Date of Meeting: 6 December 2022	Location: By Video Conference / TNA	THE
Title: User Advisory Group Meeting	Subject or Purpose: Minutes of a regular meeting held on 6 December 2022	NATIONAL ARCHIVES

ATTENDEES	
Grace Ioppolo (Academic)	Valerie Johnson (TNA – Research & Collection), Co-chair
Nadine Chambers (Students)	Lee Oliver (TNA – Head of Visitor Experience)
Pat Reynolds (Family History & Online)	LH (TNA – Senior Advisor Manorial Documents)
Will Reid (Diversity)	LB (TNA – Digital Services, Product Manager)
Mike Grahn (Onsite Personal)	RM (TNA – Senior Personal Assistant), Minutes
Susan Moore (Maps)	
Sue Adams (Independent Researcher)	
APOLOGIES	
Lucy Fletcher (TNA – Director of Public Access & Government Services), Co-chair	Elli Young (Student & Early Career Academic)
Alison Kay (External Archives User)	Alison Aston (Academic
Matthew Cleary (Student & Online)	Grace Touzel (External Archivist)

1.	**Introduction & Welcome**
	VJ welcomed the UAG.
	There were no new introductions to the group.
2.	**Minutes & Matters Arising**
Q. A.	VJ provided the group with a follow-up on discussions with Sophie Kay concerning inclusion. VJ advised the group that TNA's joint Heads of Diversity will be writing a policy on inclusion for families which will provide clarity to staff and the UAG. NC asked if this would include a wider circle or restricted to staff only. VJ responded that it was a policy on inclusion in its entirety but will clarify at the next the meeting. *Action: VJ* This will be presented to the group once finalised. VJ informed the group that SK (whose tenure with the UAG had been completed) has been

	sent an email outlining the above action cc'd WR.	
	Minutes of the previous meeting were agreed.	
3.	**Public Services** (LO)	
	LO provided an updated on Public Services informing the group of the successful launch of the 'Treason: People Power Plot Exhibition' which opened on 5 November with Private Viewing on 9 November. LO informed the UAG it was first time these related documents were shown at the same time. It was noted that the exhibition would finish at Easter on Maundy Thursday.	
	LO informed the group the next exhibition is scheduled for May, details would be provided at the next UAG meeting in March.	
Q.	GI (delegate submitted item) informed the group of an incident involving someone with young daughters visiting an exhibition who required some personal hygiene items as advertised in the ladies facilities and freely available there were no female staff members on site to assist and the male staff on the front desk did not know anything about this.	
A.	LO advised the group there is an issue with lack of female staff for this purpose. Better signage would be established and a proposal for providing a box with essential items rather than a specific item making it less embarrassing for the public to request these.	
Q.	GI (delegated submitted item) informed the group of the lack of storage for outsized luggage for overseas visitors. When approaching security the visitor was asked to use an app to reserve storage space at a location near Kew Gardens tube station. This process was rather long losing valuable research time. It was pointed out that use of the app was not very clear on the TNA website. There was no app information about using the app and the website was found by searching 'suitcase' on Discovery. Could this process be identified more clearly?	
A.	LO informed the meeting that storage of outsized luggage is being reviewed by TNA. Agreed that the information was embedded on the TNA website not easily found.	
	LO advised that a workshop had taken place last week to discuss the way information is presented on the main page of the website and is being worked upon.	
	LO noted from comments within the group that there was not enough furniture in the break-away areas particularly due to larger group of the Swedish students this year. It was proposed that outside be brought in to compensate for this. LO advised that this would not be possible as outside furniture cannot be moved to the inside of the building.	
	LO notified the group that there would be some minor changes to the Map Room. Some of the old finding aids will be moved over the next 6 months. There will be some furniture rearrangement to bring the Map Room back to the pre-Covid look based around the usability of the room the Microfiche equipment will be removed.	
5.	**Manorial Documents Register Project, Centenary & Panel** (LH)	
	VJ introduced LH to the meeting who provided an update on the Manorial Documents Register noting that this year was the centenary of the Law of Property Act and the completion of 30 years of work to move the register online.	

LH shared a presentation providing a brief on Manorial Documents;

- What is a Manor

- What are Manorial Documents

- What is a Manorial Register

LH followed this by explaining the origins of the MDR which was established by the 'Master of the Rolls in 1926, in order to enable the legal profession to trace records relating to copyhold property. LH informed the group that amongst other things they Law of Property Act abolished copyhold tenure and it was decided that since proof of title to copyhold could only be found in manorial documents that it should come under the official protection of the Master of Rolls.

LH informed the group that the National Archives (on behalf of the Master of the Rolls) are responsible for the maintenance of the MDR and administration of the rules. LH followed this by providing a brief on the four rules, the most important being that 'No manorial records may be removed from England & Wales without the permission of the MOR' and in practice this is never granted.

LH briefed the group on the programme of updating the register county by county and moving it online which took 30 years and this year users were able to access the entire register for England & Wales from anywhere in the world. LH noted to the group that the register is evolving and changes can be made easily therefore making the register as up to date as possible.

LH emphasised that the online MDR data is more detailed and accurate and the search for manorial records by manor, parish, document type and date is easily accessible through 'Discovery'. LH showed the group an illustration of the homepage which showed notes of records that should be included in the Register with a link to the map and a link on how users can help keep the MDR up to date with a link to the MDR document rules.

LH notified the group of ongoing developments and enhancements to the register;

- The creation of the name authority records for the Register is a new development providing a summary of the history of each manor.

- Links to online related resources are in development and links to secondary resources eg. through 'British History Online' are under development.

LH advised the group that TNA could provide links to authoritative online transcriptions of manorial records. LH provided an example of the Oxford Colleges where a revision has been completed of historic counties by running a pilot project (Discovering Manorial Records in Oxford Colleges), the register showed 355 record entries for 21 manors across 10 counties the project saw an increase in the number of record entries by 30%.

LH concluded by sharing information on the commemorative programme of events to mark the centenary which began with a Hackathon at King's Manor, University of York (https://blog.nationalarchives.gov.uk/mind-your-manors-hacking-like-its-1399) followed by a private reception at the 'Royal Courts of Justice' making the Royal Assent (29 June 1922) of

	the Law of Property and a Conference in September co-hosted by the University of Nottingham's Manuscripts & Special Collections highlighting current research and value of Manorial Documents in the 21st Century. LH informed the group the conference was recorded and will be published on TNA's website.
Q.	GI asked if TNA were externally funded for this exercise.
A.	LH informed the group that funding came from partners and charities such as the lottery fund.
Q.	NC commented on the blog and presentation enquiring about a Scottish Project regarding colonisation with land being shifted.
A.	LH informed the group that there would be links to family archives with authority files eg. Wiki data linking manors and families. VJ informed the group of the MDR Panel which has been established for the past 3 years but will now be reconstituted with a view to looking at how this can be done and what th register can be used for.
Q.	SA commented that this was all complicated making manors look like a 'splash' and that financial importance was missing noting that MDR was only the start.
A.	LH informed the group of a pilot Project in Wales, 'Deeping Map' run by the University of Bangor and Royal Society of ? where this was being reviewed.
Q.	SM commented that when you get an entry some manors particularly the large ones have some of the information but some entries do not include all of the information.
A.	LH responded to the group that by using search for MR documents with a reference it will list all the manors that are identifiable. LH advised the group that linking from the MDR to TNA catalogue had been temporarily removed from Discovery and is currently being reviewed.
5.	**Delegated Submitted Items** (VJ)
Q.	NC requested an update on the 'Research Excellence Framework' on repositories by UKRI where workshops were held around the UK in 2019.
A.	VJ informed the group that legacy for this work is on our 'Guild to Collaboration between the Archive & Higher Education Sectors'. It was published jointly with History UK. It was note that TNA are not currently funded for this piece of work and therefore it would remain with HEAP who has a 'steering group' and action plan for this programme.
Q.	SM requested if it would be possible to make some minor changes to the ordering systems, recognising major changes would not be possible. Booking a seat 48

	hours before the day of the visit without having to order a document to ensure the user has a seat.
A.	VJ informed the group that there currently is a 3 tier system and adding another tier seems simple but this would add more complexity to the system (booking advance but no document order). A request has been made to change the booking page to enable it to show how many seats (or at least give a more than/less than) are available on days when booking has closed. VJ advised the group that readers can check via Chat on teams to check what is available before travelling to TNA. VJ noted that it would be possible to hold documents over for a few days if readers were experiencing shortage of seating, train strikes or any other problem with getting to TNA.
Q.	SM requested if would be possible to view all document orders when at home. When logging in at TNA the computer screen shows the documents that are available, or being processed, the confusion is that many of these are said to be 'available in the reading room' but are not actually available as they have been ordered for the following day.
A.	VJ notified the group that this requirement has been requested as part of ETNA. VJ will forward this to DF/LF to look at the 'advance ordering' system. *Action: VJ*
6,	**Overview of the Latest ETNA Developments** (LB)
	LB Project Manager ETNA provided an update on the latest developments for Collection Explorer to reimagine the way the public accesses archives online. The aims were outlined below:- • showcase the treasures of our vast collection and those of other archives from around the UK • bring together content from our catalogue and our website to greatly enrich our users' experience of using the archive online • improve the experience of first-time users • reach and engage new users LB informed the group of the changes that have been made:- • A new content template which allows users an in-depth look a particular records of interest • Enriched experience with additional content & context about highlighted records • Restructured the content model so that the content is automated & powered by taxonomy • Integrated stories into the Collection Explorer.

	LB showed some illustrations of what the pages would look like. • New content showcasing individual records of interest with expert context & related information to explore • Image galleries with transcriptions (optional) • Similar to 'stories' these pages will harness a huge potential of search engine traffic around popular records • Opportunity to tell under-represented stories and showcase fascinating but lesser-known records • Links through to the record details page in the catalogue for that record
Q.	SM asked if anything could be lost during these developments.
A.	LB confirmed no data would be lost.
	LB notified the group that 16 stories were now lie the public on **beta.nationalarchives.gov.uk/stories**
	LB informed the UAG of the next steps:- • Public beta in 2023 to allow testing this with our current users at scale, signposting from pages like 'Start here' etc. • Further moderated testing will take place during public beta with users with accessibility needs and neurodiverse users • Developing new features and related content templates eg. authored timely blog posts, media eg. podcasts Some members of the UAG requested involvement in the testing phases of this project. RM to share LH's email address. *Action: RM*
7.	**Any other business**
	GI requested that a formal 'thank you' be given to the Map Room staff. *Action: VJ* VJ provided an update on UAG Recruitment – closing date 30 November with 8 applicants for 4 vacancies.

Meeting closed at 12:10hrs