Archives (GA) for the period 1 March to 31 May 2017.

2. BACKGROUND

As part of the agreed reporting process the Glamorgan Archivist updates the Joint Committee quarterly on the work and achievements of the service.

Members are asked to note the content of this report.

3. ISSUES

A. MANAGEMENT OF RESOURCES

1. Staff

Maintain establishment

Kate Boddy, Records Assistant, has resigned from her post. Her sabbatical in Canada has been so successful that she has decided to remain there. Recruitment for the post has begun.

An appointment has been made to the post of Project Conservator on the project, Glamorgan's Blood: Dark Arteries, Old Veins, which will improve access to the coal collections. Stephanie Jamieson is currently working at the National Library of Scotland and will begin her new role at Glamorgan Archives on 4 September. The post, funded through the Wellcome Trust grant, is for 2 years. Jane Henderson, Senior Lecturer in Conservation at Cardiff University, advised on the selection process.

Continue skill sharing volunteer programme

During the quarter 51 volunteers and 3 work experience placements contributed 1,975 hours to the work of the Office. Of these, 32 came from Cardiff, 10 from the Vale of Glamorgan, 6 from Bridgend, 3 from Caerphilly, 2 from Rhondda Cynon Taf, and 1 from Carmarthenshire. In addition, a tour was provided for a prospective volunteer.

After four years and 15,878 catalogue entries the Rhondda Urban District Council building plans project is now complete. A number of volunteers have worked on the project but the bulk of the listing has been carried out by Fred, Mark and Barry. Their achievement was celebrated on social media and with Archive cakes.

Benjamin Roynton, a student at University of South Wales, completed a work experience placement *'I think I would choose a career in archives as I found the placement very enjoyable and I was able to gain important skills and enjoy working in the archive'*.

Laura Cunningham, who has previously completed a work experience placement at the Archives, has started the Archive Administration course at Aberystwyth University. As a requirement of the distance learning course is to have a paid or voluntary position in an archive Laura will continue to volunteer once a week.

Volunteers are making increasing contributions to conservation. They include students from Cardiff University seeking practical experience to ground their academic study, retirees exploring new interests and younger people investigating potential careers. Their work is reported in more detail under the Conservation heading. It is pleasing to note that 2 conservation work placement students have gained prestigious summer internships, Devin Mattlin at the Smithsonian in Washington D.C. and Pamela Murray at the British Museum.

Elite supported employment agency introduced a new client for a tour and discussion of potential volunteer projects.

Annual individual feedback sessions capture the views of regular volunteers. This year's completed sessions indicate general satisfaction with the programme and a desire for more information on the full range of projects being undertaken by volunteers and on the work of the service. To meet this demand a quarterly volunteer newsletter will be produced and circulated.

Hannah Price, Resources Archivist met with Amy Williams of Go Wales, University of South Wales (USW) branch. Go Wales has adjusted its remit to focus on providing work placements for those in need of additional support. The Archives had its first placement through this scheme in April, a three day 'work shadowing' programme, similar

to existing work placements with the addition that the students ask staff a series of questions about their careers.

Following a meeting with the Internships Officer for Cardiff University, the Archives has been added to the University's database of work experience providers.

Continuing Professional Development

Hannah Price, Resources Archivist, attended the national Heritage Volunteers Conference, this year held at the National Museum in Cathays Park. It was a useful opportunity to meet other professionals working with volunteers, to exchange experiences and share best practice.

Welsh language provision continues to improve with 5 members of staff attending courses at levels from mynediad to uwch, with 3 submitting to an end of year examination.

The Senior Archivist completed Reminiscence Training, which explored the use of heritage collections with people with dementia, in particular within care homes. The training was delivered by Monmouthshire Museums Service, arranged through the South Wales Heritage Education Forum.

Staff attended a workshop, hosted by Glamorgan Archives and arranged by Bangor University's Institute for the Study of Welsh Estates, to explore the development of a toolkit to facilitate access to estate records. The workshop was attended by archivists, academics and local and family historians from across south Wales.

A training session was held for the Access Team on the use of vehicle licensing records. Public demand for these series of records has increased during recent months as access is also being provided to series for Carmarthenshire. They are used to inform the restoration of vintage vehicles.

The Conservator is putting together her accreditation application form for submission to the Institute of Conservation: ICON in order to be admitted to their register. Her professional mentor is assisting and came to look at her work.

The 3 Records Assistants have progressed in their NVQ Level 4 course in Advice and Guidance.

Rebecca Head, Records Assistant, has completed the first day of a two-day training course on Digital Photography provided by MALD, the Museum Archives and Libraries Division of Welsh Government.

Maintain commitment to good health and safety practices

In compliance with Directorate instructions, the building is examined quarterly by senior staff and a report submitted on defects. Fire alarm call points are tested weekly.

The Glamorgan Archivist attended a meeting of the South East Wales Emergency Planning network, facilitated by MALD.

The Senior Archivist attended a two-day First Aid at Work refresher course, ensuring her qualification will be valid for another three years. Hannah Price, Archivist and David Hail, Records Assistant both attended annual one-day First Aid refresher training.

Budget

Manage to best advantage

Regular meetings with the Resources Team address issues arising with the budget. Building issues are monitored to align repairs with planned preventative maintenance visits to avoid additional call out charges.

An agreement has been reached that pending the resolution of the outstanding transfer of pension fund assets from Rhondda Cynon Taf County Borough Council to Cardiff Council, the actuaries' fees can be paid by the Cardiff & Vale Pension Fund rather than the Archives' budget.

Maximise benefit from income generation

The National Archives (TNA) has confirmed that a substantial payment can be expected in the current financial year through the New Burdens fund which compensates local Places of Deposit for taking national records during the transition from 30 to 20 year deposit periods. The money must be spent on improvements to locally held public records and reflects the amount of material received during the previous year.

The Conservation Team has been successful in attracting external orders for boxes and bench work. Grant funding is sought for repackaging projects on the Collection, large-scale cataloguing and for smaller community engagement work. These are all reported under the appropriate heading below.

Promote partnerships and networks

National

The Glamorgan Archivist attended the Archives Accreditation Committee meeting at London Metropolitan Archives, the Archives and Records Council Wales (ARCW) meeting at Wrexham, and chaired a meeting of the National Conservation Strategy group at Nantgarw. She contributed to Discover the First World War with HLF workshop (Living Legacies) at National Museum Wales (NMW), highlighting the opportunity such projects provided to promote the work of local archive services in supporting communities wishing to commemorate the Great

War. The event was followed in the evening by a lecture by Dr Nick Mansfield on How the Working Class Won the First World War, attended by the Senior Archivist.

The Glamorgan Archivist was consulted in the stakeholder review of NMW, commissioned to benchmark the museum's performance and to explore options for the future including financial resilience. She has also been involved in the consultation process on the future of Carmarthenshire Archive Service and the plans for a new archive building attached to Carmarthen Library.

The Senior Archivist attended the Kids in Museums Youth Voice event held at the National Waterfront Museum in Swansea. Speakers on the day illustrated innovative strategies for involving young people in the work of archives and museums. She attended via teleconference a meeting of the Archives Wales Marketing Group.

The Women's Archive Wales project, *Voices from the factory floor*, has been continued through a series of spin-off projects. The latest, *TicToc*, is a musical based on the interviews with women workers in the manufacturing industries across Wales. The Glamorgan Archivist attended a rehearsed reading of the project at the Wales Millennium Centre which was followed by discussion and debate.

Two archivists from Hannover City Archives, currently on sabbatical in their twin city at Bristol Archives, visited to learn about archive service provision in Wales. They are in the process of developing a new building, and were also interested to learn about the experience of planning and moving to new premises.

The story of John Hughes and his Ukrainian ironworks continues to attract interest, particularly in this centenary year of the Russian Revolution. The Archives' work with St Andrews University is reported below. A Ukrainian journalist has sought advice for a humanitarian project based in Hughes' city of Donetsk. A local researcher is hoping to publish his work on Hughes and visited to discuss options.

Local

The Glamorgan Archivist attends meetings of Cardiff Council's (CC) Senior Management Forum and the Directorate Management Team.

Fusion is Welsh Government's programme to harness the power of the arts, culture and heritage to promote social justice, based on Baroness Andrews' report, *Culture and Poverty*. The Archives has been a partner in the local area project, *From Fort to Pit to Port*, led by Cardiff University, which linked Communities First clusters in Cardiff and Merthyr Tydfil. The close of the initial Fusion programme was marked with a network event hosted by Strong Communities Healthier People Cardiff University. Phil George, Chair of Arts Council Wales, introduced

the day and the Glamorgan Archivist spoke on the proposed future of the programme on behalf of Welsh Government.

The Archives will continue to work within the programme in close partnership with Cardiff Story Museum. During the quarter, the Museum, with Archives' support, has submitted a successful bid to lead in the next phase. Funding for a project officer has been secured. The Glamorgan Archivist meets regularly with the museum curator and attended the launch of the recent exhibition, *From Wales to Wembley*, commemorating Cardiff City's FA Cup win.

The Archives is also supporting the successor organisation to Butetown History and Arts Centre in securing the Centre's collection and setting up a new organisation which will be based in the Coal Exchange Hotel. Regular meetings are held with community representatives leading the project.

The Glamorgan Archivist attended a meeting of Cardiff and Vale of Glamorgan LGBT Forum at which proposals for heritage events linked to the Pride Big Weekend were discussed.

The Senior Archivist attends meetings of VCS Cymru's Heritage Sub-Group, contributing to current heritage projects Chronicle, and Stories, and to the development of future heritage projects.

Glamorgan History Society and South Wales Records Society held their AGMs at Tondu Methodist Church on 13 May. The Senior Archivist represents Glamorgan Archives on the committees of both societies and attended the joint meeting. The formal proceedings were followed by a talk on Richard Price of Tynton.

Theatre company Avant Cymru organised a visit for community participants, aged over 50, in their Rhondda based project Lands of Our Fathers. The aim of the project was to investigate the origins of the people who came to work in the Rhondda, resulting in a storytelling documentary inspired by their findings which can be viewed at <https://youtu.be/LoaGkv3Gfo4>. Those who visited were taken on a tour of the building and also consulted documents reflecting immigration into the Rhondda valleys.

Volunteers from Pontypridd YMCA visited for training on handling, packaging and cataloguing archive material. The YMCA building is currently undergoing renovation, and as part of the heritage stream of the project volunteers are researching the history of the building and safeguarding the records held there. Once the volunteers have sorted the material it will be placed on deposit at the Archives.

Planning is underway for the Cardiff People First takeover of Glamorgan Archives. The Senior Archivist attended a planning meeting with members of Cardiff People First and partners the Cardiff

Story museum. In May a 'Breaking Barriers' training session was attended by all staff. Led by members of Cardiff People First, the session aimed to break down the barriers which often prevent people with a learning disability from accessing services and playing a full part in society. The Takeover Day will take place on 4 July.

Further meetings have been held with the Project Officer on the Mary Gillham Archive project at the South East Wales Biodiversity Records Centre (SEWBRc). The Conservator ran a training session for volunteers on the packaging of archive material and its transfer to Glamorgan Archives.

Cardiff Naturalists Society celebrates its 150th anniversary this year. An exhibition will be held at the Cardiff Story museum in the autumn. To inform the exhibition, members visited to discuss the extensive archive of the Society already deposited, and the potential deposit of additional material.

The Ethnic Youth Support Team (EYST) Swansea has secured Heritage Lottery funding for the new project, Young, Migrant and Welsh. The main focus will be the experience of migrant communities in Swansea, and a visit to Glamorgan Archives will inform a comparison with their experience in Cardiff.

The Senior Archivist attended a meeting of the South Wales Heritage Education Forum held at the Royal Mint Museum in Llantrisant.

Potential partnerships

Long-standing partnerships continue to develop. The Archives' involvement in the Parliamentary Archives commemoration of the Representation of the People Act 1918 is being planned. The Outreach Officer visited in May. A meeting was held with civilian officers to discuss plans for continued collaborative working with South Wales Police on their heritage projects.

The Archives was asked to take on lead partnership status in the Cultural Ambition project being developed by Creative Skills to support young people from disadvantaged backgrounds in attaining entry level qualifications and experience to equip them for jobs in the cultural heritage sector. The all-Wales project builds on both the earlier Conserving Local Communities Heritage (CLOCH) project and the Fusion programme and has Welsh Government support. Lead partners are mainly national bodies. The project is at 2nd stage HLF bid; supporting documentation from the CLOCH project has been provided.

The Glamorgan Archivist and Senior Archivist met representatives of Welsh Women's Aid. The organisation reaches its 40th anniversary next year and is applying for Heritage Lottery funding for activities to mark the occasion, including the collection of archive material. Advice

was given and Women's Archive Wales signposted as another potential partnership organisation.

Isaac Blake from the Romani Cultural and Arts Company met the Senior Archivist to discuss potential future partnership work around heritage and the collection of material from gypsy and traveller communities.

Head4Arts, an organisation with which the Archives has previously worked successfully, is involved in a Tandem Europe programme project with the Hawila Project in Copenhagen. The Glamorgan Archivist attended the launch of Shipshape, an interactive learning toolkit to develop young peoples' awareness of globalisation and the impact of transporting goods by ship. Essentially a board game with internet connection, the toolkit would benefit from links to archive content. The proposal will be explored.

The Glamorgan Archivist contributed to a proposal from the Welsh Religious Buildings Trust for funding to develop a heritage centre in Aberdare.

Letters of support have been provided for several proposed HLF community projects which would, if successful, enhance the work of the Archives and develop community engagement in specific areas.

2. Building and systems

Maintain building

Maintenance contractors continue to carry out regular maintenance and to replace failing components as required. Pest control have attended site to check the roof for nests. Following the transfer of the fire maintenance contract a full cause and effect review of the system was completed and urgent repairs and adjustments made. The security system has been upgraded and external CCTV cameras replaced as required.

A leak in one of the staff toilets' cistern caused some damage to tiles in the ground floor ceilings. Repairs have been effected. A repair to a section of floor covering in the staff stairwell will require additional work to be completed when the building is closed.

Following discussions with on-site security firm OCS, the gate between the Archives and the retail park is locked overnight after series of incidents.

In the run up to the UEFA cup finals an issue with car parking on site was reported to police as the road outside the archive building was being blocked by non-users of the building. Registration numbers were checked for security purposes.

The age of both desktops and laptops used by staff and volunteers is beginning to cause problems. The older machines will not support newer versions of Windows which may increase their vulnerability. They are also very slow to run. Cost effective solutions are being discussed with CC IT staff.

Ensure compliance

The Senior Archivist attends CC's Welsh Language Coordinators Group where compliance with the Welsh language Standards is monitored.

Development reviews for 2016/17 have been completed and those for the current year initiated in compliance with CC's procedures. Eligible staff have transferred to recording their time on CC's electronic system, Digigov.

A complaint was received after the on-line catalogue became temporarily unavailable that it was difficult to contact the office by telephone. In response, the original message, which directed callers to specific areas of the service, has been cancelled and calls are answered by administrative staff.

B. THE COLLECTION

1. Conservation

Repositories

Environmental conditions in the strongrooms have been fairly stable keeping within the specified parameters of the British Standards without having to turn on the air-conditioning most of the time. The chiller unit is currently under repair.

The insect traps inside the strongrooms show no evidence of insect activity. One moth was found outside strongroom 3; the assumption is that it came from the buffer zone.

Conservation and preservation plans

Staff and volunteers are working through identified priorities, currently volumes in the Poor Law Union series for Bridgend and Glamorgan Quarter Sessions Depositions. In addition they respond to emergency calls and progress externally funded projects and orders.

NADFAS volunteers are cleaning Crew Agreements and NCB volumes prior to listing.

Pembrokeshire Archives' Trainee Conservator spent a week in the Studio receiving tuition from the Conservator and Assistant Conservator.

The fume cabinet and both cleaning tables have been serviced.

External work has included conservation of Edward Thomas notebooks for Cardiff University and a survey of Cardiff Story Museum's collection which is continuing.

Details of work completed are given in *Appendix IV*

2. Cataloguing

Strategies and plans

Collections days continue to be held each month. This quarter work has focussed on the records of Lisvane Community Council and Glamorgan County Council.

The scoping survey of the Cardiff Bay Development Corporation (CBDC) Records, funded by MALD, has been completed. The report outlines further work required to catalogue the collection fully; external funding options are being explored.

The Associated British Ports' (ABP) records link to the CBDC collection and could form part of a funding bid. Part of the ABP collection was transferred to Cardiff Council but not to the Archives. A meeting has been held with the responsible officer to discuss the future of this section.

Louise Hunt, Archivist, attended the Axiell Users Conference held in Oxford in May. The latest developments and future plans for the software will affect how the Archives will use CALM while case studies presented were interesting and useful. Requests for enhancement of the software were submitted asking for inclusion of Welsh language descriptions, for dates to be sortable and a workflow to be developed for interaction with Archivematica for digital preservation purposes.

Work continues on customising the online catalogue so that there will be a fully bilingual interface and internal templates continue to be modified.

Feedback has been received from the Archives Hub following testing of catalogue data for ten collections. Further changes have been made where necessary to the templates and catalogue data. Those catalogues that did not pass through the system correctly first time round have been resubmitted along with additional catalogue data. The Archives Hub has been able to successfully import Welsh language catalogues into their system.

Glamorgan's Blood

Project Archivist Louise Clarke continues cataloguing individual pre-nationalisation colliery records, with catalogues for a further 5 colliery companies now available on Canfod. This material comprises 112 volumes, 5 boxes and 6 files. She has also identified, reviewed and

catalogued 46 boxes of material concerning the Aberfan Disaster and the subsequent Inquiry. A full catalogue is available on Canfod.

The Senior Archivist has explored with officers of Wellcome options for additional funding to support public engagement work around the project. With this in mind she is also developing a partnership with the Coalfields Regeneration Trust.

The project has continued to be promoted through social media, with posts publicising the completion of individual catalogues and featuring images of items of particular interest from within the collection. A blog post concerning David Davies was published to coincide with the completion of the catalogue for the records of Davies' company, the Ocean Coal Company. An article on the project has also been published in the Glamorgan Family History Society journal.

Collection development

Initial receipts were issued within the target time for all accessions received in this quarter. Full receipts were issued within the target time of 15 working days for 51% of the accessions. A large quantity of deposits received in close succession resulted in a temporary inability to meet the target of 60% although all will be progressed in collection days and weeks through the year.

Sarah Perons, Llandaff Diocese Archives Advisor has been instrumental in a number of deposits arriving from local parishes over the last few months.

Digital preservation

Louise Hunt, Archivist, sits on the ARCW Digital Preservation Project Board. She attended an event hosted by ARCW and WHELF at the National Library of Wales in March. It was useful to meet colleagues from other institutions and discuss the direction of future work. Feedback has also been provided to the project officer on requirements for training.

Women's Archive Wales has been assisted in exploring means of accessing to an obsolete database of research on the women's movement in Wales.

C. ACCESS

1. On-site use

Monitor service and implement improvements

Ask the Experts family history advice sessions continue with 5 attendees this quarter. Sessions are delivered by an expert volunteer.

Results of the Archives and Records Association (ARA) Survey of Visitors to UK Archives have been published showing that Glamorgan

Archives continues to perform well. A report detailing the results can be found at *Appendix V*.

Glamorgan is one of five archive services participating in the ARA Survey Group's pilot survey of group visitors to UK archives. All group visitors during the period May-August 2017 will be issued with a short survey form asking about their experience at the Archives. Data will be analysed by CIPFA and will be available in the autumn. If successful the survey will be rolled out across the UK.

A tour and document display was provided to five members of the Cardiff Civic Society. The group were particularly pleased to see the sketches and paintings of buildings in Cardiff by Mary Taynor.

Members of Tonyrefail University of the Third Age, the Sully Branch of the Glamorgan Family History Society and the newly formed Canton and Riverside Local History Group also visited for tours.

Programme of user events

Glamorgan Archives hosted a day school organised by Llafur: Welsh People's History Society. The theme for the day was 50 Years of Women's and Gay Liberation. Several of the speakers had drawn on material held at Glamorgan Archives during their research. A display of relevant documents was arranged for those attending. The Pride Cymru exhibition, Icons and Allies, was displayed on the day and remained at the Archives for a fortnight following the event.

John Wake, a regular visitor to the searchroom, gave a talk on his latest publication, *The Cruel Streets*. It investigates crime in Cardiff from the 19th century onwards. Much of the research for the volume was undertaken at Glamorgan Archives, and examples of the records used were made available to those attending following the talk.

Glamorgan Archives was one of three venues in Cardiff hosting family activity days during the late-May half-term week. The event was organised by VCS Cymru's Stories project and focussed on volunteering in Cardiff during the First World War. Several families attended. Activities were planned and facilitated by young volunteers. Staff provided a short tour behind the scenes for those attending, and made documents relating to the First World War available for consultation.

A parish records training event for the Diocese of Llandaff was cancelled through lack of take-up. The training has been run for 3 years in succession and may have reached all who needed it.

Education

The Glamorgan Archivist attended the Cardiff Creative Partnership Atrium networking event intended to promote the formal partnership between national and local creative organisations, educational

institutions and Cardiff Council working initially through the pathfinder school, Cardiff West Community High.

She is working with Dr Victoria Donovan, a social historian of Russia at the University of St Andrews, to develop community projects commemorating John Hughes and the Welsh contribution to the industrialisation of 19th century Ukraine. With Dr Donovan she gave a talk to staff and students at St Andrews and is currently contributing to plans for an event at the Red House in Merthyr Tydfil.

School groups are welcomed with behind the scenes tours, an archives quiz, access to original documents and workshops tailored to their topics of study. During the quarter pupils from Ysgol Gymraeg Caerffili visited to undertake research on the history of their school, located on the former site of Gwyndy Girls School. Two classes of Year 4 pupils from Mount Stuart Primary in Cardiff enjoyed workshops on coal and the docks, to inform their project on the history of Cardiff during the past century. Years 5 and 6 pupils from Tondy Primary progressed work on a project exploring the commercial history of Bridgend and the surrounding area from the mid-16th century to the early-19th century using inventories, taxation records, trade directories, maps and plans.

Pupils from Thornhill Primary School, Cardiff attended a First World War workshop. The school is currently working on a project with charity Goldies Cymru to write a 20 minute piece of music called Armistice Cantata for the commemorations of the end of the war in 2018. They were particularly interested in letters written by Cardiff inhabitants at the time.

The Senior Archivist met with a teacher from Ysgol y Deri in Penarth to discuss plans for Kids in Museums Takeover Day in November.

Students from Cardiff University's Continuing and Professional Education department visited as part of their current studies on the history of Cardiff. They were given a tour and then viewed a range of documents relating to the city.

A student at the Welsh School of Architecture at Cardiff University was shown the building and discussed the planning and development of the brief for a new building with the Glamorgan Archivist for a course module.

2. External events

Contribute to heritage events

Hannah Price, Archivist attended the Gelligaer Historical Society annual conference. It was a busy day with lots of enquires from attendees and much interest in the document images taken for display.

The Glamorgan Archivist attended an event celebrating 50 years since Rhiwbina became part of Cardiff.

Identify and respond to major anniversaries

The Llafur event and the John Hughes project both commemorate anniversaries in 2017. Social media posts are used to promote the Collection in association with topical events and commemorations.

3. Remote access

Monitor service and implement improvements

The 15 working day target on remote enquiries is met. Interesting enquiries are reported in *Appendix II*

Publicity

The Senior Archivist was interviewed for Radio Cardiff's Chronicle programme about records illustrating the history of crime and punishment in Cardiff.

The Llantrisant Charter of 1424 was filmed in the searchroom for a short film being produced by Llantrisant Town Council.

The Open University asked permission to use an image in their course material, a poster of the South Wales Atlantic Steamship Company advertising routes between Cardiff and New York.

Options are being investigate for the design and print of a new leaflet and publicity materials.

SUMMARY

Demand from schools and local groups remains high. The results of the survey of those using the service in a group rather than as individuals will interesting. The Archives is increasingly invited to join heritage projects initiated elsewhere which relieves from a depleted establishment the burden of funding and developing continuing valuable partnerships. Volunteers are important in promoting the service and in providing detailed content for social media and for general researchers. They are thanked for their commitment and continuing support.

4. LEGAL IMPLICATIONS

The Glamorgan Archivist is appointed by the Committee to manage the joint archives service on behalf of the Committee; to exercise the duties powers and functions of the parties under the enactments agreements and instruments set out in the Joint Archives Committee agreement dated 11 April 2006; to comply with national standards for archive keeping; to satisfy the requirements of the National Assembly for Wales with regard to archive services; to provide the services agreed by the parties; and to develop such additional services as may be appropriate.

The Glamorgan Archivist acts at all time under the direction and supervision of the Committee and the quarterly reports of the Glamorgan Archivist to the Committee enable the Committee to discharge its duty to provide maintain and develop a joint archives service for the parties.

5. FINANCIAL IMPLICATIONS

Any direct financial implications arising from this report have been accounted for in the 2017-2018 monitoring position and will be met from within the revenue budget, supplemented, where necessary, from the General Reserve. In line with previous agreement, any underspend will be added to the General Reserve to support future budgetary pressure.

Susan Edwards
Glamorgan Archivist
5 June 2017

Local Government Act 1972

As amended by the

Local Government (Access to Information) Act 1985

GLAMORGAN ARCHIVES JOINT COMMITTEE

REPORT OF THE GLAMORGAN ARCHIVIST

Agenda Item : WORK OF THE ARCHIVES
1 March – 31 May 2017

Background Papers

CALM database.

Officer to Contact: Susan Edwards – 029 2087 2202

Dashboard—how well are we doing

	<u>OBJECTIVES</u>	<u>MEASURE/TARGET</u>	<u>CURRENT OUTCOME</u>
Access	Promote service via anniversaries	12 social media posts	8
	Contribute to external heritage events	1 in each funding authority	Bridgend, Caerphilly, Cardiff
	Deliver educational service	10 educational visits	5
	Deliver on-site events	6 public events	3
The Collection	Contribute to Archive Hub	50 catalogues	7
	Meet accessioning targets	Initial receipt 15 days 100%; formal receipt 15 days 60%; complex receipt 6 months 90%	Initial 100%; formal 51%
	Repository conditions maintained	AHUs in full working order	Working
	Meet conservation targets	1,000 items cleaned; 50 items conserved; 1,500 boxes made	10,423 cleaned; 101 conserved; 736 boxes made
Resources	Integrate PP&DR process	Retain liP	Bronze status
	Meet income target	£151,252	£20,313.15
	Meet agreed revenue budget	£856,250	
	Manage volunteers workforce	6,600 hours; 100% reviewed	1,975; 100% reviewed
	Maintain establishment	14 fte	14 fte

Appendix 1

The Cardiff Bay Development Corporation (Transfer of Property, Rights and Liabilities) (National Assembly for Wales) Order 2000

Accession No:	2017/36	Reference No:	DCBDC
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Date of records: 26 Mar 2000

Deeds

Accession No:	2017/37	Reference No:	D1445
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Deeds relating to property in St Brides Major.

Date of records: 1865-1872

Soroptimist International Cardiff and District Records

Accession No:	2017/38	Reference No:	D220
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Minutes of AGMs (Apr 2010-Apr 2015), minutes of Business meetings (Nov 2006-Mar 2015), minutes of Executive Committee meetings (Apr 2007-Mar 2015).

Date of records: 2006-2015

Glamorgan County Council Education Committee Prospectuses

Accession No:	2017/39	Reference No:	D1447
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Date of records: 1960-1974

Pontypridd County School Records

Accession No:	2017/40	Reference No:	D1446
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Records relating to Pontypridd Mill St Board School, County, Intermediate and Grammar Schools. Including school magazines, Head Teacher's annual reports, teachers signing in book etc.

Date of records: 1880s-1990s

Thomas John Walters, 11th Glamorgan Battalion Home Guard, Papers

Accession No:	2017/41	Reference No:	D1424
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Photograph of Mr Walters, Glamorgan Home Guard Gas Training Manual

Date of records: c1915-c1942

LGBT Christians South Wales Records

Accession No:	2017/42	Reference No:	D1425
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Programmes, newsletters, yearly history, information papers, AGM papers, photographs, correspondence, national AGM papers for 2006 when the event was held in Cardiff

Date of records: 1985-2016

Support for Parents of Lesbians and Gay Men Records

Accession No:	2017/43	Reference No:	D1426
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AGM papers, newsletters, training materials, DVD of presentaiton, information sheets, photographs, posters and booklets

Date of records: 2001-2016

Ordnance Survey Maps

Accession No:	2017/44	Reference No:	OS
2nd ed. 1:500 Glamorgan, Cardiff sheets XLIII.15.12, XLIII.7.18; 1st ed 1:2500 Glamorgan sheets XX.5, XLIII.5; 2nd ed. 1:2500 Glamorgan sheet XLIII.5; 3rd ed. Glamorgan sheets XXXVII.15, XVII.13; special ed. 1912 Glamorgan sheet XXXV.4. Date of records: c1880-1920			

Glamorgan Family History Society Records

Accession No:	2017/45	Reference No:	D37/1/125
Journal number 125 Date of records: Mar 2017			

Whitchurch Ratepayers' Association Minutes Book

Accession No:	2017/46	Reference No:	D1429
Signed minutes book Date of records: 1963-1970			

Whitchurch Methodist Church records

Accession No:	2017/47	Reference No:	D889
Property records including minutes, reports, inspections, plans, rebuilding scheme, renovation and log book Date of records: 20th century			

Cowbridge (Gateway) Monday Club Records

Accession No:	2017/48	Reference No:	D408/13-15
Albums/scrapbooks, 2006-2010, 2011-2013, 2013-2016. Date of records: 2006-2016			

Pendoylan Community Council Records

Accession No:	2017/49	Reference No:	P24
Community Council minutes Date of records: 1996-2011			

Grangetown Local History Society, Cardiff, Collection

Accession No:	2017/50	Reference No:	D1026/3
Grangetown Catholic Club financial records, committee minute books and membership records. Date of records: 1917-1995			

St Bride's Minor/Llansantffriad Records

Accession No:	2017/51	Reference No:	P78CW
Date of records: 1960s-2000s			

John Samson Pedler of Roath Papers

Accession No:	2017/52	Reference No:	D1428
Photograph of St Saviour's Church Choir, 1911; certificate of thanks awarded to John Samson Pedler for having passed the Arch Druid's Chair in Lodge no. 844, 1901.			
Date of records: 1901-1911			

Ynyshir Ecclesiastical Parish Records

Accession No:	2017/53	Reference No:	P236CW
Baptism registers, confirmation register, register of banns, marriage registers, service registers, photographs, parish magazines, Maindy Memorial annuity book, structural report			
Date of records: 19th-20th century			

Cardiff Civic Society Records

Accession No:	2017/54	Reference No:	D1371
Membership file, papers relating to annual award, newsletters, photograph albums			
Date of records: 1968-2008			

Hen Dy Cwrdd Unitarian Chapel Trecynon Records

Accession No:	2017/55	Reference No:	D1430
Baptism register, membership records, accounts, minutes, papers regarding history of the chapel, deeds of schoolroom.			
Date of records: 1811-1985			

Save Cynon Valley Museum and Gallery Records

Accession No:	2017/56	Reference No:	D1431
Papers, minutes, correspondence, newspaper cuttings			
Date of records: 2013-2014			

Aberdare Miners' Relief Fund Records

Accession No:	2017/57	Reference No:	D1432
Cash book, receipt book			
Date of records: 1984-1985			

Hirwaun Ward Labour Party Records

Accession No:	2017/58	Reference No:	D1433
Minute book			
Date of records: 1952-1958			

Women's Archive of Wales/Archif Menywod Cymru: Rhiannon Magazine Collection

Accession No:	2017/59	Reference No:	DWAW
Magazines			
Date of records: c1977-1979			

Society of Cirplanologists' Glamorgan Wesleyan Circuit Plan Collection

Accession No:	2017/60	Reference No:	DWESCIR
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Circuit plans for various circuits in Glamorgan

Date of records: 1933-1992

Cardiff and District Hearing Impaired Support Group Records

Accession No:	2017/61	Reference No:	D1434
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Minutes, case documents

Date of records: 1988-2009

Whitchurch Hospital, Cardiff, Records

Accession No:	2017/62	Reference No:	DHWH
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Admission cards and section papers

Date of records: 1930s-1980s

Lisvane Civil Parish Records

Accession No:	2017/63	Reference No:	P56
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Minutes, accounts, correspondence

Date of records: c1980s-2012

Melingriffith Iron and Tinplate Works Records

Accession No:	2017/64	Reference No:	DMG/2/6
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Advice note from Company to Joseph Vaughan of Melingriffith for sundry items ordered.

Date of records: 1775

Atlas Assurance Company Limited Records

Accession No:	2017/65	Reference No:	D1450
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Atlas Assurance papers regarding loan to Rhondda UDC of £4035

Date of records: 1921-1926

Sally White of Isle of Wight Collection

Accession No:	2017/66	Reference No:	D1451
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Lease of land in Cockburn Street, Cathays, 1881; marriage settlement: Katherine Powell of Cardiff and Thomas Henry Cuthbert of Surrey, 1875.

Date of records: 19th century

William Sturges, Solicitors, Collection

Accession No:	2017/67	Reference No:	D1452
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Records relating to Glamorgan: John Windham Bruce papers, probate of John Bruce RN; deeds relating to property of W Joseph deceased and Mrs C. M. Joseph

Date of records: 19th-20th century

Druces LLP Collection of Deeds

Accession No:	2017/68	Reference No:	D1453
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Conveyance of woodland in Bridgend, 1925; deeds relating to Clive Road, Cardiff, 1895-1913.

Date of records: 19th-20th century

Cardiff RDC and Local Health Authority Registers of Births

Accession No:	2017/69	Reference No:	RDC
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Registers of births; Whitchurch Hospital patient notes for Alice Conway
Date of records: 1931-1964

De La Salle Preparatory School for Day Boys, Cardiff, Propsectus

Accession No:	2017/70	Reference No:	D1438
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Prospectus

Date of records: c1960

David Jones, Blacksmith, of Laleston, Records

Accession No:	2017/71	Reference No:	D1435
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Accounts ledger showing work done

Date of records: 1913-c1922

Aberdare Ecclesiastical Parish Records

Accession No:	2017/72	Reference No:	P61CW
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Aberdare St John marriage registers, 1937-2009; Aberdare St Elvan's marriage registers, 1937-1970; banns register 1967-2001, St John the Evangelist Roberstown, 1947-2004, confirmation registers, 1931-1980, baptism registers, 1915-1982.

Date of records: 1915-2009

Deeds relating to flat in Hazelhurst Court, Llandaff North

Accession No:	2017/73	Reference No:	D1442
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Deed, mortgage papers and correspondence regarding the erection of a garage.

Date of records: 1965-1967

Garth Junior School Records

Accession No:	2017/74	Reference No:	EM25
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Log book

Date of records: 1897-1970

National Coal Board Records

Accession No:	2017/75	Reference No:	DNCB
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Coal spoil reports

Date of records: 1970s

Gerald Morgan, Director of David Morgan Ltd, Papers

Accession No:	2017/76	Reference No:	D1436
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Gerald Morgan's income tax papers; Borough of Cowbridge souvenir programme to commemorate the Coronation of Queen Elizabeth II

Date of records: 1940s-1950s

Phillips Family of Whitchurch and South Africa Postcard Collection

Accession No:	2017/77	Reference No:	D1437
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Postcards sent between family members between South Africa and Wales, photographs of the family home in Whitchurch and copy of photograph of William and Sarah Phillips.

Date of records: 1906-1990s

Hope Chapel Church of Christ, Bridge Street, Aberfan, Records

Accession No:	2017/78	Reference No:	D1095
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Correspondence file relating to the future of the congregation at Hope Chapel, the buildings and the work of Ty Toronto following the Aberfan Disaster.
Date of records: 1966-1971

Cardiff Archaeological Society Records

Accession No:	2017/79	Reference No:	D717
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Papers relating to trips organised by the Society
Date of records: 2001-2005

Canton High School Records

Accession No:	2017/80	Reference No:	D808
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School photographs, plan of Market Road building.
Date of records: c1990s-2000s

Mid Glamorgan Rivers Catchment Area 1 inch map

Accession No:	2017/81	Reference No:	D1439
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Showing watershed and main river
Date of records: 1933

Llancarfan Society Records

Accession No:	2017/82	Reference No:	DLNS
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Newsletter 169
Date of records: Mar 2017

Llandaff Society Records

Accession No:	2017/83	Reference No:	DLDS/1
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Newsletter 136
Date of records: 2017

Glamorgan County Council Records: Social Services Department

Accession No:	2017/84	Reference No:	GD/S
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Miscellaneous adoption filing, registers
Date of records: c1940s-1960s

Philip Riden Papers

Accession No:	2017/86	Reference No:	DX446
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Photographs of the Heath, Cardiff. Photographs collected to illustrate the publication Life on the Heath. The Making of a Cardiff Suburb by Gareth Williams
Date of records: 20th century

Cadoxton-juxta-Barry Ecclesiastical Parish Records

Accession No:	2017/87	Reference No:	P31CW
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Marriage registers
Date of records: 2000-2013

George Tucker Jones Papers

Accession No:	2017/88	Reference No:	D1448
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Engineering drawings

Date of records: 20th century

John Mahoney of Cardiff Collection

Accession No:	2017/89	Reference No:	D1342
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Photographs of Melingriffith Works and employees, GKN Works and Cardiff Docks. Photographs of construction of Severn Bridge. Caerphilly Technical Association Newsletters. Dowlais Iron Company Guest Testimonial Scholarship certificate

Date of records: 19th-20th century

Cardiff Graving Dock Personnel Register

Accession No:	2017/90	Reference No:	D1449
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Personnel register

Date of records: 20th century

John Reynolds of Cardiff, Papers

Accession No:	2017/91	Reference No:	D1440
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Correspondence and records relating to John Reynold's membership of the Labour Party and work as a Cardiff Councillor. Also papers relating to the development of St David's Hall and Cardiff Bay Development Corporation

Date of records: 1940s-1990

Coity, Nolton and Brackla Ecclesiastical Parish Records

Accession No:	2017/92	Reference No:	P80CW
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St Mary's, Nolton, marriage register

Date of records: 2009-2015

Whitchurch Women's Institute Records

Accession No:	2017/93	Reference No:	DXNO
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Log books

Date of records: 2005-2012

William Bryar of Cardiff Records

Accession No:	2017/94	Reference No:	D1444
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Photographs of public houses and places of worship in Cardiff and general views of Glamorgan

Date of records: 1960s-1990s

Lewis Family of Merthyr Tydfil and Hughesovka Papers

Accession No:	2017/95	Reference No:	HRA/D1443
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Letter giving details of how John and Margaret Lewis had travelled to Hughesovka in 1888.

Date of records: 1969

Coroner for Bridgend and Glamorgan Valleys Records			
Accession No:	2017/96	Reference No:	CORB
Inquest of drug related deaths, hangings and adjournments; notices of deaths and post mortem reports Date of records: 1992-2004			

Newcastle Ecclesiastical Parish Records			
Accession No:	2017/98	Reference No:	P84CW
Registers of baptism, marriages, banns, offertory, services, preachers, confirmations and PCC minutes Date of records: 19th-20th			

Pritchard Family Collection			
Accession No:	2017/100	Reference No:	D414
Records of the British Dominion Steam Ship Company Limited; family photographs Date of records: c1900-1940s			

Rumney Board School Records			
Accession No:	2017/101	Reference No:	D780
School log books Date of records: 1899-1951			

Notable accessions

LGBT Christians South Wales Records and Support for Parents of Lesbians and Gay Men Records (D1425, D1426)

LGBT Christians South Wales worked as a fellowship and support group from the 1970s through to 2016. Families and Friends of Lesbians and Gay Men Wales (FFLAG Wales), later renamed Support for Parents of Lesbians and Gay Men Wales was formed in 1999. The objectives of the group were to relieve emotional distress suffered by lesbian, gay and bi-sexual people and their families and friends by running a telephone helpline, support groups and providing information. Both groups wound up in 2016 recognising that their purposes were fulfilled in other organisations. The two collections comprise minutes, newsletters, photographs and information prepared for dissemination and talks.

Hen Dy Cwrdd Unitarian Chapel, Trecynon (D1430)

Founded in Trecynon, Aberdare in 1751 Hen Dy Cwrdd is believed to be one of the earliest nonconformist chapels in the Cynon Valley. The records of the chapel, at times in written in Welsh, include a baptism register from 1811 and minutes from 1858. There is an excellent series of records relating to members' subscriptions, dating from 1843, where in some cases the addresses and occupations of subscribers are also given. Sunday School records also give the names of members. The deed of land purchased to build a new schoolhouse in 1865 shows that the majority of the trustees of the Unitarian School Room were local miners. The chapel closed in the early 1990s and the building is now in the care of Addoldai Cymru: the Welsh Religious Buildings Trust.

Cardiff and District Hearing Impaired Support Group Records (D1434)

The Group was first formed in 1986, with the aim to provide support for elderly deaf and young deaf alike and to campaign on issues affecting the hearing impaired community of the area. Members administered a sign language and support service on behalf of South Glamorgan County Council on a voluntary basis for many years. The collection comprises minutes, correspondence and campaign files.

David Jones, Blacksmith, of Laleston, Records (D1435)

David Jones of Holly House, Laleston, operated a blacksmith business from the Old Forge in Laleston. The business served many farms and individuals in the local area including R. L. Knight of Tythegston Court. The accounts ledger (1913-c1922) provides a great insight into the type of work a rural blacksmith would have carried out during this period.

John Reynolds of Cardiff Papers (D1440)

A member of the Labour Party and a Councillor for Llanrumney, Cardiff, John Reynolds also served as Labour leader of Cardiff City Council, was involved in the development of St David's Hall, Cardiff and was a member of the board of the Cardiff Bay Development Corporation. He died in 1990. The records include personal papers from the 1940s, including letters from James Callaghan and Michael Foot. There are also papers relating to the development of St David's Hall.

Lewis Family of Merthyr Tydfil and Hughesovka Papers (HRA/D1443)

John Lewis was a member of a working party selected to travel to Hughesovka in 1888 to teach local Russian workers about steel production. He travelled with his wife, Margaret Lewis, and daughter, who was just a few months old. The letter describes their experience of leaving Merthyr Tydfil for Russia.

William Bryar of Cardiff Records (D1444)

William Bryar was a keen local photographer and member of the Cardiff Camera Club. During the 1980s he photographed a large number of public houses and places of worship in Cardiff and his photographs were used as the basis of a Camera Club competition to identify the buildings. The photographs provide a wonderful record of the buildings many of which have since been closed or are now used for other purposes. The collection also includes more general views of locations in Glamorgan from the 1960s.

Appendix II

	Number of Visits (groups and meetings)		No. of Groups	Documents Produced
	TOTAL			
Mar - May 2016	2105	(1270)	62	2742
June - Aug 2016	1821	(743)	46	2227
Sep - Nov 2016	1801	(1103)	78	2742
Dec 2016-Feb 2017	1746	(1072)	43	3095
Mar - May 2017	1773	(1160)	35	2847

	Remote Enquiries	Website Hits
Mar - May 2016	852 (+ 74 un-printed thank you emails)	11475
June - Aug 2016	766 (+ 65 un-printed thank you emails)	10437
Sep - Nov 2016	876 (+53 un-printed thank you emails)	11508
Dec 2016-Feb 2017	881 (+59 un-printed thank you emails)	12222
Mar - May 2017	896 (+51 un-printed thank you emails)	10854

Interesting Enquiries

Academic enquirers from a range of institutions researching a broad spectrum of topics have again been assisted either in person or remotely.

A postgraduate student from the University of California, Berkley, visited to research measures taken to stimulate the economy of the south Wales region after the decline of the mining industry.

A PhD student of music and theatre in 19th century Glamorgan was directed to the records of the Theatre Royal, Cardiff, papers relating to Adelina Patti and a collection of Welsh ballads.

A postgraduate student at Swansea University explored the changing role of women in death rituals in Aberdare and Merthyr Tydfil through the records of an undertaker.

A researcher on a joint project between Warwick and Kent Universities to catalogue church wardens' accounts prior to 1850 consulted several parish collections.

A number of collections were suggested to a student writing a dissertation on the leisure pursuits of women during the interwar period while the Andrews Brothers Records and the Second World War Leversuch correspondence were consulted by a Masters student writing a thesis on cinema going in Wales from the 1920s to the 1940s.

The Glamorgan Asylum records continue to be a popular subject for academic research while one Aberystwyth University student also using the records of Whitchurch Hospital for his research on the history of psychiatry.

Partnership with the Cardiff Story Museum continues to develop with museum volunteers investigating terms used to describe school children's intellectual abilities during the late-19th and early-20th centuries using school log books.

The records of Women For Life on Earth and the Greenham Common Women's Peace Camp Collection were used in research for a book on the women's movement and in particular the march to Greenham Common which began in Cardiff.

Access to Glamorgan Asylum patient records from the period 1900-1910 was requested in connection with research for a novel about a fictional patient at Angelton Hospital, Bridgend.

Anniversaries prompted several enquiries. All Saints Church in Penarth will soon be marking the anniversary of its reconstruction following bomb damage sustained during the Second World War. A member of the Church researching the work of architect John Coates-Carter, who designed the church in 1891, consulted parish minutes along with records of Stephenson & Alexander, Cardiff Rural District Council and Cardiff Borough.

The depositor of the records of Gilgal Baptist Church, Porthcawl, visited to undertake research ahead of the 150th anniversary of the Church. Photographs of members and events were of particular interest.

Members of Tonteg Women's Institute are also preparing for an anniversary, with the branch celebrating its 50th anniversary later this year. They consulted branch minutes from 1967.

Vehicle licensing enquiries are a continuing interest, mainly relating to the restoration of vintage motorbikes, cars and, for Carmarthenshire, tractors. This quarter one such enquiry concerned the official car of Mid Glamorgan County Council, registration L1. The enquirer was provided with photographs of the car with chauffer outside the former Mid Glamorgan County Hall.

Newspaper cuttings collected by Cardiff Naturalists Society were used to explore the political history of Cardiff Bay's development.

Family history enquiries have included one this quarter from Cardiff, Australia. This family historian was tracing her ancestors who ran a farm in Merthyr Tydfil (not Cardiff!), which was formerly part of the Dynevor and later Wingfield and Mackintosh estates. Another family historian was inspired to visit having read an article in the South Wales Echo concerning the deposit of a register of members of the 11th Battalion (Llandaff) Home Guard in late-2016. His father had served with the Home Guard during the Second World War.

Appendix III

Local and Family History Groups	
Ask the Experts! family history sessions	5
Avant Cymru	15
Pontypridd YMCA	8
Cardiff Civic Society	5
Tonyrefail University of the Third Age	8
Glamorgan Family History Society: Sully Branch	10
Canton and Riverside Local History Group	5
Professional Organisations	
Glamorgan Archives Joint Committee	12
Hannover City Archives	2
Institute for the Study of Welsh Estates	21
Events	
Llafur Day School: 50 Years of Women's and Gay Liberation	40
The Cruel Streets	39
VCS Cymru: Stories/Straeon family day	27
Cardiff People First: Breaking Barriers	10
Education	
Ysgol Gymraeg Caerffili	32
Mount Stuart Primary School x2	62
Tondu Primary School	31
Thornhill Primary School	18
Cardiff University: Continuing and Professional Education	6
Filming	
Llantrisant Charter	3
Individuals Meeting Staff	147
Tours for prospective volunteers	1
Room Hire	
Cardiff Council Training/Workshop X 32	551
Other x 3	103

Appendix IV

Bench work		
D905/5/21	Production of Show Boat, photographs	Flattened
Q/S/D/2/1869	100 court deposition	Dead mould removed, papers consolidated and repaired
57 new deposits		Checked for mould and infestations.
2016/79	5 bankers boxes of photographs	Assessed for conservation needs
DPL	Plymouth Estate Collection	Assessed for conservation needs
Cleaning and Packaging		
Crew Agreements	255 documents	Cleaned
DNCB	63 volumes,	Cleaned,
PSMLO	10,000 papers	Cleaned
DX229/5/11, 12 - 16	6 photographs	Repackaged
DXJF/62/21 - 25	5 photographs	Repackaged
DX558/1-6, 10/1, 12/1-26, 28, 29	36 photographs	Repackaged
Bespoke boxes made		
Various	736 Boxes	
Barcoded and Relocated		
Various	206 boxes	Locations moved and database updated
External Work		
Local University	7 note books	Cleaned, repaired and repackaged
Private company	3 folders made	
Private Individuals	1 map	Sellotape removed, staining reduced, washed, alkalised, backed, repaired and repackaged
Local University	7 boxes made	
Local Archive	510 boxes made	

ARA Survey of Visitors to UK Archives 2016

1. Introduction

The Survey of Visitors to UK Archives looks at archive services provided from the adult individual's point of view. It is a survey of visitors to the searchroom; those visiting as part of groups or for events are not included. All searchroom visitors were invited to take part provided they were aged 17 or older.

The 2016 survey took place from Monday 3 to Friday 28 October 2016. A total of 114 archive services across the UK participated in the survey.

The same survey questions were used in 2016 survey as the 2014 survey, which has allowed for comparisons between the years.

2. Comparison with other Welsh archive services:

In comparing the results of all participating Welsh archive service, Glamorgan Archives is on a par with colleagues, with only a small variation between the scores of the majority of services. We don't excel beyond most of our neighbours, but neither are we falling behind.

Issues relating to access to and use of the online catalogue and resources are common across archive services in Wales.

3. What we're doing well

We aim for a score of 90% or higher across the good/very good or fairly/very satisfied categories. This was achieved in all areas bar those listed in section 4 below.

Highlights include:

- Staff

	2016	2014
Availability of staff	96%	97%
Attitude of staff	98%	98%
Quality of staff advice	97%	98%
Welsh verbal communication	100%	100%

This is particularly heartening during a year when staff levels were impacted by the loss of 3 posts coupled with uncovered maternity leave for 3 staff. Despite these pressures we continued to provide a high level of public service.

In addition it reflects the efforts of staff currently undertaking Welsh language courses and their readiness to put their new skills to use.

- Building

	2016	2014
Upkeep	96%	100%
Physical access in and around the building	97%	100%
Lockers / toilets / rest or refreshment area	97%	100%

Despite being over 7 years old, the building continues to provide an excellent environment for visitors.

- Visitor experience

	2016	2014
I have improved my knowledge in an area of interest	100%	100%
I developed new skills / improved existing skills	93%	89%
I have a greater understanding of my community, its history and people	100%	90%
I enjoyed myself	99%	100%
I am inspired to find out more	99%	100%

It is clear from the responses that Glamorgan Archives provides a number of benefits to the community we serve, including understanding of the community, improving knowledge and developing skills.

4. Areas for improvement

We did not reach our target of 90% or higher across the good/very good or fairly/very satisfied categories in the following sections of the survey. Although not poor scores, these results highlight areas for improvement. Recommendations for delivering these improvements are outlined in section 5.

- Online catalogue

	2016	2014
Usability of the online catalogue	85%	83%
Quality of the online catalogue	86%	90%
Welsh online catalogue or resources	85%	100%

This refers to our online catalogue, Canfod, which is accessed using CALMView software.

- Online resources

	2016	2014
Quality of our other online resources	80%	94%
Access to our online resources	81%	95%
Welsh online catalogue or resources	85%	100%

This refers to online resources other than the catalogue. The majority are provided by external companies Find My Past and Ancestry through a free subscription. It also includes our own digital parish register resource, Plwyf.

- Copy services

	2016	2014
Our copy services	88%	100%
Self-service photography	94%	100%

The copying services rated at 88% do not include our self-service photography provision, which has scored well with the result provided here for comparison purposes.

5. Recommendations

- Online catalogue
 - Work with Axiell, the provider of the CALMView software, and other CALMView users within the sector, to propose improvements to the current system
 - Improve our in-house guidance notes on using the catalogue
 - Investigate the possibility of indexing sections of the catalogue. External grant funding would need to be sourced to progress the work due to limited capacity and resources.
 - Provide online guides to certain major collections
 - Finalise the installation of the Welsh CALMView interface
- Online resources
 - Work with external providers Ancestry and Find My Past to improve navigation and access to our material
 - Expand the range of Glamorgan Archives material available online
 - Collaborate with colleagues within the sector and external organisations eg Glamorgan Family History Society experiencing similar issues with their content
 - Discuss the issue of bilingual access to external resources with colleagues within the sector

Working in partnership with our colleagues across Wales will help us to resolve common issues regarding online access to our catalogue and other resources.

- Copy services
 - Provide in the searchroom and on the website the reasons why we no longer photocopy material
 - Provide the public with the rationale behind costings for our digital photography service

6. Conclusion

The Survey of Visitors to UK Archives has shown that Glamorgan Archives has succeeded in maintaining the delivery of a high quality public service despite a significant reduction in resources.

Solutions have been identified which will help us to improve scores in those areas where we are currently falling below our own high standards.

Rhian Diggins
Senior Archivist
May 2017

