

## Archive Collections - Access Policy

### 1. Introduction

#### 1.1 Portsmouth City Council's shared aim is to:

Make Portsmouth a place that is fairer for everyone: a city where the council works together with thriving communities to put people at the heart of everything we do.

### 2.0 The community we serve

#### 2.1 We serve a diverse community of users:

- Those who deposit records with us.
- Those who visit Portsmouth History Centre - the people of Portsmouth and visitors from all over the world.
- Those who seek our help by email, post, and telephone.
- School children and students on-site and off-site.
- Community groups
- Portsmouth City Council staff who use the archive collections in the course of their work.

### 3.0 Legislation

#### 3.1 In our provision of access to the archive collections (and possible restrictions an access) we will comply with all relevant legislation, including Freedom of Information and Data Protection legislation

### 4.0 Customer care

#### 4.1 We seek to welcome all users and potential users, whatever their level of education, religious beliefs, ethnicity, disability, age, gender or sexual orientation.

#### 4.2 We will respect the different needs of all our stakeholders: depositors, researchers, and others.

### 5.0 Access

#### 5.1 We will provide access to the archive collections at Portsmouth History Centre and off-site at other locations in Portsmouth. We will develop new ways for people to access the collections remotely as technology allows.

#### 5.2 We will facilitate access to the collections by the production, and maintenance, of catalogues, lists, and guides to the material.

#### 5.3 We will regularly consult users to assess their opinions of our services, and how we might develop these in the future. We will seek the opinions of non-users as opportunities allow, for instance when staff give talks and when we participate in events off-site.

- 5.4** When consulting with users and non-users we will seek to identify any barriers to access, and will explore ways to address these, and implement as opportunity allows.
- 5.5** In order to make people aware of the archive collections and to promote our services we will encourage and facilitate the use of the archive collections in publications, exhibitions, outreach, on-site, off-site and on-line.
- 6. Access and the need to ensure the long-term preservation of the archive collections**
- 6.1** The archive collections are unique and irreplaceable. We will preserve them so that future users will enjoy them as we do, but also to make the collections accessible to users now.
- 6.2** We will enforce measures to prevent theft and damage to the collections whether in storage, produced to the public in Portsmouth History Centre or elsewhere, or used in exhibitions or displays.
- 6.3** Provided that copying will not damage the document or infringe legislation in any way, we will provide copies (photocopy, microfilm, scanned images, etc) of the collections requested by members of the public.
- 6.4** Where appropriate we will issue surrogate copies, rather than the original documents, to users in Portsmouth History Centre or elsewhere, in order to minimise the risk of damage to the original documents.
- 6.5** We will make all users aware of these regulations and the reasons underlying them.
- 7. Other access restrictions**
- 7.1** When archives are deposited with the Library and Archive Service we will agree any access restrictions with the depositor.
- 7.2** We will enforce any access restrictions resulting from legislation eg Data Protection legislation.
- 7.3** We will communicate all access restrictions to users.
- 8. The opening hours of Portsmouth History Centre**
- 8.1** We will advertise the opening hours of Portsmouth History Centre, and any closures for Bank Holidays etc, on-site, off-site and on-line.
- 8.2** We will monitor feedback from our users on all access issues, including opening hours, in conjunction with feedback on the Central Library.
- 9. Fees and charges**
- 9.1** We will charge for the provision of copies in any format, and for responding to email, telephone and postal enquiries.