

**Bath Record Office – You said, we did**

**October 2011**

Date	You said	We did	Date
4 October 2011	The locks in the toilets are very difficult to undo	The locks on the gents toilets have been replaced, and a request has been made for the ladies' locks to be replaced as well.	October 2011
September 2011	The tables in the searchroom are too high	Blocks have been removed from under the table legs, reducing the height of the tables	October 2011
4 January 2011	Why is Find My Past saying that I can only access British Army Service Records pre-1914 if I have a personal subscription at home?	When Find My Past digitises records which are held by the National Archives, it makes these available on individual subscriptions for a year. After a year, it makes them available on institutional subscriptions. The British Army service records should be available soon.	January 2011
December 2010	The record office is cold – especially when sitting at PCs under the windows I need to wear my coat.	We have had the timer on our radiators adjusted so that they are on full power for a greater proportion of our opening hours. We also have the option to lower window blinds when the outside temperature is extremely cold.	December 2010
19 November 2010	Why does Find My Past tell me I can't log on as "all seats are taken", when I am the only record office user trying to gain access at the moment?	This happens when someone has closed Find My Past without first logging out. We have complained to Find My Past about this, but unfortunately there is nothing they can do. Closing down the computer and restarting it will enable Find My Past to be used again.	January 2011
10 November 2010	Why can we no longer access 1911 census via Find My Past?	The subscription was renewed before the previous one expired. However, owing to technical problems at Find My Past there was a 2 week gap before our new subscription was activated.	November 2010
25 October 2010	£2 is a very low minimum order for photocopying and postage. Would be happy to pay £5 or £10 to help keep service going	We have recently reviewed and increased our copying charges and will continue to review on a regular basis.	October 2010

8 October 2010	There should be a donations box for customers who wish to support the service	We will be purchasing a wall-mounted box for installation.	December 2010
6 October 2010	The 'quick search' option on the Georgian Newspapers website has been removed - it was very useful, and could it be re-instated?	Approached the Council's CIS team who are responsible for the Georgian Newspaper project on the Council Website, and they said they will look into the matter as soon as they have time.	October 2010
1 October 2010	The Record Office is difficult to find once inside the Guildhall.	Part of a bigger problem with signage inside the Guildhall, we are constrained by listed building status. However, we will continue to press for improved signage on the ground floor, as it is a matter of longstanding concern. Agreed that a new sign will be designed for the bottom of the stairs giving directions to the reading room. This will be in the same house style as the website.	
1 October 2010	More signage/ information in the reading room (floorplans, shelf-labelling etc) would make it easier for readers to find what they're looking for on arrival.	We will look into it. However, the Record Office is not designed for users to be "self-sufficient" in the way that libraries are. Efforts should focus additionally on raising awareness with users (e.g. via website) that most can expect and will receive the personal service from staff on first arrival.	
1 October 2010	Not easy to find toilets from reading room; embarrassing for users to have to ask multiple times for directions.	Agreed that this is essential to remedy. An interim sign with photocopied map and directions has been put up while we work on a clearer, custom diagram.	October 2010
1 October 2011	Slightly shabby first-impression of record office does not match up to professional feel of website	Unfortunately we are constrained by budget as to the furniture, fixtures etc inside the record office. Following redecoration last year we have received positive feedback about the more updated feel.	
14 September 2010	Toilets are hard to find	Displayed a map with route to toilets from record office clearly marked.	October 2010
August 2010	Search rooms PCs are slow to use	We are looking into technical solutions and have defragmented the disks.	September 2010
		Extra memory has been installed on the PCs and they are now running faster.	October 2011
8 June 2010	The steps make access to the Record Office difficult	Sent details of level access route using lift.	June 2010
8 June 2010	Difficulties using online catalogue	Considerable work is needed on the online catalogue to make it easy to use- cannot be done with present resources	June 2010
10 June 2010	The PC table in the searchroom is too low – it is painful to sit there for any length of time.	Tried adjustable chair from fiche room, but this proved not to be a solution. Used PC2, moved to the centre of the table, where there is more space. Blocks will be installed on the table legs to raise the height of this table.	July 2010
4 May 2010	Damage to bottom step at entrance to Record Office needs repairing	Repaired.	July 2010

20 April 2010	Improve internal Guildhall signage to the Record Office	Responsibility for signage has been transferred to the portfolio a new Guildhall management post. Someone will be appointed to this post during summer 2010.	May 2010
31 March 2010	Improve lighting in fiche room for viewing readers. Increase number of readers.	We will investigate ways to improve the lighting in conjunction with the Council's electricians. We will consider buying new fiche readers during 2010.	May 2010
January 2010	Repair self-service fiche machine in fiche room	It is not possible to repair the old reader printer. Instructions for using the electronic printer will be written to encourage self-service on that machine.	January 2010
January 2010	Increase photocopy and print charges	We have reviewed the charges and increased them.	September 2010
02/12/09	Holy Trinity parish microfiche c.1848, fiche packet 4, the Christian names have been cut off.	Somerset Record Office have agreed to send photocopies of the faulty pages. We are in the process of ordering them	January 2010
November 2009	Faulty fiche reader	Faulty item removed	November 2009
November 2009	Improve publicity for lunchtime lectures	List of local history groups sent to Heritage Services Learning and Programmes Team	November 2009
June and September 2009	Comments about the PSQG user survey	Comments passed to PSQG organisers. The wording has been changed for the 2011 survey in response to these comments.	December 2009
August 2009	Equipment to make prints from microfilms	Done	October 2009
June 2009	Tidy-up the Record Office entrance hall	Done	October 2009
June 2009	Re-decorate the Record Office (3 comments)	Done	August 2009
June 2009	Improve the lighting in the Record Office	Done	August 2009
June 2009	Improve the facilities in the Record Office (3 comments), or build a new Record Office (1 comment)	A feasibility study into the creation of a new history centre for Bath is underway	Autumn 2009
June 2009	Improve access to the Record Office (5 comments)	A feasibility study into the creation of a new history centre for Bath is underway	Autumn 2009
June 2009	Improve access to the Guildhall toilets	A feasibility study into the creation of a new history centre is underway	Autumn 2009
June 2009	Make newspapers from the Library available in the Record Office	A feasibility study into the creation of a new history centre for Bath is underway	Autumn 2009

June 2009	Create one consolidated centre for archives in Bath	A feasibility study into the creation of a new history centre for Bath is underway	Autumn 2009
June 2009	More staff are needed (2 comments)	Comments passed to senior managers	October 2009
June 2009	Longer opening hours. Saturday and Monday opening suggested (4 comments)	Comments passed to senior managers	October 2009
June 2009	Increase the number of computers	The use of the computers has been monitored, and as it is very unusual for all three to be in use at one time, we have decided not to spend more money in this area at the moment.	
June 2009	Improve the fiche viewers	Provision will be reviewed in 2010 when money may be available	
June 2009	Increase space for the Record Office (8 comments)	A feasibility study into the creation of a new history centre for Bath is underway	Autumn 2009
June 2009	Improve the display of information in the Record Office	Done	October 2009
June 2009	Install a drinking fountain	Considered, but not decided it was not viable to bring a water supply to this part of the building for reasons of space, listed building status and safety of documents.	
June 2009	Improve the lift and the staircase	Lighting on staircase replaced	October 2009
June 2009	Increase the information and indexes available on-line	Website updated with further lists of holdings	October 2009
June 2009	Phone message left on during opening times	All possible technical solutions investigated, but no answer found. All staff to be more vigilant.	June 2009
June 2009	The Record Office should sell family history CDs	Done. Maps on CD now for sale.	2011
June 2009	Improve the list of microfiche available	We will improve the non-conformist list; the parish lists have already been updated.	
May 2009	Parish registers for the whole of Somerset on microfiche.	Under consideration. Will contact to find out what new provision they are planning for access – i.e. whether we could offer access in another form. I.e. tied in to their progress.	
May 2009	Put list of parish register microfiche held on website.	Done	October 2009
May 2009	The current room is very small and old fashioned.	The searchroom has been re-decorated	August 2009
April 2009	No sign for Record Office at Guildhall reception	Comments passed to Guildhall staff for action	October 2009
May 2009	No sign for Record Office at Guildhall reception desk, and no sign for toilets from the Record Office	Comments passed to Guildhall staff for action	October 2009

March 2009	Add contact button on homepage of website, and as a link from the "Planning Your Visit" page	Done	July 2009
March 2009	Add information on North Stoke parish transcripts to parish list	Done	March 2009
March 2009	Information on new bus station needed on website & Guildhall location needs clarification. New map needed.	Done	October 2009
February 2009	Staff did not ask if I needed further help	At busy times, staff are stretched. However, a new archives assistant has now been appointed to ease this problem	June 2009
February 2009	No sign for Record Office at Guildhall reception	Comments passed to Guildhall staff for action	February 2009
Summer 2008	Re-paint the nosings on stairs	Done	Summer 2008
Summer 2008	Improve the lighting on the stairs	Done	Summer 2009