

## Warwickshire County Record Office Changes to the public service

Heritage and Cultural Services are responsible for the operation and management of Warwickshire County Council's Archive, Museum, Archaeology, Ecology, Arts and Heritage Education services. The division is required to make a recurrent reduction in its overall budgets of £413,000 or nearly 30%.

At the County Record Office savings have been found through retirement, reduction in hours, redeployment and resignation of a number of staff within both the Archivist and Archive Assistant (AA) teams.

Between Spring 2010 and Autumn 2011, the AA team will have lost nearly 50% of its available staffing capacity. The Archivist team has re-structured to adjust to the loss of the Senior Archivist (Collections) post, and will continue to need to adapt to compensate for the broader role of what was formerly the Compliance Manager post.

Losses of capacity on this scale cannot be absorbed by remaining staff. This means that changes to how we deliver searchroom and enquiry services to the public are inevitable to make individual staff roles manageable, and also to make it possible for the CRO to continue to provide an acceptable standard of service.

### Public service arrangements:

- **Staffing levels in the Searchroom and Catalogue/Index room will reduce from 3 to 2 people.**
- Limited assistance to users will be available from searchroom staff, whose priorities will be invigilation and to ensure an efficient flow of documents to the searchroom as well as answering questions.
- We will continue to operate our existing system whereby volunteers help to provide support in the searchroom. We encourage visitors to book an appointment in advance where possible.
- We will continue to run free training sessions on how to use our on-line catalogue, to help users become as independent as possible
- **The reduction in our core funding means we cannot guarantee the production of documents between 12.15 and 14.15. The service will try to provide additional staff cover where possible.**
- Service users will be encouraged to order documents in advance if arriving over lunchtime
- Service users may experience longer waiting times for photocopy orders.
- Service users may experience delays for responses to written enquiries.

The CRO will endeavour to find alternative income streams to sustain and develop our service for the future. Please support us in these efforts by using our shop, refreshments and other services or by becoming a Friend of the Record Office.

**Searchroom opening hours will remain as currently advertised.**

**These changes will have a start date of 1<sup>st</sup> September 2011.**