

# Minutes of the PSQG Steering Group Meeting: 28 January 2009

The National Council on Archives  
PUBLIC SERVICES QUALITY GROUP

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## Minutes of the Steering Group Meeting Wednesday 28 January 2009 London Metropolitan Archives

### Present:

Geoff Pick	LMA (Acting Convenor)
Deborah Jenkins	LMA
David Mander	Consultant
Kevin Mulley	TNA
Steven Murray	MLA
Elizabeth Scudder	LMA (minutes)
Laura Taylor	LMA

### 1. Apologies for absence

- 1.1 Apologies were received from Tim Harris, Alison Horsburgh, Bruce Jackson, Nick Kingsley, René Kinzett, Andrew Rowley, Heather Stanley & Jessamy Sykes.

### 2. Minutes of the meeting held on 8 October 2008

- 2.1 Circulated prior to the meeting.

### 3. Matters arising

- 3.1 Item 4.3: the promotion of the Access Standard. The actions detailed in the last minutes have not happened and Geoff will follow this up with René. The publication of the Access Standard has been brought to the attention of the Office of the Information Commissioner in the bi-lateral meetings held between TNA & ICO. David Mander submitted an article on the Standard to *Record Keeping* magazine. Feedback on the usage is requested and this may need to be flagged up via the website. There needs to be some evidence of the way it is being used in record offices. The ICA Committee on Best Practices and Standards has approached PSQG about developing the Standard in an international context. Deborah and Geoff will consider how to respond to the ICA's request and Geoff will write back to ICA to indicate the PSQG's interest.
- 3.2 There were no other matters arising which were not covered by other agenda items.
- 3.3 Geoff welcomed Steven Murray from MLA to the meeting.

### 4. Quality Forum 2008 and 2009

- 4.1 The 2008 Forum was not as fully booked as previous years. The topic

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had been quite specific and probably appealed more to senior managers rather than to those junior managers who run the reading rooms. There are no final figures from the Forum.

- 4.2 Laura Taylor will be standing down as the joint organiser of the Forum and will be replaced by Wendy Hawke from Guildhall Library.
- 4.3 The date of the 2009 Forum is 4 November and the room at TNA is booked. Andrew Rowley will continue for the time being to be TNA's contact for the Forum. It is hoped that the technical and IT issues which arose at last year's Forum will be resolved for this year.
- 4.4 There was some discussion on the theme for the Forum. Topics suggested included: communicating to the public with non-paper items such as a/v archives and how they should be accessed and promoted in the reading room; on-line services and their quality/delivery to the public/learning through on-line services/how these tie in with onsite services/on-line services to schools/audience development work and blogs. However, the theme eventually chosen was "Volunteering" which is already the subject of a MLA funded study which will be presented to the NCA in late March / early April. It would be useful to have speakers from outside the profession e.g. museums and areas to look at should include what volunteers do and how they are managed as well as internships within the profession.

### **5. Security and Access Group**

- 5.1 The last meeting of the Group had been held on 7 October and the next meeting will be on 11 February at Nottinghamshire Record Office.
- 5.2 Subjects currently under discussion include: a national reader's ticket system; national reading room regulations and how they should be represented in pictorial form; CCTV systems and what legally they can and cannot do and how long tapes should be kept with resulting cost implications.
- 5.3 An update on current cases of archival thefts was given although there have not been many UK thefts reported.

### **6. Visitor Surveys Group**

- 6.1 Remote Survey: IPF have quoted a figure of £12,000 for running the Survey. Other options for delivery need to be investigated as PSQG cannot bear this cost. Steven Murray has details of similar systems for recording survey results.
- 6.2 Onsite Visitor Survey: this will take place in May / June 2009. All paperwork has been prepared by IPF and the notices will go out in the week beginning Monday 2 February. The costs will be the same as the last Survey. The questions will be retained from the last Survey so that trend data can be gathered. The national results from the 2007 Survey are available on the NCA website.

### **7. Discussions on the future of NCA, ACALG and SOA**

- 7.1 Following the "Fire Tail" report recommending a merger, a steering

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group and 3 small working parties (governance, membership, & communication) had been set up. Geoff updated the group on the present position and reported that a statement of principles was due to be issued in April. The relationship of a new body to such groups as PSQG & CAHG would need to be clarified and there were many questions which remained to be answered. Deborah reported that the ICA was going through a similar process and that lessons could be learned from the outcome of this.

### **8. Website**

- 8.1 Richard Wragg is the new NCA web officer.

### **9. Reports on Meetings attended by members**

- 9.1 David Mander reported on the position with CAHG. A temporary convenor was in place following the retirement of Vic Gray. It was likely that CAHG would become a membership body (more organisational than individual) although it would remain affiliated to the NCA. A document outlining the new arrangements would be in place in advance of the conference in July.
- 9.2 Geoff Pick had attended a CIPFA archive working party meeting but there was nothing to report on from that meeting.

### **10. Future meeting arrangements**

- 10.1 No progress has been made with finding a new Convenor for the Steering Group. Geoff Pick will continue to act as Caretaker Convenor. The Steering Group needs more members from a wider group of offices than currently represented.
- 10.2 Caroline Sampson, County Archivist of Warwickshire, will be joining the Steering Group.

### **11. Any other business**

- 11.1 The 2009-2010 NCA Business Plan will be presented at the afternoon's NCA Council meeting. PSQG has a number of key objectives within the Business Plan.
- 11.2 Steven Murray will be representing MLA at the CIPFA archive working party meetings. MLA is currently recruiting for a replacement for Javier Stanziola.

### **12. Dates of meetings, 2009**

- 12.1 22 April, 8 July & 14 October (note the amended date for July and the date for the spring meeting.)