

Challenges Facing the Management and Promotion of Archives in Rail-Related Memory Institutions

by

Toby Buckley

GUID 2381922B

Word Count: 16,373

A Dissertation

Submitted to the Department of Information Studies

University of Glasgow

In Partial Fulfilment of the Requirements

For the Degree of Master of Science

August 2020

Table of Contents

1. Introduction	4
2. Review of Literature	7
2.1. Challenges Facing Small and Community Archives	7
2.1.1. Archival Elitism	7
2.1.2. Access to Resources	8
2.1.3. Staffing Challenges	9
2.2. Archives Management	10
2.3. Archives Outreach	10
2.4. Railway Records	11
2.5. Conclusion	12
3. Methodology	14
3.1. Quantitative Methods	14
3.2. Qualitative Methods	14
3.3. Data Analysis	15
3.4. Evaluation	16
4. Rail Archives, Heritage Organisations and Supporters' Associations	17
5. Summary of Survey Results	19
6. Archival Policy in Rail-Related Memory Institutions	20
6.1. Archival Policies in Railway Museums and Archives	20
6.2. Archival Policies in Line Associations	21
6.3. Archival Policies in Heritage Railways	22
6.4. Why Does It Matter?	22
6.5. Recommendations	24
7. Case Study: The Caledonian Railway Association (CRASSOC) Archives	25
7.1. Challenges	25
7.2. Responding to the Challenges	27

7.3. Outcomes	28
7.4. Discussion	29
8. Staffing Challenges in Rail-Related Memory Institutions	31
8.1. Archival Staff in Railway Museums and Archives	32
8.2. Archival Staff in Line Associations	32
8.3. Archival Staff in Heritage Railways	33
8.4. Recommendations	34
8.4.1. Hiring an Archivist	34
8.4.2. Attracting New Volunteers	35
8.4.3. Building a Network	36
9. Case Study: Archiving the Ffestiniog Railway	37
9.1. Challenges	37
9.2. Tackling the Collection	38
9.3. Outcomes	40
9.4. Discussion	40
10. Low Audience Awareness in Rail-Related Memory Institutions	42
10.1. Audience Awareness in Railway Museums and Archives	42
10.2. Audience Awareness in Line Associations	43
10.3. Audience Awareness in Heritage Railways	43
10.4. Recommendations	44
10.4.1. Inviting Cross-Sector Collaboration	44
10.4.2. Introducing a Community Engagement Plan or Policy	45
10.4.3. Enhancing Public Image	46
11. Case Study: Encouraging Engagement with the Historical Model Railway Society (HMRS)	48
11.1. Challenges	48
11.2. Responding to the Challenges	49

11.3. Outcomes	49
11.4. Discussion	50
12. Conclusion	52
Bibliography & Appendices	54

1. Introduction

The Romans are credited with the idea of using “rails” to guide moving vehicles, but it wasn’t until the seventeenth century that engineers in Britain started to run with the idea. Railways in the United Kingdom and Ireland have a rich and diverse history which spans four centuries and is strongly tied to these countries’ sense of identity. In Ireland, rail history brings to mind a sense of lost opportunity and serves as a stark reminder of the Dublin-centric nature of the country’s infrastructure – while the Irish rail network once spanned the entire country, today’s *Iarnród Éireann* (Irish Rail) runs just a handful of routes connecting Dublin with a select few towns and cities. In the United Kingdom, and in Great Britain in particular, the history of the railway is far more dynamic, connected with a feeling of nostalgia, growth and pride.

From wooden cart rails to plateways and later onto steam locomotion, diesel engines and today’s modern commuter trains, the world owes a debt of gratitude to the invention that made possible the industrial revolution and today’s modern world. And to some degree, we do repay that debt. Railway enthusiasts are an international phenomenon, and devoted fans of locomotion show their commitment by researching rail history, travelling on restored heritage trains, volunteering their time to the upkeep of heritage sites and joining and fundraising for supporters’ associations. The community is vast and the love they give to their subject of interest is greater than other forms of inland transport – such as the humble canal – could ever dream of. The love that exists for the history of British Railways is displayed by over 400 distinct organisations, all dedicated to its celebration and study. Of these organisations, over 200 operate functioning heritage railway lines which attract a cumulative 13 million visitors per annum.

Needless to say, four hundred years of rail history have generated a wealth of records, all of which have to be stored, maintained and shared in order to keep an accurate account of this history alive. A number of guides have been published describing the railway records held in the central Public Records Office in Kew, but these guides fail to discuss the other organisations across the UK and Ireland which hold important records relevant to the history of the railway. Many heritage railways, line associations, museums and archives hold their own collections which have been lovingly built and curated according to the specific focus of each organisation, and many of these collections are underused as a direct result of their overshadowing by larger, more mainstream collections, among other challenges.

When managing the archives of railway organisations, archivists in railway supporters’ associations,

heritage groups and centralised railway archives alike will encounter a range of challenges. Some of these will be specific to the type and contents of the archive in question, but many more will apply to all small archival organisations, or even to archives of all sizes and funding levels. For this reason, before we can look at the specific practices that come about in rail-focused archives, we must look at archival practice as a whole. This paper will provide a brief discussion of some of the existing literature relevant to this topic before moving on to a summary of the industry itself and the organisations existing therein. It will present a condensed version of the findings of a survey of 52 rail-related organisations¹ concerning the nature of their collections, the challenges they face and the actions they have taken to deal with these challenges. It will go on to discuss three of the most common challenges facing rail-related memory institutions in the UK and Ireland today: policies, staffing and audience awareness. It will look at these challenges broadly in the context of an open survey of heritage railways, line associations, archives and museums.

A great amount can be learned about the real-world management of archival collections through case studies and project reports about actions taken in other institutions. Particularly relevant to this exploration are those concerning railway archives and other small, independent organisations, and a number of these will be discussed both in the literature review and in discussions throughout this paper. Some ideas can also be gathered from studies concerning less obviously-relevant institutions – city engineering, architectural and town planning archives, for instance, all have to find ways to preserve and manage outsized material like architectural plans, a challenge similar to that faced by railway archives that have in their collections plans for canals, bridges, stations and carriages. Having examined broadly the challenges facing archivists in the heritage railway industry, this paper will go on to look at these challenges (and others) in greater detail through case studies of three specific organisations: The Historical Model Railway Society, the Caledonian Railway Association and Ffestiniog Railway. Finally, it will recommend a number of actions for consideration by both the individual organisations affected by these challenges and the larger, government-funded bodies with an interest in supporting the preservation of railway records by smaller rail-related heritage organisations.

The aim of this paper is to provide a foundation for further research into the management and accessibility of archival material by heritage railways, line associations, railway museums and railway archives, with an ultimate goal of facilitating a move towards improved archival practices in

¹ Survey results in full can be found in Appendix D.

the heritage railway industry.

2. Review of Literature

This literature review has been included to establish the context in which this research is situated. Several existing explorations of challenges in archival management and outreach will be presented before a gap is established which this research is intended to fill.

2.1. Challenges Facing Small and Community Archives

2.1.1. Archival Elitism

The field of archives management rests on a firm foundation of theory, principles and standards, but many of these principles are exclusionary, the standards near impossible for any other than the largest and best-funded bodies to meet. In an article on the state of archival education, Francis X Blouin Jr explains that “[a]rchivists as professionals are unique; their discipline, the administration of archives, rests on a small body of theory, principles, and techniques which are distinct from any other field”². Archivists are taught a set of theories and principles that must be followed at all costs, but it seems as though there are many instances in which these rules must be broken.

Laura Millar’s *Archives: principles and practices* (2010) provides a clear and detailed rundown of the most established archival principles practices, carefully explaining the strengths and weaknesses of each. A great amount of emphasis is placed in Millar’s text – as in many other archival guides – on the importance of the *fonds*, but it is perhaps the exploration of the potential failings of the *fonds* system that speaks most to the challenges facing heritage and voluntary railway archives: “One difficulty with the concept of the *fonds* is that it is highly unlikely that an archival institution will ever have in its possession the ‘whole’ of the documents of any individual, family or corporate body”³. Many such organisations source their material at auctions and through similar routes, receiving not a company’s full body of records but selections of individual related records, acquisition by acquisition. So how are the three key archival principles set out by Millar – provenance, original order and *respect des fonds* – to be applied in these circumstances?

Another point of contention between archival theory and practice in railway archives is the treatment of ephemeral material. Archival theory dictates that ephemera does not belong in the archives, but should be sent to another memory institution. Through ticket stubs, timetables and published handbooks, the railways have produced a rich array of material that is high in historical and

² Blouin 1986, pp. 162.

³ Millar 2010, pp. 104.

evidential value but does not, officially, belong in an archive. Duplicates, similarly, are often in evidence in smaller, community-led archives, which may hold multiple copies of the same historic charter or photocopies of a letter of which they have the original copy, and are often unwilling to part with the documents they've worked so hard to acquire. In their article "Ephemera in Archives: What to Do?", Michael Organ points out that "While original minutes of meetings, whether manuscript or printed, are invariably considered 'archives' by archivists, extra copies of those same minutes may be considered ephemera by archivists and librarians alike"⁴. While doubles may serve no special purpose in an archival context, one can certainly argue that ephemera does. As Linda Henry explains, "Archival collecting policies should . . . sample the records of the whole society; they should be comprehensive and should document the spectrum of . . . culture."⁵

2.1.2. Access to Resources

Another barrier that limits small archives such as railway associations more than larger institutions is a reduced access to digital infrastructure. While organisations dealing primarily with historical railway archives do not generally encounter the preservation issues that come with born-digital records, they will often have little to no access to digitisation tools causing their potential user base to be further limited to those who can physically attend the archives. Even if these archives were to attempt a low-cost digitisation through a simple camera setup, they will be faced with further barriers like web-hosting, digital storage and digital preservation. Grant Hurley has argued that "despite the roadblocks of funding, technology, and training, community archives are enabled by cloud computing to begin acquiring and preserving" digital records⁶. This process is not as simple as just uploading images to the cloud, though, and Hurley does allow:

it is no surprise that small, community-driven archives are experiencing a rocky period of transition to digital preservation... recent studies warn that community archives are "overwhelmed" and "under-resourced"; threatened with being left behind on the wrong side of the "digital divide" without adequate tools or knowledge; are unable to "invest in the technical infrastructure, resources and skills needed to become full participants in the Digital Age"; and are subject to "lack of motivation" and "lack of attention" to the pressing needs of planning and implementing digital preservation programs⁷.

⁴ Organ 1987, pp. 106.

⁵ Henry 1980.

⁶ Hurley 2016, pp. 130.

⁷ Ibid. pp. 139. "Studies" mentioned are Rinehart et al 2014, Yorke 2014 and Cocciolo 2014.

Of course, digital infrastructure is not the only resource in short supply to smaller organisations – storage space is a major issue for many such groups. One report of note is that published by Samantha Hughes titled “The City Engineer’s Plans Project”. This report details the actions taken by the author when faced with a collection of approximately 25,000 plans belonging to the Council of the City of Sydney. “Many of [the cabinets] were overfilled and difficulty of retrieval had resulted in damage to a considerable number of plans, particularly the outsized ones that had been folded, rolled and literally stuffed into drawers.”⁸ The report goes on to explain the decisions and actions involved in the project. Many of the solutions that were found do not strictly adhere to archival “best practice”, and the author accepts that in many cases it is better to work towards a possible improved state rather than an unattainable perfect state. “These items were interleaved with Archive Text, rolled and stored in extra long custom-made boxes. Although not the ideal method as plans become misshapen when stored this way, it was the only option which would meet time and financial constraints.”⁹

2.1.3. Staffing Challenges

While much of the current writing on changes and adaptations necessary in twenty-first century archival practice focuses on the challenges associated with digital preservation, non-digital archives still do not get away lightly. As Glenda Acland explains, “the challenges to adapt and change posed to traditional archival theory and practice exist in the modern corporate environment irrespective of the threat of computer technology”¹⁰. The railway archivist often functions in a field where many individuals with little to no archival training have necessarily been recruited to process archival records. “Often administrative decisions have resulted in “purges” of the records prior to accredited appraisal. The archivist is then called upon as the undertaker... The archivist is the undertaker who... acts as keeper for selected “permanent” material, the selection often being de facto as well as archival”¹¹. Appropriately, Acland uses an analogy about the fall of railways to explain the stance that archivists in this situation must take. “Think of what has happened to the railways. We can’t afford to continue making trains and preparing detailed schedules or timetables if people want quicker, more convenient transportation. Although if we run out of the fuel and resources for air travel we must be there, able to provide the details of how an elaborate rail network functioned.”¹²

⁸ Hughes 1992, pp. 238.

⁹ Ibid. pp. 245-6.

¹⁰ Acland 1991, pp. 10.

¹¹ Ibid.

¹² Ibid. pp. 14.

2.2. Archives Management

A great amount of material is available both online and in print concerning the practicalities of managing an archival institution. For example, one may look to the Australian Society of Archivists' *Keeping Archives* (1993). The guide's chapters on community support are especially relevant to voluntary and heritage railway archives that do not exist as part of a larger government programme. Such institutions may lean very heavily (or indeed exclusively) on outside support, but this guide states in no uncertain terms that "Outside support must always be considered as an extra. It should not be viewed as a requirement for the success of any venture... Outside support should only be sought for specific projects of limited duration. Few benefactors are willing to give to general ongoing programs and they prefer to see the results and the gratitude quickly, certainly within the same budget year."¹³ Importantly, the ASA are a little more forgiving on the subject of non-financial outside support, allowing that "Volunteer services are the lifeblood of many small archives programs. In fact, most would not exist and could not continue without the dedicated efforts of their honorary archivists."¹⁴

2.3. Archives Outreach

It is possible that the voluntary and heritage railway archives would have higher standing in the world of records management – and thus more consideration in policies and theories, and greater access to funding outside of community donations – if the archiving world and the world as a whole had a better grasp of what it is exactly that these organisations had to offer. Ericson writes that...

A private repository certainly should have the right to choose those whom it will serve. But whether it elects to restrict its clientele to a favoured few, or to throw open its doors to the general public, any archival repository still has an obligation, both ethical and practical, to inform its constituency about its holdings and services... [I]f we take seriously the idea that outreach is a core archival function, then we should no longer absolve one type of archival repository from doing it any more than we would absolve that repository from doing

¹³ ASA 1993, pp. 339.

¹⁴ Ibid. pp. 342. The author's choice here to refer to volunteer archivists – who will often do everything in their power to manage, promote and care for their collections to the best of their ability, as any good archivist would – as "honorary archivists" rather than simply "archivists" perhaps speaks once again to the sense of elitism present in the archival profession. Further discussion of the industry's view of voluntary and unqualified archivists can be found in Stevens, Flinn & Shepherd's "New frameworks for community engagement in the archive sector: from handing over to handing on" (2010).

appraisal, or arrangement and description, or conservation, or reference¹⁵.

If outreach is such an essential part of managing an archive, why is it that so many smaller heritage organisations have failed to pick up what is essentially a free and vital publicity tool? Many will argue that these smaller institutions do not have the resources or staffing necessary to complete this function, but Ericson is clear in the assertion that even small archives should not be “absolved” of this responsibility. As David Bearman states in his essay on “Documenting Documentation”, “archives are not ends in themselves but have as their purpose the preservation and retrieval of evidence of the past which has continuing value to the present”¹⁶. It is not enough to have an archive that aimlessly collects and preserves material which will not later be retrieved. T. Nesmith adds that “Archivists can continue to renew and enhance their social relevance and professional knowledge by constantly exploring and critiquing their professional and societal pasts and opening this (their own “archive”) to different ideas, experiences, and circumstances”¹⁷.

Where an archive is run voluntarily alongside other, more crowd-pleasing services like a museum or a heritage railway line, it may be difficult to find the drive and time to bring those archival holdings to the fore. Furthermore, Caswell et al. note that “community archives founders, volunteers and staff feel ‘symbolic[ally] annihilated’ by mainstream media and archives and such exclusion and misrepresentation have severely negative personal and social consequences.”¹⁸ But difficult or not, it must be done. An archive whose contents are not known and shared serves little to no purpose to anyone outside of its holding organisation.

2.4. Railway Records

A great amount has also been written about the history of railways and the records that exist to support that history, but the vast majority of these texts understandably focus on records held by large and governmental institutions like the Public Records Office (now The National Archives) and National Records of Scotland. In their paper, “Sources of History in Railway Records of British Transport Historical Records”, E.H. Fowkes provides a helpful breakdown of the types of records one might expect to find when researching railway history, stating that “British Transport Historical Records at its three offices - London, York, Edinburgh - holds minute books of more than 1,000 former independent railway companies, together with a vast accumulation of other records which

¹⁵ Ericson 1990-91, pp. 118.

¹⁶ Bearman 1992, pp. 35.

¹⁷ Nesmith 2004, pp. 4.

¹⁸ Caswell et al. 2016, pp. 8.

have survived Hitler's bombs and the salvage drives of two world wars."¹⁹ The "other records" mentioned here include records relating to railway promotion, parliamentary evidence and acts, rule books, bye laws, stock records, timetables, Railway Clearing House records, staff records and many more.

Although many of these texts deal exclusively with the records held by larger institutions like the National Archives, the information they provide is useful in that it often explains why certain records are difficult to find in any archive, be it governmentally owned or independent and voluntary. In *Railway Records: A guide to sources*, Cliff Edwards explains that certain missing records can be blamed on misguided legislation in the history of British railways. For example, the Transport Act 1962 saw the transfer of the abolished British Transport Commission's records to the new British Railways Board (BRB), but "The Transport Act 1968 removed from the BRB the obligation to preserve its records and historical artifacts"²⁰. To confuse things further,

Another explanation of apparent misplacement is that over the 170 or so years of the existence of railways, there has been constant, though minor, disposal into private hands. Those finding or inheriting such records are likely to offer them to an institution they have heard of, which may not necessarily be the most appropriate one, so it is hardly surprising that records are to be found in unlikely places.²¹

What is not mentioned above are the thousands of records held in independent, voluntary and heritage institutions across the country, which are of equal evidential value but are far less likely to be accessed owing to the limitations of their holding institutions.

2.5. Conclusion

While much has been written on the history of railways, and on the records available on this subject in the major repositories of the UK and Ireland, little information is available on the archives held by the hundreds of heritage railway lines, societies and minor archives and museums across these countries. This paper intends to apply existing research on outreach and barriers in small archival organisations to organisations in the heritage railway industry, and in doing so identify the unique challenges that are preventing the effective management and promotion of these collections, resulting in their exclusion from rail-related historical research. In doing so, it will fill a gap in the

¹⁹ Fowkes 1969.

²⁰ Edwards 2001, pp. 11.

²¹ Ibid. pp. 12.

existing research on archival practice in rail-related memory institutions and lay a foundation for further research into this neglected area.

3. Methodology

The objective of this paper was to identify the challenges and barriers facing heritage railway lines, line associations, railway museums and archives in the management and promotion of their rail related collections. A mixed method of data collection was selected to provide both generalised, numerical data and a more specific, in-depth exploration of the topic. Primary research was carried out using two key methods: a quantitative survey of organisations across the UK and Ireland, and qualitative questionnaires with follow-up correspondence with three selected organisations.

3.1. Quantitative Methods

Three separate surveys were created for the quantitative section of this study: Survey 1 (Heritage Railway Survey), Survey 2 (Line Association Survey) and Survey 3 (Railway-Related Collections in Museums and Archives). The three surveys were largely identical, but some changes were made to each to ensure wording and questions were appropriate to their target participants. Each survey consisted of four short-answer questions, 15 multiple-choice questions and one six-part question to be answered on a five-point Lickert scale.²² Each survey was designed to gather as much of the necessary data as possible while remaining quick and easy for participants to complete. The surveys were circulated online²³ via social media (Twitter, Facebook and Instagram) and through the ARCHIVES-NRA, SCOTARCH and RAILWAY-STUDIES Listservs. A database of 430 different rail-related organisations whose contact information was publicly available was compiled, and these organisations were contacted directly by email or contact form. The survey was open for two weeks between the 29th June and 13th July 2020²⁴. Of the 430 organisations contacted directly and those who found the survey indirectly through social media, Listservs and word-of-mouth, 52 respondents completed the questionnaire²⁵. All respondents completed the survey to a standard which allowed their responses to be included in the analysis.

²² Original question lists for the surveys can be found in Appendix A. The final versions of each survey can be found in Appendix [X].

²³ Unfortunately, administrative and staffing challenges in University of Glasgow as a result of the Covid-19 lockdown meant the University of Glasgow Online Surveys tool was not available at the time this research was carried out. Instead, the survey was conducted through Google Forms.

²⁴ The survey was originally intended to run for the full month of June. Once again, University staffing challenges as a result of lockdown resulted in a delay, as ethical approval for the study was not made available in time for these original survey dates.

²⁵ A number of individuals indicated that they would be able to complete the survey when lockdown restrictions were no longer in place, but time constraints precluded the extension of the 13th July deadline.

3.2. Qualitative Methods

In order to gain a better insight into the challenges faced by archive-holders in the heritage railway industry, and to allow the researcher to place these challenges and the actions taken to overcome them in the context of a functioning organisation, three case studies were planned. The surveys were used to select appropriate case studies: participants were asked at the end of the survey to indicate whether or not they would be interested in further participation as a case study, and asked to include their contact information in the case of an affirmative response. In each of the three surveys, one respondent was selected who had indicated that they would be interested in further participation and whose answers suggested a noteworthy or representative experience of archival challenges. Case studies were originally intended to include a period of participant observation, and four visits were made to the Caledonian Railway Association Archives in University of Glasgow's Archives and Special Collections. These visits allowed the researcher to gain an understanding of the nature and extent of the Association's collections, and notes were taken on the contents of a portion of the collection when compared to the collection catalogue. These notes were later forwarded to the collection archivist, and a sample from the notes can be found in Appendix B.

Unfortunately, the government lockdown in response to the Covid-19 pandemic resulted in the researcher's placement with the Caledonian Railway Association Archives being cut short, and no further placements could be organised with the Association or with other case study participants. Instead, information for the case studies was gathered by email correspondences, online research and a short follow-up questionnaire.²⁶

3.3. Data Analysis

Prior to data analysis, the data sample was prepared by checking for missing data and invalid responses and standardising written responses (for example, in response to the question "How many regular volunteers are involved with your organisation?", "approx. 50" was changed to "50" and "none" was changed to "0", allowing numbers to be added for a total). Standardised results were then analysed in Excel with numerical responses added to give a total, and non-numerical responses counted to calculate the percentage of respondents who gave each response. Survey responses, correspondences, questionnaires, background research and participant observation were combined for each of the three case studies, and this information was used to create an

²⁶ Questions from this questionnaire can be found in Appendix C.

explanatory narrative illustrating the archival practices of each organisation.

3.4. Evaluation

The major limitations of the methods used in this study – its reduced timescale, reduced sample size and lack of first-hand accounts from the researcher – were introduced primarily by the nationwide lockdown imposed as a result of the coronavirus pandemic. However, given the circumstances under which the research was carried out, the researcher believes that the methods used were the most appropriate and effective options available. The results of the survey provide data that was not previously available and may prove helpful to those working with heritage railway collections, while the case studies serve to illustrate archive practices in the context of other organisational operations.

4. Rail Archives, Heritage Organisations and Supporters' Associations

This paper seeks to explore the differences between, and the strengths and weaknesses of, the three key organisation types that mediate our relationship with railway history: Subject archives, heritage railways and supporters' organisations. In order to do that, definitions of the three types must first be established, and a general survey of the number of organisations in each group must be made.

This paper will use the definition of heritage railways set out by the Office of Rail and Road (ORR), which states that heritage railways are "lines of local interest', museum railways or tourist railways that preserve, re-create or simulate railways of the past; or demonstrate or operate historical or special types of motive power or rolling stock.²⁷" The ORR estimates that there "well over 200 such railways operating across Great Britain", of which the majority (130, or 184 including funiculars, trams, museums and steam centres) are represented by the Heritage Railway Association²⁸. Members of the HRA received a total of 13 million visitors in 2016, 9.6 million of whom rode on a heritage railway line. Trains on these lines travelled a total of 1.3 million miles, with an average of 100 passengers on each train. Heritage railways represented by the HRA hire a total of 2,867 paid employees and 21,659 volunteers, and maintain 790 steam locomotives and 1,021 diesel locomotives²⁹.

Further support for the preservation and study of railway history comes in the form of the many clubs, societies and associations – whether independent or affiliated with the railways they commemorate – that run throughout the UK and Ireland. For the purposes of this paper, these will be grouped under the title "Line Associations", but it is worth noting that not all groups will identify in this way. The purpose of these groups is to spread awareness of the history of their chosen railway lines, to meet and interact with other people with similar interests and, in the case of official Supporters' Associations, to raise money for the heritage lines which are run by the heritage groups discussed above. These groups exist in various sizes and levels of organisation, and as a result have archives that vary in size and effectiveness of management. While they are not generally government-supported organisations, they are a great source of information for those who are unwilling or unable to make a trip to the main British Railway collection in Stoke. They don't have the competitive tourism-draw of a heritage railway organisation, but their lack of rolling stock does mean they're in a better position to focus their resources on managing their collections effectively and are

²⁷ ORR 2020.

²⁸ HRA 2017.

²⁹ Hillier 2017.

not rooted to a single location, should moving their archival holdings become necessary. No comprehensive list of organisations could be found for use in this research. A list of 138 groups, clubs and associations was compiled from various sources during the survey stage, but this list is far from exhaustive³⁰.

The third railway memory institution type studied in this paper will be the more visitor- and research-oriented railway museums and railway archives. By their very nature, there are fewer of these institutions as many will focus on the history of British and Irish railways as a whole, rather each focusing on one specific railway line. Examples of this group include the London Transport Museum, the National Railway Museum in York and the National Tramway Museum in Derbyshire, though there are also many smaller, more local organisations in this category, such as the Ipswich Transport Museum and the Somerset & Dorset Railway Heritage Trust in Midsomer Norton. Once again, no comprehensive list of organisations in this category could be found. A list of 92 museums and archives was compiled and contacted during the survey stage³¹.

Of the 430 rail-related organisations identified in the UK and Ireland, 52 organisations responded to the survey circulated ahead of this research. Based on estimates by those organisations, a total of approximately 235,000 items, 13,000 boxes or 3,000 linear metres³² of archival material are held by those organisations that responded to the survey, which in turn account for just 12% of the organisations identified.

³⁰ This list can be found in Appendix E.

³¹ This list can be found in Appendix F.

³² Organisations were asked to place themselves in size-based categories based on the estimated size of their archival collections. The given categories were somewhat arbitrary as no pre-set size groupings could be found, but were based on The National Archives' accreditation guidelines which state that an archive must hold a minimum of 4,000 items or 50 linear metres of items to be eligible for accreditation, and that one linear metre fits four boxes (TNA 2013 pp. 5). Based on this definition, archives of this size were labelled "Standard". Larger and smaller categories were created around this standard, so the full range of options were as follows:

1. Micro-Archive: Up to 79 items / 4 boxes / 1 linear metre;
2. Small Archive: 80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres;
3. Growing Archive: 2,000 - 3,999 items / Up to 200 boxes / Up to 50 linear metres;
4. Standard Archive: 4,000 - 7,999 items / Up to 400 boxes / Up to 100 linear metres;
5. Large Archive: More than 8,000 items / More than 400 boxes / More than 100 linear metres.

5. Summary of Survey Results

The following is a breakdown of the primary challenges facing those responsible for the management and promotion of archives in heritage railways, line associations and rail-related museums and archives. For a complete breakdown of survey results, **see Appendix D**.

In a survey of 52 rail-related memory institutions, participants were asked the question, “What are the main challenges you face in managing and promoting your archives?” Multiple answers were accepted, and the percentages given below represent the percentage of organisations who listed that item among their main challenges. The list of potential challenges from which participants were invited to choose was based on those listed in the National Archives report, “An Evaluation of ‘Archives for the 21st Century’”³³, though participants also had the option to add their own.

- **60%** of respondents listed a lack of staff capacity as one of their main challenges.
- **44%** of respondents listed low audience awareness as one of their main challenges.
- **42%** of respondents listed cataloguing backlogs as one of their main challenges. The same percentage struggled with a lack of funding.
- **35%** of respondents listed a lack of or diminishing resources – such as accommodation or technology – as one of their main challenges.
- **31%** of respondents listed the low internal profile of their archive as one of their main challenges.

Other problems that affected 10% or more of survey respondents included a lack of evidence of archival value, a lack capacity to collaborate, low awareness by external bodies and decision makers, geographical isolation, lack of management skills within archives management staff and a lack of space for donations. Less common problems (less than 10% of respondents) included a lack of opportunities to collaborate, prioritisation of other areas, inappropriate parent body, aging volunteer cohort and government policies.

Although it was not included in the list of challenges, it is noteworthy that 36.2% of respondents reported having no formal policies regarding archive collections.

³³ Nichols and Oxborrow-Cowan 2015.

6. Archival Policy in Rail-Related Memory Institutions

The development of a strong archival policy framework is one of the most reliable ways to maintain an orderly, logical and user-friendly archival collection. As Laura A. Millar sets down in *Archives: Principles and Practices*:

... the archivist in charge of an archival operation can and should be directly responsible for the development of core policies that define the scope, mandate and duties of her institution. All archival institutions need to establish and maintain a strong policy framework. No matter whether the facility is corporate or community based, institutionally oriented or focused on collections, the institution should be identified as a formal, sustainable programme, not a special project or time-limited initiative.³⁴

It has been widely established that harmful archival practices such as the unnecessary disposal of valuable records can come about as a result of a failure to establish formal archival policies³⁵. Especially in an organisation where much of the records management work is carried out by volunteers with no formal qualifications, detailed and widely available policies concerning archival collection, appraisal, deaccessioning, preservation and access are vital tools in establishing what can be done with certain documents, where, and by whom.

In a survey of 52 heritage railways, line associations, museums and archives, 63.8% of respondents reported having some form of formal policy regarding their archival collections. The definition of a “policy” was left somewhat vague, however, and policies ranged from formal documents meeting the standards set out by The National Archives and specific holding institutions to assertions that the archive will “only accept items within the geographical field of the branch line”³⁶. Results are further skewed by the disparity that exists between the three types of institution.

6.1. Archival Policies in Railway Museums and Archives

Railway museums and archives accounted for more than half of the “large archives” (collections consisting of more than 8,000 items, 400 boxes or 100 linear metres) surveyed, so it comes as no surprise that this group is largely ahead of the curve in terms of archival policy and practice. All of the organisations surveyed in this group had formal policies including catalogues, donations and bequests policies, withdrawal and access policies, policies on collections development, collections

³⁴ Millar 2010, pp. 59.

³⁵ Oweghoro 2015; Netshakhuma 2020.

³⁶ Survey response.

care and public engagement/outreach. A number of the respondents were accredited archives and museums meeting all the necessary criteria set by The National Archives and similar bodies.

6.2. Archival Policies in Line Associations

56% of line associations surveyed reported having set policies regarding their archival collections, but just 38% described policies outlining the archive's scope, acquisition and access policies. The lack of formal policies in the remaining 44-62% of organisations appears to be connected to wider difficulties in the storage and management of collections, as is illustrated in Fig. 1:

Collection Storage vs. Archival Policies

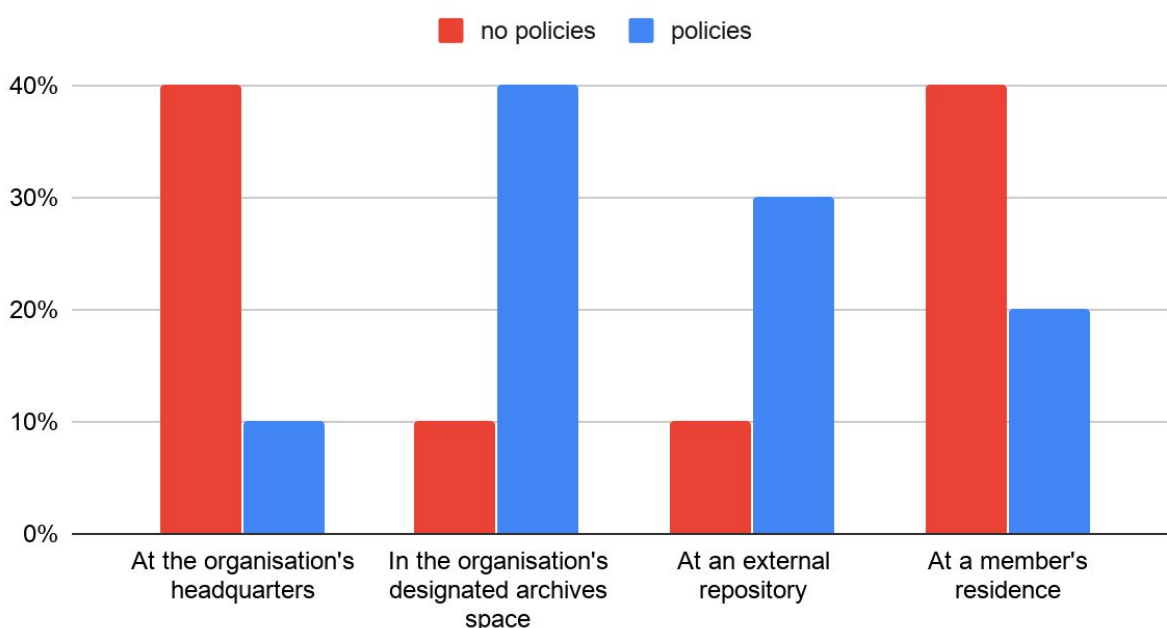


Fig. 1. A chart comparing collection storage locations in line associations with and without formal archival policies.

Among survey respondents, the majority of organisations who reported archival policies (of any degree of formality) stored their archival collections in their own designated archives space or at an external repository. Organisations with no policies were more likely to keep their collections at their headquarters or a member's residence. All but one of the organisations with no policies reported that their archives weren't accessed regularly, a problem which was not reported by any of the organisations with archival policies.

6.3. Archival Policies in Heritage Railways

Just 35.3% of heritage railway organisations who completed the survey reported having policies concerning the management of their archives. That percentage is further reduced to 29.4% if only formal, accreditable policies are counted. Once again, those organisations with formal policies were most likely to store their archives in the organisation's designated archives space (45.5%) while those without formal policies were most likely to store their collections at a member's residence (50%). 28.6% of organisations with archival policies reported that their collections were not accessed regularly, while 70% of archives without policies reported this problem. However, just 14.3% of collections with policies and 0% of collections without policies reported regular access by anyone outside of their organisations, which suggests that the root of the access issue is likely to lie somewhere other than archival policy.

6.4. Why Does It Matter?

As previously mentioned, archival policies are a vital tool in the management and promotion of archives, and are no less important in a small, local archive than in a large, mainstream archive. The absence of archival policies will also affect an organisation's eligibility for Archive Service Accreditation, a scheme which "helps archive services to demonstrate their value by externally validating and accrediting achievement and supporting improvement."³⁷ While not essential, Archive Service Accreditation may make it easier for an archival service to attract funding and collaboration, as it enhances the organisation's credibility. While many of the survey respondents would not qualify for archival accreditation owing to the small size of their collections, those without formal policies would still fail to meet standards if their collections were to grow to an accreditable size. Accreditation by the Accredited Archive Service requires that the archive meets a number of standards, many of which refer to the use of formal archival policies:

Requirement 1.1: *The archive service is guided by a mission statement that defines its purpose in relation to its collections, and connects the organisation's governing document to appropriate archive service policies and plans.*³⁸

Requirement 2.1: *The archive service has a co-ordinated approach to collections management activity, guided by coherent policies, plans and procedures. Policies should cover both analogue and digital materials, where relevant, and be approved by top*

³⁷ Thomson and Tullock 2014.

³⁸ AAS 2018, pp. 3.

*management, or an appropriate delegated authority.*³⁹

Requirement 3.1: *The archive service has a clear policy on access and engagement, which specifies the ways in which access is provided and enhanced for all stakeholders, appropriate to the organisation's mission statement and the nature and scale of its collection.*

*The policy should be approved by top management, or an appropriate delegated authority.*⁴⁰

Further policies include Requirement 2.2: policies concerning collections development⁴¹, Requirement 2.3: policies concerning collections information activity⁴² and Requirement 2.4: collections care and conservation policies⁴³.

Even in organisations with no interest in archival accreditation, policies are essential. They make it possible for an organisation's archivist to manage and maintain the collection in the most efficient, effective way possible, and improve ease of access for those interested in the material held in the collection – not just members of the holding organisation. These reasons for policy development are common to all organisations that hold archival material, however certain unique factors of the heritage railway industry make formal policies even more important.

The heritage railway community has a great number of members, many of whom may be described as highly knowledgeable enthusiasts eager to build their own collections and carry out their own research. The ready availability of historical railway records and artefacts in auction houses across the country means that these personal collections may be just as likely to hold important and valuable documents as the collections of a heritage railway or line society. Inevitably, these members will eventually grow old and no longer be able to manage their own collections, either as a result of re-housing or – unavoidably – mortality, and they must seek an organisation or institution to whom they can donate their lovingly curated collections. As one contributor explained:

I am undecided as to where I should direct my collection of railway ephemera when the great day comes. Clearly I won't be around at that point and I know my surviving family will not particularly warm to the idea of welcoming someone who will be a total stranger into their home at that time. Indeed I suspect the preference would be simply to bin it all... I suspect I am not alone in facing

³⁹ Ibid. pp. 7.

⁴⁰ Ibid. pp. 11.

⁴¹ Ibid. pp. 8.

⁴² Ibid. pp. 9.

⁴³ Ibid. pp. 10.

this problem and altogether there may well be a significant number of artefacts where their very existence or adequate safeguarding beyond the owner's death might be in some peril. It would seem to me useful if relevant historic groups had a more formal and better understood system whereby it could be adequately acknowledged and more clearly understood where particular material was to be going and exactly how to make contact at the appropriate time.⁴⁴

The collector-curator does not wish to donate their collection to an organisation whom they do not trust to treat it with adequate care and consideration. If an organisation does not have archival policies which are clearly expressed and openly communicated, there is no way for a potential donor to know how their collections will be treated on arrival at the archive. If an organisation wishes to grow its archival collections through donations and bequeathments, they must first undertake the work necessary to inspire confidence in their would-be donors and benefactors.

6.5. Recommendations

As the above examples illustrate, there is a strong correlation in this industry between archival policies, access and conditions, in that archives which had formal policies were more likely to have their collections accessed regularly and more likely to store their collections in an appropriate space such as a designated archives space or an external repository. This suggests that organisations which are struggling to manage and promote their collections could begin to improve their practice by drawing up formal policies for their collections. Larger organisations and industry leaders could support a drive to improve policy in this area by releasing guidelines and resources specific to railway collections. Failing this, organisations can make use of the guidelines released by The National Archives and similar bodies and adapt them to make them suit their holdings⁴⁵.

⁴⁴ Quote from survey respondent.

⁴⁵ ARA 2020; ASA 1993; Millar 2010; TNA 2011; TNA 2016; Foot 2013.

7. Case Study: The Caledonian Railway Association (CRASSOC) Archives⁴⁶

The Caledonian Railway Association (CRA) is a line association based in Scotland. Established in 1983, the organisation's aim is to promote the preservation, collection and study of artefacts and information relating to the Caledonian Railway, its constituent and successor companies. The Association stores its collections at the University of Glasgow Archives and Special Collections (ASC) and complies with the standards and conditions set out by the university archives. The Association also publishes a wide range of books relating to the history of the railway, as well as a quarterly publication, *The True Line*⁴⁷.

7.1. Challenges

Like many respondents, one of the primary challenges facing the Caledonian Railway Association is a lack of audience awareness. While almost every member is aware that the Association has an archival collection, few appear to know what that collection contains. A full catalogue is available online, but the Association website, www.crassoc.org.uk, is not currently set up in a way which would allow the archivist to see how often the online catalogue is accessed or where the main interests lie. The majority of members to the Association are largely passive in their membership, paying their subscriptions but making little to no use of the facilities offered by the Association.

This lack of member engagement links to a second challenge facing the Caledonian Railway Association archives: while the association has one dedicated archivist, the size of the collection necessitates a second and efforts to recruit a second volunteer to assist with archival and digitisation duties have been unsuccessful. This, in addition to a reduced number of University of Glasgow staff members at the repository itself, has resulted in some cataloguing issues. For example, a fully-updated catalogue listing a number of new acquisitions was made available online some time before those items were shelved in the repository⁴⁸.

It would be true to say that the Archives are internet-orientated, yet a large number of our

⁴⁶ Unless otherwise stated, information and quotes in this section come from the Caledonian Railway Association's responses in the initial survey, a follow-up questionnaire completed by the CRA and discussions with an Association representative following their agreement to participate as a case study.

⁴⁷ CRA 2020.

⁴⁸ A brief placement with the archives revealed that the collection catalogue is largely an accurate, detailed, helpful resource, though the collection does hold a number of duplicates and missing items. It also became clear that the project was severely underfunded and under-resourced – many documents were stored in plastic pockets and bags, and almost all boxes were filled far beyond their intended capacity. A brief example of notes taken during this placement can be found in Appendix D.

members are of an age where they are not disposed to use the internet. I base this on the fact that while our on-line Forum is very active, only around half our membership participates, even only 'lurking'. – CRA Representative.

The archive catalogue and collections are occasionally accessed by members of the general public via the Association website. Most of these users access the collections as part of their genealogical research – “the most frequent request for information received by the CRA is from family historians researching earlier generations, who may have worked on the Caledonian Railway”⁴⁹ – though some will contact the Association to offer their own collections and acquisitions to the archive.

Another challenge faced by the Association is their relative geographical isolation. The Caledonian Railway Association estimates that around one third of their membership is based outside of Scotland. Annual General Meetings are held in Carlisle to facilitate and encourage attendance by members based in England and Wales, but even members based elsewhere in Scotland may find this journey too long. Those that do travel to attend meetings or view the archives incur expenses which may make the trip more trouble than it's worth, though some members have reportedly travelled from the North of Scotland and paid for accommodation in a hotel to facilitate access to the archives.

From the point of view of accessibility, Glasgow is probably as good as we could get, and the location of Thurso Street itself within Glasgow is not unduly inconvenient. Nevertheless, a trip to the archives is a bit of an expedition for anyone, so they will need to have a motivation for a definite line of research before committing themselves. – CRA Representative.

A final challenge facing this Association and many others in the heritage railway industry is the high average age of its membership. In an organisation where a large proportion of the membership is retired, fewer of those members will be interested in undertaking (or able to undertake) strenuous volunteer work, and the Association archives routinely receive unexpected donated collections from deceased members. While “members are encouraged to advise us of their ultimate intentions for the disposal of their collections”⁵⁰, it is a delicate subject and practical measures must be balanced with

⁴⁹ CRA 2020, *Staff Records*.

⁵⁰ Quote from follow-up questionnaire with CRA Representative.

a degree of sensitivity.

7.2. Responding to the Challenges

Digitalisation seems likely to be the principal route for the future, the more so since the Coronavirus. I would welcome a seminar of some sort at which professional archivists could bring us amateurs up to speed and guide the future actions of our Association to the best mutual end. – CRA Representative.

The Caledonian Railway Association have taken a number of actions to help reduce the impact these challenges have on the effectiveness of their activities. The CRA report having invested in the technology necessary to manage digital and digitised records; provide comprehensive online access to archive information; have digitised selected archival content and converted paper catalogues into online resources; and have worked to grow their volunteer base. Perhaps the most effective course of action they have taken, however, is their decision to store their collection with the University of Glasgow Archives and Special Collections and cultivate a relationship with that repository.

The existing arrangement between the Caledonian Railway Association and University of Glasgow Archives and Special Collections came about in 2003, at which point the CRA collection was moved from the home of the archivist at the time to the ASC repository on Thurso Street, Glasgow. The aim of this partnership from the outset was to support the creation of a heritage collection that supported the interests of rail enthusiasts including – but not limited to – those who were involved in the Caledonian Railway Association. The organisations looked to provide a space in which this collection could be stored and accessed that could function as a centralised location for management and was not located within an Association member's home. The collection has not received a comprehensive physical audit since the move in 2003, but requests have been made for the University to organise an audit to be financed by the Association.⁵¹ A similar University-led project has been financed by the Association previously, which resulted in the collection's cataloguing system which exists today. The CRA states that they are "very keen to work with the University" and to fund projects for students as a way to "put something back in"⁵².

⁵¹ An audit was organised to take place throughout 2020 as part of this study, but has had to be postponed once again as a result of the COVID-19 lockdown.

⁵² Quotes from CRA Representative.

7.3. Outcomes

The availability at Thurso St. of the search room for study and its agreeable associated amenities have been the outstanding keys to these matters. No other society in our field has such accessible and professionally managed facilities. – CRA Representative.

The Caledonian Railway Association has greatly benefited from its arrangement with University of Glasgow Archives and Special Collections, and management and outreach issues have improved in a number of ways. Assessment and processing of the extensive collection has been made much easier as a result of the space provided by ASC and Ballast Trust (a second organisation which has provided storage space for many of the plans in the CRA collections). Researchers and CRA members who wish to access the collection can do so through ASC's professionally-managed services, and material can be viewed in ASC's professional reading room. The arrangement also allows the archives to be held in environmentally controlled storage in line with heritage standards, a costly arrangement which is not financially viable for many smaller archives. ASC staff have provided a great amount of advice and support to the CRA regarding arrangement, description, storage and cataloguing, and information about the collection's contents is included in the relevant ASC source guides. The CRA states that "these outcomes were as hoped for and indeed were exceeded". The ASC agree with this overall assessment, but have highlighted that the number of railway enthusiasts who have accessed the collection has "fallen short of expectations", with a number of key CRA members accounting for the majority of research visits. That said, "the research values of the CRASSOC collection continue to be recognised."⁵³ Work will need to continue to increase access to the collection and ensure that it is being used to its full potential.

The willingness of CRASSOC members to give their time and expertise ensures continuing work on the collection. – ASC Representative.

Aside from the shelving delays and need for an audit discussed previously, the partnership between CRA and ASC has been largely successful. The two organisations have been able to work together to effectively manage a rather unruly collection and eliminate many of the management and access issues which were previously present. As the collection continues to grow, the procedures and working practices have had to continue to develop, and this has been made possible only through

⁵³ Quotes from ASC Representative.

open and regular communication. The Association has expressed concern at the idea of large, unexpected deposits in the future, as space in the archive is limited and the resources required to evaluate and relocate less relevant documents are not necessarily available. ASC expect that renewed discussion concerning the management and storage of the collection will eventually be prompted as these “personal collections” come under the control of the Association. Professional guidance will be provided to support the cataloguing, appraisal and arrangement of these items, but the additional space that the collection will require may call for a “revised approach” between CRA and its repository.

While the partnership appears, at times, to have been challenging for both the CRA and ASC, it has also been mutually beneficial. For the CRA, it has provided guidance, knowledge and physical space, as discussed above. For ASC, the partnership has allowed the repository to gain vital experience of working with non-traditional archival activities and broaden its understanding of the requirements of community archives. “The experience of working with CRASSOC, and the practicalities of how this has operated, has allowed ASC to add a new perspective to its considerations of how to develop its collections and services.”⁵⁴

7.4. Discussion

The relationship that has grown between the Caledonian Railway Association and University of Glasgow Archives and Special Collections is significant as it has allowed for the proper management of a collection containing many important historical documents. It also demonstrates to other line associations that the storage of a collection in the recommended archival conditions need not be considered an unattainable goal: successful partnerships between small rail-related memory institutions and larger repositories – be they government-funded archives or academic institutions – can make it possible for an organisation to provide professional-level care for their documents without having to surrender custody of the collection. Similar relationships exist between the Great Eastern Railway Society and Essex Record Office⁵⁵, and between the Lancashire and Yorkshire Railway Society and the Manchester Archives in Manchester Central Library.⁵⁶

Of course, this is not a solution that will work for every line association. Some associations that struggle with geographical isolation will not be based conveniently close to a large professional

⁵⁴ Quote from ASC Representative.

⁵⁵ Walker 2020. <https://www.gersociety.org.uk/index.php/information/the-gers-collection>

⁵⁶ Byford, Thornley & Mellor 2020. <https://www.lyrs.org.uk/knowledge>

repository, and not all repositories will welcome collections from line associations. Some repositories may be willing to accept a collection only if they are given custody of the collection, which will not be acceptable to all associations. That said, partnerships could certainly be considered and pursued by many line associations struggling to manage and store their own collections. The solution offers a more affordable and generally simpler route to professional-grade archival storage, and the partnership may prove beneficial to both parties⁵⁷.

Approaching a larger institution may be a daunting prospect to line associations. If those in the archives sector truly care about the preservation of historical documents, a logical solution would be for the established, mainstream repositories to make the first move in establishing partnerships with smaller collecting organisations. Where relevant policies don't already exist, archives could also seek to set out documents that communicate clearly their policies on custody following acquisition. Community and smaller archives may be concerned that storing and managing their collections within a larger institution will result in a loss of control or ownership of their collections, and clear policies on this matter will make it easier for all parties to enter into a partnership with a complete understanding of each other's expectations.

⁵⁷ Stevens, Flinn & Shepherd 2010.

8. Staffing Challenges in Rail-Related Memory Institutions

In a paper titled “The Staff of the Archives: Training, Skills, Continuity,” Sergio Cardarelli (Department Head, Historical Archive, Bank of Italy, Rome) and Isabella Cerioni (Archivist, Historical Archive, Bank of Italy, Rome) have set out the ideal archival staff, “describing the various positions to fill and the skills needed to staff them.”⁵⁸ This paper asserts that “The question of archival staff, recruitment, training, and proper evolution over time is one of the greatest importance” and is “probably the key question for those responsible for managing an archive”⁵⁹. It goes on to describe seven key roles which must be filled if one wishes to successfully manage an archive: a manager who is a good archivist with strong knowledge of the subject history, links to the archival community, IT and administrative skills; a senior archivist responsible for “conserving, ordering and cataloguing, making available and making the best use of the document collection; scientific research on archival issues, study, consulting; providing technical and scientific assistance to outside scholars (if the archives are open to the public); drafting notes and memos; defining policies for the selection and disposal of documents”⁶⁰; a junior or assistant archivist who can “collaborate in accessioning, cataloguing of records, preparation for reproduction, making of lists and other supplementary materials”⁶¹; an information technology expert; administrative staff; document reproduction technicians; and an archive keeper “with responsibility for the custody and safekeeping of all the records and documents and oversight on any movements of this material, even tiny, daily ones.”⁶²

This list suggests that the ideal archive will be managed by seven individuals – ideally more, with multiple administrative, IT and technical staff. It is worth noting that this paper describes the structure of an Italian archive, and differences are likely to exist between this structure and that of an archive in the UK or Ireland. The *Archives Sector Workforce Development Strategy* provided by The National Archives simply states that an archives workforce should be developed “so that managers and staff are equipped to deliver sustainable, resilient and forward-thinking archive services that foster trust, enrichment and openness by reflecting the communities they serve, meeting their needs and engaging with wider society.”⁶³

It comes as no surprise, then, that in a field where organisations with just one archivist can count themselves lucky, 60% of survey respondents listed a lack of staff capacity among their main

⁵⁸ Cardarelli and Cerioni, 2003.

⁵⁹ Ibid. pp. 2.

⁶⁰ Ibid. pp. 4.

⁶¹ Ibid. pp. 6.

⁶² Ibid. pp. 8.

⁶³ The National Archives and Pye Tait Consulting 2018.

barriers to effective archive management and outreach. Interestingly, however, this percentage is only slightly higher than the percentage of archives in general whose lack of staff capacity acts as a barrier for operational development, which was reported as 56% in 2015.⁶⁴

“Sadly the media still slights railway enthusiasts and volunteers as ‘nerdy train spotters’ blind to the social, commercial and engineering insights that its archive offers. Moreover, volunteering in such a realm gives proven all life skills in team work and task management, and real personal achievement in the outcomes.” – Survey respondent.

8.1. Archival Staff in Railway Museums and Archives

228 paid employees and 591 volunteers were reported across the 20 archives and museums surveyed. 45% of these respondents reported having a voluntary archivist and 40% reported having a paid archivist; 15% had no archivist. Of the organisations that reported having an archivist, 52.9% of those archivists had no formal training or background in archiving.

Despite their relatively high levels of paid and voluntary staff, 60% of these organisations cited a lack of staff capacity as a key problem facing their archives, a high percentage equalled only by the issue of low audience awareness. 50% of respondents have worked to deal with this problem by initiating or growing their volunteer programmes.

8.2. Archival Staff in Line Associations

The 16 line associations surveyed reported just four paid employees, but a sizable 877 volunteers. 69% of respondents reported having a voluntary archivist; 31% had no archivist. Of the organisations that reported having an archivist, 93.8% of those archivists had no formal training or background in archiving.

Once again, a lack of staff capacity was the most common challenge reported, with 50% of line associations listing it among their main barriers. 50% of line associations have worked to deal with this problem by initiating or growing their volunteer programmes. One survey respondent summed up the steps they felt their organisation needed to take in order to get on top of their cataloguing problem:

⁶⁴ Nichols and Oxborrow-Cowan 2015, pp. 13.

- 1) We need to recruit more volunteers to work on the collection.*
- 2) We need to tackle more of the backlog of cataloguing and shelving of the collection*
- 3) We need to make arrangements to open the collection to visitors by appointment once (1) and (2) are tackled*

8.3. Archival Staff in Heritage Railways

The 17 heritage railways surveyed reported 199 paid employees and 1,833 volunteers, the largest staff of the three surveyed groups. However, the majority of these organisations did not have a designated archivist for their collections. 43.8% of respondents reported having a voluntary archivist; 56.3% had no archivist. Of the organisations that reported having an archivist, 85.7% of those archivists had no formal training or background in archiving.

65% of heritage railways cited a lack of staff capacity among the main challenges facing their archives, once again making this the most common challenge faced by this group. Just 18% of heritage railways reported having worked to initiate or grow a volunteering programme to deal with the issue. One respondent stated that they would find it easier to manage their collections if they had “more volunteers with an interest in archive subjects. Most of the younger members are not interested in anything old.”

Percentage of Organisations Affected by Lack of Capacity – Staff

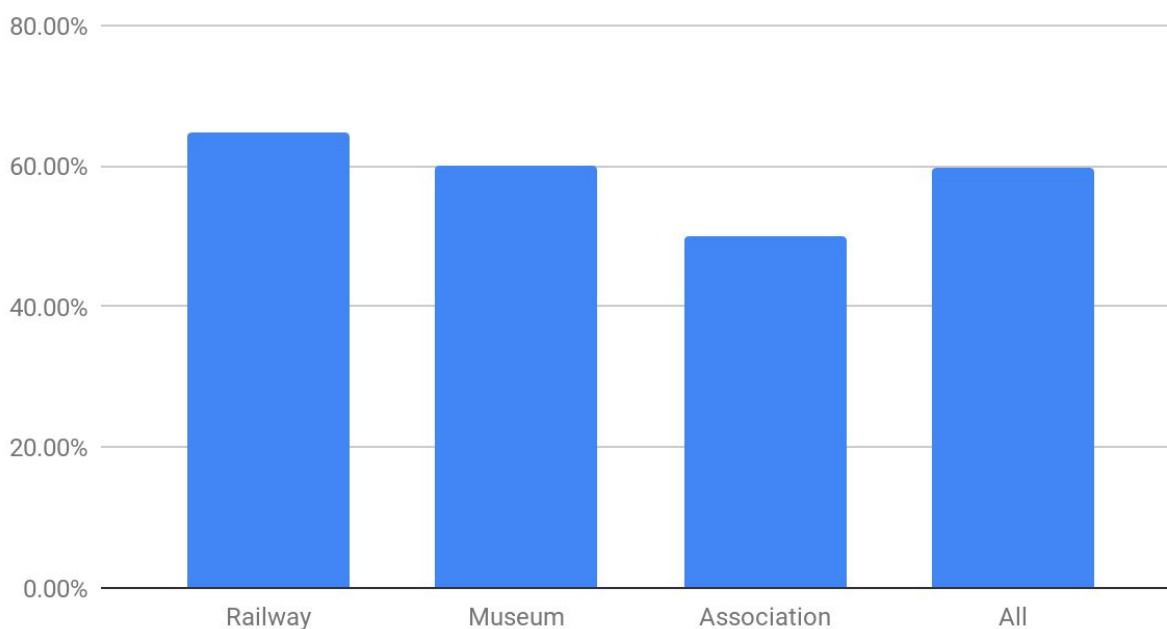


Fig. 2. A chart illustrating the percentage of organisations in the heritage railway industry whose archival practice is affected by a lack of staff capacity.

8.4. Recommendations

8.4.1. Hiring an Archivist

As discussed in Chapter 4, the most common challenge reported by rail-related memory institutions is a lack of staff capacity. Organisations in this industry are largely reliant on voluntary work, and many of those who volunteer are not interested in working with archival collections. The industry also sees a distinct lack of formal archival training or archival backgrounds, though this comes as no surprise as those with such qualifications are likely to expect paid employment, which is not something many organisations are able to offer. The ideal solution here would be for the government to provide funding that would enable organisations holding noteworthy collections to hire qualified archivists to manage those collections – this would also create new paid roles in a field that is already highly competitive. Of course, it is unlikely that such funding will be made available, as many will argue that valuable records should simply be transferred to the railway collections held by The National Archives (TNA).

8.4.2. Attracting New Volunteers

A more feasible solution would be for organisations to work to attract greater numbers of volunteers, and to specify that they require volunteers with an interest in archival management. Inspiration may be drawn from the findings of the All-Party Parliamentary Group on Heritage Rail, released in their 2018 publication, *Engaging the Next Generation: Young People and Heritage Railways*. This paper found that “Many heritage railways do well to run apprenticeships for younger staff. The best example, which is a model for other areas of activity, is the training scheme for the highly specialised skills of managing steam locomotive boilers operated by the Boiler and Engineering Skills Training Trust (BESTT).”⁶⁵ This apprenticeship scheme was developed “with the HRA, the National Traction Engine Trust, Maritime Heritage Trust and other sector bodies, and training is based on the HRA Boiler Code of Practice” and gives participants “the confidence and background knowledge to deal more effectively with a new training programme, and to become more effective more quickly in their new role.”⁶⁶ If effective apprenticeship and internship schemes can be set up between heritage railway organisations and engineering educators, what’s stopping the introduction of similar schemes with a focus on other skill sets?

In the case of the 24% of line associations, museums, archives and heritage railways whose collections are managed by an archivist with formal training and experience in archive management, partnerships could be set up with nearby educational institutions⁶⁷ which would be beneficial to both parties. Similar arrangements could also be pursued with organisations like the Archives and Records Association or The National Archives. The remaining 76% of organisations – those who have no trained archivists among their members – may be less well-placed to offer archival training to aspiring professionals, but may still benefit from actively seeking volunteers with an interest in railway archives. It is worth noting that most archival training programmes require that their applicants have a certain amount of experience in an archives or records management environment, a requirement that could easily be met by someone who volunteers in the archives of a line association, rail museum or heritage railway. Many of these programmes also send their students out on placements each year.

⁶⁵ APPGHR 2018, pp. 4.

⁶⁶ *Ibid.* pp. 16.

⁶⁷ Accredited courses in archiving are currently offered by Aberystwyth University, Maynooth University, University College Dublin, University of Dundee, University of Glasgow, University of Liverpool and University College London.

8.4.3. Building a Network

A final recommendation regarding staff capacity would involve a change to the wider heritage railway industry in the development of a network of rail-related organisations that hold archival collections. While this would not directly increase the number of staff available to manage archival collections, a formal network would make the dissemination of information between these organisations much easier and more effective, and would allow those organisations who have an experienced archivist on their team to advise other organisations on effective archival management and protocols. The creation of such a network would also make it easier for network members to organise collaborations between their organisation and other archives and railway organisations.

It is worth noting that while a network like this does not currently exist, there has been some discussion of The National Archives coordinating something like it in the future. This network will likely resemble the Aviation and Aerospace Archives Initiative⁶⁸ with a focus instead on wheeled land transport. No information has been released about this initiative at the time of writing, but the subject is raised in a presentation published online (this presentation was intended to be given at a Society of Automotive Historians in Britain Spring Seminar in 2020, but this event was cancelled due to the coronavirus lockdown). This presentation gives a rundown of some of the existing collaborative networks in the UK before posing the following question: “With the air and maritime sectors now active, is there a need for something to cover land transport archives?”⁶⁹ When organised, this network will make a positive difference to the heritage railway sector and will likely make it easier to tackle many of the challenges highlighted in this paper.

Similarly, while there is currently no subject specialist network for heritage railway collections in the UK, Scottish organisations can seek to join the Scottish Transport & Industrial Collections Knowledge Network (STICK)⁷⁰ – though much of their work appears to focus on the conservation of artefacts rather than traditional records.

⁶⁸ AAI, 2020. <https://www.aviationarchives.uk>.

⁶⁹ Rogers 2020.

⁷⁰ STICK 2020. <https://stickssn.org>.

9. Case Study: Archiving the Ffestiniog Railway⁷¹

Running between the Welsh quarrying town of Blaenau Ffestiniog and the harbour in Porthmadog, the 13 ½-mile long Ffestiniog Railway (FR) is dubbed the world's oldest narrow gauge railway, boasting almost 200 years of history⁷². The Railway was incorporated by an Act of Parliament in 1832 and ran as a commercial railway until 1946. It was restored and reopened as a tourist line in the 1950s, and has since acquired a second Railway Company, The Welsh Highland Railway, which was reopened in 2011. The two Companies each have their own supporting Societies, the Ffestiniog Railway Society⁷³ and Cymdeithas Rheilffordd Eryri (The Welsh Highland Railway Society⁷⁴). The Ffestiniog Railway archives can be split into four main sections: Early records of the Ffestiniog Railway Company dating from 1831 until the line's closure in 1946; Modern records of the Ffestiniog Railway Company dating from the line's restoration and reopening in 1954-55 onwards; The Ffestiniog Railway Society archives; and the Welsh Highland Railway Society's archives. The early records of the Ffestiniog Railway Company were accumulated at Harbour Station under the care of Michael Seymour, chairman of the FR Heritage Group and FR's first archivist.

9.1. Challenges

The Ffestiniog Railway Archives hold a wealth of material distributed across a number of sites, with a lack of space and abundance of material comprising the primary problems faced by the archivist. The organisation hopes to create a single space in which to store the collections, but “lack a suitable site and funding can't be determined until a site is identified. This gets held up as other priorities emerge – e.g. the pandemic and its impact.”⁷⁵ While the organisation works towards building its own repository, the collection remains distributed as follows:

- Early records of the Ffestiniog Railway Company, records of the Welsh Highland Railway Society and most Welsh Highland Railway records are housed at Gwynedd Archives Record Office, Caernarfon.
- Modern records of the Ffestiniog Railway Company are housed in “several locations around Porthmadog”.
- Moving image records are housed in the National Library of Wales.

⁷¹ Unless otherwise stated, information in this section comes from survey responses, a follow-up questionnaire and correspondences with a representative from the Ffestiniog Railway Company.

⁷² Ffestiniog Railway Company 2020. <https://www.festrail.co.uk>

⁷³ Ffestiniog Railway Society 2020. <http://www.ffestiniograilway.org.uk>

⁷⁴ The Welsh Highland Railway Society 2020. <https://www.whrsoc.org.uk>

⁷⁵ Quote from FR Representative.

- The archives of the Ffestiniog Railway Society are housed in the Minffordd Annexe.
- Certain Welsh Highland Railway papers are held by the Welsh Highland Heritage Group.

Each of these collections holds a range of records relating to the Ffestiniog Railway and Welsh Highland Railway Companies, including documents, drawings, timetables, advertising material, personal papers, publications, photographs, films, videos and DVDs. The division of the collections acts as a major barrier to access and management of the collections.

9.2. Tackling the Collection

Today, the archives are checked and maintained on an ongoing basis, and each collection has at least one archivist (often one fully qualified archivist working alongside another, less qualified archivist who has been trained for their responsibilities with this collection). These archivists report to a Heritage Board, part of the Company's organisational structure. Society archivists also report to the management boards of their respective societies. In total, there are around eight archival volunteers responsible for managing the various collections relating to the Ffestiniog Railway.

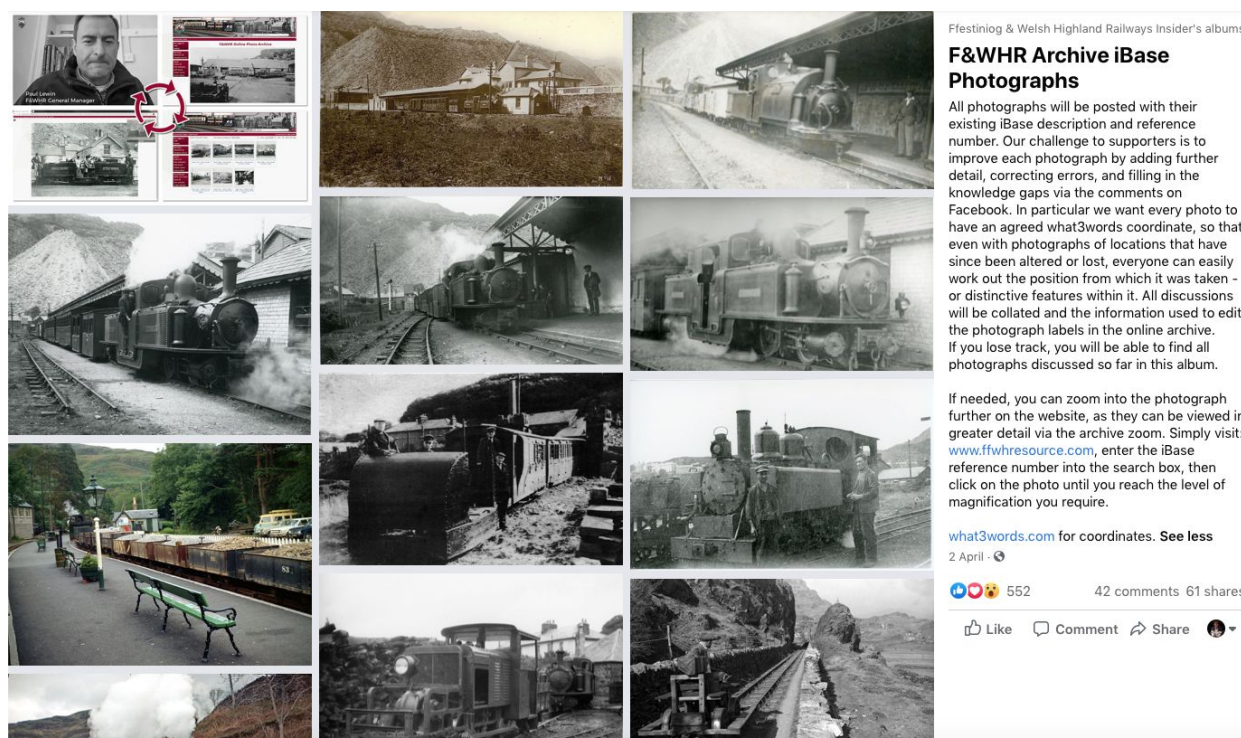


Fig. 3. A screenshot of a post by Facebook page Ffestiniog & Welsh Highland Railway Insider inviting supporters to “improve each photograph by adding further detail, correcting errors, and filling in the knowledge gaps via the

comments on Facebook.⁷⁶

Archivists working with the FR archives have undertaken certain digitisation activities to make their contents more accessible, with digitisation offering a means of remotely reuniting the various dispersed sections of the collection. At present, FR are working to digitise their photographic collection and mount these on iBase⁷⁷, a digital asset management software used by some museums, galleries and other heritage sites. Information about the locations and individuals depicted in the digitised images has been crowdsourced via Facebook throughout lockdown. An example of this crowdsourcing can be found in Fig. 3. Archivists are also in the process of “preparing a detailed specification for the drawings to be digitised”⁷⁸ and are purchasing a Bookeye⁷⁹, an overhead book scanner which can be used to digitise analogue materials without causing damage to the original item. The team has also been working to make the collections more accessible by lobbying for more appropriate accommodation “since the 1950s but there is always a higher priority to preserve [rolling] stock etc”⁸⁰.

I started to catalogue the collection and it took about eight years to complete before it was opened to the public. A copy of the catalogue on disc was put on sale - and was met by cries for access to the papers digitally. That was way beyond our capability, but people set to work to research aspects of the history of the line and this work was helped by the staff at the Record Office. A number of articles and some substantial volumes have emerged and the sales have been good. Great publicity and the records are consulted when guide books etc are prepared. We have a large collection of posters and these are used to design souvenirs or are reproduced for sale. – FR Representative.

A restructuring of the overall catalogue has been necessary in recent years owing to a rise in born-digital records in the collection. Prior to lockdown, the Company’s Archivist of Modern Collections was focusing on the records that accrued during the reconstruction of the Welsh Highland Railway in the 1990s, and this work – along with ongoing digitisation projects – is set to continue when operations resume.

⁷⁶ Ffestiniog & Welsh Highland Railways Insider 2020.

<https://www.facebook.com/media/set/?vanity=festtrailinsider&set=a.2574453459539274>

⁷⁷ iBase Digital Asset Management 2020. <https://www.ibase.com>

⁷⁸ Quote from FR Representative.

⁷⁹ Image Access GmbH 2020. <https://www.imageaccess.de/?page=ScannersBE4-SGS-V2&lang=en>

⁸⁰ Quote from FR Representative.

9.3. Outcomes

At present, it is difficult to quantify the frequency with which the Ffestiniog Railway archives are accessed as requests are divided among the various collections and repositories. FR believe that the collections are accessed regularly by employees, volunteers and members of the various FR-related organisations, but access for people outside of these groups requires some improvement. When the archives are accessed, this “personal research often results in publication of major [texts] that are also great for marketing”⁸¹, and drawings in the archives are sometimes consulted when conservation work is carried out on buildings and rolling stock. Other than the archive’s problems with limited space, the operation generally runs “fairly smoothly” owing to the “common interests” of the archival volunteers. The team hope to continue their work by carrying out further digitisation and are also planning the construction of a research centre as part of a HLF-funded conservation project on the Boston Lodge Works.

There is good [cooperation] between the archivists of the various heritage companies who transfer records to find appropriate homes. Advice on a range of matters is provided by the NRM that I found useful in selecting computer packages.

The Heritage Railway [Association] doesn't appear to have much interest in archives and records or, if so, hasn't publicised this. – FR Representative.

9.4. Discussion

The archives team at Ffestiniog Railway is an example of a group which has inherited a large amount of archival material from a range of sources, and has endeavoured to preserve and promote it despite storage and funding constraints. Although the Ffestiniog Railway Company continues to prioritise its rolling stock over its historical records, a team of eight or more designated volunteer archivists has been formed to maintain a system which facilitates the access and protection of its important historical documents.

While declining volunteer numbers and a high average age of volunteers are ongoing problems for many organisations in this industry, it is not out of the question for many organisations to endeavour to highlight the importance of their archival collections and attract new volunteers with the intention of introducing a better archival system. Similarly, although not all heritage railway organisations will be able to invest in professional digitisation equipment, any organisation with access to the Internet

⁸¹ Quote from FR Representative.

could feasibly use a public online forum to crowdsource information about their images and other records. Also worthy of note is that, although the Ffestiniog Railway archives are scattered across a number of locations, all of those locations appear to be safe, largely professional archival repositories. The current storage arrangement is far from ideal and causes certain access and management issues for the collection's archivists and users, but it is far better in terms of document security and stability than the common society archives practice of storing collections in the homes of various members.

The primary advantage that Ffestiniog Railway enjoys over similar rail-related operations is that they have managed to attract one or more qualified, experienced archives professionals to manage their collections on a voluntary basis. Without the possibility of creating a paid position for an archival professional, it is unlikely that every rail-related organisation will be able to recruit an archivist with similar formal qualifications. Once again, a potential step which could make this type of archival programme more accessible to other organisations is the introduction of some form of information-sharing network (see Recommendation 8.4.3.) whereby more experienced archivists in the heritage railway industry could educate newer recruits to improve the overall standard of care in heritage railway archives across the country.

10. Low Audience Awareness in Rail-Related Memory Institutions

If an archive is to reach its fullest potential, those that would benefit from using its collections must be aware of its existence. If a collection is being preserved so that it can be used for research, interest and educational purposes, it follows that steps need to be taken so that the people who would be interested in seeing that material know that it exists and how to access it. As Ericson puts it:

*The goal is use. We need continually to remind ourselves of this fact. Identification, acquisition, description and all the rest are simply the means we use to achieve this goal. They are tools. We may employ all these tools skilfully; but if, after we brilliantly and meticulously appraise, arrange, describe and conserve our records, nobody comes to use them, then we have wasted our time.*⁸²

There is no way for an archival collection to achieve its ultimate goal of being used if nobody knows it exists and for many of the collections covered by the survey circulated ahead of this study, that low audience awareness is a major problem. 44% of rail-related organisations surveyed reported low audience awareness among the main challenges they faced in managing and promoting their archives, which is significantly higher than the 29% of general archives reporting this problem in 2015.⁸³ If they wish to reach the audience awareness levels enjoyed by other archives, rail-related organisations must find a way to embrace the four cornerstones of archival outreach: “learning more about our users, enhancing our image, promoting awareness of archives, and educating people about archives.”⁸⁴

“It would be nice to collaborate with others to raise its profile and use. As it is on the main shelves it is hard for me to tell how much use it gets but it is tucked away and not widely known about.” – Survey respondent.

10.1. Audience Awareness in Railway Museums and Archives

60% of railway museums and archives surveyed identified low audience awareness as one of their main challenges. Respondents do appear to be doing what they can to manage this issue with 55% inviting collaboration with other archives and railway organisations. 36% of respondents reporting

⁸² Ericson 1990-91, pp. 117.

⁸³ Nichols and Oxborrow-Cowan 2015, pp. 12.

⁸⁴ Ericson 1990-91, pp. 120.

low audience awareness have tried inviting cross-sector collaboration (for example, working with universities, schools, NHS or local businesses) (40% of all museum respondents). Other awareness-building activities have been less commonly used: Just 9% of museums struggling with awareness (15% of all museums) have attempted to build awareness by developing work with after-school clubs and specific student groups on curriculum-based projects and 9% (10% of all museums) have introduced a community engagement plan or policy. 9% (5% of all museums) have taken no action to improve circumstances.

When asked about changes respondents would like to see in their sector that would improve their ability to manage and promote their collections, one museum simply responded: “Educational and media organisations engaging with local museums rather than biased towards state funded iconic ones.”

10.2. Audience Awareness in Line Associations

Low audience awareness appears to be a much smaller issue for line associations, with only 38% of respondents reporting it among their main challenges. 33% of those affected (38% of all line associations) have tried building awareness by inviting collaboration with other archives and railway organisations; 17% (6% of all) have invited cross-sector collaboration and 17% (6% of all) have worked with after-school clubs and students groups. No responding line associations have introduced a community engagement plan or policy. While 13% of line associations reported having taken no actions to improve their archival management and promotion, all of those struggling with low audience awareness had taken some form of action.

When asked about changes respondents would like to see in their sector that would improve their ability to manage and promote their collections, one line association replied that they would benefit from “more publicity for our organisation and the value of its archives”.

10.3. Audience Awareness in Heritage Railways

Heritage Railways reported far fewer issues with low audience awareness, a challenge that appears only to affect 29% of respondents. None of the railways that reported low audience awareness have tried collaborating with other archives or railway organisations, initiating cross-sector connections or working with student groups to build audience awareness. 40% of heritage railways struggling with low audience awareness (35% of all heritage railways) reported having taken no action to improve

archival management or promotion.

10.4. Recommendations

An archive whose collections are not used cannot truly fulfil its purpose, and an archive whose audience does not know it exists can't expect to be used. It is possible that this is another situation which could be helped by the recommendation made in point 8.4.3. "Building a Network". If such a network were to be created, network members could gain an awareness of the collections held by other members and signpost interested researchers to the relevant collections.

10.4.1. Inviting Cross-Sector Collaboration

This point is touched upon to a certain extent in 8.4.2. "Attracting New Volunteers", but will now be explored in more detail. Inviting cross-sector collaboration, for example with local businesses, higher education institutions, schools or NHS organisations, can bring a great range of other benefits in addition to improving audience awareness among members of the collaborating organisations and the general public. A common example of this type of collaboration, and one which (as discussed above) could be highly advantageous to rail-related memory institutions, is a collaboration between the archive-holding organisation and an institute of higher education. The National Archives have released guidance⁸⁵ on this form of collaboration, the most recent edition of which was published in 2018 and is itself a collaboration between The National Archives and History UK. As this guide explains, "this country's hugely rich and diverse network of more than 2,500 archives, are our collective memory, inspiring learning and research, and shaping our understanding of our past. We all have an interest in strengthening and supporting collaboration, learning and research, underpinned by our rich archival heritage.⁸⁶" For smaller organisations who do not necessarily feel they have enough to offer higher education institutions in a collaboration, a solution is once again found in the network proposed in point 8.4.3. "Building a Network". In order to make a collaboration appear more enticing to universities, TNA guidance advises smaller archives to "explore whether you can work in partnership with other local organisations to present a group 'archive and special collections offer' to local higher education institutions.⁸⁷"

Importantly, ahead of the release of the Guide, The National Archives carried out a consultation with archives which had engaged in a collaborative programme with a higher education institution and

⁸⁵ McNulty and O'Rourke 2018.

⁸⁶ Ibid. pp. 4.

⁸⁷ Ibid. pp. 6.

found that these archives had identified key benefits such as “enhanced impact and profile raising”, “user/audience development”, “new interpretation of archives”, “knowledge exchange”, “access to specialist expertise”, “access to new research” and “access to funding streams”⁸⁸. The two benefits most commonly reported were enhanced impact and audience development. Participating archives were given “opportunities to demonstrate the value and impact of archives to a wider audience” and “opportunities to expand [their] audience[s] - particularly student and academic audiences.”⁸⁹ In addition to the placement/internship possibilities outlined in the points above, TNA suggest that archives and universities can collaborate in teaching and learning activities, exhibitions, outreach, research and digitisation⁹⁰.

10.4.2. Introducing a Community Engagement Plan or Policy

The importance of archival policies has already been outlined in point 3.5. “Archival Policies”. This section will focus exclusively on community engagement plans and policies. Where archival organisations routinely consider outreach and community engagement activities to be a low-priority activity and focus instead on cataloguing and collecting activities⁹¹, the introduction of a Community Engagement Plan or Policy will create a sense of accountability for outreach within the archival organisation and highlight community engagement activities as important and worthwhile endeavours.

In 2008, The National Council on Archives’ Public Services Quality Group released their *Standard for Access for Archives*⁹² as an updated version of the *Standard* published in 1999. While the 12-year-old update is no doubt in need of an update itself, this is still the edition promoted by the Archives & Records Association⁹³. This standard is “intended to be applicable in all kinds of archive service in the UK and was produced not as a prescriptive rule book, but as a model intended to encourage innovation [and] be sustainable in conditions of continual change.”⁹⁴

The very first point laid out in the Standard is that an archive should make it clear who it intends to serve by producing “documentation setting out its aims in relation to access, including a definition of

⁸⁸ Ibid. pp. 10.

⁸⁹ Ibid.

⁹⁰ Ibid. pps. 19-22.

⁹¹ See ten Cate 1989 and Ericson 1990-91.

⁹² PSQG 2008.

⁹³ ARA 2020.

⁹⁴ PSQG 2008, pp. 7.

the community served.”⁹⁵ Setting out a target audience in an access policy and carrying this through to the community engagement policy will enable the archive to plan effectively for its community engagement activities to create greater audience awareness. It will also ensure that, once the intended audience learns of the archive’s existence, they will be able to confirm with little effort that they are, indeed, welcome to use the archive’s collections for their research and enjoyment. A community engagement plan should also outline “active steps to ensure it can define the constituents of the community, assess under-representation from its community among users, and plan appropriately to improve knowledge of the archive service among under represented groups.”⁹⁶

10.4.3. Enhancing Public Image

As discussed previously, one factor that blocks audience awareness of smaller local collections is the focus of the media and educational authorities on larger, government-funded museums and archives. While no set of actions can guarantee a shift in media or government attention, certain activities to improve the credibility of the organisation may lead to wider media coverage and, in turn, to greater audience awareness. An organisation may pursue greater credibility by solidifying their archival policies and plans, improving their facilities and building up their overall “organisational health” in order to seek archival accreditation⁹⁷. Organisations whose archives are too small or receive too little funding to apply for archival accreditation could improve their credibility in other ways. For example, one could pursue a collaboration as discussed in point 10.4.1, “Inviting Cross-Sector Collaboration” or by engaging with a mainstream, publicly-funded archive.

Partnerships between smaller archives, such as those held by line associations, heritage railways and smaller transport museums, and mainstream archives can be beneficial to both parties. Stevens, Flinn and Shepherd have identified five main types of collaboration between these two types of organisation: Custody, where the mainstream archive helps the smaller archive by “supporting them in securing the long-term future of their collections through a range of increasingly flexible custody arrangements”⁹⁸; Collection, where one archive helps the other to fill “gaps” in its collection; Curation/dissemination, where archive professionals from one institution offer another organisation guidance on exhibitions and engagement; Advice, where “publicly-funded archives... offer community-based organisations is training in archive skills and advice on matters such as

⁹⁵ Ibid. pp. 12.

⁹⁶ Ibid. pp. 30.

⁹⁷ AAS 2018.

⁹⁸ Stevens, Flinn & Shepherd 2010, pp. 64.

preservation, digitisation, documentation, copyright and utilising collections to raise revenue⁹⁹; and Consultancy, where the smaller archive supports the mainstream archive by providing specialist knowledge on their subject of expertise. In some cases, building relationships with mainstream archives will not only enhance a smaller organisation's credibility, but will help them to tackle awareness, access and storage issues:

*One of the most innovative recent solutions to the competing demands of preservation, access and community control comes... from the museums sector. The Beamish Museum, an open-air museum in north-east England, in collaboration with the local museums service (Tyne and Wear), recently developed a system of 'heritage cubes', whereby local organisations are invited to store their material in a special self-storage facility. Beamish offers training in collections care and access to a shared collections study room, whilst staff and the public benefit from the more regular presence on site of the expert knowledge embodied by the depositors.*¹⁰⁰

While smaller heritage railway organisations may view large, publicly-funded institutions as competitors who receive all the visitors, funding and recognition, and while mainstream archivists may view community archivists with no formal training "at best as amateurs and at worst as usurpers" whose involvement in the industry brings with it a risk of "devaluing of their own hard-earned knowledge"¹⁰¹, collaboration between the two groups is often mutually beneficial.

Finally, organisations seeking greater recognition from the media and from educational institutions need not simply sit and wait for these institutions to notice their merit. Activities like sending out press releases, running coordinated social media campaigns and setting up education or apprenticeship schemes (see point 8.4.2.) can all draw attention to an organisation and its collections.

⁹⁹ Ibid. pp. 67.

¹⁰⁰ Ibid. pp. 65.

¹⁰¹ Ibid. pp. 70.

11. Case Study: Encouraging Engagement with the Historical Model Railway Society (HMRS)

The Historical Model Railway Society (HMRS) is a group whose goal is to “record and preserve material on the history of Britain’s railways from the early 1800s up to the present day” and to make that information available to students, researchers and those interested in creating historically accurate models¹⁰². Members of the Society meet in various locations throughout the UK, and the group also runs a purpose-built Museum & Study Centre located within the Midland Railway – Butterley site at Swanwick Junction, Derbyshire.

11.1. Challenges

Like 42% of organisations in the heritage railway industry, the Historical Model Railway Society suffers from a lack of access to funding. The collection has been in construction since the Society was formally founded in June 1950 with contributions from the membership. From its very conception, the HMRS archive has been funded exclusively by the society’s members.

As, seemingly, with all voluntary organisations in this field our membership tends to be on the older age spectrum, however membership numbers are only declining gradually and we have hope for the future. – HMRS Representative

The Society also suffers from geographical isolation, with its archive based at the Midland Railway’s Swanwick Junction site. The nearest public transport link is 1.2 kilometres away, meaning researchers can only access the collection by car or by train (when the Midland Railway is operating). Like many charities, the Society has no choice but to use the land that is made available to them, even though they would prefer to hold their collections in a more accessible location. Further challenges stem from a lack of space for donations in the archive building. Although the HMRS boast a “three storey Study Centre [which] provides access to more than 300,000 original engineering drawings, over 200,000 photographs, a comprehensive railway library and extensive archives housing original railway documentation”¹⁰³, all areas in this repository are now more or less full. The Museum and Study Centre was established in 2005 and was designed to cope with the Society’s existing archives (stored at the time in members’ residences) and future accessions, but in the 15 years since its construction the building has run out of space. The HMRS hope to double the

¹⁰² HMRS 2019.

¹⁰³ Quote from HMRS Representative.

size of the building but do not currently have access to the necessary funding.

11.2. Responding to the Challenges

The Historical Model Railway Society have taken a number of steps to try and reduce the impact of the challenges they face on the success of their programme including, but not limited to, inviting collaboration with other archives and railway organisations; inviting cross-sector collaboration; advocacy actions; investing in new technology; digitisation and making catalogues available online; volunteer programmes and giving archives staff direct involvement in the organisation's decision-making process. While geographical isolation is a problem, the Society are able to run a number of Area Groups in various parts of the UK throughout the year and keep these groups open to the public free of charge, expanding their reach dramatically. The Society website is highly informative and updated regularly, providing another route with which to engage with the public.

Perhaps the most noteworthy outreach action undertaken by the HMRS is their decision to provide grants to postgraduate students and schools interested in studying the history of British railways. The HMRS Education Award Fund came to exist in 1975 when the Society AGM revised its aims and objectives to "...demonstrate in practical terms the Society's work for public education"¹⁰⁴ and is funded by an additional subscription by the HMRS Membership. Awards are usually in the range of £100 to £250 and are available to applicants of all ages, from Primary School groups up to PhD research projects. Work that is funded by the award is often published in the Society Journal or displayed at the HMRS Museum and Study Centre. Students and schools are invited to send applications to the HMRS Education Officer. The Officer assesses the suitability of these applicants and makes recommendations to the trustees, who are responsible for making the final decision.

11.3. Outcomes

The HMRS Education Award Fund has supported the promotion and management of the Historical Model Railway Society's archives by making the Society and its collection more visible. The Society has noted a growth in scholars using its services and citing its collections as a source. They have also been able to appoint an academic liaison officer who works to build greater awareness of the Society's archives and services by cultivating links with academic institutions in the UK and abroad. While the Society lists a lack of funding among its primary challenges, a decision to ring-fence the membership-funded Award means that financing this programme has not had a negative impact on the Society's ability to fund its other activities. This means that the outcomes of the Award Fund

¹⁰⁴ Quote from HMRS Representative.

have been almost exclusively positive, with the Society enjoying an enhanced profile in the educational and academic community and its awardees enjoying funding that has enabled them to complete a range of projects.

Our links with “our” students have meant that the Society has had a number of opportunities to address academic seminars and conferences. These have increased the perception of the Society within the wider world. – HMRS Representative.

The outcomes of the HMRS Education Award Fund – enhanced profile, greater audience awareness and engagement – have been largely as expected. Any problems have been of an administrative nature and resolved with relative ease. One unforeseen, though “very welcome”, outcome was that the Society ended up welcoming Colin Divall, Professor Emeritus of Railway Studies at The University of York, as its President for three years.

The HMRS notes that although the funds they currently have access to through member donations are sufficient for the running of the Education Award Fund, this may not always be the case. The Fund, its aims and execution will need to be reviewed in future years to keep up with the changing environment in schools and universities.

11.4. Discussion

The HMRS Education Award Fund is a significant move for an organisation in the railway heritage industry, as it forges a bridge between the academic community and the railway enthusiast community. Although a certain amount of snobbery appears to exist (both in terms of the public and academic view of rail enthusiasts [as discussed in points 10.1.; 10.4.3.] and the archives sector view of community archivists [as discussed in point 10.4.3.; Stevens, Flynn & Shepherd 2010]) there is evidence to suggest that the delivery of university and pre-university education programmes in partnership with heritage railway organisations like the HMRS can be massively beneficial to both the organisation and the students¹⁰⁵. As the number of industry and academia-led programmes grows to allow for an increased number of large-scale infrastructure projects¹⁰⁶, initiatives like the HMRS Education Award Fund will promote the use of heritage railway collections by the next generation of rail enthusiasts and professionals. “The interest in extracurricular academic activities

¹⁰⁵ APPGHR 2018; Fraszczyk, Dungworth and Marinov 2015.

¹⁰⁶ Fraszczyk, Dungworth and Marinov 2015, pp. 967.

with a rail flavor is growing among students as the industry is multidisciplinary and needs people from various STEM (science, technology, engineering, math) and non-STEM backgrounds (e.g., human resources, business, psychology).¹⁰⁷ Organisations that fail to realise their archives' educational potential may end up getting left behind.

The decision to engage with and invest in an archive's educational potential is something which many rail-related memory institutions can – and absolutely should – learn from the Historical Model Railway Society. Organisations interested in building connections and enhancing their profile within the academic and educational communities could adopt this strategy on a small scale by asking members and donors for a small additional donation each year or running a fundraising campaign to facilitate the programme. Larger organisations in the heritage, archives or educational sectors could work to make this method accessible to more small-scale organisations by providing training or publishing guidance on the provision of funding, educational partnerships and research goals.

¹⁰⁷ Ibid., pp. 968.

12. Conclusion

The goal of this research was to identify the main challenges facing those managing archive collections in heritage railway organisations, line associations and rail-related museums and archives. Based on a quantitative and qualitative analysis of the industry today, it can be concluded that a lack of formal archival policies, limited staff capacity and low audience awareness are among the main problems facing these organisations. It can also be concluded that these issues – and many more – are mere symptoms of a larger issue, whereby the country's smaller heritage organisations are not given access to sufficient funding to compete with mainstream institutions. The results indicate that although there are many changes worth being made by individual organisations, the real changes that are necessary must be carried out by larger agencies – The National Archives, the National Railway Museum, the Heritage Railway Association and the government's Department for Digital, Culture, Media and Sport, among others – in support of these smaller archives.

The survey carried out ahead of this dissertation was completed by 52 organisations, and gave just a taste of the many different business types and structures that make up the heritage railway industry. Among the respondents were charities, unincorporated bodies, companies limited by guarantee, limited companies, trusts, universities, local authorities, non-departmental public bodies, university libraries, not-for-profit companies, unregistered bodies, PLCs, and organisations that existed as combinations of these types. If this much variety was shown in just 52 respondents, one can only imagine the true variety that exists in the heritage railway industry.

All of this is to say that there is no singular type of rail-related memory institution. The industry can be divided widely into three groups – associations, railway lines and museums/archives – as it was for this project, but even these seemingly broad groups failed to fully cover the scope of the heritage railway industry. This system of grouping failed to account for academic institutions, it failed to make room for the businesses that acquire and refurbish heritage locomotives but do not themselves run railway lines, and it failed to consider that many heritage railway organisations fall into more than one of these groups: many heritage railways have their own museums; many museums host their own research groups and associations; many associations fundraise for and share volunteers with railway lines, a link that can be so strong that members may consider themselves to be part of the railway itself.

The challenges facing archive management and outreach in a field as broad as this cannot be tackled by any one list of solutions. There is no one-size fits all solution. However, implementation of

the recommendations made in this paper – along with further research into the causes behind the industry’s most pressing challenges – may go some way towards raising the standard of archive management across the industry, allowing those interested to more easily access the wealth of material held in rail-related memory institutions across the United Kingdom and Ireland.

Bibliography	55
Appendices	60
Appendix A: Original Question Lists Drawn Up for Quantitative Surveys	60
Appendix B: Notes from the Caledonian Railway Association Archives	63
Appendix C: Follow-Up Questionnaires	64
Appendix D: Survey Results in Full	67
Appendix E: Line Associations	111
Appendix F: Museums & Archives	113
Appendix [X]: Distributed Surveys	115

Bibliography

Accredited Archive Service (AAS), *Archive Service Accreditation Standard* (Surrey: AAS, 2018), in The National Archives,
<<https://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-standard-june-2018.pdf>> [accessed 18 July 2020].

Acland, Glenda. 'Archivist – Keeper, Undertaker or Auditor', *Archives and Manuscripts*, 19.9, (1991), 9–15.

All-Party Parliamentary Group on Heritage Rail (APPGHR), *Engaging the Next Generation: Young People and Heritage Railways* (Bromley: APPGHR, 2018), in Heritage Railway Association,
<<https://static1.squarespace.com/static/59f1c5ec51a58457c01eaed0/t/5b5078ad8a922dd648dc87b3/1532000435684/APPGHR+report+on+Young+People+and+Heritage+Railways+19-07-18.pdf>> [accessed 23 July 2020].

Archives & Records Association (ARA), *Other Useful Publications* (2020)
<<https://www.archives.org.uk/publications/journal-of-the-ara-sp-1111397493.html>> [accessed 1 August 2020].

Australian Society of Archivists (ASA), *Keeping Archives*, ed. by Judith Ellis, 2nd edn (Port Melbourne: D.W. Thorpe, 1993).

Aviation and Aerospace Archives Initiative (AAAI), *The Aviation and Aerospace Archives Initiative* (Wed, 22 Jul 2020 10:00:20 GMT) <<https://www.aviationarchives.uk>> [accessed 29 July 2020].

Bearman, David. 'Documenting Documentation', *Archivaria*, 34, (1992), 33-49.

Becker, Christoph, Gonçalo Antunes, José Barateiro and Ricardo Vieira, 'A Capability Model for Digital Preservation: Analysing Concerns, Drivers, Constraints, Capabilities and Maturities', in *International Conference on Preservation of Digital Objects (iPRES 2011)*(Singapore: iPRES, 2011).

Blouin Jr, Francis X. 'The Relevance of Archival Theory and Practice for Library Education: An Argument for a Broader Vision', *Journal of Library Administration*, 7.2-3 (1986).

Byford, Stuart, Nigel Thornley and Roger Mellor, *The Lancashire and Yorkshire Railway Society: Knowledge* (2020) <<https://www.lyrs.org.uk/knowledge>> [accessed 20 August 2020].

Caledonian Railway Association (CRA), *Caledonian Railway Association* (2020)
<<https://www.crassoc.org.uk/web/>> [accessed 5 August 2020].

Caledonian Railway Association (CRA), *Staff Records* (2020)
<<https://www.crassoc.org.uk/web/node/107>> [accessed 5 August 2020].

Cardarelli, Sergio and Isabella Cerioni, 'The Staff of the Archives: Training, Skills, Continuity', *Bank of*

- Italy: Historical Archives Working Papers* (2003) No. 9, in
<<https://www.bancaditalia.it/chi-siamo/asbi/bibliografia-pubblicazioni-archivio-storico/2003-9.pdf>>
[accessed 20 July 2020].
- Caswell, Michelle, Alda Allina Migoni, Noah Geraci & Marika Cifor, 'To Be Able to Imagine Otherwise': community archives and the importance of representation', *Archives and Records: The Journal of the Archives and Records Association*, 38.1, (2016), 5–26.
- Cate, Ann ten. 'Outreach in a Small Archives: A Case Study', *Archivaria*, 28, (1989), 28-35.
- Cocciolo, Anthony. 'Challenges to Born-Digital institutional Archiving: The Case of a New York Art Museum', *Records Management Journal*, 24.3, (2014), (p. 246).
- Digital Preservation Coalition, *Digital Preservation Handbook*, 2 edn. (Glasgow: DPC, 2015), in ,
<<http://handbook.dpconline.org/>> [accessed 21 April 2020].
- Edwards, Cliff. *Railway Records: A Guide to Sources* (Surrey: Public Record Office, 2001).
- Ericson, Timothy L. 'Preoccupied with Our Own Gardens: Outreach and Archivists', *Archivaria*, 31, (1990-91), 114–22.
- Ffestiniog & Welsh Highland Railways Insider, *F&WHR Archive iBase Photographs* (2020)
<<https://www.facebook.com/media/set/?vanity=festrailinsider&set=a.2574453459539274>> [accessed 17 August 2020].
- Ffestiniog Railway Company, *FFESTINIOG & WELSH HIGHLAND RAILWAYS* (2020)
<<https://www.festrail.co.uk>> [accessed 15 August 2020].
- Ffestiniog Railway Society, *Ffestiniog Railway Society* (2020) <<http://www.ffestiniograilway.org.uk>>
[accessed 15 August 2020].
- Foot, Mirjam M. *Building a Preservation Policy*, ed. by Caroline Peach, 2nd edn. (London: Preservation Advisory Centre, 2013), in *British Library Preservation Guides*, <<https://www.bl.uk/conservation/guides>>
[accessed 20 August 2020].
- Fowkes, E.H. 'Sources of History in Railway Records of British Transport Historical Records', *Journal of the Society of Archivists*, 3.9, (1969), 476-488.
- Fraszczyk, Anna, Joseph Dungworth and Marin Marinov, 'Analysis of Benefits to Young Rail Enthusiasts of Participating in Extracurricular Academic Activities', *Social Sciences*, 4, (2015), 967-986
<[doi:10.3390/socsci4040967](https://doi.org/10.3390/socsci4040967)> [accessed 13 August 2020].
- Henry, Linda J. 'Collecting Policies of Special-Subject Repositories', *The American Archivist*, 43.1, (1980), 57–63.
- Heritage Railway Association (HRA), *Heritage Rail – UK & Ireland Map* (2017)

<<https://www.easymapmaker.com/map/HRA-members>> [accessed 5 June 2020].

Hillier, Bill. (Heritage Railway Association), 'Annual Statistical Survey 2016', *Annual Report 2017* (2017) <<https://static1.squarespace.com/static/59f1c5ec51a58457c01eaed0/t/5b1696c5aa4a99890c5b3467/1528207046287/HRA-AnnualReport2017-2016AnnStatSurvey-2p.pdf>> [accessed 5 June 2020].

Historical Model Railway Society (HMRS), *Leaflet* (2019) <<https://hmrs.org.uk/about/leaflet>> [accessed 9 August 2020].

Hughes, Samantha. 'The City Engineer's Plans Project', *Archives and Manuscripts*, 20.2, (1992), 237-46.

Hurley, Grant. 'Community Archives, Community Clouds: Enabling Digital Preservation for Small Archives. ', *Archivaria*, 81, (2016), 129-150.

iBase Digital Asset Management, *iBase Professional Digital Asset Management* (2020) <<https://www.ibase.com>> [accessed 17 August 2020].

Image Access GmbH, *Bookeye® 4 V2 Overhead Book Scanner* (2020) <<https://www.imageaccess.de/?page=ScannersBE4-SGS-V2&lang=en>> [accessed 17 August 2020].

McNulty, Paddy and Mairead O'Rourke, *A Guide to Collaboration for Archives and Higher Education*, 2018 edn. (Surrey: TNA, 2018), in The National Archives (TNA), <<https://www.nationalarchives.gov.uk/documents/archives/2018-edition-archive-and-he-guidance-all-sections-combined-ci-final.pdf>> [accessed 30 July 2020].

Millar, Laura A. *Archives: Principles and Practices*, ed. by Geoffrey Yeo (London: Facet Publishing, 2010).

National Council on Archives: Public Services Quality Group (PSQG), *Standard for Access to Archives*, ed. by David Mander, 3rd edn (Surrey: PSQG, 2008).

Nesmith, Tom. 'What's History Got to Do With It?: Reconsidering the Place of Historical Knowledge in Archival Work', *Archivaria*, 57, (2004), 1-27.

Netshakhuma, Nkholezeni Sidney. 'Assessment of the appraisal of records: Case of the University of Witwatersrand and the University of Venda', *Aslib Journal of Information Management*, ahead-of-print (2020) <<https://doi.org/10.1108/AJIM-02-2020-0043>> [accessed 19 August 2020].

Nichols, Sharon and Elizabeth Oxborrow-Cowan, *An Evaluation of "Archives for the 21st Century": A report prepared for The National Archives by DJS Research* (Cheshire: DJS Research, 2015).

Office of Road and Rail (ORR), *Minor and heritage railways* (2020) <<https://orr.gov.uk/about-orr/who-we-work-with/railway-networks/minor-and-heritage-railways>> [accessed 5 June 2020].

Organ, Michael. 'Ephemera in Archives: What to do?', *Archives and Manuscripts*, 15.2, (1987), 105-18.

Oweghoro, B.M., 'Health records retention and disposal in Nigerian hospitals: survey of policies, practices, and procedures', *African Journal Libraries, Archives and Information Science*, 25.1, (2015), 69–76.

Rinehart, Amanda Kay, Patrice-Andre Prud'homme, and Andrew Reid Huot, 'Overwhelmed to Action: Digital Preservation challenges at the Under-resourced institution', *OCLC Systems & Services*, 30.1, (2014), (p. 37).

Rogers, Mike. 'The Aviation and Aerospace Archive Initiative: towards a land transport archive initiative?', *The Society of Automotive Historians In Britain (SAHB) (2020) Spring Seminar* <<https://www.thesahb.com/the-aerospace-archive-initiative-a-presentation-from-mike-rogers/>> [accessed 29 July 2020].

Scottish Transport and Industrial Collections Knowledge subject-specialist network (STICK), *Scottish Transport & Industrial Collections Knowledge Network* (2020) <<https://stickssn.org>> [accessed 29 July 2020].

Stevens, Mary, Andrew Flinn & Elizabeth Shepherd, 'New frameworks for community engagement in the archive sector: from handing over to handing on', *International Journal of Heritage Studies*, 16.1-2, (2010), 59-76.

The National Archives (TNA), *Archive Principles and Practice: an introduction to archives for non-archivists* (Surrey: TNA, 2016) <<https://www.nationalarchives.gov.uk/documents/archives/archive-principles-and-practice-an-introduction-to-archives-for-non-archivists.pdf>> [accessed 20 August 2020].

The National Archives (TNA), *Archive Service Accreditation: Eligibility Criteria May 2013* (Surrey: TNA, 2013), in TNA, <<https://www.nationalarchives.gov.uk/documents/archives/archive-service-eligibility-criteria-june-2013-weBSITE.pdf>> [accessed 19 July 2020].

The National Archives (TNA), *Digital Preservation Policies: Guidance for archives*(Surrey: TNA, 2011), p. 8 in TNA, <<https://www.nationalarchives.gov.uk/documents/information-management/digital-preservation-policies-guidance-draft-v4.2.pdf>> [accessed 20 April 2020].

The National Archives (TNA) and Pye Tait Consulting, *Archives Sector Workforce Development Strategy* (Harrogate: Pye Tait Consulting, 2018), in TNA, <<https://www.nationalarchives.gov.uk/documents/archive-sector-workforce-strategy.pdf>> [accessed 20 August 2020].

The Welsh Highland Railway Society, *Cymdeithas Rheilffordd Eryri*(2020) <<https://www.whrsoc.org.uk>> [accessed 15 August 2020].

Thomson, Katrina and Janice Tullock, *Archive Service Accreditation Standard*, 2014 edn (Surrey: The National Archives, 2014).

Walker, Peter. *The GERS Collection* (2020)

<<https://www.gersociety.org.uk/index.php/information/the-gers-collection>> [accessed 20 August 2020].

Yorke, Lois K. 'Nine hundred Points of Light: The Canadian Community of Archives', *Canadian Issues/Thèmes Canadiens, special ed.* (2014), (p.48).

Appendices

Appendix A: Original Question Lists Drawn Up for Quantitative Surveys

Heritage Railways Questionnaire

1. Name of Railway
2. Railway type (standard gauge/narrow gauge/miniature gauge/other)
3. Number of visitors in 2019 (state whether exact or estimated)
4. Structure (PLC, Charity, unincorporated body)
5. Number of staff employed (actual numbers and full time equivalent posts)
6. Number of regular volunteers
7. Key funding source(s) – Grants, donations, self-sustaining, etc

Archival Practices

8. Does your organisation have archival holdings of any form?
9. Does your organisation have formal policies regarding archival acquisitions, arrangement and deaccessioning? Please attach.
10. What is the nature and extent of the association's archival holdings?
11. How is the majority of your archival material acquired? (donation/transfer/purchase)
12. Where is the collection held?
13. Do your archival holdings include duplicates/photocopies from other archival institutions/published material/material not strictly related to your association's focus?
14. Does your organisation have a designated archivist (paid or unpaid)? Do they have formal training or a background in archiving?
15. Is the collection regularly accessed by railway staff, volunteers and/or stakeholders?
16. Is the collection regularly accessed by members of the public?
17. What are the main challenges you face in managing and promoting your archives?
18. What steps are you taking to deal with these challenges?
19. Do you run any form of educational outreach programme with local schools or other institutions? If so, are your archival holdings used in this programme? How?
20. Do you have any examples of policy, legislation or regulation that is hindering the growth of your organisation?
21. What changes in policy, legislation or regulation would you like to see that would help to stimulate further growth and development of your organisation? Vaguer
22. Other comments.

Can I contact you?

Railway Associations Questionnaire

1. Name of Railway Association
2. Main association activities (collecting, archives, education, fundraising, social, etc)
3. Number of association meetings in 2019
4. Structure (PLC, Charity, unincorporated body)
5. Number of staff employed (actual numbers and full time equivalent posts)
6. Number of regular volunteers
7. Key funding source(s) – Grants, donations, self-sustaining, etc

Archival Practices

8. Does your organisation have archival holdings of any form?
9. Does your organisation have formal policies regarding archival acquisitions, arrangement and deaccessioning? Please attach.
10. What is the nature and extent of the association's archival holdings?
11. How is the majority of your archival material acquired? (donation/transfer/purchase)
12. Where is the collection held?
13. Do your archival holdings include duplicates/photocopies from other archival institutions/published material/material not strictly related to your association's focus?
14. Does your organisation have a designated archivist (paid or unpaid)? Do they have formal training or a background in archiving?
15. Is the collection regularly accessed by association members?
16. Is the collection regularly accessed by non-members?
17. What are the main challenges you face in managing and promoting your association archives?
18. What steps are you taking to deal with these challenges?
19. Do you run any form of educational outreach programme with local schools or other institutions? If so, are your archival holdings used in this programme? How?
20. Do you have any examples of policy, legislation or regulation that is hindering the growth of your organisation?
21. What changes in policy, legislation or regulation would you like to see that would help to stimulate further growth and development of your organisation?

Other comments.

Railway Museums Questionnaire

1. Name of Railway Museum
2. Museum focus (specific railway(s), all railways, general transport/science)
3. Number of visitors in 2019 (state whether exact or estimated)
4. Structure (PLC, Charity, unincorporated body)
5. Number of staff employed (actual numbers and full time equivalent posts)
6. Number of regular volunteers
7. Key funding source(s) – Grants, donations, self-sustaining, etc

Archival Practices

8. Does your organisation have archival holdings of any form?
9. Does your organisation have formal policies regarding archival acquisitions, arrangement and deaccessioning? Please attach.
10. What is the nature and extent of the association's archival holdings?
11. How is the majority of your archival material acquired? (donation/transfer/purchase)
12. Where is the collection held?
13. Do your archival holdings include duplicates/photocopies from other archival institutions/published material/material not strictly related to your association's focus?
14. Does your organisation have a designated archivist (paid or unpaid)? Do they have formal training or a background in archiving?
15. Is the collection regularly accessed by museum staff and volunteers?
16. Is the collection regularly accessed by members of the public?
17. What are the main challenges you face in managing and promoting your archives?
18. What steps are you taking to deal with these challenges?
19. Do you run any form of educational outreach programme with local schools or other institutions? If so, are your archival holdings used in this programme? How?
20. Do you have any examples of policy, legislation or regulation that is hindering the growth of your organisation?
21. What changes in policy, legislation or regulation would you like to see that would help to stimulate further growth and development of your organisation?
22. Other comments.

Appendix B: Notes from the Caledonian Railway Association Archives

An example of notes made on the Caledonian Railway Association's Catalogue during a brief placement with the collection. This placement was cut short by the COVID-19 lockdown. Value "y" indicates the information provided in the catalogue is accurate.

Archive Record	Description	Date(s)	Note	Additional note
CRA2/3/1/1	y	y		
CRA2/3/1/2	y	y		
CRA2/3/1/3	y	y		
CRA2/3/1/4			Item missing	
CRA2/3/1/5	y	y		
CRA2/3/1/6	y	y		
CRA2/3/1/7	y	y		
CRA2/3/1/8	NB	y	Double of item	
CRA2/3/1/9			Item missing	
CRA2/3/1/10			Item missing	
CRA2/3/1/11	y	y		
CRA2/3/1/12	NB	y	3 copies of item	
CRA2/3/1/13			Item missing	
CRA2/3/1/14	y	y		
CRA2/3/1/15	y	y		
CRA2/3/1/16	y	y		
CRA2/3/1/17	y	y		
CRA2/3/1/18	y	y		
CRA2/3/1/19	y	y		
CRA2/3/1/20	y	y		
CRA2/3/1/21	y	y		
CRA2/3/1/22	NB	y	Items renumbered	There were two /21s and no /22s. I've relabelled /21: Folio of internal... as /22.
CRA2/3/1/23	y	y		
CRA2/3/1/24	y	y		
CRA2/3/1/25	y	y		
CRA2/3/1/26	NB	y	Items renumbered	There were two /24s. I have relabelled /24: Directors Report Dundee... as /26.
CRA2/3/2/1	NB: 2 items	y	Item added	

CRA2/3/2/2	y	y		
------------	---	---	--	--

Appendix C: Follow-Up Questionnaires

Questions for FR

1. Please elaborate on the challenges you face in managing and promoting your archives:
 - a. Funding;
 - b. Lack of space.
2. Does your organisation face any other challenges not mentioned in the survey?
3. What type of materials does the FR archive hold?
4. What did the collection look like when the archival programme was initiated?
5. How often is the collection checked and maintained?
6. How does the current archives management system at FR operate?
7. How many staff/volunteers are responsible for the collection?
8. What digitisation/online access work has been carried out?
9. How long has the team been working towards finding more appropriate accommodation?
What would this look like? Is this likely to happen?
10. The survey response states that the archive is accessed regularly by employees/volunteers/members of the organisation.
 - a. How often is it accessed?
 - b. What purpose does it serve?
11. Are these outcomes as expected? Have there been any unexpected outcomes?
12. What has gone well? Have you encountered any problems? How have these been dealt with?
13. How will this work be developed in the future? Are there any plans for growth or change?
14. Any comments?

Questions for HMRS

1. Please elaborate on the challenges you face in managing and promoting your archives:
 - a. Funding;
 - b. Geographical isolation;
 - c. Lack of space for donations.
2. Does your organisation face any other challenges not mentioned in the survey?
3. How did the HMRS Education Award Fund come to exist?
4. How is the award funded? In an organisation that lists “funding” among the challenges it faces, do the advantages of the programme outweigh the costs?
5. How are decisions made regarding who receives the fund and how much can be allotted at any one time?
6. How does this programme help with the management and promotion of your archives?
7. What have been the outcomes of the HMRS Education Award Fund for your organisation and for the awardees?
8. Were the outcomes as expected? Were there any unexpected outcomes?
9. What has gone well? Have you encountered any problems? How were these dealt with?
10. How will this work be developed in the future? Are there any plans for growth or change?

Any comments?

Questions for CRASSOC

1. Please elaborate on the challenges you face in managing and promoting your archives:
 - a. Low awareness amongst audiences;
 - b. Geographical isolation;
 - c. Lack of capacity - staff;
 - d. Cataloguing backlogs
 - e. Principal difficulty is resources to appraise and reference the extensive photo collection(s).
2. Does your organisation face any other challenges not mentioned in the survey?
3. How did CRASSOC archives come to be stored at University of Glasgow Archive Services?
4. How long (exact or approx.) have they been stored there?
5. How often is the collection checked and maintained?
6. How has storing the collection in the UofG archives been helpful to management and promotion?
7. Are these outcomes as expected? Are there any unexpected outcomes?
8. What has gone well? Have you encountered any problems? How have these been dealt with?
9. How will this work be developed in the future? Are there any plans for growth or change?
10. Any comments?

Appendix D: Survey Results in Full

Survey of Railway Heritage Organisations

Survey Results, July 2020

1. Overall Results	16
1.1. Participants	16
1.2. Numbers	16
1.2.1. Users	16
1.2.2. Employment	17
1.2.2.1. Volunteers	17
1.2.3. Archives	17
1.3. Charts	17
1.3.1. Policies	17
1.3.1.1. Acquisitions	18
1.3.1.2. Storage	18
1.3.1.3. Personnel	19
1.3.2. Access and Outreach	20
1.3.2.1. Challenges	21
2. Line Associations	23
2.1. Participants	23
2.2. Numbers	23
2.2.1. Enquiries	23
2.2.2. Employment	23
2.2.2.1. Volunteers	23
2.2.3. Archives	23
2.3. Charts	24
2.3.1. Activities	24
2.3.2. Organisation Structure	25
2.3.2.1. Funding	25
2.3.3. Policies	26
2.3.3.1. Acquisitions	26
2.3.3.2. Storage	27
2.3.3.3. Personnel	29
2.3.4. Access and Outreach	30
2.3.4.1. Challenges	31
2.4. Comments	33

2.4.1. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?	33
2.4.2. Are there any further comments you'd like to make concerning the subjects explored in this survey?	33
3. Museums and Archives	35
3.1. Participants	35
3.2. Numbers	35
3.2.1. Enquiries	35
3.2.2. Employment	35
3.2.2.1. Volunteers	36
3.2.3. Archives	36
3.3. Charts	36
3.3.1. Organisation Structure	36
3.3.1.1. Funding	37
3.3.2. Policies	38
3.3.2.1. Storage	39
3.3.2.2. Personnel	41
3.3.3. Access and Outreach	42
3.3.3.1. Challenges	43
3.4. Comments	45
3.4.1. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?	45
3.4.2. Are there any further comments you'd like to make concerning the subjects explored in this survey?	45
4. Heritage Railways	47
4.1. Participants	47
4.2. Numbers	47
4.2.1. Visitors	47
4.2.2. Employment	47
4.2.2.1. Volunteers	47
4.2.3. Archives	47
4.3. Charts	48
4.3.1. Organisation Structure	48
4.3.1.1. Funding	49
4.3.2. Archives	50
4.3.2.1. Policies	50
4.3.2.2. Acquisitions	50
4.3.2.3. Storage	51
4.3.2.4. Personnel	52

	69
4.3.3. Access and Outreach	53
4.3.3.1. Challenges	54
4.4. Comments	55
4.4.1. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?	55
4.4.2. Are there any further comments you'd like to make concerning the subjects explored in this survey?	56
Appendix [X]: Distributed Surveys	62

1. Overall Results

1.1. Participants

Alderney Railway	Middleton Railway
Amerton Railway	Middleton Railway Museum
Appleby Frodingham Railway	Modern Records Centre, Warw.
Avon Valley Railway	Moseley Railway Trust
Barrow Hill Engine Shed Society	Narrow Gauge Railway Society
Branch Line Society	National Railway Museum (SMG)
Brunel University Special Collections	North Staffordshire Railway Study Group
Caledonian Railway Association	Peak Railway Association
Common Room of the Great North	Penrhyn Quarry Railway Society
Dartmoor Railway Supporters' Association	Railfuture
Durham County Record Office	Railway Mission
Epping Ongar Railway	Science and Industry Museum
Ffestiniog Railway Company	Sittingbourne and Kemsley Light Railway
Friends Of Wemyss Bay Station	Somerset & Dorset Railway Heritage Trust
Garw Valley Railway	Southend Pier Museum
Great Eastern Railway Society	Stainmore Railway Company
Industrial Locomotive Society	Swadhinata Trust
Industrial Railway Society	Swanley new barn railway
Invergarry & Fort Augustus Railway Mus.	The Foxfield Light Railway Society Ltd..
Ipswich Transport Museum	The Great Western Trust (Charity 289008)
Isle of Wight Steam Railway	The Historical Model Railway Society
Keighley & Worth Valley Railway	The Kithead Transport Archive
Lancashire and Yorkshire Railway Society	The Railway Correspondence & Travel Soc
Lancashire mining museum	The Rothschild Archive
Lancaster University Library	Vintage Carriages Trust
Lartigue Monorail Listowel County Kerry	Welsh Railways Research Circle
Lynton & Barnstaple Railway	

1.2. Numbers

1.2.1. Users

1,437,309 visits and enquiries were reported across 52 organisations.

1.2.2. Employment

431 paid employees were reported across 52 organisations.

1.2.2.1. Volunteers

3,301 volunteers were reported across 52 organisations.

1.2.3. Archives

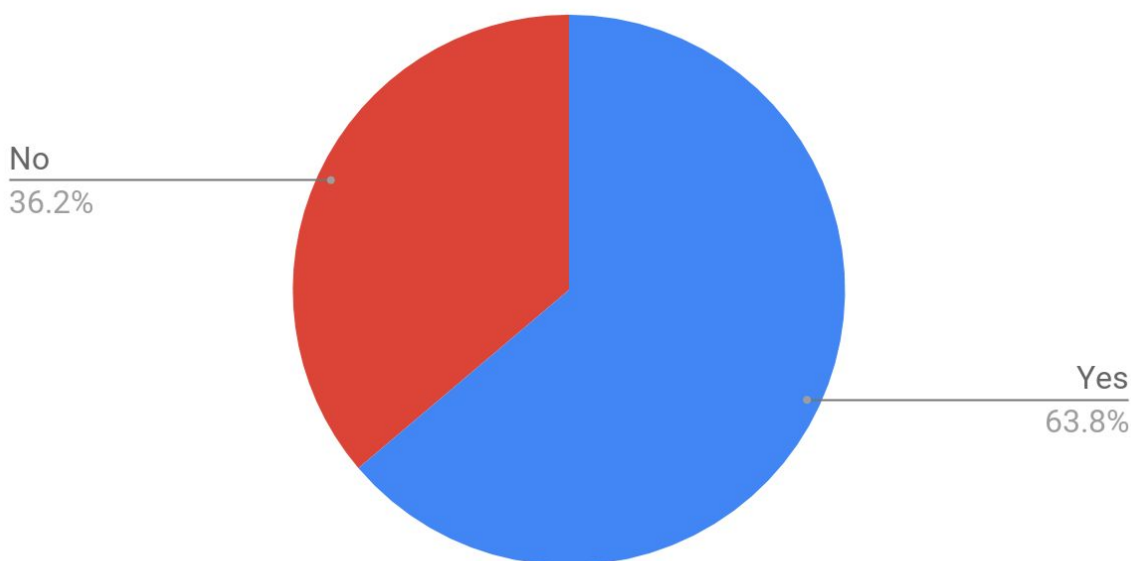
Of the 52 organisations surveyed...

- **22** had **large archives** (More than 8,000 items / > 400 boxes / > 100 linear metres).
- **2** had **standard archives** (4,000 - 7,999 items / < 400 boxes / < 100 linear metres).
- **9** had **growing archives** (2,000 - 3,999 items / < 200 boxes / < 50 linear metres).
- **19** had **small archives** (80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres).
- **8** had **micro-archives** (Up to 79 items / 4 boxes / 1 linear metre).

1.3. Charts

1.3.1. Policies

Does your organisation have formal policies regarding its archive collections?

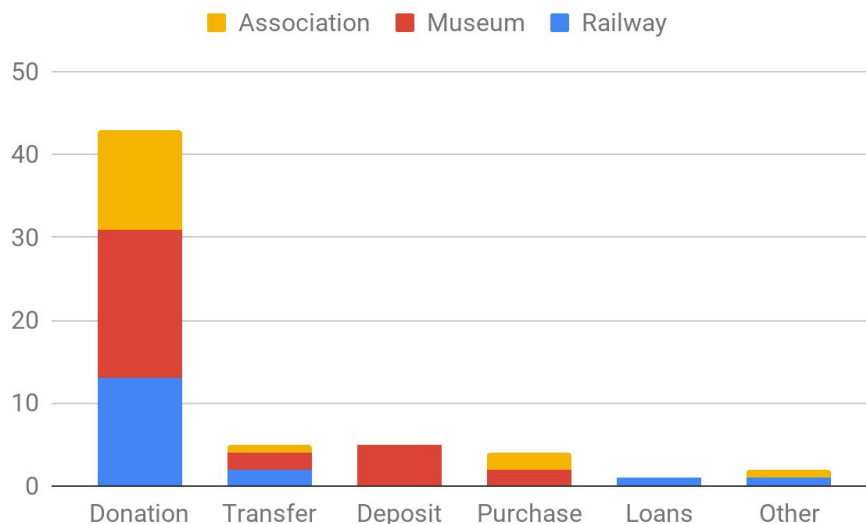


36.2% of respondents reported having no formal policies regarding archive collections. 63.8% had formal policies.

1.3.1.1. Acquisitions

When asked “How is the majority of your archival material acquired?”, responses were as follows (where % refers to the percentage of organisations listing that item among their main acquisition methods):

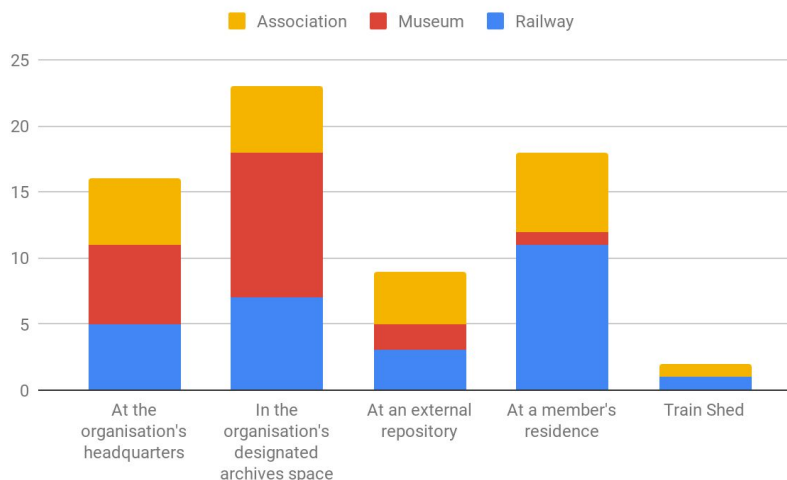
Donation	83%
Transfer	10%
Deposit	10%
Purchase	8%
Other	4%
Loans	2%

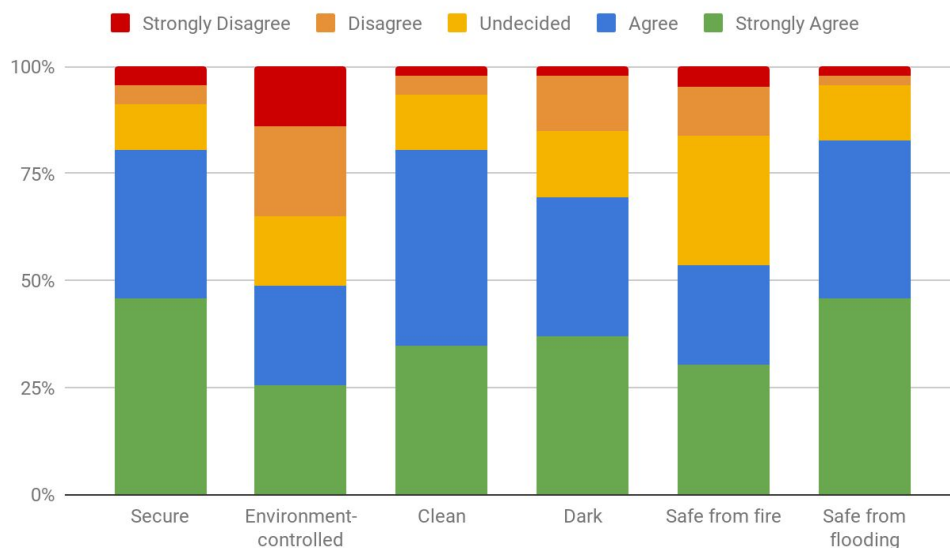


1.3.1.2. Storage

When asked “Where are your archival collections held?”, responses were as follows:

In the organisation’s designated archives space	44%
At a member’s residence	35%
At the organisation’s headquarters	31%
At an external repository	17%
Train shed	4%



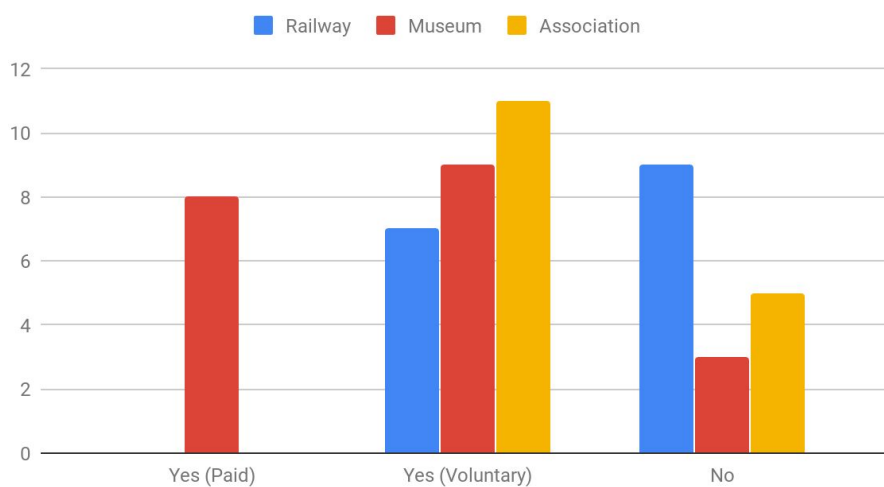


When asked about the conditions in which collections were stored...

- **83%** agreed or strongly agreed that their archives space was **safe from flooding**.
- **81%** agreed or strongly agreed that their archives space was **clean**.
- **81%** agreed or strongly agreed that their archives space was **secure**.
- **70%** agreed or strongly agreed that their archives space was **dark**.
- **54%** agreed or strongly agreed that their archives space was **safe from fire**.
- **49%** agreed that their archives space was **environment-controlled**.

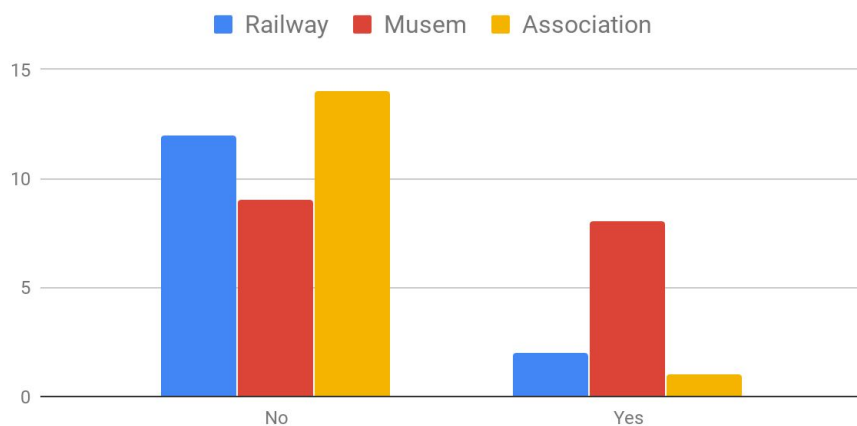
1.3.1.3. Personnel

Does your organisation have a designated archivist?



15% of respondents reported having a paid archivist and 52% of respondents reported a voluntary archivist; 33% had no archivist.

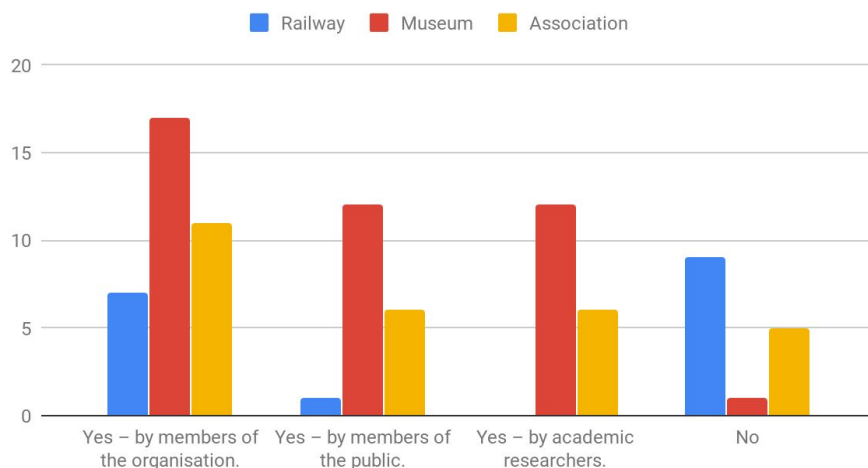
If yes, do they have formal training or a background in archiving?



Of the organisations that reported having an archivist, 76% of those archivists had no formal training or background in archiving.

1.3.2. Access and Outreach

Is the archival collection accessed regularly?



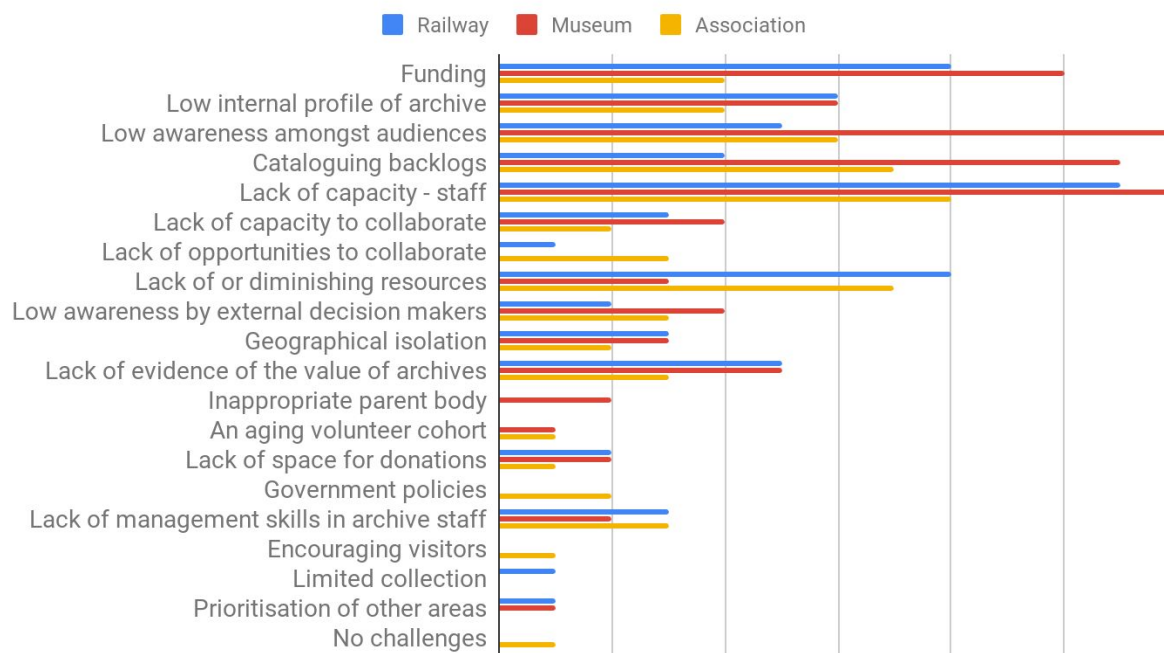
When asked “Are your collections accessed regularly?”, **17%** of collections were not accessed regularly while **83%** of collections were accessed regularly.

Of the organisations whose collections were accessed...

- **40%** reported having their archives accessed regularly by employees, volunteers and members of that organisation.
- **22%** reported having their archives accessed regularly by members of the public.
- **21%** reported having their archives accessed regularly by academic researchers.

1.3.2.1. Challenges

What are the main challenges you face in managing and promoting your archives?



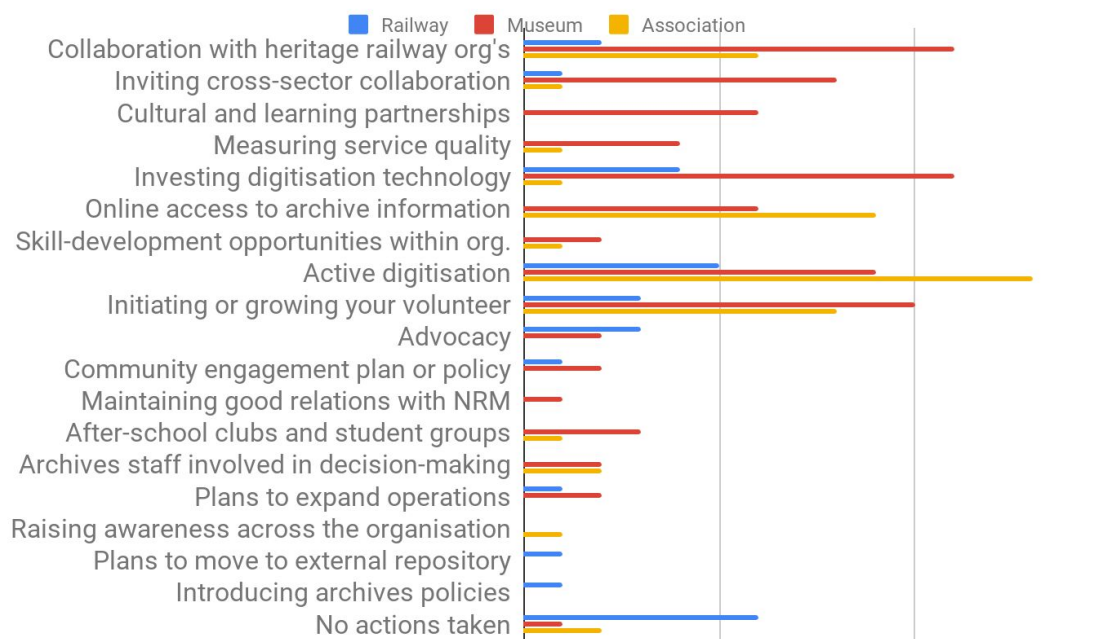
When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

Lack of capacity – staff	60%	Inappropriate parent body	4%
Low audience awareness	44%	Aging volunteer cohort	4%
Cataloguing backlogs	42%	Government policies	4%
Funding	42%	Limited collection	2%
Lack of or diminishing resources	35%	Encouraging visitors	2%
Low internal profile of archive	31%	No challenges	2%
Lack of evidence archival value	25%		
Lack of capacity to collaborate	17%		
Low awareness ¹	17%		
Geographical isolation	15%		
Lack of management skills ²	15%		
Lack of space for donations	10%		
Lack of opportunities to collaborate	8%		
Prioritisation of other areas	4%		

¹ By external bodies and decision makers

² Within archives management staff

What steps are you taking to deal with these challenges?



When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

Active digitisation	52%
Initiating or growing a volunteer programme	40%
Collaboration with other heritage railway organisations	37%
Investing in digitisation technology	31%
Providing comprehensive online access to archive information	29%
Inviting cross-sector collaboration	19%
No actions taken	17%
Building active participation in cultural and learning partnerships	12%
Advocacy actions like contacting the local government or other funding bodies	10%
Measuring service quality to improve service within your organisation	10%
Working with after-school clubs and student groups on curriculum-based projects	8%
Giving archives staff direct involvement in the organisation's decision-making process	8%
Plans to expand operations	6%
Introducing a community engagement plan or policy	6%
Supporting the development of leadership and professional skills within organisation	6%
Plans to move to an external repository	2%
Introducing archives policies	2%
Working and maintaining a relationship with the National Railway Museum	2%
Raising awareness across the organisation	2%

2. Line Associations

2.1. Participants

Branch Line Society
Caledonian Railway Association
Friends Of Wemyss Bay Station
Great Eastern Railway Society
Industrial Locomotive Society
Lancashire and Yorkshire Railway Society
Moseley Railway Trust
Narrow Gauge Railway Society
North Staffordshire Railway Study Group
Peak Railway Association
Penrhyn Quarry Railway Society
Railfuture
Swadhinata Trust
The Railway Correspondence And Travel Society
Vintage Carriages Trust (Accredited: Museum of Rail Travel)
Welsh Railways Research Circle

All respondents reported having archival holdings that contain historical records.

2.2. Numbers

2.2.1. Enquiries

10,638 enquiries were reported across 14 organisations, with two respondents declining to answer.

2.2.2. Employment

4 paid employees were reported across 16 organisations.

2.2.2.1. Volunteers

877 volunteers were reported across 15 organisations, with one respondent declining to answer.

2.2.3. Archives

Of the 16 organisations surveyed...

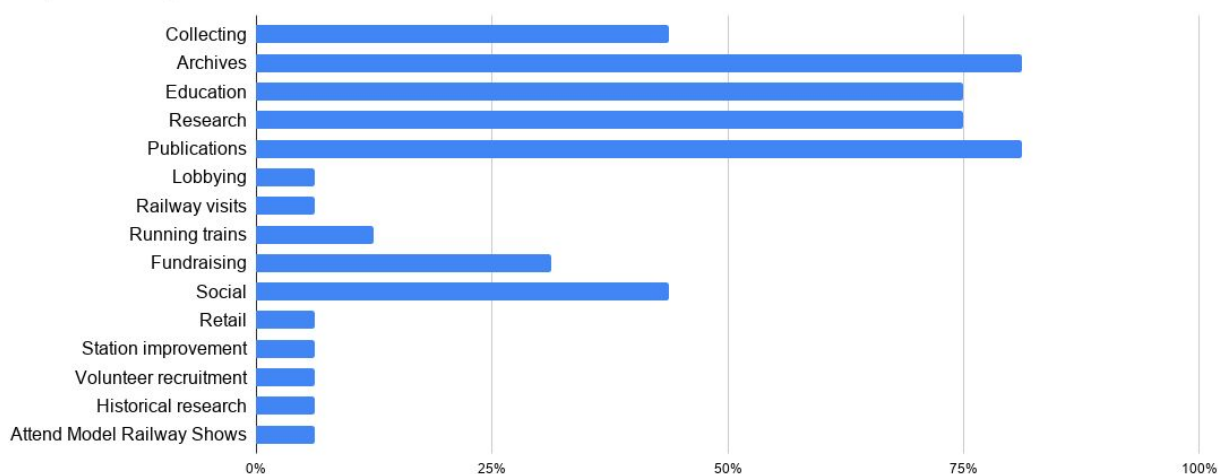
- **4** had **large archives** (More than 8,000 items / More than 400 boxes / More than 100 linear metres).
- **5** had **growing archives** (2,000 - 3,999 items / Up to 200 boxes / Up to 50 linear metres).
- **5** had **small archives** (80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres).
- **2** had **micro-archives** (Up to 79 items / 4 boxes / 1 linear metre).

2.3. Charts

2.3.1. Activities

What are the key activities carried out by your organisation?

Multiple answers accepted.



When asked “What are the key activities carried out by your organisation?”, responses were as follows (where % refers to the percentage of organisations listing that item among their key activities):

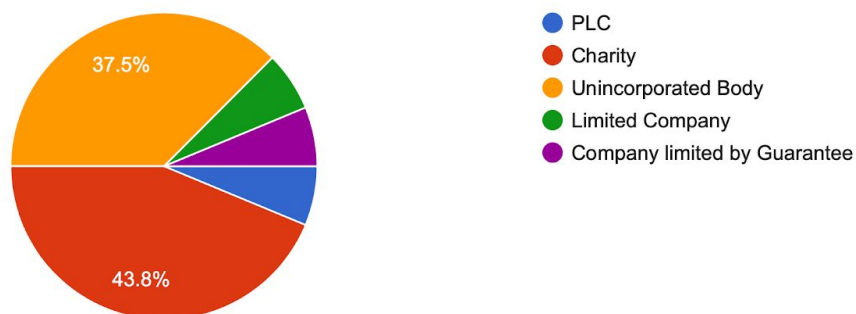
Archives	81%	Historical research ³	6%
Publications	81%	Lobbying	6%
Education	75%	Railway visits	6%
Research	75%	Retail	6%
Collecting	44%	Station improvement	6%
Social	44%	Volunteer recruitment	6%
Fundraising	31%		
Running trains	13%		
Attend model railway shows	6%		

³ Historical research carried out for other organisations, e.g. providing historical context for railway buildings.

2.3.2. Organisation Structure

Q4. How is your organisation structured?

16 responses



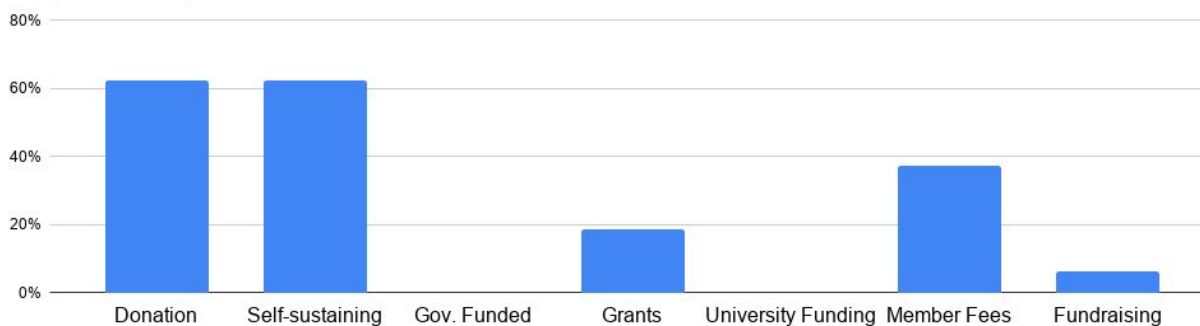
When asked “How is your organisation structured?”, responses were as follows:

Charity	43.8%	Limited company	6.3%
Unincorporated body	37.5%	PLC	6.3%
Company limited by guarantee	6.3%		

2.3.2.1. Funding

How is your organisation funded?

Multiple answers accepted.



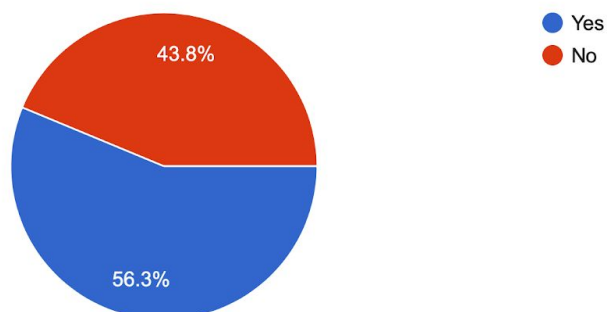
When asked “How is your organisation funded?”, responses were as follows (with organisations allowed to select multiple funding sources):

Donation	63%	Fundraising	6%
Self-sustaining	63%	Government funded	0%
Member fees	38%	University funded	0%
Grants	19%		

2.3.3. Policies

Q2. Does your organisation have formal policies regarding its archive collections?

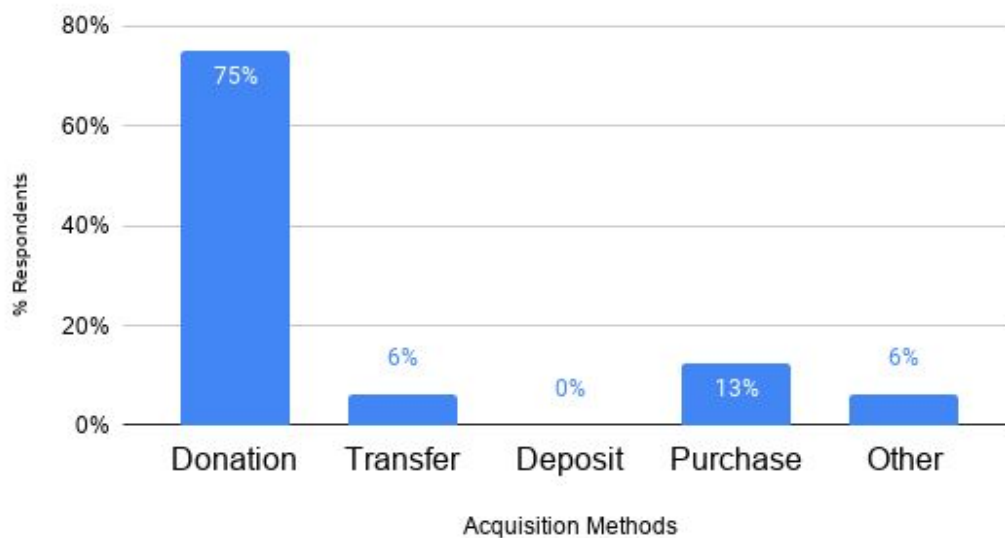
16 responses



56% of respondents reported having formal policies regarding their archival collections. 44% had no formal policies.

2.3.3.1. Acquisitions

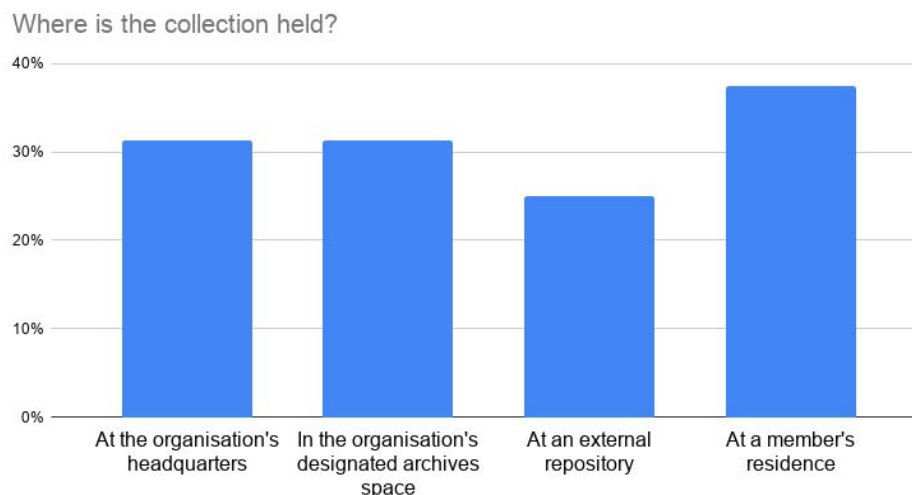
How is the majority of your archival material acquired?



When asked "How is the majority of your archival material acquired?", responses were as follows (where % refers to the percentage of organisations listing that item among their main acquisition methods):

Donation	75%	Transfer	6%	Other	6%
Purchase	13%	Deposit	0%		

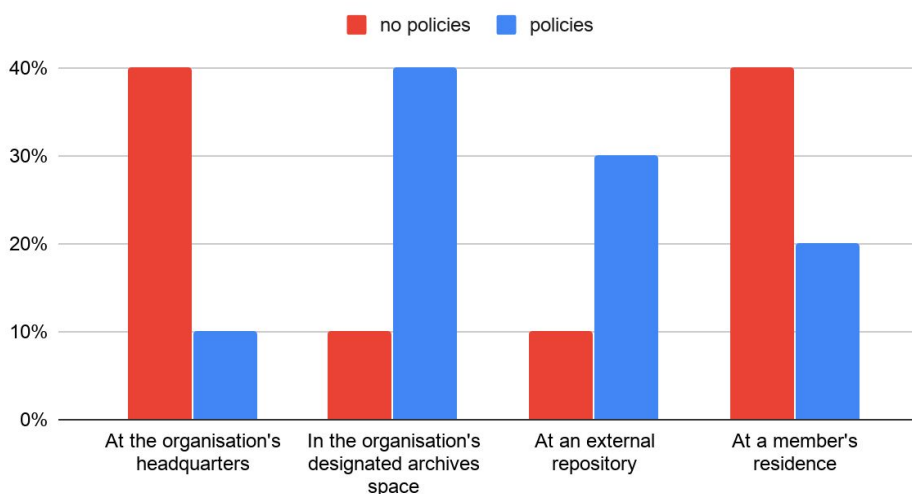
2.3.3.2. Storage



When asked “Where are your archival collections held?”, responses were as follows (where % refers to the percentage of organisations listing that item among their main storage spaces):

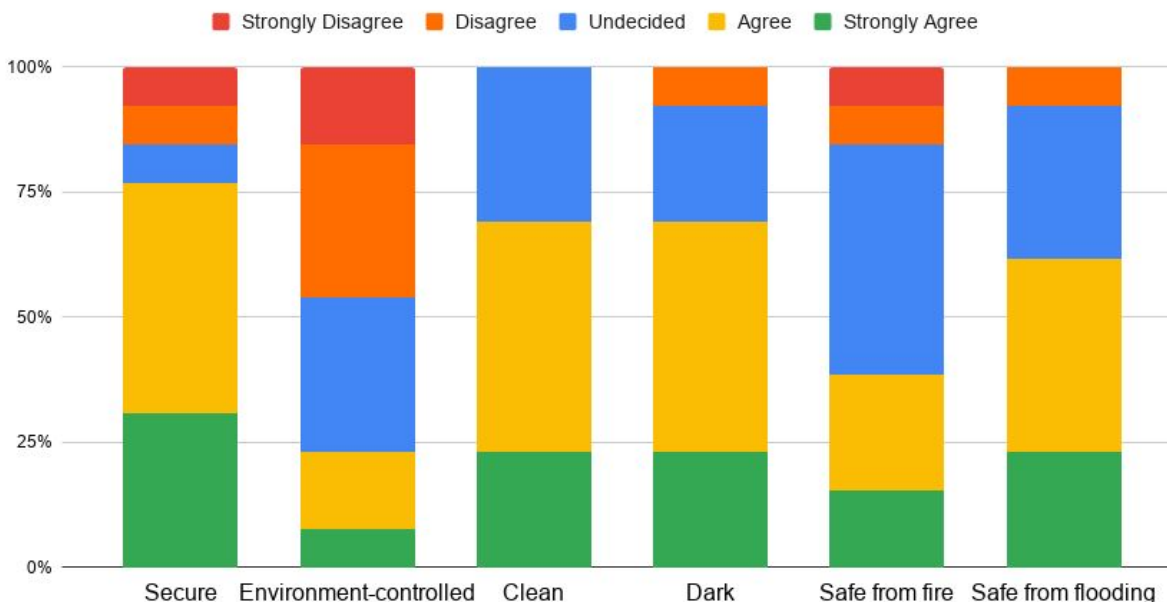
At a member’s residence	38%
At the organisation’s headquarters	31%
In the organisation’s designated archives space	31%
At an external repository	25%

Collection Storage vs. Archival Policies



The majority of organisations with archival policies stored their archival collections in their own designated archives space or at an external repository. Organisations with no policies were more likely to keep their collections at their headquarters or a member’s residence.

If your organisation has a designated space for archives, is it...



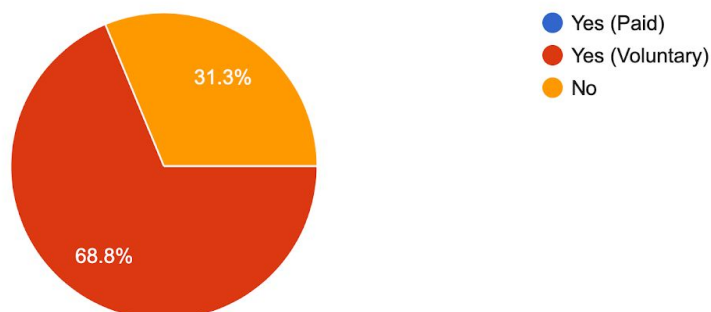
When asked about the conditions in which collections were stored...

- **77%** agreed or strongly agreed that their archives space was **secure**.
- **69%** agreed or strongly agreed that their archives space was **clean**.
- **69%** agreed or strongly agreed that their archives space was **dark**.
- **62%** agreed or strongly agreed that their archives space was **safe from flooding**.
- **39%** agreed or strongly agreed that their archives space was **safe from fire**.
- **23%** agreed or strongly agreed that their archives space was **environment-controlled**.

2.3.3.3. Personnel

Q1. Does your organisation have a designated archivist?

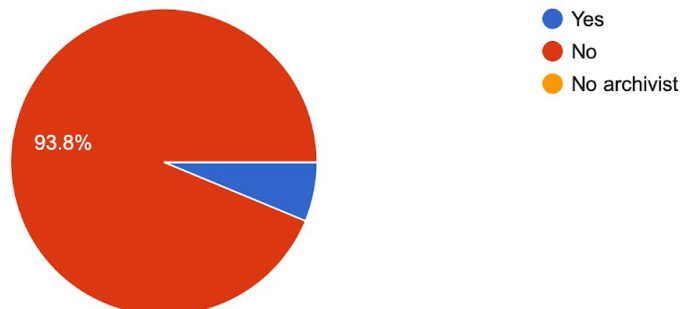
16 responses



69% of respondents reported having a voluntary archivist; 31% had no archivist.

Q2. If yes, do they have formal training or a background in archiving?

16 responses

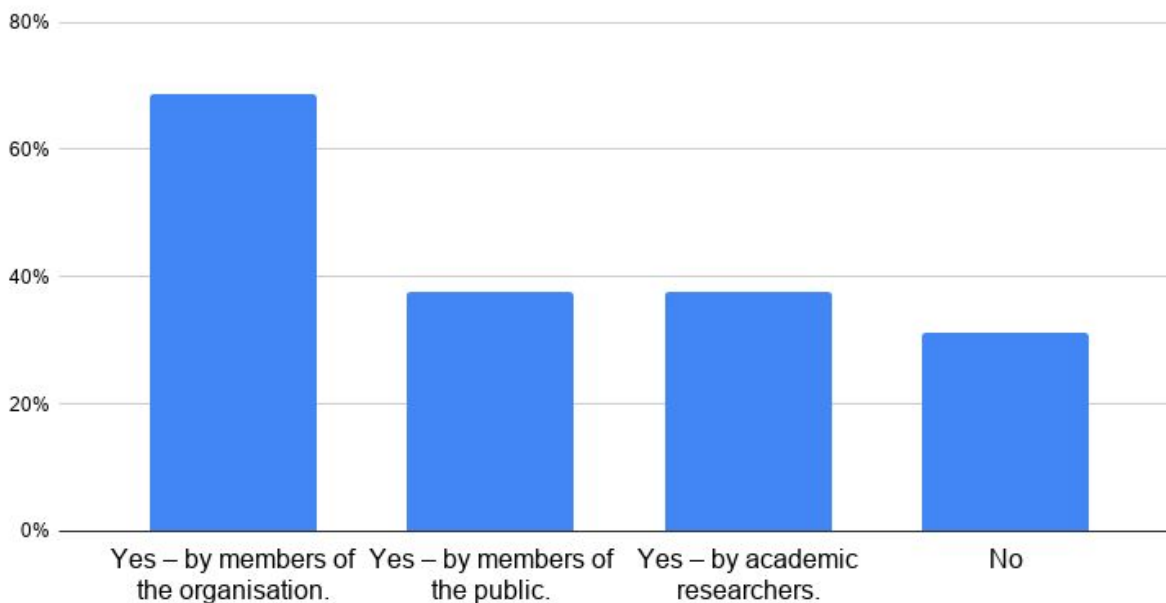


Of the organisations that reported having an archivist, 93.8% of those archivists had no formal training or background in archiving.

2.3.4. Access and Outreach

Are your collections accessed regularly?

Multiple answers accepted.



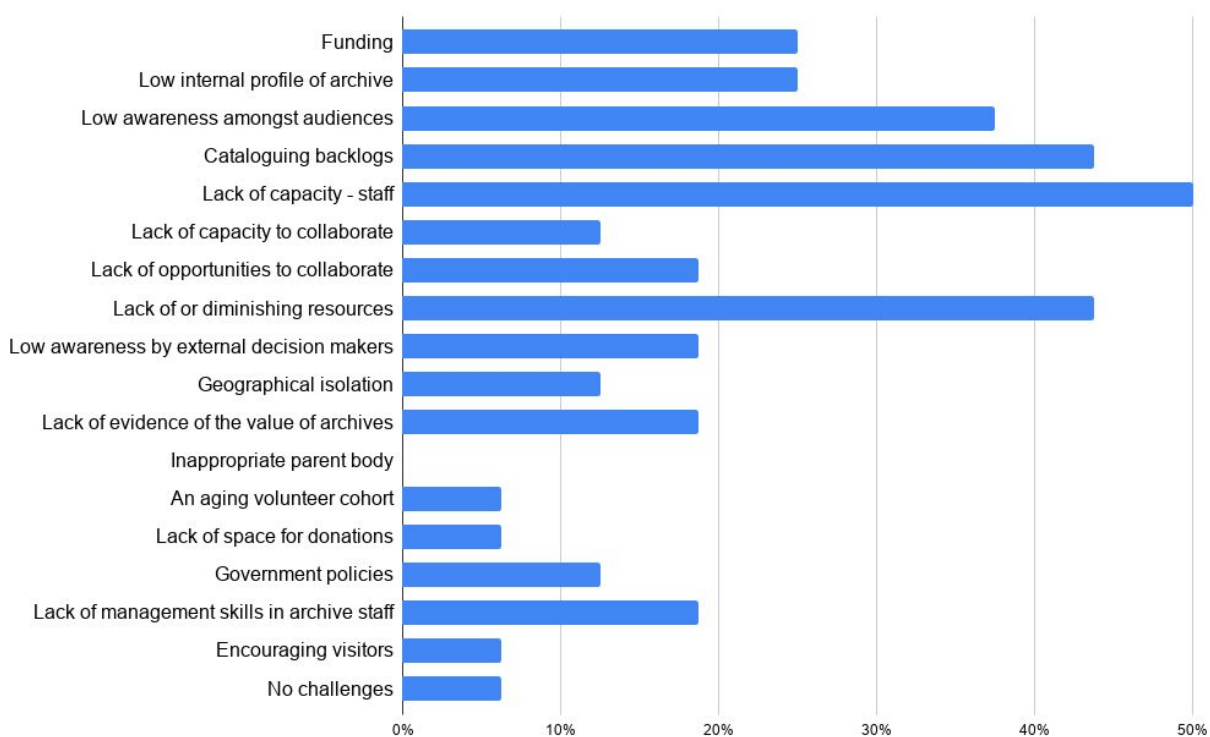
When asked “Are your collections accessed regularly?”, **31%** of collections were not accessed regularly while **69%** of collections were accessed regularly.

Of the organisations whose collections were accessed...

- **69%** reported having their archives accessed regularly by employees, volunteers and members of that organisation.
- **38%** reported having their archives accessed regularly by members of the public.
- **38%** reported having their archives accessed regularly by authors and academic researchers.

2.3.4.1. Challenges

What are the main challenges you face in managing and promoting your archives?



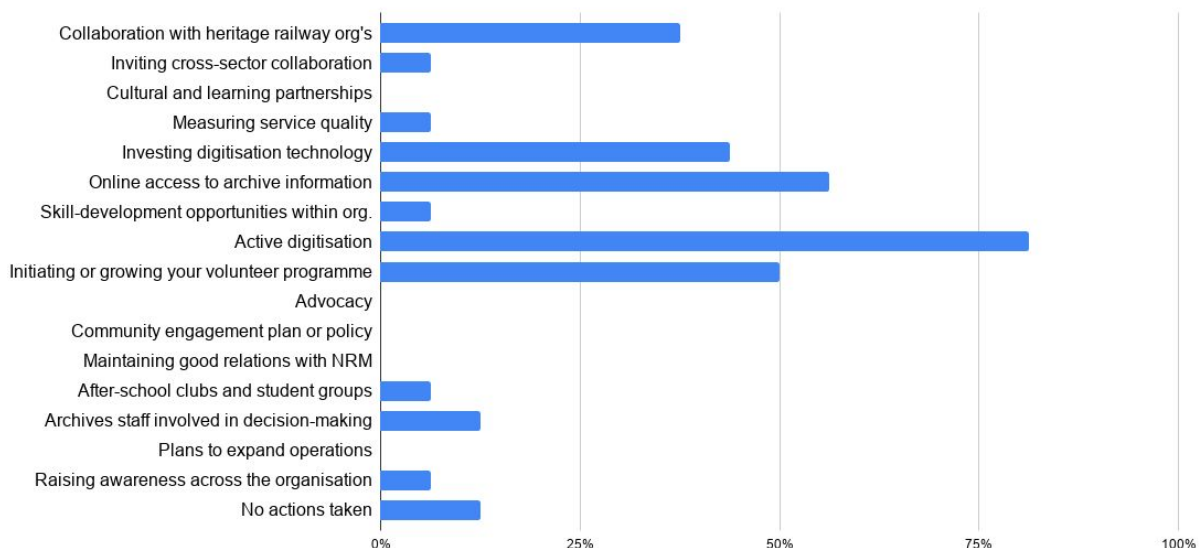
When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

Lack of capacity – staff	50%	Lack of evidence of archive value	19%
Cataloguing backlogs	44%	Archivists lack management skills	19%
Lack of or diminishing resources	44%	Lack of opportunities to collaborate	19%
Low audience awareness	38%	Low awareness ⁴	19%
Funding	25%		
Low internal profile of archive	25%		

⁴ By external bodies and decision makers

Geographical isolation	13%	Encouraging visitors	6%
Government policies	13%	Lack of space for donations	6%
Lack of capacity to collaborate	13%	No challenges	6%
An aging volunteer cohort	6%		

What steps are you taking to deal with these challenges?



When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

Active digitisation	81%
Online access to archive information	56%
Initiating or growing a volunteer programme	50%
Investing in digitisation technology	44%
Collaboration with other heritage railway organisations	38%
Giving archives staff direct involvement in decision-making processes	13%
Interacting with after-school clubs and student groups	6%
Inviting cross-sector collaboration	6%
Measuring service quality	6%
Raising awareness of archival collections across the organisation	6%
Skill-development opportunities within organisation	6%
No actions taken	13%

2.4. Comments

2.4.1. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?

- **“More publicity for our organisation and the value of its archives”**
- “Our main challenge is funding. More funding would mean more paid for advertising, which would hopefully increase visitors.”
- “Difficult to say, but the number of deposits is increasing so additional help with processing and accommodation will be needed.”
- **“1) We need to recruit more volunteers to work on the collection.
2) We need to tackle more of the backlog of cataloguing and shelving of the collection
3) We need to make arrangements to open the collection to visitors by appointment once (1) and (2) are tackled”**
- “Our collections are not kept in the best possible storage environment due to the management teams not understanding museum procedures or the value of protecting the archives, which is why we are unable to use them to the best of our ability. I'd like to see a change in attitudes.”
- “In the long run, we would like to promote (perhaps with others) a national archive for this type of material and promote digital access for most purposes”
- “Increased availability of archive staff with decision making authority in the Libraries we deal with. While helpful, there aren't many of them and they are clearly stretched!”

2.4.2. Are there any further comments you'd like to make concerning the subjects explored in this survey?

- “We are a national, independent voluntary organisation concerned with promoting rail. There are also local Rail User Groups and Community Rail Partnerships across the country which don't seem to fit within the scope of your current survey, but whose needs would otherwise be overlooked.”
- “When it comes to volunteers we have found that asking for volunteers for specific tasks gives the best results. A general request is less successful.”

- “Our publications are matters of historical record with opening/closing dates of railway lines/stations and are accordingly given an ISSN number & thus externally available”
- “Although small, our archive is a growing area of development. We were about to instigate an oral history project before lockdown.”
- “[The organisation] has long recognised the importance of the collection and has put significant funding into it including the proceeds of one of our annual raffles which paid for the storage cabin. Support has been at board level and my colleague has considerable museum experience. I have railway history knowledge. However we are both in our 60's so need to ensure continuity.”
- “Money is not an immediate problem but it is for our broader aims!”
- “We are a small society. Our archive is informal, and we have no infrastructure that allows for a more formal archive. Members of the society and members of the public sometimes contact the officers of the society for information, but we have no way of knowing who has what. All we can do is ask members that we can easily contact whether they have the information that has been requested or if they know anyone who does. I think you'll find this is the case with most voluntarily-run societies such as ours.”
- “Our Association is related to a Scottish railway, but the members are spread throughout the UK with some abroad. The Archive is freely available in Glasgow, potential users are deterred by the need to travel there and perhaps to find accommodation.”
- “Ours is a very small railway archive of original papers, privately run, after a modicum of instruction by the then PRO for the A2A project c.2000. In addition to original railway papers we have in excess of 11,000 digital pages of 'information'. The collected information - original material, copies and members' donations - has been established mainly for the benefit of railway researchers of Welsh company history.”
- “We are developing a "virtual museum" for online use that will identify where [relevant] railway material is held. This will assist researchers in locating relevant material.”

3. Museums and Archives

3.1. Participants

The Historical Model Railway Society
 Lancaster University Library
 Modern Records Centre, University of Warwick
 Brunel University Special Collections
 The Rothschild Archive
 The Kithead Transport Archive (under the control of The Bus Archive)
 Common Room of the Great North
 Railway Mission
 Durham County Record Office
 The Great Western Trust (Charity 289008)
 Industrial Railway Society
 National Railway Museum (Science Museum Group)
 Barrow Hill Engine Shed Society
 Southend Pier Museum
 Ipswich Transport Museum
 Somerset & Dorset Railway Heritage Trust - Midsomer Norton
 Middleton Railway Museum
 Invergarry & Fort Augustus Railway Museum
 Lancashire mining museum
 Science and Industry Museum

Respondents included museums, archives, libraries, special collections, chaplaincies and organisations that existed as combinations of these types.

All respondents reported having archival holdings that contain historical records. All respondents reported having formal policies regarding their archival collections.

3.2. Numbers

3.2.1. Enquiries

614,806 enquiries were reported across 19 organisations, with one respondent declining to answer.

3.2.2. Employment

228 paid employees were reported across 20 organisations.

3.2.2.1. Volunteers

591 volunteers were reported across 19 organisations, with one respondent declining to answer.

3.2.3. Archives

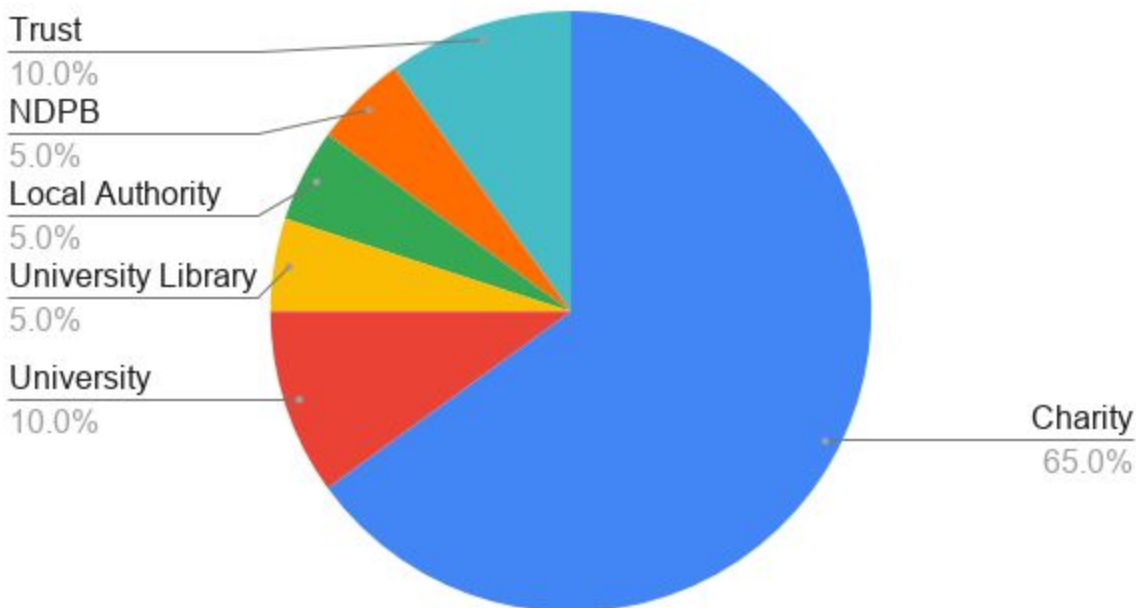
Of the 19 organisations surveyed...

- **12** had **large archives** (More than 8,000 items / > 400 boxes / > 100 linear metres).
- **1** had **standard archives** (4,000 - 7,999 items / < 400 boxes / < 100 linear metres).
- **1** had **growing archives** (2,000 - 3,999 items / < 200 boxes / < 50 linear metres).
- **5** had **small archives** (80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres).
- **1** had **micro-archives** (Up to 79 items / 4 boxes / 1 linear metre).

3.3. Charts

3.3.1. Organisation Structure

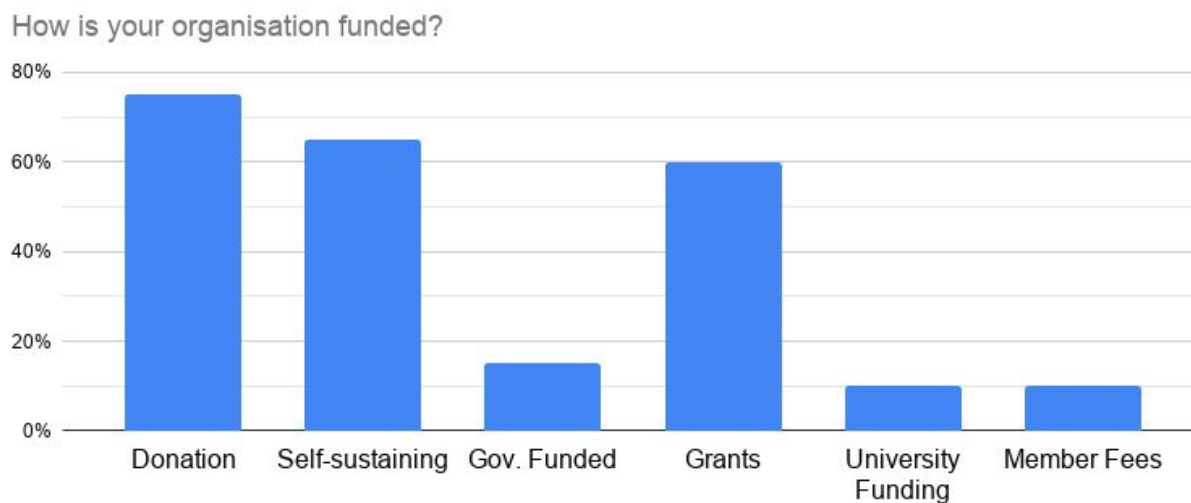
How is your organisation structured?



When asked “How is your organisation structured?”, responses were as follows:

Charity	65%	Local Authority	5%
Trust	10%	NDPB	5%
University	10%	University Library	5%

3.3.1.1. Funding



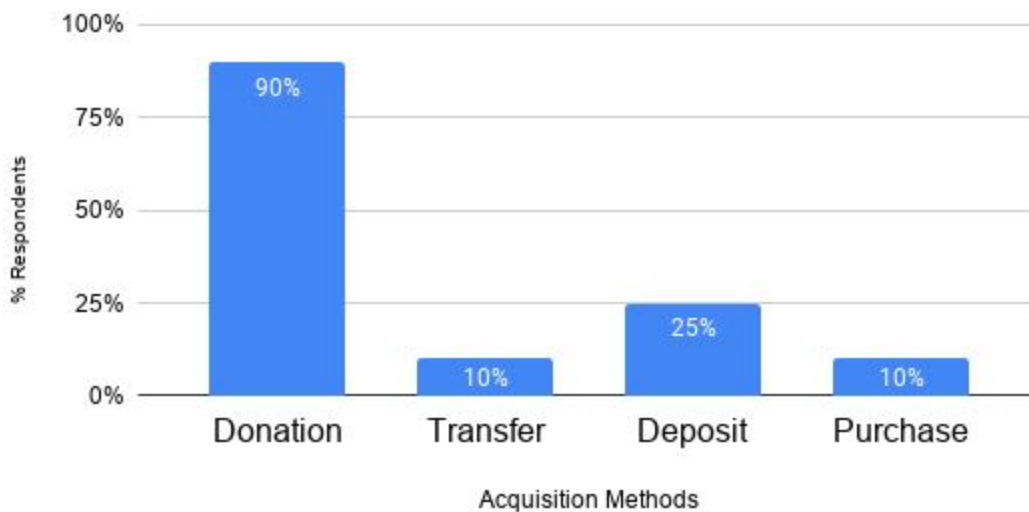
When asked “How is your organisation funded?”, responses were as follows (with organisations allowed to select multiple funding sources):

Donation	75%	Government funded	15%	Fundraising	6%
Self-sustaining	65%	Member fees	10%		
Grants	60%	University funded	10%		

3.3.2. Policies

How is the majority of your archival material acquired?

Note: Respondents were allowed to select multiple options

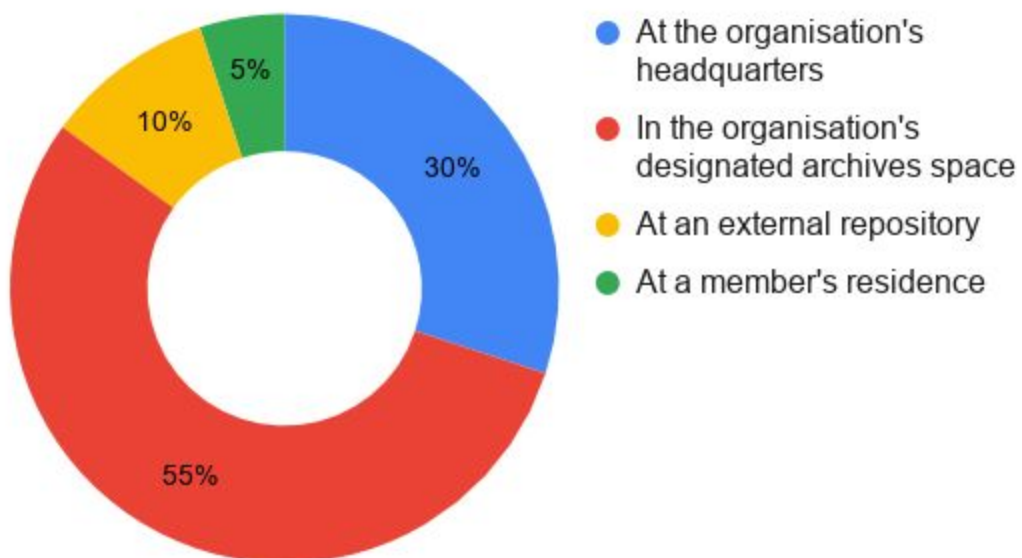


When asked “How is the majority of your archival material acquired?”, responses were as follows (where % refers to the percentage of organisations listing that item among their main acquisition methods):

Donation	90%	Transfer	10%
Purchase	10%	Deposit	25%

3.3.2.1. Storage

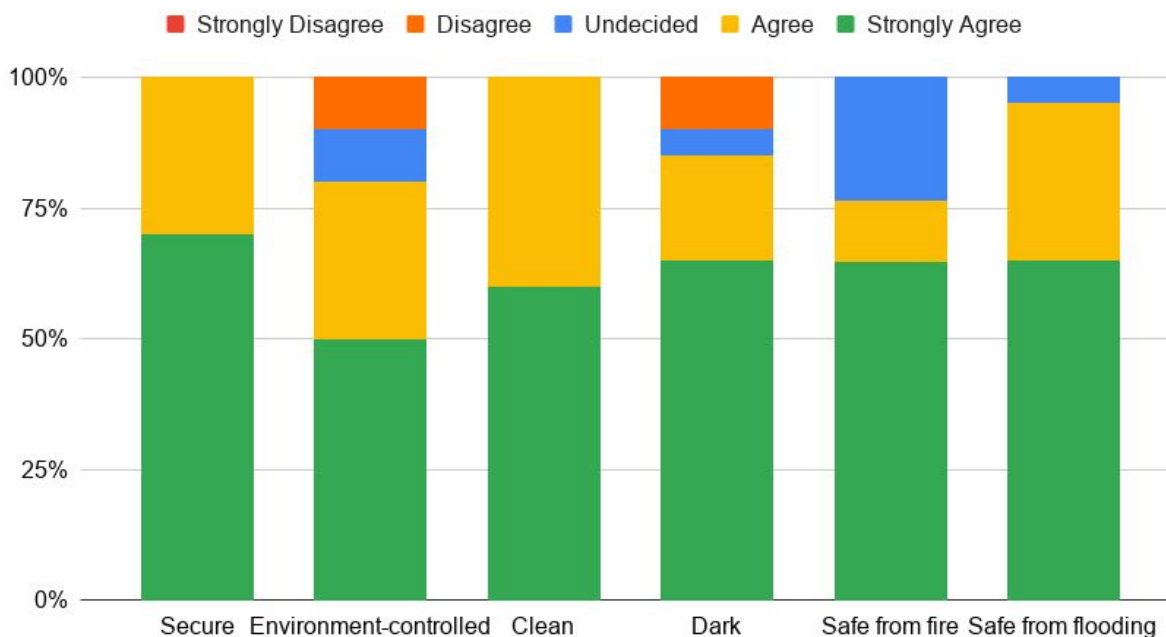
Where is the collection held?



When asked "Where are your archival collections held?", responses were as follows:

In the organisation's designated archives space	55%
At the organisation's headquarters	30%
At an external repository	10%
At a member's residence	5%

If your organisation has a designated space for archives, is it...

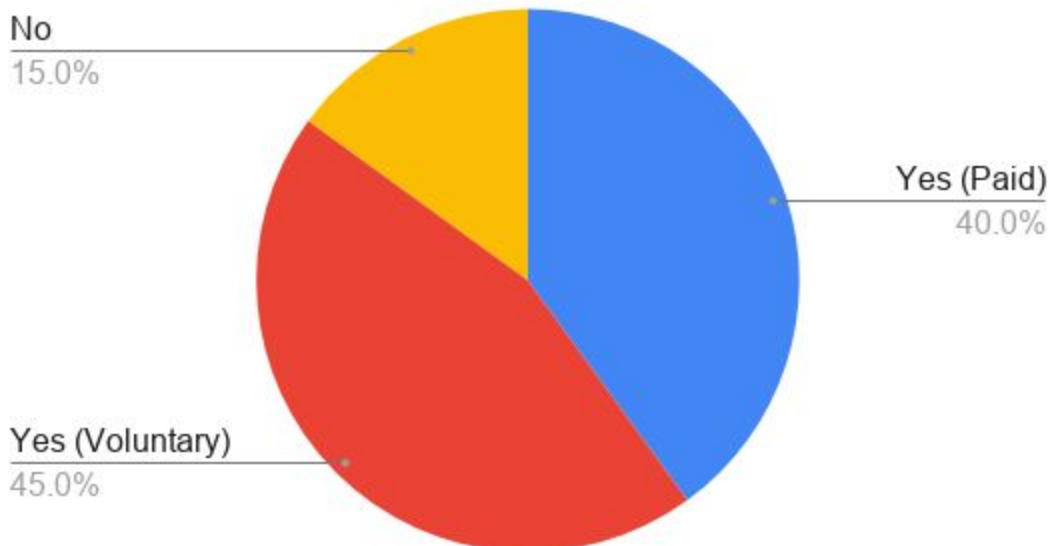


When asked about the conditions in which collections were stored...

- **100%** agreed or strongly agreed that their archives space was **secure**.
- **100%** agreed or strongly agreed that their archives space was **clean**.
- **95%** agreed or strongly agreed that their archives space was **safe from flooding**.
- **85%** agreed or strongly agreed that their archives space was **dark**.
- **80%** agreed or strongly agreed that their archives space was **environment-controlled**.
- **77%** agreed or strongly agreed that their archives space was **safe from fire**.

3.3.2.2. Personnel

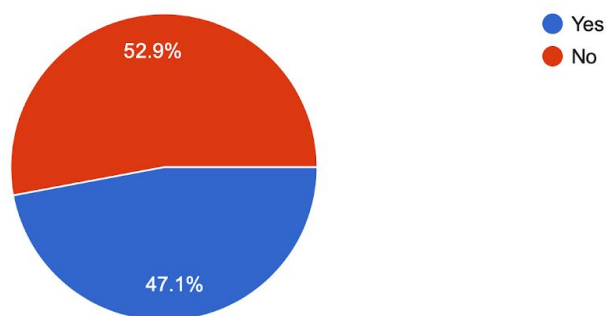
Does your organisation have a designated archivist?



45% of respondents reported having a voluntary archivist and 40% reported having a paid archivist; 15% had no archivist.

Q2. If yes, do they have formal training or a background in archiving?

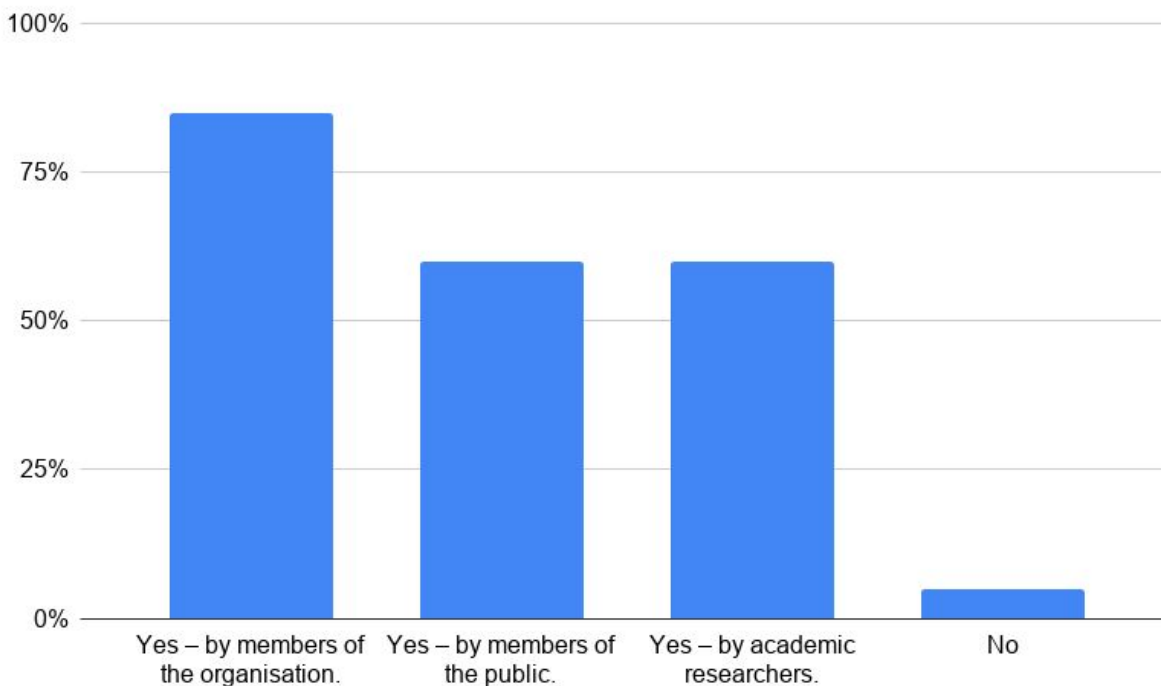
17 responses



Of the organisations that reported having an archivist, 52.9% of those archivists had no formal training or background in archiving.

3.3.3. Access and Outreach

Are your collections accessed regularly?



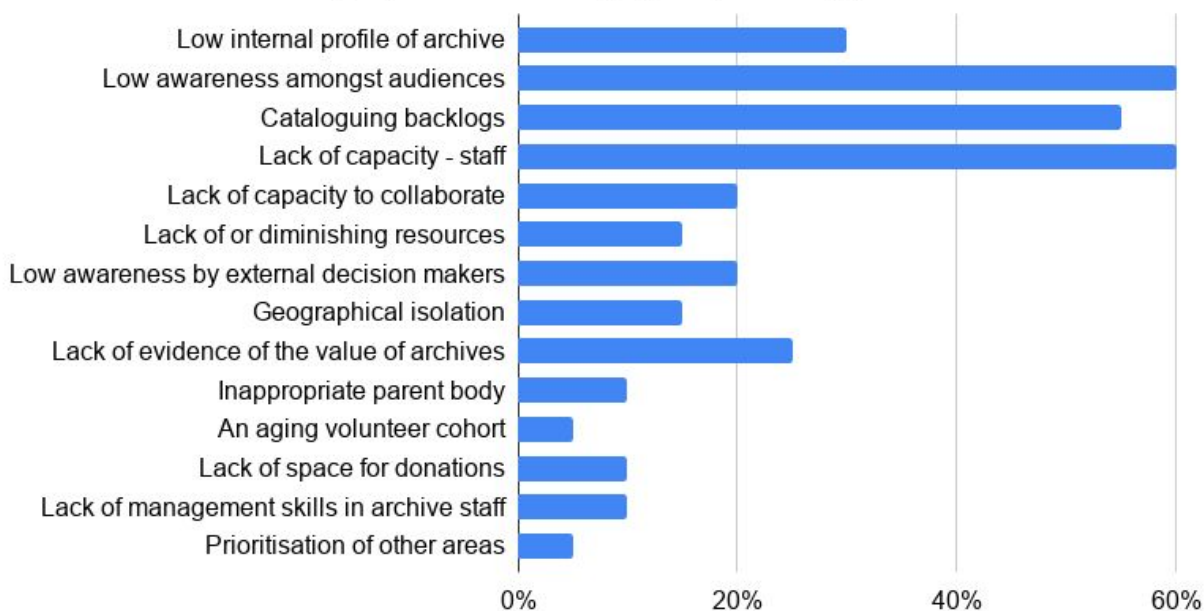
When asked “Are your collections accessed regularly?”, **5%** of collections were not accessed regularly while **95%** of collections were accessed regularly.

Of the organisations whose collections were accessed...

- **85%** reported having their archives accessed regularly by employees, volunteers and members of that organisation.
- **60%** reported having their archives accessed regularly by members of the public.
- **60%** reported having their archives accessed regularly by authors and academic researchers.

3.3.3.1. Challenges

What are the main challenges you face in managing and promoting your archives?

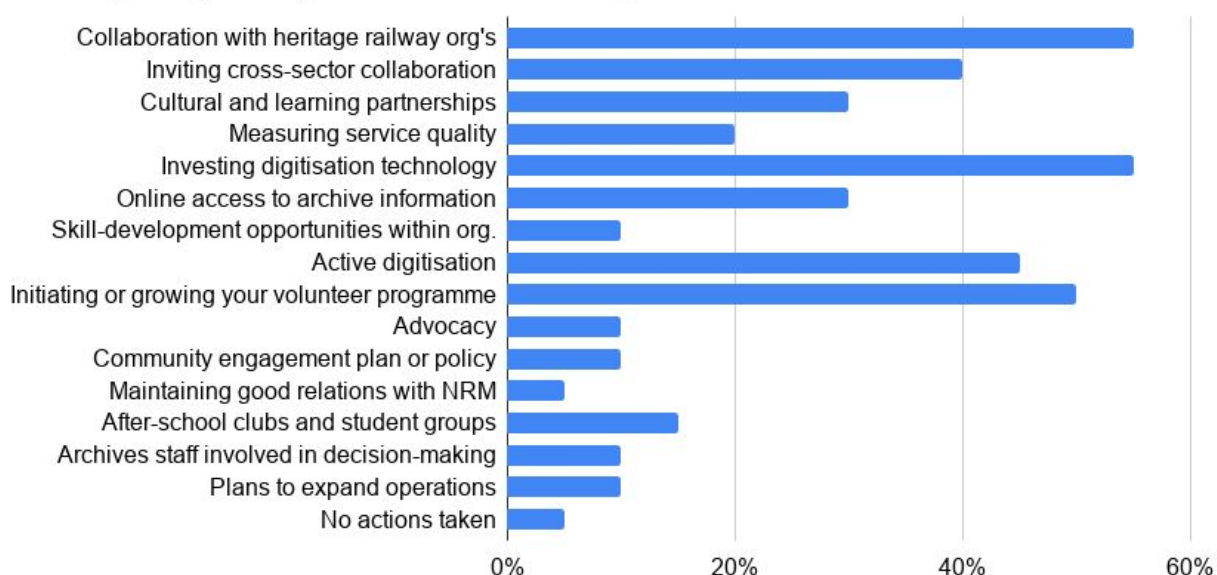


When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

Lack of capacity – staff	60%
Low audience awareness	60%
Cataloguing backlogs	55%
Funding	50%
Low internal profile of archive	30%
Lack of evidence of archive value	25%
Lack of capacity to collaborate	20%
Low awareness ⁵	20%
Geographical isolation	15%
Lack of or diminishing resources	15%
Archivists lack management skills	10%
Inappropriate parent body	10%
Lack of space for donations	10%
An aging volunteer cohort	5%
Prioritisation of other areas	5%

⁵ By external bodies and decision makers

What steps are you taking to deal with these challenges?



When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

Collaboration with other heritage railway organisations	55%
Investing in digitisation technology	55%
Initiating or growing a volunteer programme	50%
Active digitisation	45%
Inviting cross-sector collaboration	40%
Building active participation in cultural and learning partnerships	30%
Online access to archive information	30%
Measuring service quality	20%
Interacting with after-school clubs and student groups	15%
Giving archives staff direct involvement in decision-making processes	10%
Plans to expand operations	10%
Skill-development opportunities within organisation	10%
Advocacy actions like contacting the local government or other funding bodies	10%
Introducing a community engagement plan or policy	10%
Maintaining good relations with the National Railway Museum	5%
No actions taken	5%

3.4. Comments

3.4.1. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?

- “Increased availability of funding dedicated to cataloguing only”
- “Help with Accreditation”
- “More funding available for core work not specialist projects.”
- “Better promotion of collections internally.”
- “Development of a network of interested researchers”
- **“Educational and media organisations engaging with local museums rather than biased towards state funded iconic ones”**
- “Biggest obstacle at present is due to a very large influx of donated material which has created a backlog in cataloging collection. Once this is done, this can go online for our members and others to search.”
- **“This has been more for hobbies rather than relating to teaching. It would be nice to collaborate with others to raise its profile and use. As it is on the main shelves it is hard for me to tell how much use it gets but it is tucked away and not widely known about.”**
- “Higher priority within the railway: but in the current environment recovering from the loss of revenue is the main priority”

3.4.2. Are there any further comments you'd like to make concerning the subjects explored in this survey?

- “As a volunteer organisation with a large archive we are restricted in what we can achieve. We currently need to double the size of the building to make the archive more accessible to enquirers. A larger building will also allow us to have more volunteers working on the archive.”
- “There seems to be scope for national (digital?) collaboration amongst collections of similar subjects but little opportunity to develop this. It can be hard to know how "special" or "unique" an item actually is when considering accession/deaccession.”

- “Depositing our archives with a national museum has provided opportunities and security that retaining them at our own premises would not provide”
- **“Sadly the media still slights railway enthusiasts and volunteers as ‘nerdy train spotters’ blind to the social, commercial and engineering insights that its archive offers. Moreover, volunteering in such a realm gives proven all life skills in team work and task management, and real personal achievement in the outcomes.”**
- “The museum at present is going through much needed development after 10 years of stagnation so the priority for artefacts at the moment is to make sure they are secure and stored in a safe place first to be catalogued later most of the railway archival material relates to manuals or technical drawings of locomotives currently on site. Yet the museum has a large collection of other archive material which at present is slowly being sorted out and catalogued dealing with a backlog of cataloguing which hadn't been kept up with for some time before the museum was rebranded recently. The full extent of our paper based railway information is unknown at present as the cataloguing of artefacts will be an ongoing job across the museums collection for some time. Some of the answers relate to the fact that the museum at present is going through this development yet slowly cataloguing the collection (mostly relating to the outdoor exhibits) and updating our technology with laptops and software for properly logging the exhibits on site.”
- “It is mainly a book collection housed in the main shelves browsable by anyone. As it doesn't relate to teaching it has now ended up the poor cousin of the library and mainly used by external public enthusiasts”
- “1. In practice, we regard our archives as part of our museum collection, rather than as a separate part of the organisation.
2. You will realise that these answers are virtually identical to those that we gave to the heritage railway survey. You would have done better to just have one survey, which included a question about the category into which we came, and any questions that were specific to the different categories.”
- “... Our railway holdings form a small proportion of our overall holdings, 85%+ refer to road passenger transport.”
- “I think a multiplicity of archives holdings is important to ensure preservation of some items.”

4. Heritage Railways

4.1. Participants

Alderney Railway
 Amerton Railway
 Appleby Frodingham Railway
 Avon Valley Railway
 Dartmoor Railway (Supporters' Association)
 Epping Ongar Railway
 Ffestiniog Railway Company
 Garw Valley Railway
 Isle of Wight Steam Railway
 Keighley & Worth Valley Railway
 Lartigue Monorail Listowel County Kerry
 Lynton & Barnstaple Railway
 Middleton Railway
 Sittingbourne and Kemsley Light Railway
 Stainmore Railway Company
 Swanley new barn railway
 The Foxfield Light Railway Society Ltd..

Respondents included monorail, standard gauge, narrow gauge and miniature gauge railways.

4.2. Numbers

4.2.1. Visitors

811,865 visits were reported across 17 organisations.

4.2.2. Employment

199 paid employees were reported across 17 organisations.

4.2.2.1. Volunteers

1,833 volunteers were reported across 17 organisations.

4.2.3. Archives

Of the 17 organisations surveyed...

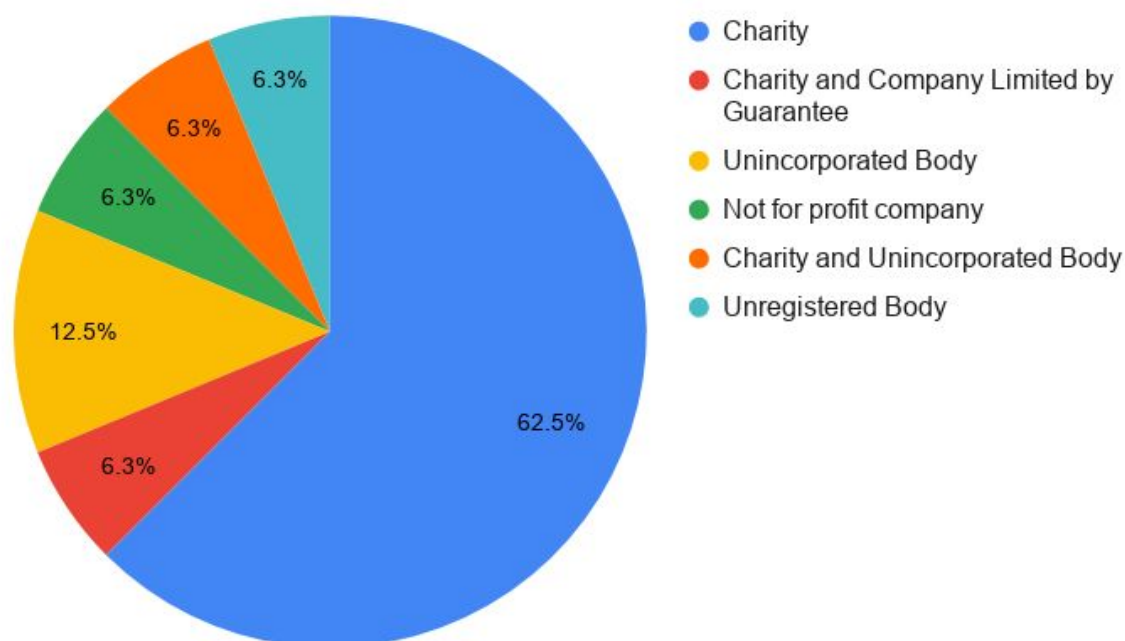
- **6 had large archives** (More than 8,000 items / > 400 boxes / > 100 linear metres).

- **1** had **standard archives** (4,000 - 7,999 items / < 400 boxes / < 100 linear metres).
- **3** had **growing archives** (2,000 - 3,999 items / < 200 boxes / < 50 linear metres).
- **9** had **small archives** (80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres).
- **5** had **micro-archives** (Up to 79 items / 4 boxes / 1 linear metre).

4.3. Charts

4.3.1. Organisation Structure

How is your organisation structured?



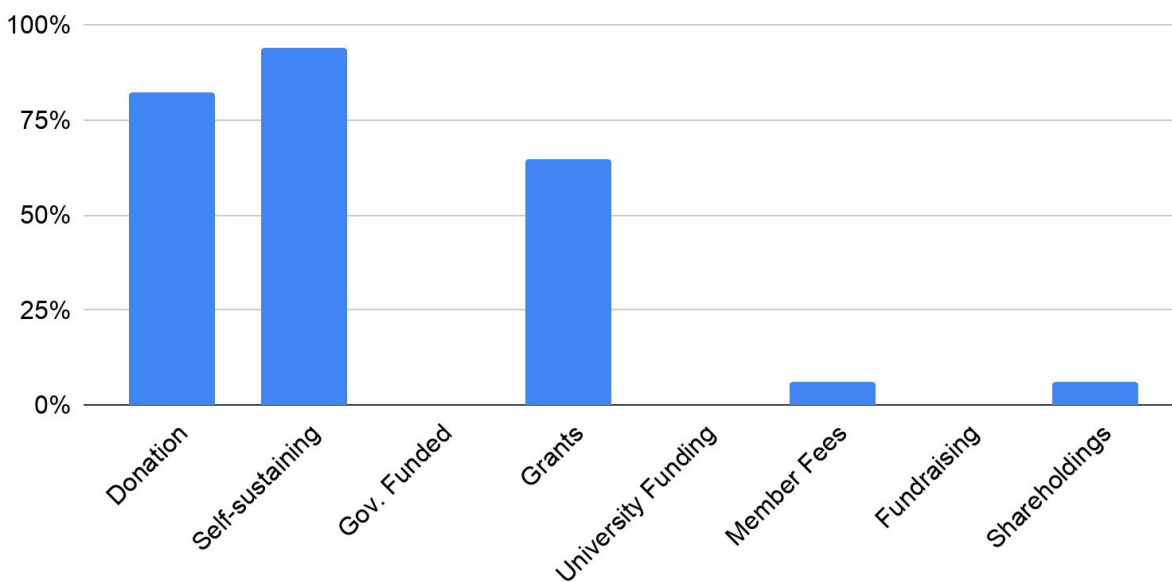
When asked “How is your organisation structured?”, responses were as follows:

Charity	62.5%	Not for Profit Company	6.3%
Unincorporated Body	12.5%	Charity and Unincorporated Body	6.3%
Charity and CLG	6.3%	Unregistered body	6.3%

4.3.1.1. Funding

How is your organisation funded?

Multiple answers accepted.



When asked “How is your organisation funded?”, responses were as follows (with organisations allowed to select multiple funding sources):

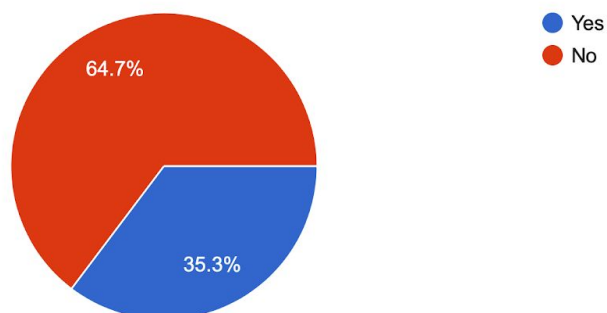
Donation	82%	Grants	65%	Shareholdings	6%
Self-sustaining	94%	Member fees	6%		

4.3.2. Archives

4.3.2.1. Policies

Q2. Does your organisation have formal policies regarding its archive collections?

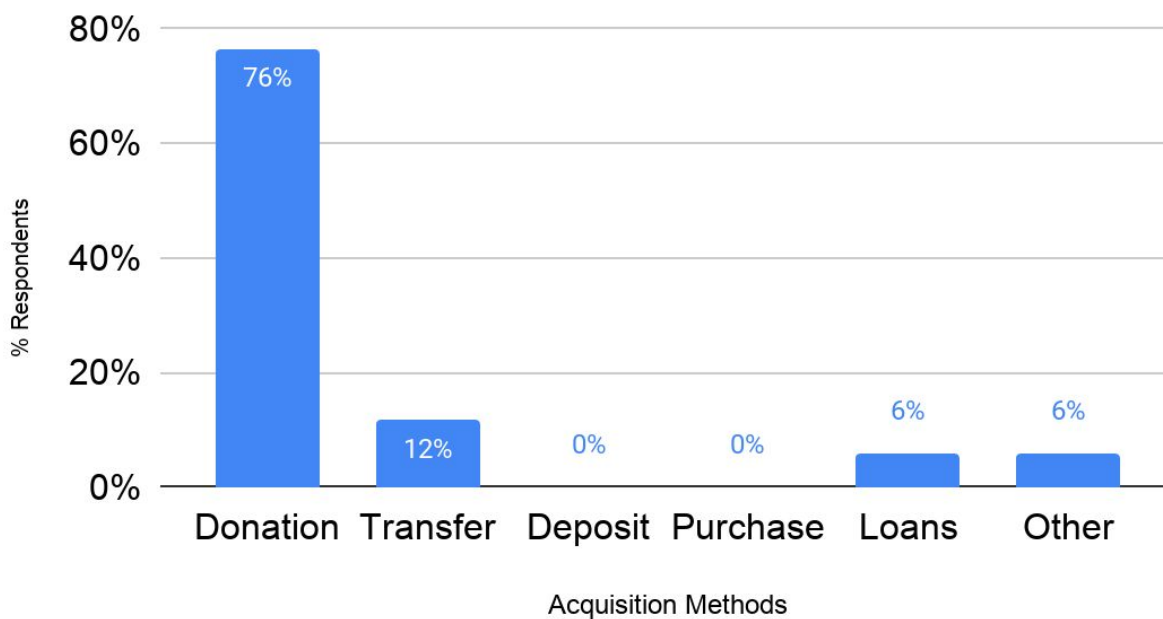
17 responses



64.7% of respondents reported having no formal policies regarding archive collections. 35.3% had formal policies.

4.3.2.2. Acquisitions

How is the majority of your archival material acquired?



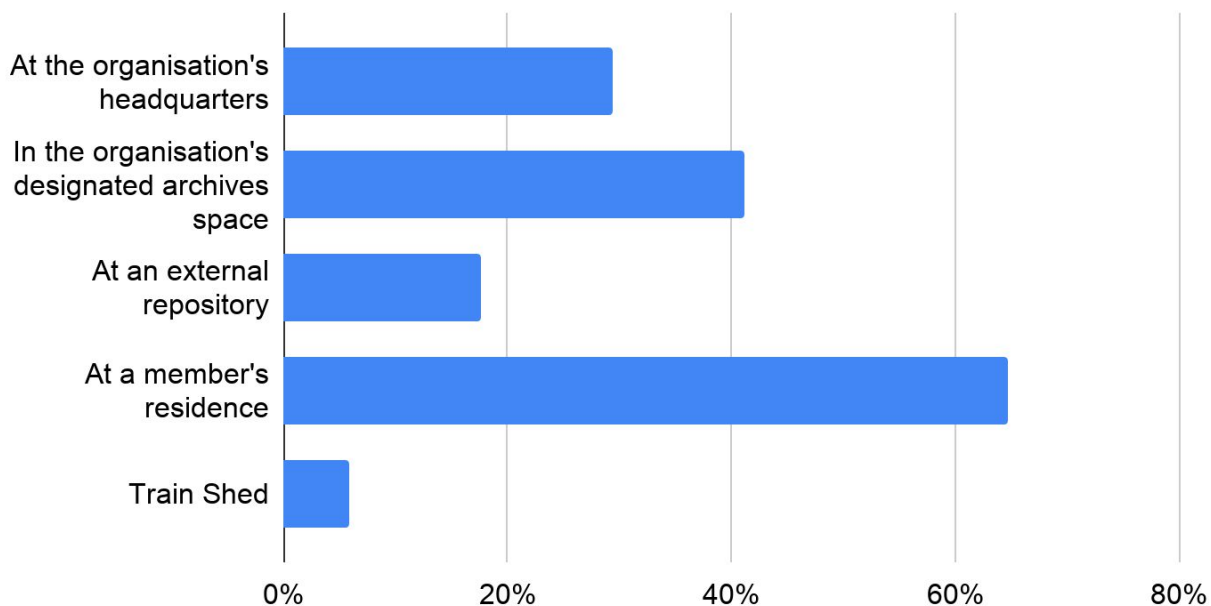
When asked “How is the majority of your archival material acquired?”, responses were as follows (where % refers to the percentage of organisations listing that item among their main acquisition methods):

Donation	76%	Loans	6%
Transfer	12%	Other	6%

4.3.2.3. Storage

Where is the collection held?

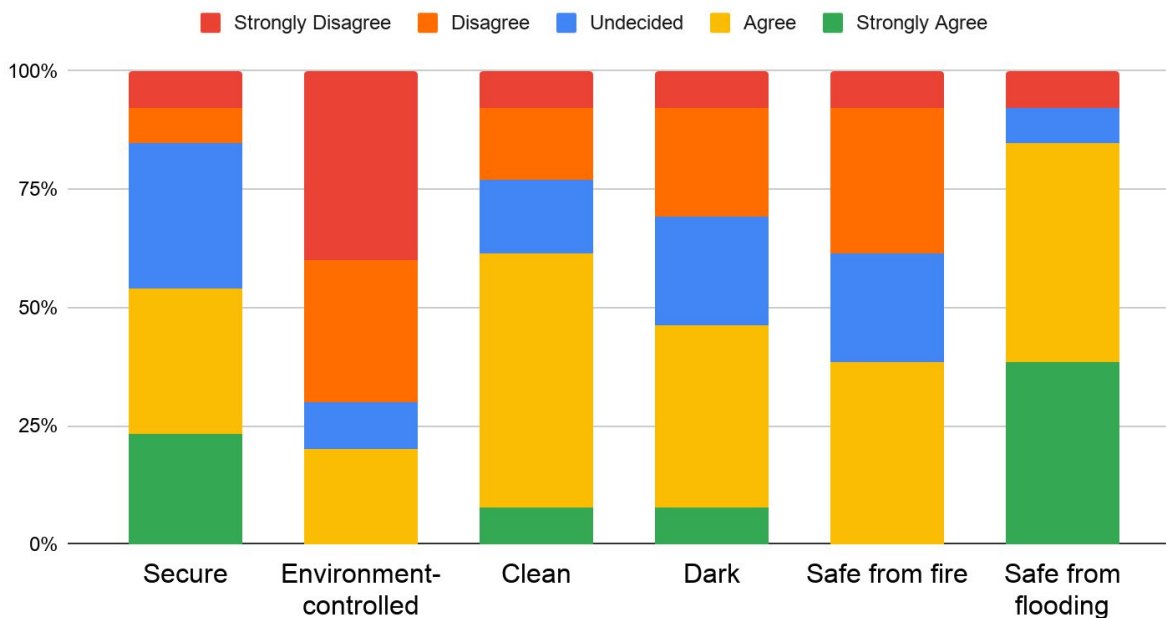
Multiple answers accepted.



When asked “Where are your archival collections held?”, responses were as follows:

At a member's residence	65%
In the organisation's designated archives space	41%
At the organisation's headquarters	21%
At an external repository	18%
Train shed	6%

If your organisation has a designated space for archives, is it...



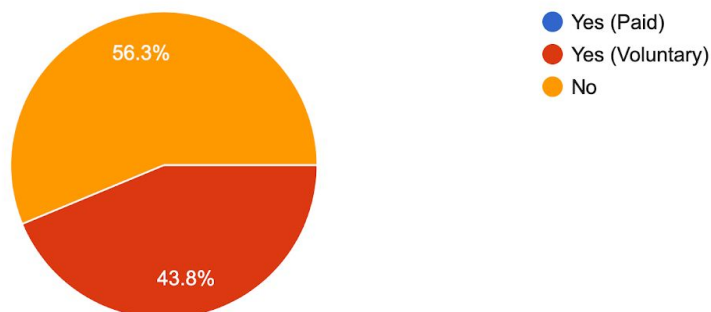
When asked about the conditions in which collections were stored...

- **85%** agreed or strongly agreed that their archives space was **safe from flooding**.
- **62%** agreed or strongly agreed that their archives space was **clean**.
- **54%** agreed or strongly agreed that their archives space was **secure**.
- **46%** agreed or strongly agreed that their archives space was **dark**.
- **39%** agreed or strongly agreed that their archives space was **safe from fire**.
- **20%** agreed that their archives space was **environment-controlled**.

4.3.2.4. Personnel

Q1. Does your organisation have a designated archivist?

16 responses

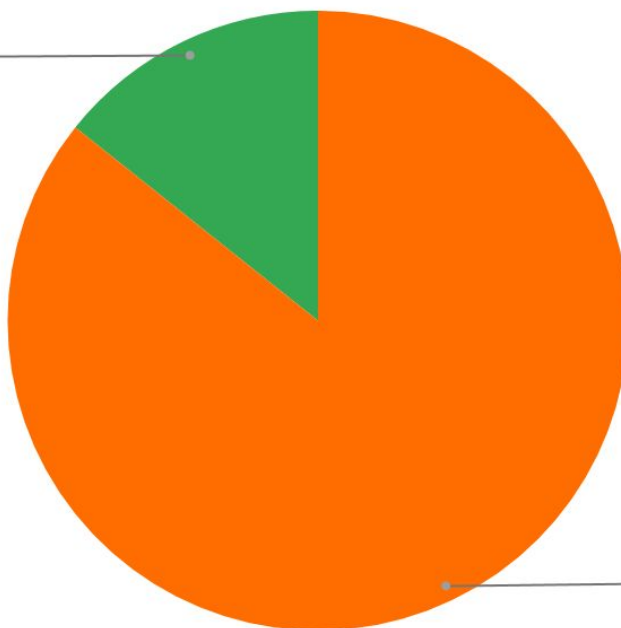


43.8% of respondents reported having a voluntary archivist; 56.3% had no archivist.

If yes, do they have formal training or a background in archiving?

Yes

14.3%



No

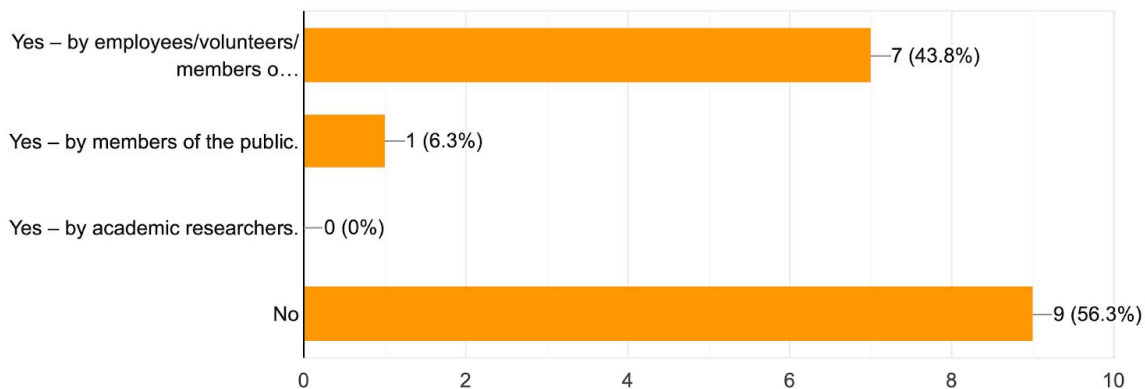
85.7%

Of the organisations that reported having an archivist, 85.7% of those archivists had no formal training or background in archiving.

4.3.3. Access and Outreach

Q3. Is the archival collection accessed regularly?

16 responses



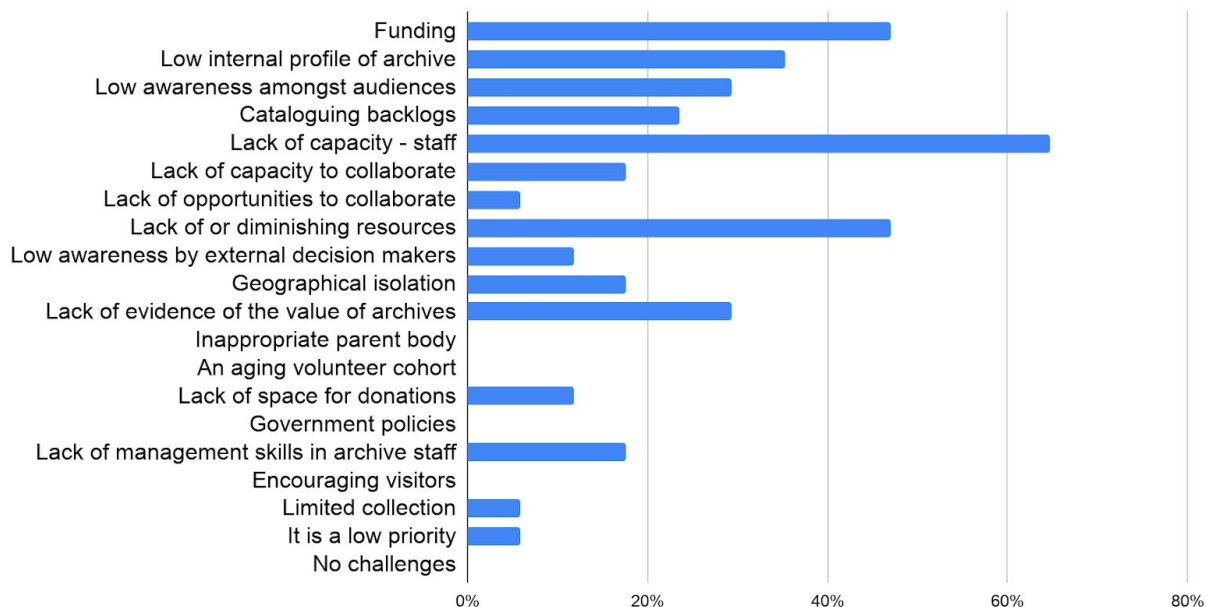
When asked “Are your collections accessed regularly?”, **56.3%** of collections were not accessed regularly while **43.7%** of collections were accessed regularly.

Of the organisations whose collections were accessed...

- **43.8%** reported having their archives accessed regularly by employees, volunteers and members of that organisation.
- **6.3%** reported having their archives accessed regularly by members of the public.

4.3.3.1. Challenges

What are the main challenges you face in managing and promoting your archives?



When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

Lack of capacity – staff	65%	Low awareness ⁷	12%
Funding	47%	Lack of opportunities to collaborate	6%
Lack of or diminishing resources	47%	Limited collection	6%
Low internal profile of archive	35%	Prioritisation of other areas	6%
Lack of evidence archival value	29%		
Low audience awareness	29%		
Cataloguing backlogs	24%		
Geographical isolation	18%		
Lack of capacity to collaborate	18%		
Lack of management skills ⁶	18%		
Lack of space for donations	12%		

⁶ Within archives management staff

⁷ By external bodies and decision makers

What steps are you taking to deal with these challenges?



When asked “What are the main challenges you face in managing and promoting your archives?”, responses were as follows (where % refers to the percentage of organisations listing that item among the challenges they face):

No actions taken	35%
Active digitisation	29%
Investing in digitisation technology	24%
Initiating or growing a volunteer programme	18%
Advocacy actions like contacting the local government or other funding bodies	18%
Collaboration with other heritage railway organisations	12%
Inviting cross-sector collaboration	6%
Plans to move to an external repository	6%
Introducing archives policies	6%
Plans to expand operations	6%
Introducing a community engagement plan or policy	6%

4.4. Comments

4.4.1. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?

- “Money, money, money!”

- “Not particularly an issue for us as material is held privately by Members”
- “Changes are in progress”
- **“More volunteers with an interest in archive subjects. Most of the younger members are not interested in anything old.”**
- “Higher priority within the railway: but in the current environment recovering from the loss of revenue is the main priority”

4.4.2. Are there any further comments you'd like to make concerning the subjects explored in this survey?

- “One factor that may be significant is the age of the organisation. Ours started in 1831 and fortunately few items were discarded in the early days. There is good cooperation between archivists to the different heritage railways as we find appropriate homes for items that 'turn up in our collections'. There is also the question of records v. archives and the thorny question of the range of formats...”
- “A major exercise is under way to identify and store historical photos and documents”
- “When the older members who collected these items "fade away" I suspect that much of the archive items will be destroyed.”
- “We are scanning most of our documents / photos etc to digital to ensure wider availability, and protect them from excessive handling”
- “Currently in a state of uncertainty regarding future of railway and premises.”
- “We have not pursued a policy yet, everything is ad-hoc at present. A potential location for an archive/museum has not been found”
- “In practice, we regard our archives as part of our museum collection, rather than as a separate part of the organisation.”

Appendix E: Line Associations

A list of 138 rail-related associations, societies and projects in the UK and Ireland identified during the survey stage of this dissertation.

8F Society	GWR 813 Preservation Group
2857 Society	Hastings Tramways Club.
4253 Locomotive Company Limited.	Heritage Railway Association
5305 Locomotive Association	Heritage Shunters Trust
73156 Standard 5 Group	Highland Railway Society
82045 Steam Locomotive Trust	Howden's Transport Heritage Weekend
A1 Steam Locomotive Trust	Hull & Barnsley Railway Stock Fund
A first in Kent	Industrial Locomotive Society
Ashover Light Railway Society	Industrial Railway Society
Association for Industrial Archaeology	Institute of Railway Studies
Basingstoke & North Hants Mod. Rail. Soc.	Ipswich & District Historical Transport Soc.
Bath Railway Society	Ipswich Engineering Society
Beyond the Point	Ipswich Model Engineering Society
Boscastle Locomotive Ltd	Ipswich Railway Modellers Association
Branch Line Society	Irish Steam Preservation Society
Cardiff & Avonside Railway Society	Ken Hoole Study Centre
Changing Tracks	Kidderminster Railway Museum Friends Cl.
Class 37 Locomotive Group	KNOTTY COACH TRUST
Closed Railway Stations	Lancashire & Yorkshire Railway Society
Colonel Stephens Society	Lancastrian Transport Trust
Crewe North Junction group	LMS Carriage Association
Cumbrian Railways Association	LMS Society
CRASSOC	The LNER Society
Darlington Model Railway Club	LNWR Chat Group
Darlington Railway Preservation Society	London & North Western Railway Society
Derwent Railway Society (West Cumbria)	Merseyside Tramway Preservation Society
Downs Light Railway Trust (91/2 in)	Midland Railway Society
East Essex Locomotive Preservation Soc.	Miniature Railway Museum Trust
Eastleigh Railway Preservation Society	Moseley Railway Trust
Exeter West Signal Box	Narrow Gauge Railway Society
Furness Railway Trust	North British Locomotive Society
Friends of Hagley Hall	North British Railway Study Group
GCR 567 Project	North East Derbyshire Industrial
GCR Rolling Stock Trust	Archaeological Society
Glasgow and South Western Railway Ass.	North Eastern Locomotive Preservation Gr.
Great Central Railway Society	North Eastern Railway Association
Great North of Scotland Railway Ass.	North Notts Loco Group
Great Western (SVR) Association	North Staffordshire Railway Study Group

Northamptonshire Ironstone Railway Trust	Stratford 47 Group
N.S.M.E.E	Sybil Locomotive Trust
Penrhyn Quarry Railway Society	Tales of Three Generations of Bengalis
Princess Royal Class Locomotive Trust	Ten & a Quarter Inch Gauge Railway Soc.
Railway Correspondence & Travel Society	The 1308 Trust
Railway Heritage Association	The Andrew Barclay (1931) Trust
Railway Preservation Society of Ireland	The Friends of Darlington Railway Museum
Railway Vehicle Preservations Ltd	The Friends of Wemyss Bay Station
Ravenglass & Eskdale Railway	The Great Northern Railway Society
Preservation Society	The Gresley Society
Renown Repulse Restoration Group	The Heywood Society
Restoration and Archiving Trust	The Mountsorrel Railway Project
Road Locomotive Society	The North Staffordshire Railway Co. (1978)
Ruislip Lido Railway Society	The Peak Locomotive Company
Rustfans	The Railcar Association
Seven and a quarter Gauge Society	The Railway & Canal Historical Society
Severn Valley Railway Charitable Trust	The Roy F Burrows Midland Collection Tr.
Shed47 Railway Restoration Group (2ft)	The Standard Steam Locomotive Co. Ltd
Shildon History Recall Society	The Transport Trust
Shropshire Railway Soc.	Thetford & District Model Railway Society
Signalling Record Society	Transport Group
SNCF Society	Tyne Industrial Archaeology Group
Soham Train Station Campaign	Type 1 Locomotive Company Ltd
Somerset & Dorset Railway Heritage Trust	Urie Locomotive Society
Somerset & Dorset Railway Trust	Vale of Aylesbury Model Engineering Soc.
South Durham Society of Model Engineers	Vintage Carriages Trust
Southport Model Engineering Club	Warwickshire Industrial Locomotive Trust
Southport Model Railway Society	WATERMAN RAILWAY HERITAGE TR.
Southport Model Railway Village	WELSH HIGHLAND RAILWAY SOCIETY
Stanier 8F Locomotive Society	Welsh Railways Research Circle
Stephenson Locomotive Society	West Lancashire Locomotive Trust
Stowmarket Railway Club	Western Locomotive Association

Appendix F: Museums & Archives

A list of 92 rail-related museums and archives identified and contacted during the survey stage of this research.

Alford Valley Railway	Lancashire Mining Museum
Amberley Museum	Lathalmond Railway Museum
Barrow Hill Railway Centre	Leeds Industrial Museum at Armley Mills
Beamish, North of England Open Air Mus.	London Museum of Water & Steam
Bere Ferrers railway station	London Transport Museum
Berney Arms Web	Mangapps Railway Museum
Bideford Railway Heritage Centre, Devon	Mail Rail at The Postal Museum
Birmingham & Midland Mus. of Transport	Manchester Museum of Transport
Bishop's Castle Railway Museum	Market Drayton Railway Preservation Soc.
Black Country Living Museum	Maud Railway Museum
Bressingham Steam Museum, Norfolk	Mid-Suffolk Light Railway, Suffolk
Bruton Digital Archive Project	Middleton Railway, Leeds, West Yorkshire
Buckinghamshire Railway Centre	Monkwearmouth Station Museum
Bury Transport Museum, Bury	Museum of Power Maldon Essex
Cambrian Heritage Railways, Oswestry	Museum of Rail Travel, Ingrow (West)
Canvey Island Transport Museum	Museum of Science and Industry
Cherry Hinton Community Archive	Narrow Gauge Railway Museum, Tywyn
Coleford Great Western Railway Museum	National Railway Museum (NRM)
Conway Valley Railway Museum	North East Land, Sea and Air Museums
Crewe Heritage Centre	North Ings Farm Museum (2ft)
Devon Railway Centre	North West Museum of Road Transport
Didcot Railway Centre	North Yorkshire Moors Railway Museum
Donegal Railway Heritage Centre	Pallot Heritage Steam Museum
Dundee Museum of Transport, Dundee	Pendon Museum
East Anglia Transport Museum	Pennine Horizons Digital Archive
East Anglian Railway Museum	Penrhyn Castle Railway Museum
Electric Railway Museum, Warwickshire	Port Erin railway museum
Ferryhill Railway Heritage Centre	Radstock Museum
Friends of The Kyle Line	Railworld
Glenfinnan Station Museum	Riverside Museum, Glasgow
Grampian Transport Museum	Rocks by Rail
Great Central Railway (Nottingham)	Rushden Transport Museum
Head of Steam - Darlington Railway Mus.	Rutland Railway Museum, Rutland
Hollycombe Steam Collection	Scottish Industrial Railway Centre
Invergarry & Fort Augustus Railway Mus.	Sheffield Industrial Museums
Ipswich Transport Museum	Shillingstone Railway Project, Dorset
Kidderminster Railway Museum	Somerset & Dorset Railway Heritage Trust
King's Cross Voices Oral History Project	Southall Railway Centre

Statfold Barn Railway, Tamworth
STEAM: Mus. of the Great Western R'way
Stratford on Avon and Broadway Railway
Streetlife Museum, Kingston upon Hull
The Colonel Stephens Railway Museum
The Restoration and Archiving Trust
The Southend Pier Railway Museum
Time Tracks Community Archive
Timespan
Tiverton Museum of Mid Devon Life, Devon
Tyseley Locomotive Works
Ulster Folk & Transport Museum
Walthamstow Pump House Museum
West Country Railway Archives
Whitehead Railway Museum
Yeovil Railway Centre

Appendix [X]: Distributed Surveys

Heritage Railway Survey

Heritage railway organisations are invited to participate in a research study on the management of archival material in rail-related memory institutions. This study is being carried out by Toby Buckley, a postgraduate student in the School of Humanities at the University of Glasgow.

Participants will be asked some basic administrative details of their organisation, followed by a set of questions dealing specifically with archives and records management within the organisation.

Each organisation need only complete the survey once. Ideally, the survey should be completed by a member of your organisation responsible for handling the organisation's archives and/or records.

Your participation is entirely voluntary, and you can withdraw at any time.

On completion of this survey, you will be emailed a copy of the survey including your responses to the address you provide below. Please retain this for your records. If you have any questions, please email me at 2381922B@student.gla.ac.uk.

Line associations, museums and archives are also invited to participate in this research via the additional surveys linked below.

Line associations: <https://forms.gle/grV6r9oUaLzvwAXUA>

Museums and archives: <https://forms.gle/26kMoHS73nUE5Xxc9>

* Required

Email address *

Cannot pre-fill email address.

Section 2: Consent to the Use of Data

University of Glasgow, College of Arts Research Ethics Committee

I understand that Toby Buckley is collecting data in the form of completed questionnaires for use in an academic research project at the University of Glasgow on the management of archives in rail-related memory institutions.

I give my consent to the use of data for this purpose on the understanding that:

- ♣ The material will be treated as confidential and kept in secure storage at all times.
- ♣ All identifying material will be destroyed once the project is complete.

Signed: *

Your name.

Your answer

Date: *

MM DD YYYY

__ / __ / 2020

Contact Information

Researcher: Toby Buckley [2381922B@student.gla.ac.uk]

Supervisor: Kiara King [kiara.king@glasgow.ac.uk]

Department: Information Studies, George Service House, Glasgow G12 8QJ

Section 3: About Your Organisation

These questions have been included so the research can gain some context about your the size and type of your organisation. Excluding the name of your organisation, all questions are optional.

Q1. Name of Railway *

Your answer

Q2. Railway Type

- Standard Gauge
- Narrow Gauge
- Miniature Gauge
- Other: _____

Q3. How many visitors did your railway receive in 2019?

Where an exact number is not known, an estimate will be accepted.

Your answer _____

Q4. How is your organisation structured?

- PLC
- Charity
- Unincorporated Body
- Other: _____

Q5. How many paid staff does your organisation employ?

Your answer _____

Q6. How many regular volunteers are involved with your organisation?

Your answer _____

Q7. How is your organisation funded?

Please select all that apply.

Grants

Donations

Self-Sustaining

Other: _____

Section 4: Your Archives

In this study, "archives" refers to any collection of records and information relating to the history of railways in the UK. Your collection may also relate to local history or to the history of railways or transport in general.

Records can come in many forms, including (but not limited to) diaries, letters, reports, minutes, registers, maps, photographs, films, digital files and sound recordings.

<https://www.nationalarchives.gov.uk/help-with-your-research/start-here/what-are-archives/>

Based on the definition above...

Q1. Does your organisation have archival holdings that contain historical records?

*

Yes

No

Q2. Does your organisation have formal policies regarding its archive collections?

Examples might include policies on acquisitions, arrangement and deaccessioning.

- Yes
- No

If yes, please provide details:

Your answer

Q3. How large is your archival collection?

Archive collections of 4,000 or more items (50 or more linear metres) meet the size criterion for Archive Service Accreditation, which is why this size is entered as "Standard" below

[\[https://www.nationalarchives.gov.uk/documents/archives/archive-service-eligibility-criteria-june-2013-website.pdf\]](https://www.nationalarchives.gov.uk/documents/archives/archive-service-eligibility-criteria-june-2013-website.pdf). If you do not know the exact extent of your archives, please provide an estimated size.

Where an archive could potentially meet the criteria for more than one category (e.g. 30 items filling 10 boxes), please prioritise item number over box number. Boxes/linear metres are provided for archivists who do not know the exact number of items in their collections.

- Micro-Archive: Up to 79 items / 4 boxes / 1 linear metre
- Small Archive: 80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres
- Growing Archive: 2,000 - 3,999 items / Up to 200 boxes / Up to 50 linear metres
- Standard Archive: 4,000 - 7,999 items / Up to 400 boxes / Up to 100 linear metres
- Large Archive: More than 8,000 items / More than 400 boxes / More than 100 linear metres

Q4. How is the majority of your archival material acquired?

- Donation
- Transferred from other archives
- Purchase
- Other: _____

Q5. Where is the collection held?

Please select all that apply.

- At a member's residence
- At the organisation's headquarters/office
- In the organisation's designated archives space
- At an external repository (e.g. at a local archive or museum)
- Other: _____

Q6. If your organisation has a designated space for archives, is it...

If you selected a different answer to the previous question (e.g. member's residence, office or external repository), please move on to the next question.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment-controlled (kept at optimum temperature/relative humidity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean (no mould, damp, pollutants, pest infestations etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dark (except when people are in the space)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe from fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe from flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 5: Archives and Outreach

Q1. Does your organisation have a designated archivist?

Yes (Paid)

Yes (Voluntary)

No

Other: _____

Q2. If yes, do they have formal training or a background in archiving?

Yes

No

Q3. Is the archival collection accessed regularly?

Please select all that apply.

Yes – by employees/volunteers/members of the organisation.

Yes – by members of the public.

Yes – by academic researchers.

No

Other: _____

Q4. What are the main challenges you face in managing and promoting your archives?

These options are based on the archival challenges section of The National Archives' 2015 report, 'An Evaluation of "Archives for the 21st Century"'

[\[https://www.nationalarchives.gov.uk/documents/archives/evaluation-of-archives-for-21st-century.pdf\]](https://www.nationalarchives.gov.uk/documents/archives/evaluation-of-archives-for-21st-century.pdf).

Please select all that apply.

- Funding
- Low internal profile of archive
- Low awareness amongst audiences
- Low awareness by external decision makers
- Lack of capacity to collaborate
- Lack of evidence of the value of archives
- Lack of wider management skills within the archive management staff
- Government policies, EU, Government legislation and policy
- Geographical isolation
- Lack of opportunities to collaborate
- Lack of capacity - staff
- Cataloguing backlogs
- Lack of or diminishing resources - accommodation, technology
- Other: _____

Q5. What steps are you taking to deal with these challenges?

These options are based on the Response section of HMRC's 2009 guidelines, "Archives for the 21st Century"

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/238511/7744.pdf. Please select all that apply.

- Inviting collaboration with other archives and railway organisations
- Inviting cross-sector collaboration (e.g. with universities, schools, NHS, local businesses)
- Advocacy actions like contacting the local government or other funding bodies
- Activities to support the development of leadership and professional skills within your organisation
- Measuring service quality to improve service within your organisation
- Investing in technology necessary to manage digital and digitised records
- Providing comprehensive online access to archive information
- Conversion of paper catalogues into online resources and digitisation of selected archival content
- Building active participation in cultural and learning partnerships
- Initiating or growing your volunteer programme
- Giving archives staff direct involvement in the organisation's decision-making process
- Introducing a community engagement plan or policy
- Developing work with after-school clubs and specific student groups on curriculum-based projects
- No actions taken
- Other: _____

Q6. Are there any changes you'd like to see within your sector that would improve your ability to manage and promote your organisation's collections?

Your answer

Section 6: Closing Comments

Q1. Are there any further comments you'd like to make concerning the subjects explored in this survey?

Your answer

Q2. Are you willing to be contacted if further information is required about your survey responses? *

Yes

No

Q3. Are you interested in having your organisation included as a case study in the completed report? *

This may involve a more detailed survey or online/telephone interview.

Yes

No

If you answered yes to either of the two previous questions, please provide your email address and/or contact number.

Your answer

By clicking the 'Submit' button below, you are consenting to participate in this study, as it is described in the first section of this survey. A copy of the survey including all of your responses will be emailed to you on completion. Please retain this for your records. If you have any questions, please email me at 2381922B@student.gla.ac.uk.

Railway-Related Collections in Museums and Archives

Railway museums and archives are invited to participate in a research study on the management of archival material in rail-related memory institutions. This study is being carried out by Toby Buckley, a postgraduate student in the School of Humanities at the University of Glasgow.

Participants will be asked some basic administrative details of their organisation, followed by a set of questions dealing specifically with archives and records management within the organisation.

Each organisation need only complete the survey once. Ideally, the survey should be completed by a member of your organisation responsible for handling the organisation's archives and/or records.

Your participation is entirely voluntary, and you can withdraw at any time.

On completion of this survey, you will be emailed a copy of the survey including your responses to the address you provide below. Please retain this for your records. If you have any questions, please email me at 2381922B@student.gla.ac.uk.

Heritage railway organisations and line societies are also invited to participate in this research via the additional surveys linked below.

Heritage Railways: <https://forms.gle/2xPeqmDrqZhu6Reg6>

Line associations: <https://forms.gle/grV6r9oUaLzvwAXUA>

* Required

Email address *

Cannot pre-fill email address.

Section 2: Consent to the Use of Data

University of Glasgow, College of Arts Research Ethics Committee

I understand that Toby Buckley is collecting data in the form of completed questionnaires for use in an academic research project at the University of Glasgow on the management of archives in rail-related memory institutions.

I give my consent to the use of data for this purpose on the understanding that:

- ♣ The material will be treated as confidential and kept in secure storage at all times.
- ♣ All identifying material will be destroyed once the project is complete.

Signed: *

Your name.

Your answer

Date: *

MM DD YYYY

__ / __ / 2020

Contact Information

Researcher: Toby Buckley [2381922B@student.gla.ac.uk]

Supervisor: Kiara King [kiara.king@glasgow.ac.uk]

Department: Information Studies, George Service House, Glasgow G12 8QJ

Section 3: About Your Organisation

These questions have been included so the research can gain some context about your the size and type of your organisation. Excluding the name of your organisation, all questions are optional.

Q1. Name of Organisation *

Your answer

Q2. Organisation Type *

Museum

Archive

Other: _____

Q3. How many visitors did your organisation receive in 2019?

Where an exact number is not known, an estimate will be accepted. This includes visits to any exhibitions and displays, as well as visits to your search room.

Your answer _____

Q4. How is your organisation structured?

PLC

Charity

Unincorporated Body

Trust

Other: _____

Q5. How many paid staff does your organisation employ? *

Your answer _____

Q6. How many regular volunteers are involved with your organisation? *

Your answer _____

Q7. How is your organisation funded? *

Please select all that apply.

Grants

Donations

Self-Sustaining

Other: _____

Section 4: Your Archives

In this study, "archives" refers to any collection of records and information relating to the history of railways in the UK. Your collection may also relate to local history or to the history of railways or transport in general.

Records can come in many forms, including (but not limited to) diaries, letters, reports, minutes, registers, maps, photographs, films, digital files and sound recordings.

<https://www.nationalarchives.gov.uk/help-with-your-research/start-here/what-are-archives/>

Based on the definition above...

Q1. Does your organisation have archival holdings that contain historical records?

*

Yes

No

Q2. Does your organisation have formal policies regarding its archive collections? *

Examples might include policies on acquisitions, arrangement and deaccessioning.

Yes

No

If yes, please provide details:

Your answer

Q3. How large is your archival collection? *

Archive collections of 4,000 or more items (50 or more linear metres) meet the size criterion for Archive Service Accreditation, which is why this size is entered as "Standard" below

[\[https://www.nationalarchives.gov.uk/documents/archives/archive-service-eligibility-criteria-june-2013-website.pdf\]](https://www.nationalarchives.gov.uk/documents/archives/archive-service-eligibility-criteria-june-2013-website.pdf). If you do not know the exact extent of your archives, please provide an estimated size.

Where an archive could potentially meet the criteria for more than one category (e.g. 30 items filling 10 boxes), please prioritise item number over box number. Boxes/linear metres are provided for archivists who do not know the exact number of items in their collections.

Micro-Archive: Up to 79 items / 4 boxes / 1 linear metre

Small Archive: 80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres

Growing Archive: 2,000 - 3,999 items / Up to 200 boxes / Up to 50 linear metres

Standard Archive: 4,000 - 7,999 items / Up to 400 boxes / Up to 100 linear metres

Large Archive: More than 8,000 items / More than 400 boxes / More than 100 linear metres

Q4. How is the majority of your archival material acquired? *

- Donation
- Transferred from other archives
- Purchase
- Other: _____

Q5. Where is the collection held? *

Please select all that apply.

- At a member's residence
- At the organisation's headquarters/office
- In the organisation's designated archives space
- In a commercial off-site store
- Other: _____

Q6. If your organisation has a designated space for archives, is it... *

If you selected a different answer to the previous question (e.g. member's residence, office or external repository), please move on to the next question.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment-controlled (kept at optimum temperature/relative humidity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean (no mould, damp, pollutants, pest infestations etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dark (except when people are in the space)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe from fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe from flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 5: Archives and Outreach

Q1. Does your organisation have a designated archivist? *

Yes (Paid)

Yes (Voluntary)

No

Other: _____

Q2. If yes, do they have formal training or a background in archiving?

Yes

No

Q3. Is the archival collection accessed regularly? *

Please select all that apply.

Yes – by employees/volunteers/members of the organisation.

Yes – by members of the public.

Yes – by academic researchers.

No

Other: _____

Q4. What are the main challenges you face in managing and promoting your archives? *

These options are based on the archival challenges section of The National Archives' 2015 report, 'An Evaluation of "Archives for the 21st Century"'

[\[https://www.nationalarchives.gov.uk/documents/archives/evaluation-of-archives-for-21st-century.pdf\]](https://www.nationalarchives.gov.uk/documents/archives/evaluation-of-archives-for-21st-century.pdf).

Please select all that apply.

- Funding
- Low internal profile of archive
- Low awareness amongst audiences
- Low awareness by external decision makers
- Lack of capacity to collaborate
- Lack of evidence of the value of archives
- Lack of wider management skills within the archive management staff
- Government policies, EU, Government legislation and policy
- Geographical isolation
- Lack of opportunities to collaborate
- Lack of capacity - staff
- Cataloguing backlogs
- Lack of or diminishing resources - accommodation, technology
- Other: _____

Q5. What steps are you taking to deal with these challenges? *

These options are based on the Response section of HMRC's 2009 guidelines, "Archives for the 21st Century"

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/238511/7744.pdf. Please select all that apply.

- Inviting collaboration with other archives and railway organisations
- Inviting cross-sector collaboration (e.g. with universities, schools, NHS, local businesses)
- Advocacy actions like contacting the local government or other funding bodies
- Activities to support the development of leadership and professional skills within your organisation
- Measuring service quality to improve service within your organisation
- Investing in technology necessary to manage digital and digitised records
- Providing comprehensive online access to archive information
- Conversion of paper catalogues into online resources and digitisation of selected archival content
- Building active participation in cultural and learning partnerships
- Initiating or growing your volunteer programme
- Giving archives staff direct involvement in the organisation's decision-making process
- Introducing a community engagement plan or policy
- Developing work with after-school clubs and specific student groups on curriculum-based projects
- No actions taken
- Other: _____

Q6. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?

Your answer

Section 6: Closing Comments

Q1. Are there any further comments you'd like to make concerning the subjects explored in this survey?

Your answer

Q2. Are you willing to be contacted if further information is required about your survey responses? *

Yes

No

Q3. Are you interested in having your organisation included as a case study in the completed report? *

This may involve a more detailed survey or online/telephone interview.

Yes

No

If you answered yes to either of the two previous questions, please provide your email address and/or contact number.

Your answer

By clicking the 'Submit' button below, you are consenting to participate in this study, as it is described in the first section of this survey. A copy of the survey including all of your responses will be emailed to you on completion. Please retain this for your records. If you have any questions, please email me at 2381922B@student.gla.ac.uk.

Line Association Survey

Railway line societies, associations and supporters clubs are invited to participate in a research study on the management of archival material in rail-related memory institutions. This study is being carried out by Toby Buckley, a postgraduate student in the School of Humanities at the University of Glasgow.

Participants will be asked some basic administrative details of their organisation, followed by a set of questions dealing specifically with archives and records management within the organisation.

Each organisation need only complete the survey once. Ideally, the survey should be completed by a member of your organisation responsible for handling the organisation's archives and/or records.

Your participation is entirely voluntary, and you can withdraw at any time.

On completion of this survey, you will be emailed a copy of the survey including your responses to the address you provide below. Please retain this for your records. If you have any questions, please email me at 2381922B@student.gla.ac.uk.

Heritage railway organisations, museums and archives are also invited to participate in this research via the additional surveys linked below.

Heritage Railways: <https://forms.gle/2xPeqmDrqZhu6Reg6>

Museums and archives: <https://forms.gle/26kMoHS73nUE5Xxc9>

* Required

Email address *

Cannot pre-fill email address.
.....

Section 2: Consent to the Use of Data

University of Glasgow, College of Arts Research Ethics Committee

I understand that Toby Buckley is collecting data in the form of completed questionnaires for use in an academic research project at the University of Glasgow on the management of archives in rail-related memory institutions.

I give my consent to the use of data for this purpose on the understanding that:

- ♣ The material will be treated as confidential and kept in secure storage at all times.
- ♣ All identifying material will be destroyed once the project is complete.

Signed: *

Your name.

Your answer

Date: *

MM DD YYYY

__ / __ / 2020

Contact Information

Researcher: Toby Buckley [2381922B@student.gla.ac.uk]

Supervisor: Kiara King [kiara.king@glasgow.ac.uk]

Department: Information Studies, George Service House, Glasgow G12 8QJ

Section 3: About Your Organisation

These questions have been included so the research can gain some context about your the size and type of your organisation. Excluding the name of your organisation, all questions are optional.

Q1. Name of Organisation *

Your answer

Q2. What are the key activities carried out by your organisation? *

Collecting

Archives

Education

Fundraising

Social

Research

Publications

Other: _____

Q3. How many enquiries did your organisation receive in 2019? *

Where an exact number is not known, an estimate will be accepted.

Your answer _____

Q4. How is your organisation structured?

PLC

Charity

Unincorporated Body

Other: _____

Q5. How many paid staff does your organisation employ? *

Your answer _____

Q6. How many regular volunteers are involved with your organisation? *

Your answer _____

Q7. How is your organisation funded? *

Please select all that apply.

Grants

Donations

Self-Sustaining

Other: _____

Section 4: Your Archives

In this study, "archives" refers to any collection of records and information relating to the history of railways in the UK. Your collection may also relate to local history or to the history of railways or transport in general.

Records can come in many forms, including (but not limited to) diaries, letters, reports, minutes, registers, maps, photographs, films, digital files and sound recordings.

<https://www.nationalarchives.gov.uk/help-with-your-research/start-here/what-are-archives/>

Based on the definition above...

Q1. Does your organisation have archival holdings that contain historical records?

*

Yes

No

Q2. Does your organisation have formal policies regarding its archive collections? *

Examples might include policies on acquisitions, arrangement and deaccessioning.

- Yes
- No

If yes, please provide details:

Your answer

Q3. How large is your archival collection? *

Archive collections of 4,000 or more items (50 or more linear metres) meet the size criterion for Archive Service Accreditation, which is why this size is entered as "Standard" below

[\[https://www.nationalarchives.gov.uk/documents/archives/archive-service-eligibility-criteria-june-2013-website.pdf\]](https://www.nationalarchives.gov.uk/documents/archives/archive-service-eligibility-criteria-june-2013-website.pdf). If you do not know the exact extent of your archives, please provide an estimated size.

Where an archive could potentially meet the criteria for more than one category (e.g. 30 items filling 10 boxes), please prioritise item number over box number. Boxes/linear metres are provided for archivists who do not know the exact number of items in their collections.

- Micro-Archive: Up to 79 items / 4 boxes / 1 linear metre
- Small Archive: 80 - 1,999 items / Up to 100 boxes / Up to 25 linear metres
- Growing Archive: 2,000 - 3,999 items / Up to 200 boxes / Up to 50 linear metres
- Standard Archive: 4,000 - 7,999 items / Up to 400 boxes / Up to 100 linear metres
- Large Archive: More than 8,000 items / More than 400 boxes / More than 100 linear metres

Q4. How is the majority of your archival material acquired? *

- Donation
- Transferred from other archives
- Purchase
- Other: _____

Q5. Where is the collection held? *

Please select all that apply.

- At a member's residence
- At the organisation's headquarters/office
- In the organisation's designated archives space
- At an external repository (e.g. at a local archive or museum)
- Other: _____

Q6. If your organisation has a designated space for archives, is it...

If you selected a different answer to the previous question (e.g. member's residence, office or external repository), please move on to the next question.

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
Secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment-controlled (kept at optimum temperature/relative humidity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean (no mould, damp, pollutants, pest infestations etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dark (except when people are in the space)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe from fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe from flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 5: Archives and Outreach

Q1. Does your organisation have a designated archivist? *

Yes (Paid)

Yes (Voluntary)

No

Other: _____

Q2. If yes, do they have formal training or a background in archiving? *

- Yes
- No
- No archivist

Q3. Is the archival collection accessed regularly? *

Please select all that apply.

- Yes – by employees/volunteers/members of the organisation.
- Yes – by members of the public.
- Yes – by academic researchers.
- No
- Other: _____

Q4. What are the main challenges you face in managing and promoting your archives? *

These options are based on the archival challenges section of The National Archives' 2015 report, 'An Evaluation of "Archives for the 21st Century"'

[\[https://www.nationalarchives.gov.uk/documents/archives/evaluation-of-archives-for-21st-century.pdf\]](https://www.nationalarchives.gov.uk/documents/archives/evaluation-of-archives-for-21st-century.pdf).

Please select all that apply.

- Funding
- Low internal profile of archive
- Low awareness amongst audiences
- Low awareness by external decision makers
- Lack of capacity to collaborate
- Lack of evidence of the value of archives
- Lack of wider management skills within the archive management staff
- Government policies, EU, Government legislation and policy
- Geographical isolation
- Lack of opportunities to collaborate
- Lack of capacity - staff
- Cataloguing backlogs
- Lack of or diminishing resources - accommodation, technology
- Other: _____

Q5. What steps are you taking to deal with these challenges? *

These options are based on the Response section of HMRC's 2009 guidelines, "Archives for the 21st Century"

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/238511/7744.pdf. Please select all that apply.

- Inviting collaboration with other archives and railway organisations
- Inviting cross-sector collaboration (e.g. with universities, schools, NHS, local businesses)
- Advocacy actions like contacting the local government or other funding bodies
- Activities to support the development of leadership and professional skills within your organisation
- Measuring service quality to improve service within your organisation
- Investing in technology necessary to manage digital and digitised records
- Providing comprehensive online access to archive information
- Conversion of paper catalogues into online resources and digitisation of selected archival content
- Building active participation in cultural and learning partnerships
- Initiating or growing your volunteer programme
- Giving archives staff direct involvement in the organisation's decision-making process
- Introducing a community engagement plan or policy
- Developing work with after-school clubs and specific student groups on curriculum-based projects
- No actions taken
- Other: _____

Q6. Are there any changes you'd like to see in your sector that would improve your ability to manage and promote your organisation's collections?

Your answer

Section 6: Closing Comments

Q1. Are there any further comments you'd like to make concerning the subjects explored in this survey?

Your answer

Q2. Are you willing to be contacted if further information is required about your survey responses? *

Yes

No

Q3. Are you interested in having your organisation included as a case study in the completed report? *

This may involve a more detailed survey or online/telephone interview.

Yes

No

If you answered yes to either of the two previous questions, please provide your email address and/or contact number.

Your answer

By clicking the 'Submit' button below, you are consenting to participate in this study, as it is described in the first section of this survey. A copy of the survey including all of your responses will be emailed to you on completion. Please retain this for your records. If you have any questions, please email me at 2381922B@student.gla.ac.uk.