



Access Strategy

Our service aims and objectives

Glamorgan Archives aims to make its holdings available to the widest audience possible while taking account of its stakeholders, as defined in its Access Policy. Access is made possible through a range of services offered by the Archives including on-site access for individuals and groups, remote access through correspondence, and through outreach activities both independently and in partnership with others.

A separate Community Engagement Strategy has been devised and should be referred to in conjunction with this Access Strategy.

Access is a fundamental function of Glamorgan Archives as stated in our *Access Policy* and is reflected in the targets relating to access set out in the annual business plans of the Archives. Glamorgan Archives undertakes to address issues of equality and social inclusion and physical access to its services. All opportunities will be taken to communicate with users and to seek their views and opinions on services through feedback forms and surveys. Where possible the Archives will respond and make improvements to reflect the interests of its stakeholders. Glamorgan Archives manages resources to provide the best services possible while seeking to innovate and consider the effectiveness of its work.

What you can expect from us

- The Glamorgan Archives building is fully accessible to all users.
- The website is compliant with accessibility guidance and information is updated regularly.
- All public information is available in English and Welsh.
- A response to all enquiries, comments and complaints will be made within 10 working days.
- Trained staff will be available to advise on procedures and resources when users visit the searchroom or contact the Archives by other means.
- All staff are identified by name and position and will treat all users courteously.
- Up to date information and advice about facilities, sources and services is available on-site and online.
- Enquiries can be made by e-mail, telephone and post, through social media networks and by personal visit.

- Clear signposting to on-site and remote access points.
- Appropriate opening hours matched to the pattern of use.
- Information about newly acquired collections will be published quarterly, whilst collection level descriptions will be available within 10 working days; demand will be a factor in evaluating collections for detailed cataloguing.
- All finding aids will conform to archival standards
- Procedures will be kept as simple as possible and explained clearly to all new users.
- Reprographics orders will be fulfilled within 10 working days, where the nature of the record permits copying.
- Secure arrangements are provided for personal belongings.
- Power points are provided for the use of personal IT equipment.
- Electrical equipment is maintained and in good working order.

What we expect from you, the user

- To register as users of the service when first visiting the Archives by bringing proof of name and address, and to agree to read and observe the regulations set out in the *Searchroom Rules*.
- To follow the *Document Handling* guidelines and the advice of staff on the careful handling of archival materials to ensure the preservation of these unique resources.
- To show respect and consideration for other users and the staff.
- To provide comments and suggestions on improving the service by filling in a feedback form and participating in our user surveys.

Access Restrictions

- Original records can be consulted only under supervision on Glamorgan Archives premises.
- Access to records containing information relating to named individuals may be restricted in accordance with the Data Protection Act 1998.
- Some records may be unavailable due to their fragile state or conservation requirements.