



Business and corporate governance

Museum & Archives Access Policy

The access policy sets out how we will make the museum and archives collections accessible to a wide audience.

Policy owner	Executive Director of Communications & Engagement
Policy lead	Heritage Manager
Audience	All staff, volunteers and members of the public
Legislation and regulation	Data Protection Act 1998 Copyright, Designs and Patents Act 1988 Equality Act 2010
Formally endorsed by	Board of Trustees
Endorsement date	June 2017
Next review	June 2020

1 Introduction

- 1.1 The British Red Cross museum and archives exist to collect, preserve and make accessible the history of the organisation and its place in the context of the international Red Cross and Red Crescent Movement to a wide audience.
- 1.2 This policy sets out how we will make the museum and archives collections accessible to a wide audience and meet the requirements of the Arts Council Museum Accreditation Standard.
- 1.3 The following documents should be read in conjunction with the policy:
 - > Museum & Archives Forward Plan
 - > Museum & Archives Collections Development Policy

Definitions

- 1.4 For the purpose of this policy the following definitions will apply:

User: Any person who uses any kind of service provided by the museum and archives, and includes potential users as well as established users.

Researcher: Any person who uses the service for research, including potential and future researchers.

2 Policy statement

Purpose and aims

- 2.1 We aim to encourage access by users and researchers to objects and archive material as is compatible with the permanent preservation of unique and irreplaceable collections.

Scope

- 2.2 We recognise there are barriers to access, but we aim to provide the widest possible access to the collections within the confines of the resources available. The British Red Cross seeks to ensure that all groups and individuals are aware of and have equal access to its services and works to identify and overcome barriers to active participation in order to help to ensure that the organisation is genuinely open to all.

3 Access to user services

- 3.1 All access to the organisation's collections takes place under the supervision of the museum and archives staff.
- 3.3 In order to protect the integrity and security of the collection, all museum objects and archive material must be consulted in the research space provided under the supervision of museum and archive staff. In exceptional circumstances, and at the discretion of the archivist or curator, removals to other areas within UK Office may be permitted for items in order to comply with the Equality Act 2010. In no circumstances is archival material permitted to be removed from the premises.

4 Access to the collections

Online access to the collections

- 4.1. We recognise that not all current and future users and researchers are able to visit the collections directly at UK Office and are therefore committed to promoting online access.
- 4.2 We offer a publicly accessible online catalogue of parts of the collection at <http://catalogue.redcross.org.uk/>.
- 4.1 A range of historical fact sheets and Flickr galleries promoting further access to the collection are available on the British Red Cross website at <http://www.redcross.org.uk/en/About-us/Who-we-are/Museum-and-archives>
- 4.1.4 We seek funding opportunities and work with external partners to make parts of the collection freely available online via digital projects, including a searchable database of our First World War volunteer records at www.redcross.org.uk/ww1
- 4.1.5 Please note that all images on the website, Flickr galleries and online catalogue may be used for non-commercial purposes only. To reproduce an image(s) for a commercial purpose, please contact us for further information [see 4.3.2]

On-site access to the collections

- 4.2.1 We offer free access to the collections via tours and research appointments and are open to users by appointment from Monday to Thursday.
- 4.2.2 We offer a designated research area to allow consultation of material from the collections. Please note that due to space and staff restrictions we recommend

that appointments are made at least 24 hours in advance. No formal identification is required but researchers must sign the visitors' register at reception upon arrival at UK Office and complete a reader registration form when settled in the research area.

- 4.2.3 Users and researchers are permitted to use digital cameras subject to completing a self-service photography form and without using the flash.
- 4.2.4 We will provide photocopies and digital scans of material on request, subject to a fee, in compliance with copyright law and where there is no risk to the archive record.
- 4.2.5 We aim to provide wider access to the collection through tours for individuals or groups of up to 10 people, which include a visit to the basement storage area and the changing display area on the mezzanine floor of UK Office.

Enquiry service

- 4.3.1 The British Red Cross offers a remote enquiry service for users. Enquiries can be submitted by letter, email or telephone. Every attempt will be made to respond to enquiries within four weeks.
- 4.3.2 No charge will be made for any enquiry that takes up to thirty minutes for staff to complete. However, we do encourage enquirers to make a donation for using this service, which can be made via our [website](#).
- 4.3.3 Dependent on the condition of the material that will need to be consulted, the user may be offered the opportunity to make an appointment to visit our designated research space to conduct the research themselves [see 4.2].
- 4.3.4 Staff aim to answer enquiries in the order received, although when multiple enquiries from an individual or organisation are submitted, those received from new users will be prioritised.
- 4.3.5 We cannot guarantee to hold the relevant information to answer your enquiry. We will endeavour to direct you to other sources of information where possible.

5 Access to Content

- 5.1.1 We provide free access to the collection in our designated research area, subject to the restrictions outlined below.
- 5.1.2 A closure period of 30 years from the date of creation is applied to the main administrative records created by the British Red Cross. This dictates that access to the records for researchers external to the British Red Cross is not permitted for thirty years from the date of creation of the document. Access to the records for internal researchers is through the museum and archives staff.
- 5.1.3 Personnel records are closed for 100 years from the date of birth of the subject of the information, though copy details will be provided, via museum and archives staff, to next-of-kin or to government departments for welfare reasons

e.g. pension or assistance claims. Please note however that First World War volunteer records are freely accessible via the British Red Cross [website](#).

5.1.4 Preservation risks will be considered by staff before any original material is produced. Where possible, surrogate or digital copies of the material will be made available in the research space to ensure that access to the information can be provided.

Reproductions of material

5.2.1 Reproductions of material will only be made where there is no risk of damage.

5.2.2 Staff will provide one digital scan or one page of photocopying free of charge to both remote and on-site users. The following charges will be applied to all additional reproductions, which can be paid via the methods outlined in 4.3.4:

Digital scan	Cost	Delivery
Black and white/colour (A4)	£2 per page	Free
Black and white/colour (A3)	£4 per page	Free

Printed scan	Cost	Delivery
Black and white/colour (A4)	£5 per page	(per 20 sheets) £5 UK (per 20 sheets) £10 overseas
Black and white/colour (A3)	£6 per page	(per 20 sheets) £5 UK (per 20 sheets) £10 overseas

Photocopy	Cost	Delivery
A4	50p per page	(per 20 sheets) £5 UK (per 20 sheets) £10 overseas
A3	£1 per page	(per 20 sheets) £5 UK (per 20 sheets) £10 overseas

Second World War VAD Personnel Cards- Search & Scan	Cost	Delivery
Black and white/colour	£5 per card	Free

- 5.2.4 On-site users and researchers are permitted to use digital cameras free-of-charge subject to completing a self-service photography form and without using the flash.
- 5.2.5 Reproduced materials may be used subject to the current Copyright Act and for non-commercial purposes only. To reproduce an image(s) for a commercial purpose, please contact us to discuss your requirements [see 4.3.2]

6 Access to information

- 6.1 Trained staff and volunteers provide tours and presentations that are tailored to meet the interests and requirements of specific individuals and groups.
- 6.2 Staff are able to advise both remote and on-site users and researchers on suitable sources of information held in the collections or elsewhere, on the interpretation of records and on aspects of British Red Cross history.
- 6.3 A range of information sheets providing further information about our history of and particular subject areas are available free of charge.
- 6.4 We provide a varied programme of displays with interpretative information in our changing display area to meet the interests of an internal and external audience.
- 6.5 We identify and develop partnerships with other organisations to ensure that our activities continue to cater for the widest possible audiences and information is available through the partner organisations.

7 Responsibilities

- 7.1 The board is responsible overall for ensuring the requirements of accreditation by the Arts Council are met, and that our access policy remains fit for purpose.
- 7.2 The Executive Director of Communications and Engagement is the policy owner, on behalf of the board.
- 7.3 The Heritage Manager is the policy lead and is responsible for developing and reviewing the policy in consultation with the Curator and the Archivist; developing an organisational communications plan for the policy; and managing queries about the policy on a day-to-day basis.
- 7.4 The Curator and Archivist are responsible for supporting this policy and approach to access within their areas of responsibility.
- 7.5 All of our people are expected to be familiar and comply with the policy during the course of their work, as required.

8 Laws and regulations

8.1 We will comply with relevant UK legislation when making collections accessible.

9 Monitoring and compliance

9.1 Compliance with this property will be monitored and reported via the following methods:

- > Incorporation of policy into other museum and archives guidelines, plans and policies.
- > By having clear accessibility standards in place and processes to support them.

11 Review and maintenance

11.1 Users are encouraged to provide comments about our services via feedback forms in the research area, by talking directly to staff, and by contacting us directly. All comments are reviewed by staff and allow us to improve our service according to user needs.

12 Appendices

12.1 Appendix 1: related documents

12.2 Appendix 2: document provenance

Appendix 1: related documents

Document title	Relationship to this policy
Museum & Archives Forward Plan	Supports the policy in relation to future collecting priorities and collections rationalisation.
Museum & Archives Collections Development Policy	Supports the policy in relation to how collections preservation and access will be developed.

Appendix 2: document provenance

Date endorsed	Category	Summarise changes made	Reason for changes	Consulted	Changes endorsed by
24 May 2012	Scheduled review	Written by the former curator (Emily Oldfield) for application to the Arts Council England for Museum Accreditation.	For application to the Arts Council England for Museum Accreditation Return.		Endorsed by the Board Approved by the Arts Council England
2015	Scheduled review	Reviewed and changes made by the former curator (Emily Oldfield)	For application to the Arts Council England for Museum Accreditation Return.		Endorsed by Board; Approved by Arts Council England
June 2017	Submitted to the Board of Trustees for approval	Fees for services have been increased, changes updated on the policy. Completed by curator (Mehzebin Adam)	Fees for services increased- changes updated on policy. To fit the BRC policy template.	Governance and Heritage teams	Endorsed by Board; and Arts Council England

