

You Said, We did

Date	You said	We did	Date
2 December 2014	The windows in the searchroom are very draughty.	The Principal Archivist will raise this at the Property Services Liaison meeting during the week beginning 20 January 2015.	11 December 2014
9 April 2014	Bath Ancestors - Is there any possibility that you can make birth/marriages/death records available?	Records of Civil Registration (birth/marriage/death) are the responsibility of the Registrars, and do not come under the Record Office's remit. There is a searchable online index to these records already available at www.bathbmd.org.uk	9 April 2014
5 February 2014	Georgian Newspaper Project - I could not open article.	The Georgian Newspaper Project is an index to the newspapers only. The articles can be viewed in the original papers at the Bath Central Library, or digitally via the British Newspaper Archive here in the Record Office.	5 February 2014
26 December 2013	Could not find criminal records on-line from item in Council e-newsletter	<ul style="list-style-type: none"> • Contacted with an apology and links to the correct page. • Asked for further details of the problem so we could make the site easier to find, as a result of which - 	31 December 2013
		<ul style="list-style-type: none"> • We agreed that too many clicks were required to access the data from the newsletter. • We forwarded the feedback to the Council's communications and marketing department 	10 January 2014
16 December 2013	Bath Ancestors – 'Could do with being able to search by street name.'	Bath Ancestors has an Address search function. However not all records have address entries; this is a limitation of the original records.	16 December 2013
Autumn 2013	The microfiche machines need cleaning.	All microfiche machines are now cleaned at least once a fortnight.	13 December 2013

15 May 2013	Could the Compton Dando tithe apportionment be made available here?	Request passed to Tithe Transcription Project co-ordinator, to ask if Compton Dando could be moved higher up the list of parishes to be transcribed.	15 May 2013
24 April 2013	Excellent printer in searchroom – really clear image in colour	This is a new printer installed within the last 6 weeks. We will continue to upgrade our equipment when possible.	24 April 2013
13 April 2013	There are broken links on the Record Office website	Broken links mended	24 April 2013
3 December 2012	It was difficult to navigate to the Family History section of the website from the homepage.	The website will be completely revised during 2014, and we will aim to improve navigation round the site.	October 2013
Autumn 2012	The central Bath location of the Record Office is very helpful.	We will take this into account when planning any major developments.	On-going
Autumn 2012	Praise for staff - 28 comments	Comments to be seen by Head of Heritage Services. We will try to retain and recruit high quality, motivated staff.	On-going
Autumn 2012	More space is needed – 6 comments	This situation can only change with a major Record Office development. The development of a Local History Centre is on the Heritage Services management team action plan. We now have a working group which has already met once and has future meetings fixed to advance the project	October 2013
Autumn 2012	The Bath Ancestors website database is a real asset.	The Record Office is committed to maintaining and expanding (as resources allow) the Bath Ancestors database.	October 2013
Autumn 2012	Ensure the new catalogues produced in Collections Weeks are made available on-line.	We have been publicising our new catalogues and making them available via our website. We will continue to do this.	On-going
Autumn 2012	Better facilities are needed – 4 comments	This situation can only change with a major Record Office development. The development of a Local History Centre is on the Heritage Services management team action plan. We now have a working group which has already met once and has future meetings fixed to advance the project	October 2013
Autumn 2012	Equal disabled access is needed.	At the moment, people using wheelchairs have to book in advance and use other Departments' ground floor rooms, as we have no emergency exit for them from the basement. This situation can only change with a major Record Office development. The development of a Local History Centre is on the Heritage Services management team action plan. We now have a working group which has already met once and has future meetings fixed to advance the project	October 2013

Autumn 2012	A refreshment area is needed.	Unfortunately we do not have room to provide a refreshment area. This situation can only change with a major Record Office development. The development of a Local History Centre is on the Heritage Services management team action plan. We now have a working group which has already met once and has future meetings fixed to advance the project	October 2013
Autumn 2012	The furniture in the searchroom is totally inappropriate and unsuitable.	We have contacted the Council's furniture depot to see if there are any unused tables which would be suitable to replace the existing ones in the searchroom. They have measured up the existing tables and are checking in the depot.	22 October 2013
		UPDATE: The tables have all been replaced and we have received no further complaints.	February 2014
Autumn 2012	Other Record Offices remain open during lunchtime, but this one doesn't.	The searchroom can be run with a minimum of 2 staff. To have enough staff available to cover lunchtimes would require a significant increase in the level of staffing in the Office from 2 to 3 archivists and from .8 to 1.6 paraprofessionals. The resources to provide this are not currently available in the Council.	October 2013
Autumn 2012	Roadworks outside are too noisy	To solve this would require a move in location. The development of a Local History Centre is on the Heritage Services management team action plan. We now have a working group which has already met once and has future meetings fixed to advance the project	October 2013
Autumn 2012	Collections weeks are a nuisance	We have carefully considered the benefits of collections weeks and are convinced they are necessary for our Office, which has a very small staff of only 2.8 posts.	On-going
Autumn 2012	A plan printer would be useful	Unfortunately, standard plan printers (in which plans are fed through rollers) are not suitable for copying archive documents. We do not have the space or resources to install large-scale, archive-standard, flat-bed scanning equipment.	October 2013
Autumn 2012	Copyright laws which restrict copying of architectural plans are frustrating.	Staff keep up to date with developments in copyright legislation and recently attended a copyright training day. Although UK and EU changes will be announced late 2013 or early 2014, it is very unlikely there will be a major relaxation in the law regarding artistic works (which includes architectural material) in the near future.	September 2013

Autumn 2012	Increase charges to maintain service	<p>We regularly review the charges we make for our services. However, under the terms of the Freedom of Information Act and Environmental Information Regulations, we are not able to charge for access to records in our searchroom, which is our core activity.</p> <p>We have recently increased the charges for our add-on services, such as the supply of images to users.</p>	October 2013
Autumn 2012	Incorrect information about the Record Office received by 'phone from another part of the Council	An email will be sent to all Council Connect staff to make sure they are aware of the information available on the Bath Record Office website.	October 2013
		UPDATE: An application has been submitted the HLF which, if successful, will fund training for all Council Connect staff on the Record Office and its holdings.	November 2014
Autumn 2012	It is unfortunate a visit to Taunton is required to view many records relating to Bath and North East Somerset.	<p>We may be able to review this issue as part of our plans for a Local History Centre. The Local History Centre is on the Heritage Services management team action plan, and we now have a working group which has already met once and has future meetings fixed to advance the project.</p> <p>In the meantime, we will continue to make Bath and North East Somerset records held at Somerset Record Office available here in other formats when possible. For example, we already have microfiche copies of parish records and have recently made digital copies of all the tithe maps available, and are gradually adding copies of the tithe apportionments to our collections</p>	October 2013
02 October 2012	"Can I log into your WiFi network?"	There are long-term plans for WiFi to be installed at the Record Office, but it will not be available in the immediate future. WiFi is currently available at the Library.	October 2012
24 September 2012	Suggested amendments and additions to website	Website amended and augmented.	25 September 2012
21 September 2012	Could the full National Burial Index 3 be made available in the Record Office?	National Burial Index 3 now available in the Record Office	21 November 2012
12 September 2012	"Please could a copy of the Bathford tithe apportionment be made available in the Record Office?"	Request passed to Tithe Transcription Project co-ordinator, to ask if Bathford could be moved higher up the list of parishes to be transcribed.	October 2013

12 September 2012	"There are many churches in Bath which have not deposited their records with Somerset Record Office and are therefore difficult to access. Would it be possible for Bath Record Office or Somerset Record Office to do anything about this?"	The Parochial Registers and Records Measure 1978 legislates for the care of parish records and their deposit in Record Offices. Somerset Record Office is the designated repository for parish records in the Diocese of Bath and Wells, and they are currently planning an awareness raising project for church officials, which may result in new deposits of registers.	21 November 2012
22 August 2012	"In my opinion the fee of £2 was paltry for the information/copies sent to me" (£4 sent)	Consider increasing minimum charge for postal enquiries.	August 2012
		UPDATE: Prices for copies by post and email have been completely revised. The new prices are available on our website and in the searchroom.	October 2012
25 July 2012	Best Record Office researcher has dealt with	Comments to be passed to Head of Heritage Services	November 2012
25 July 2012	Bumped knee on table	A wider range of adjustable chairs are now available in the searchroom.	July 2012
		UPDATE: The tables have all been replaced and we have received no further complaints.	February 2014
April, May & June 2012	Excellent distance enquiry service (8 comments)	Comments to be passed to Head of Heritage Services	November 2012
1 December 2011	Can the Record Office take out a subscription to the British Library's online British Newspaper Archive	Unfortunately, at the moment subscriptions are available only to individuals, not to institutions. We will keep the situation under review in case the British Library makes institutional subscriptions available in the future - we know that other record offices and libraries are also interested in this.	December 2011
		UPDATE: Institutional subscriptions are now available and we are in the process of buying one.	September 2012
		UPDATE: British Newspaper Archive now available in the Record Office	December 2012
17 November 2011	Oxfordshire Record Office has a comprehensive, easy to use, online catalogue.	We are aware that our online catalogue is not very user-friendly and it can be difficult to use. The catalogue is a joint one with the Somerset Heritage Centre. It will be moving to a new platform in the near future, and we are liaising with the Somerset Heritage Centre over the way the catalogue will be presented.	November 2011

21 October 2011	Oxfordshire Record Office provides historic maps in digital form, as well as the Council's GIS mapping on a large wall-mounted screen, which is a fantastic resource for users. What are the possibilities for the digitisation of maps in the Bath Record Office?	We are aware of developments and possibilities with regard to the digitisation of maps. We hope to join in with a project to digitise the tithe maps which are held at the Somerset Heritage Centre. Longer term, we hope to develop an HLF bid for a project which will include making digitised maps available online.	October 2011
		UPDATE: All the tithe maps for Bath and North East Somerset are now available to view on a large screen in the Record Office searchroom.	August 2012
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
		UPDATE: The tables have all been replaced and we have received no further complaints.	February 2014
April 2011	A collection, newly-listed during a collections week, was used by a long-standing researcher	Continue with collections weeks	April 2011
February 2011	Microfilm viewer required	Done.	October 2009
February 2011	Improved and enlarged premises (11 comments)	Local Studies Centre feasibility project completed 2010. Ready for action as opportunities arise	Summer 2010
February 2011	Excellent staff and service (24 comments)	Comments passed to Head of Heritage Services	October 2011
February 2011	Keep office in the centre of Bath	Comments passed to Head of Heritage Services	October 2011
February 2011	Place to have a drink and eat sandwiches	Local Studies Centre feasibility project completed 2010. Ready for action as opportunities arise	Summer 2010
February 2011	More fiche readers and better lighting in fiche room	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
		UPDATE: We have ordered an uplighter to improve the lighting in the fiche room	October 2012

February 2011	Short staffed (3 comments)	From April 2012 the post of Archives Assistant has been increased from 3 to 4 days a week. This means there will always be a minimum of 2 members of staff available on days when the Record Office is open to the public.	April 2012
February 2011	The Record Office would benefit if the Local History Library was closer / Library material should be transferred to Record Office (2 comments)	Local Studies Centre feasibility project completed 2010. Ready for action as opportunities arise	Summer 2010
February 2011	Flood resistance	Purchase of flood alarms or re-location of the Record Office to be investigated. Local Studies Centre feasibility project completed 2010. Ready for action as opportunities arise.	Summer 2010
February 2011	More computers (2 comments)	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.	February 2011
February 2011	Anything which helps a beginner understand what is available. (Courses for example?)	Provision of beginners' courses, or availability of staff for 1-to-1 consultations to be considered.	February 2011
		An application has been submitted to the HLF, which, if successful, would fund family history beginners courses.	November 2014
February 2011	Longer, more flexible opening (2 comments)	Comments passed to senior managers	October 2011
February 2011	Very important to keep extensive business and personal records of your local area.	Consider the development of a more pro-active acquisitions policy	February 2011
February 2011	More for people who have a disability & need more attention, e.g. disability corner as in library in Bristol.	Additional staff and space needed. Local Studies Centre feasibility project completed 2010. Ready for action as opportunities arise	Summer 2010
February 2011	Charge for prints	Full charging system already in place. Notices displayed in searchroom	February 2011
February 2011	Improved visitor facilities	Local Studies Centre feasibility project completed 2010. Ready for action as opportunities arise	Summer 2010
February 2011	Possible automatic doors as in rest of building. Access very complicated for disabled	Unfortunately, access via the lift requires visitors to enter the Record office via staff areas. This means the doors can only be operated by staff. New and improved accommodation for the Record Office is required. Local Studies Centre feasibility project completed 2010. Ready for action as opportunities arise	Summer 2010

February 2011	Slightly frustrated I could not use photocopier or trace drawings for copyright reasons – Hampshire Archives does allow tracing and copying and it is in the interest of the building – in this case a Grade I listed building in Bath!	The Record Office has legal obligations which it must observe. The Office's copyright policy has been developed to be as flexible as possible whilst keeping within the law.	February 2011
		UPDATE: Copying policy under review	October 2012
February 2011	<u>PLANNING HISTORY FILES</u> quality of files was very poor with all pages mixed up – making it very difficult to read/interpret	The planning history files have all been checked and re-labelled.	February 2012
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
		UPDATE: Prices for copies by post and email have been completely revised. The new prices are available on our website and in the searchroom.	October 2012
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

		UPDATE: Quick search re-instated.	September 2012
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.	October 2010
		UPDATE: Request for improved signage sent to Guildhall Buildings and Operations Manager	July 2012
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.	October 2010
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.	October 2010
		UPDATE: We have asked whether carpet tiles could be laid in the entrance hall	October 2012
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
		UPDATE: Extra memory has been installed on the PCs and they are now running much 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
		UPDATE: The tables have all been replaced and we have received no further complaints.	February 2014
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
		UPDATE: Request for improved signage sent to Guildhall Buildings and Operations Manager	July 2012
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
		UPDATE: We have ordered an uplighter to improve the lighting in the fiche room	October 2012
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
		UPDATE: Instructions written and available next to fiche printer	May 2012
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	

		UPDATE: One of the old machines has been replaced with a newer model	August 2012
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 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
		UPDATE: Request for improved signage sent to Guildhall Buildings and Operations Manager	
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

		UPDATE: Request for improved signage sent to Guildhall Buildings and Operations Manager	July 2012
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