



CANOLFAN  
DDIWYLLIANT  
**CONWY**  
CULTURE  
CENTRE

# **Access Policy**

## **CCBC Archive Service**

### **2020-2025**



**Sir Conwy, yr amgylchedd iawn i fyw, gweithio  
a darganfod**

**Conwy County, the right environment to live,  
work and discover**

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### **1 Introduction**

Conwy Archive is part of the Economy and Culture Service of Conwy County Borough Council. It is the only public archive service in Conwy County Borough. Its purpose is the collection and permanent preservation of documents of historical significance relating to the County Borough in order to make them publicly accessible to all, both for the present and the future.

Conwy Archive serves all individuals and communities interested in the historic records of Conwy County Borough. Its stakeholders are those with a direct interest in our service: elected members and staff of Conwy County Borough Council, our users, our donors / depositors and other organisations with whom we work in partnership.

### **2 Our Access Statement**

Conwy Archive collects and preserves documents relevant to the history of its area in order to make them publicly accessible for research, education, learning in all its senses, administrative purposes, statutory demand and enjoyment.

The Archive Service is committed to the development of positive policies and activities to promote equal opportunities in the delivery of services. It is also committed to identifying and removing barriers to social inclusion that may prevent access to its services and facilities.

The archive is open to all, free of charge, although there are fees for copying documents and for broadcast rights. Staff are always available to help visitors with advice.

Remote enquiries are responded to promptly in accordance with the Council's policy, by telephone, e-mail or letter.

Conwy Archive Service commits to providing access to its records in line with the statutory requirements of the Public Records Act 1958; Sections 224-229 of the Local Government Act, 1972; Section 60 of the Local Government (Wales) Act, 1994; The Data Protection Act, 2018; The Freedom of Information Act, 2000

The building is compliant with requirements of the Disability Discrimination Act and subsequent equalities legislation: signage is distinct and by pictogram as far as possible, public accommodation is unobstructed and on the ground floor, there is parking reserved for disabled users, a toilet with wheelchair access and heritage display interpretation is translated into British Sign Language.

All staff have completed Equalities training.

### **3 Making our Collections Available**

Visitors in person to the Archive use documents and other facilities such as free access to online resources and microfilm in our search room. There is no charge for this.

Access to original material is subject to possession of an Archive Card (Archives and Records Association scheme) for which official identification is required. Users are informed of this and can apply for an Archive Card online prior to their first visit or be assisted to be issued with one immediately upon arrival.

Our search room contains public access computers with access to our online catalogues of all our collections to help visitors identify what archives may help their research. Free internet access to a range of history-related websites is also available. Catalogues are also available in hard copy. Staff are always on hand to help with finding-aids and direct users to particular research material.

An access copy of open Born-Digital records and documents will be made available to searchers via Public Network computers in the search room on request. Once a Trusted Digital Repository is adopted, access will be provided, where possible, via a link in online catalogue search results.

As a partner in the Conwy Culture Centre we participate in outreach activities as detailed in the Culture Centre's activity plan to promote our collections, explain our work and reach new audiences. These may include training courses, events and a schools programme.

We provide information and updates on the service to CCBC's website and also contribute to the Culture Centre's social media very regularly. Leaflets in Welsh and English giving our contact details and opening hours and explaining how to use the archive are also available. We engage with local and on occasion national media to promote the service.

All our fees and charges are reviewed annually and are published on our section of the CCBC website as well as being available in hard copy in the search room.

### **4 Reprographics Service**

The Service is able to provide digital or paper copies of documents.

Copying of any document is subject to the discretion of the Archivist-in-charge, and limitations are occasionally imposed with fragile documents for preservation reasons.

## **5 Enquiry and Research Service**

Archives staff give basic information from our sources free of charge and, in the case of more complex enquiries, can advise on possible avenues of research.

We operate a paid research service whereby an hour's work can be undertaken for the current fee. An application form is available on our website.

## **6 Our Websites**

A wide range of user information is available on both our presence on the Corporate website and on the Conwy Culture website. This includes our opening hours, our contact details, information about our collection, searchable catalogues, current fees and charges, Copyright Declaration form, Research Application form, Newsletters and useful links to external research sources. We also use the Conwy Culture website make further content available and to publicise any special events or occasions.

## **7 Restricted Access**

A small proportion of documents are subject to closure restrictions. These restrictions can be for a number of reasons, many because they include personal information that is deemed sensitive under the Data Protection Act, 1998. Any such restrictions are noted in the catalogue. Applications under the Freedom of Information Act, 2000 for information from restricted access records should be addressed in writing to the Archivist.

At the Archivist's discretion access may be denied to records deemed to be in too poor a state of repair. These records will be placed on the Conservation Log as registered "documents at risk" and will be made available as and when conserved or digital surrogates are made available.

## **8 Our Stakeholders**

Our stakeholders are all those individuals, groups or organisations with an interest in the Archive Service. They include Conwy County Borough Council, our users (both visitors 'in person' and 'remote' users) and the depositors of archives. We have investigated the needs and barriers to access of both our current and future stakeholders in a thorough process in creating an activity plan for the Archive Service as part of the Conwy Culture Centre and this has embedded a process of user evaluation in revising and creating living audience plans.

## **9 Date of Review**

This policy statement will be reviewed as necessary and not less than every 5 years. The next planned review date is therefore December 2025.