

Title: The National Archives' User Forum

Date: 28th February 2018

Location: Talks Room

Attendees (Staff)

Lee Oliver (LO) -Head of Venue Management and Services (chair)

Chrissy Peters (CP) – Team Leader, Services Development

David Priest (DP) -Document Production Coordination Manager

Paul Davies (PD) - Director of Operations

Caroline Ottaway-Searle (COS) - Director of Public Engagement

Tom Gregan (TG) - Head of Document Services

Catherine Hill (CH) PA to Caroline Ottaway-Searle (notes)

Attendees (Users)

Phil Lamb

John Seaman

Chris Eley

Pauline Eismark

Steve Dyke

Jackie Speel

Mike Grahn

Elizabeth Scudder

1. LO welcomed all to the meeting and expressed appreciation to everyone who had made the meeting despite the snowy weather.

2. Matters Arising - November meeting notes

Item 7.7 -Chris Eley had identified a problem with AIR81 records in Discovery. He and LO did a live search in the meeting and confirmed that post 1941 records are not in the catalogue. LO advised CE to submit an FOI request to MOD to query the transfer process.

3. Better connections: Changing the reading room computers over to Wi-Fi – Chrissy Peters, Collections Enhancement & Engagement, and Dave Priest, Document Services

CP and DP explained that all the computers in the Reading Rooms will be replaced, as the current computers are reaching the end of their useful life. A small number of faster, more reliable computers that operate using Wi-Fi have been installed as a test and no negative feedback has been received to date. There is no bandwidth restriction. Their presentation can be found [here](#).

4. Late night opening trial – Lee Oliver

LO gave a presentation which can be found [here](#).

5. Car Park management – Paul Davies, Operations Director

5.1 PD gave a presentation which can be found [here](#).

5.2 The rationale behind this move is not to generate income but to protect the car park for TNA users. Emerald Gardens' contractors, visitors and residents are increasingly parking in the car park, and this is likely to increase further when the GP surgery opens, as there is very little allocated parking for staff, and none for patients.

5.3 The car park has been free for many years and it is a cost to TNA. Together with government funding constraints which are unlikely to change, the need to charge has been balanced against the needs of visitors. The income from the car park will be put back into TNA services.

5.4 A public announcement will be made on 1st March.

5.5 Chris Eley asked if there was any proposal to set up a separate set of charges for electric vehicles. PD replied that this had been considered and would remain under review.

6. Open discussion

6.1 Chris Eley informed the meeting that the silverware of No. 255 Squadron RAF, that had gone missing in Algeria in 1943, had finally been recovered, due in part to clues that had been found in TNA documents. LO thanked him for sharing this news

6.3 It mentioned that some lightbulbs in the ladies' toilet in the café needed replacing. LO said he would feed this back to the Estates Team.

7. Date of next meeting: Thursday 17th May, 12.:30 – 13:45 – FCO Special