

 The National Archives

The image shows the exterior of The National Archives building. A prominent curved sign above a glass-enclosed walkway reads "The National Archives" in a dark, sans-serif font. The building features large white columns and a modern architectural style. The sky is clear and blue.

The National Archives

Public bulk orders

Service changes

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Revision of bulk orders

What is a bulk order?

It is a service that allows readers to pre-order a large number of documents from the same series of records in advance of a visit.

It is the more specialised of the two advance order services. It supports a particular type of research and is limited to 8 readers per day.

There were 159,569 public advance document orders in the last financial year of which 20,642 were bulk orders (12.9%)

Why revise the current system?

The bulk order service has not been reviewed in over 20 years.

It has a series of antiquated rules and conditions

The current system does not reflect changing user requirements

The current ordering system is labour intensive and inefficient for staff to administer

CURRENT SYSTEM

Requires 2 working days notice

A bulk order lasts for two working days

You cannot book another bulk order for consecutive days

A minimum of 15 documents, a maximum of 30 non consecutive or 50 consecutive documents from the same series

Future date limit to end of following year

Limited to 8 readers per day

Manual document ordering process

Blocks advance document ordering

NEW SYSTEM

Requires 3 working days notice

A bulk order lasts for one working day

You can book bulk orders for consecutive days

A minimum of 20 documents and a maximum of 40 documents from the same series

Available to order within six weeks of intended visit

Limited to 8 readers per day

Automated ordering process

Permits advance document ordering

STYLE CHANGE

The screenshot shows the old website interface. At the top left is the National Archives logo. A navigation menu is visible with a 'Menu' button. The breadcrumb trail reads: 'You are here: Home > About us > Visit us > Order documents in advance of your visit > Bulk order form'. A sidebar on the left contains a list of links: 'Opening times and closure dates', 'Where to find us', 'Before you visit', 'What should I bring?', 'Will I need a reader's ticket?', 'Ordering documents in advance', 'Order form', 'Bulk order form' (highlighted in red), 'When you arrive', 'Disabled access', 'Group visits', 'What's on at The National Archives', and 'Events elsewhere'. The main content area is titled 'Bulk order form' and contains the following text: 'You must order a minimum of fifteen documents from the same department and series of document up to a maximum of fifty documents if the numbers run consecutively, or thirty if the numbers are non-consecutive. However there is no guarantee that all of the documents ordered will be available. If you require large documents the number produced may be reduced in order to allow viewing in the reading room. We are unable to produce the following document series in bulk due to the size of these volumes: BT 42, BT 43, BT 50 and BT 52. Fields marked * are compulsory'. Below this is a section titled 'Your details' with form fields for: Name *, Reader ticket number *, Date of visit (d/m/y) *, Email address, and Telephone number (include area code) *. A section titled 'Your documents' follows, with instructions: 'Step 1: Please fill in the document department and series reference code e.g for document FO 608/88/3, Department is FO Series is 608' and 'Step 2: Please choose either sequential or individual piece references e.g for document FO 608/88/3 Piece reference is 88/3 *'. The form fields for 'The department *' and 'The series *' are shown.

The screenshot shows the new website interface. The breadcrumb trail is 'Home > Discovery > Bulk-order documents in advance'. The main heading is 'Bulk-order documents in advance'. Below the heading is a progress indicator with three steps: '1 Place order', '2 Check order', and '3 Order complete'. The section title is 'Place an order'. The text reads: 'This form allows you to pre-order 20-40 original documents from the **same series** held by The National Archives to view on site at Kew. You can use a [different form](#) to order up to 12 documents in advance from different series. To proceed with your order, you will need the following:'. A grey box contains the following list of requirements: '• **Your reader's ticket number.** If you don't have one, [apply online for a reader's ticket](#) - it should take 15 minutes. • **Date of visit.** You can bulk-order documents a minimum of three days before your visit. You cannot place bulk orders more than six weeks before your visit. • **Catalogue reference(s).** You can order a minimum of 20 documents up to a maximum of 40 documents. Below this is a 'Please note' section.

Improved reader information

Your bulk order summary

- **Name:** Test n4
 - **Telephone:** 0123456789
 - **Date of visit:** 15/08/2018
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1. FO 371/125: Russia; Code 38; File 16301 - 20943. Described at item level.
2. FO 371/126: Russia; Code 38; File 20953 - 24856. Described at item level.
3. FO 371/127: Russia; Code 38; File 24875 - 28255. Described at item level.
4. FO 371/128: Russia; Code 38; File 28266 - 33435. Described at item level.
5. FO 371/129: Russia; Code 38; File 33459 - 43791. Described at item level.
6. FO 371/131: Siam; Code 40; File 590 - 8494 (Described at item level)
7. FO 371/132: Siam; Code 40; Files 8495 - 17624 (Described at item level)
8. FO 371/133: Siam; Code 40; Files 18948 - 41847 (Described at item level). Note: This volume was damaged by damp while deposited at Canterbury through the overflow of a rain water pipe in 1933; This has been rebound into 4 parts.
9. FO 371/134: Spain; Code 41; File 15 - 3132. Described at item level.
10. FO 371/135: Spain; Code 41; File 3554 - 18751. Described at item level.
11. FO 371/136: Spain; Code 41; File 18756 - 43761. Described at item level.
12. FO 371/137: Sweden; Code 42. Described at item level.
13. FO 371/138: Switzerland; Code 43. Described at item level.
14. FO 371/139: Turkey; Code 44; Files 22 - 105 (Described at item level).