

# **The World in One City: London's Archives and Cultural Diversity**

a study for the  
London Archives Regional Council

March 2004

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# **LONDON'S ARCHIVES: THE WORLD IN ONE CITY**

## **A study of London's Archives and cultural diversity**

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# **LONDON'S ARCHIVES: THE WORLD IN ONE CITY**

## **A study of London's archives and cultural diversity**

### **EXECUTIVE SUMMARY**

#### **The project (see report sections 1.0, 1.2 and 3.0)**

- 1 This study was commissioned by the London Archives Regional Council(LARC) with support from the Greater London Authority. The brief sought to identify current levels of partnership and co-operation between repositories and London's black and minority ethnic communities.
- 2 The research was conducted by Val Bott and Nicola Williams, consultants. It was based upon a questionnaire sent to LARC's list of archives in London. Phone and email follow-up contacts obtained information from 165 of the eligible total of 351 (47%). Some provided partial responses and some email comments, while 120 completed questionnaires were returned (34%) and all responses were analysed.
- 3 London's archives had already been classified in 12 categories as a result of earlier research. The analysis of the survey has been based upon these categories, with the large groups broken down into sub-groups for clarity. The information gathered has enabled the list to be refined, with duplications removed and changes of staffing, location and approach recorded in the project archive.

#### **The information gathered (see report sections 5.0 and 6.0)**

- 4 The variable levels of completeness of questionnaires, and the fact that some categories were poorly represented amongst respondents, make the statistical information gathered of limited value. However, returns were obtained in every category except the small film archives group. The largest categories in the sample were Education, Professional bodies, Museums and Local Government. The highest response levels were Local Government (78% of 37), National (73% of 11) and Medical (66% of 15).
- 5 Policies and publicity materials were provided by a number of respondents; some were obtained through internet searches. All of these are filed in the project archive.
- 6 Detailed tables have been prepared for each category of repository, showing the demographic make-up of staff teams and governing bodies, the types of user information collected (though few record ethnicity) and levels and range of working with minority ethnic groups and individuals as well as in partnerships.
- 7 The responses paint a picture of many very small operations, often with part-time or a single member of staff, often providing a service only to the parent organisation whose records they manage. Publicly-funded archives, whether small local authority services or larger scale nationally-funded bodies, are the most likely to have developed resources or projects for minority ethnic audiences, often using the opportunity of specific funding streams for digitisation or partnership work, or the umbrella of Black History Month to set such work up.

#### **Learning from experience (see report sections 7.0 and 8.0)**

- 8 The qualitative information gathered is the most valuable in fulfilling the research brief. Respondents provided a large number of case studies which may provide models and ideas for future work. Many also indicated forthcoming projects which have been summarised in the report, and which indicate some confidence about the future. The majority of these are in publicly-funded repositories but a few lie within organisations whose holdings may be seen as particularly relevant to minority ethnic audiences.
- 9 Respondents who have already worked with culturally diverse audiences have provided their views about the factors which make for success or which can act as barriers, and have suggested areas where their needs might be supported in the future. Responses on these issues are from a much smaller group than other responses; these are archivists who have learnt from real experience. The comments reveal some imaginative approaches carried out effectively with only limited resources.
- 10 Success factors identified include working with others as partners or advocates, providing what minority communities want, obtaining additional resources, having a real purpose and credibility and building trust. Conversely barriers to effectiveness included limited resources, difficulties in making contacts, a lack of trust or credibility, language, politics and a need for sustainability rather than short-term one-off projects.
- 11 Suggestions for future support include the dissemination of best practice and advice on finance, especially fund-raising and grant bidding, assistance with brokering partnerships, specialist advice on

cultural diversity, pooled language skills and translation services, marketing and promotion, building capacity and the development of networks.

### **Conclusions (see report section 9.0)**

- 12 The analysis of the research suggests that there is evidence of increasing engagement with minority ethnic groups in London's archives, especially in publicly-funded organisations, but that there is too little information gathered about users to truly assess effectiveness.
- 13 Many archivists are aware of the need to deal with diversity at a strategic level and many have mission statements and access policies, some of which have been collected as part of the research. Many thought their holdings could have direct relevance for minority ethnic users, though a large proportion did not. Some were developing new ways of using traditional materials by researching content to make explicit the diversity of London's population in the past.
- 14 The information gathered on the workforce shows that it is still predominantly white, but in institutions whose management understood the potential relevance of the holdings, who were developing new minority ethnic collections or who were seeking to engage new audiences, staff teams and governing bodies were more likely to be diverse.
- 15 Partnerships of many kinds, often short-term and project-based, were effective and valued. Some had found ways of sustaining a project with one of the partners beyond the initial period of working together.
- 16 The archives sector is structurally weak, and undervalued though extraordinarily rich in resources. There are opportunities for imaginative work by archivists with political skills and energy but in some places the resources available are too small even to develop a limited project. For some repositories, the context in which they operate makes developing any audience beyond internal use by their parent body unlikely.

### **Recommendations (see report section 10.0)**

- 17 Improving knowledge about existing audiences is an essential first step. As many archives as possible should define an access policy and use a standard form of recording users to enable patterns of use and benchmarks to be defined.
- 18 Some of the more effective developments in reaching culturally diverse communities have depended upon research to reveal the content of archives holdings. A team of researchers should be identified and if possible funded to do more work of this kind across London's archive repositories.
- 19 There is a general need to raise the profile of archives in London – the creation of the new cross-sectoral agency for London's museums, libraries and archives makes this an important time for advocacy; help from a skilled consultancy who can help identify high level champions should be enlisted as soon as possible. The national archive bodies, the GLA, the new agency and others should work together on this.
- 20 Archives need investment to make them fit for purpose. The new agency, national bodies and friends' and users' groups can all contribute to improved cataloguing, guides to records and bids for funding.
- 21 A change of culture could come if minority ethnic representation were increased on boards and in staff teams as well as amongst users. Where appropriate, volunteering programmes or community projects may help develop a new audience, but more formal structures such as local advisory groups could also help open up opportunities for participation and the championing of archives as an important resource.
- 22 Opportunities for training new archivists could be combined with the need for a peripatetic team to help across all London archives if funding could be found for this purpose. Advice on diversity and training bursaries should be taken from the Museums Association which has run a comparable scheme.
- 23 Some newer minority groups in London may be difficult to contact because of language differences. Further research should be undertaken to define what language skills, interpretation and translation services are needed by archives and how they could easily be made available.
- 24 More mapping exercises, building upon the experience of projects like CASBAH, could reveal little used but relevant archives to support the case for providing resources to make them available.
- 25 An annual meeting for archivists, owner of archives and archives uses should be established to provide a vehicle for sharing good practice and evaluating progress.

# **LONDON'S ARCHIVES: THE WORLD IN ONE CITY**

## **A study of London's Archives in relation to cultural diversity**

**by Val Bott and Nicola Williams**

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### **1.0 Introduction**

- 1.1 This study was commissioned by the London Archives Regional Council (LARC), supported by the Greater London Authority (GLA), in January 2004. The research was carried out by Val Bott and Nicola Williams, consultants. The project was overseen by a small steering group comprising David Mander (LARC), Louise Ray (London Archives Development officer), Carol Dixon (LMAL), Lola Young (GLA) and Nick Lane of London Museums Agency and LMAL. Louise Ray acted as project co-ordinator.
- 1.2 The consultants wish to record their thanks to the steering group, to the small group of archivists who piloted the questionnaire and to the large number of archivists who completed the questionnaire and responded to queries and requests for further information. Without their efforts - and for some it has required considerable work to pull together the necessary information - this report would not have been possible.
- 1.3 This report summarises the process and the findings of the survey. A substantial project archive has been created by this project, comprising the questionnaires and accompanying publicity materials, policy documents and other data, and this has been deposited with LARC for future use.

## 2.0 The brief

- 2.1 The study was commissioned to assess current practice and inform future approaches to improving access to sources for the history and heritage of London's black and minority ethnic communities. It would assist the new London regional agency for archives, museums and libraries in "securing cultural diversity and full representation in archival collections", a key aim of LARC's strategy, *Out of the Past: Into the Future*.
- 2.2 The project was intended to support additional thematic aims from the strategy by providing better information. These include enhancing learning opportunities, by "supporting community and individual projects. . . to enrich and instruct those involved", and improving access to "encourage new audiences" and "ensure the relevance of collections".
- 2.3 Anecdotal evidence suggested that the provision of archive services for, and partnerships with, black and minority ethnic communities in London were patchy and that staff teams and governing bodies included few representatives of minority ethnic communities. It was hoped that this study would obtain clear evidence to inform regional and national agendas for archives with regard to cultural diversity and social inclusion, and to assist existing projects like *Moving Here* as well as new partnerships and projects. LARC intended the study to be used in conjunction with the London Museums Agency's recent studies, entitled *Reflections*<sup>1</sup> and *Holding Up the Mirror*<sup>2</sup>, and the report of the Mayor's Commission on African and Asian Heritage, due to be published in the spring of 2004.
- 2.4 The brief sought to identify current levels of partnership and co-operation between repositories and London's black and minority ethnic communities, covering such themes as their
- engagement with
    - black and minority ethnic community groups in general
    - black and minority ethnic individuals/bodies holding and collecting archives
    - archives with specialist black and minority ethnic collections, e.g. Black Cultural Archives, Future Histories and key success factors or barriers for each of these,
  - involvement with projects such as *CASBAH*, *Moving Here* and *Real Lives*
  - approach to addressing cultural diversity issues at a strategic level (mission statements, access policies, audience development plans etc), together with
  - black and minority ethnic representation on governing bodies and in workforce, and
  - cultural and equality training for staff.
- 2.5 LARC's earlier research indicated that there were 354 archives in the capital, and that these could be categorised in the following 12 groups:
- |             |                       |                   |
|-------------|-----------------------|-------------------|
| • Business  | • Film                | • National        |
| • Charities | • Local Government    | • Performing Arts |
| • Education | • Medical             | • Professional    |
| • Estates   | • Museums & Galleries | • Religious       |

The brief sought information about all of these archives and the steering group wished the consultants to obtain responses from a sample of archives in each of these categories.

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<sup>1</sup> *Reflections: mapping cultural diversity in London's local authority museum collections*, was a study of 28 museums in greater London, for the London Museums Agency (LMA) completed in April 2003. An edited version of the report can be found in the publications section of the LMA website at [www.londonmuseums.org](http://www.londonmuseums.org).

<sup>2</sup> *Holding Up the Mirror* by Helen Denniston Associates, is a report for the LMA examining how London's museums addressed cultural diversity in 2003, also available on the LMA website at [www.londonmuseums.org](http://www.londonmuseums.org)

## 3.0 The context

- 3.1 LARC initiated this study to help determine how the new regional agency for London, ALM London (which will embrace archives, libraries and museums), might best support London's archives, libraries and museums in working with the many minority ethnic communities in the capital. Two complementary studies – *Reflections* and *Holding Up The Mirror* – had considered similar issues in relation to museums in Greater London during 2003.
- 3.2 The Greater London Authority supported this project because it reflects the Mayor's commitment to promoting black and Asian heritage in the capital. The work relates to both the Mayor's Cultural Strategy which seeks to share London's cultural wealth by strategic planning to maximise its effectiveness, and the Mayor's Commission on African and Asian Heritage, which began work in the autumn of 2003 and will report in the spring of 2004. Both seek to ensure that the diversity of London is reflected in the boards and senior management of its cultural institutions and in the range of those who enjoy and benefit from them.
- 3.3 The 2001 Census confirmed the fact that London has the most diverse population in England. Two London boroughs have the largest proportions of minority ethnic residents; these are Newham with 60.6% and Brent with 54.7%. Taking the whole of Greater London, the Indian community is the largest minority group, representing 6.1% of Londoners, with the black African community next largest at 5.3%, followed by the black Caribbean community at 4.8%.
- 3.4 The archives community in London is itself diverse. It is large, with over 350 archives, and extremely varied, ranging from small scale operations serving the internal needs of the organisations whose records they care for, through local government funded archives to nationally and internationally significant archives. For publicly-funded bodies the concept of serving a London or a local community is a common basis for their work. For the majority of London's archives, however, this may not be a priority; small numbers of outsiders may occasionally use their holdings for academic study but these archives do not seek to promote their use. As the capital of a former world-wide empire, London is home to many businesses and other organisations with past or present links to former colonies. Though their records can provide a better understanding of our past and contribute to support for a shared future, their archivists may have no remit to reach a wide audience.
- 3.5 Given this context, there are important reasons for considering the ways in which London's archive repositories engage with its culturally diverse population and how this may be enhanced. First there are the legal requirements of the Race Relations (Amendment) Act of 2000 which prohibits discrimination in all functions of public authorities and requires them to promote race equality. Archives which receive public funding must comply with this Act. Those archives which care for and make available the records of other kinds of organisations - businesses, charities and the professions, for example - also benefit from this approach. In the commercial world it is increasingly recognised that equality of opportunity should underpin not only staff recruitment but also services provided. There is no benefit in failing to attract the best quality staff or to reach the widest market or audience from the diverse pool of residents in London.
- 3.7 There is an additional intellectual case for completeness in the acquisition process and accessibility in the management and care of archives. Archives which fail to recognise that London's diversity is nothing new are flawed; as a result they may fail to acquire or retain significant material. An archive's cultural value also depends upon its being recorded and made usable, whatever its content or original purpose. Indeed, use generates new knowledge which can enhance an archive's value to its owner, with local authority archives' social and community value made explicit through use to underpin citizenship and identity and businesses' archives being used to enrich their modern role by underlining tradition, longevity, reputation or brand.



## 4.0 Methodology

- 4.1 The brief required a questionnaire survey of all archives on the LARC list. The original mailing list of 357 archives was drawn up by LARC; a revised list of 351, excluding some duplications, can be seen at Appendix A. The steering group recognised that this was an ambitious approach, especially since the study needed to be completed before the new agency took over on 1 April. To encourage a positive reaction from potential respondents, advance notice of the survey was e-mailed to as many as possible of the archives on the list, explaining the context and the time-scale. The questionnaire would be concise and straightforward with only a short period for its return, after which date non-respondents would be contacted to encourage further responses.
- 4.2 **Designing the survey**  
The questionnaire<sup>3</sup> itself was designed to be wide ranging and relatively simple to complete. It sought general information about policies, staffing and governance, users and activities, using some open questions and some "tick-box" elements. It also asked for case studies worth following up and respondents' views on success factors and barriers to success in working with minority ethnic communities. A small group of archivists drawn from across the different categories agreed to take part in a pilot survey<sup>4</sup> before the final version was agreed. The questionnaire was sent out on 23 January 2004 by post, with an SAE for responses, and a deadline for return of 9 February. E-mails were also sent out on 26 January, with the full questionnaire as an attachment for completion on screen and return by email.
- 4.3 **Expected level of returns**  
The steering group agreed that a return of 30% would provide an acceptable sample, though a larger response would be preferred; the limited time available for following up non-respondents meant that it did not seem possible to be more ambitious. By the first deadline 57 questionnaires had been returned, representing only 16% of the possible total, though a number of additional respondents promised returns but asked for more time. The consultants agreed with the project officer that the highest priority for follow up work were the local authority archives as these publicly-funded bodies were the most likely to be aware of the issues relating to cultural diversity and their communities, and may therefore have experience to offer.
- 4.4 **Following up non-respondents**  
Over the next three weeks, the consultants attempted to contact all of the archives on the list by means of telephone calls and e-mails. This process revealed that archivists were suffering from questionnaire overload with at least three surveys in progress in London at the same time. However, it also resulted in useful responses through conversations or by email rather than questionnaires. E-mail proved to be an effective means of seeking and receiving information and some archivists also sent policy documents and other information as electronic files. Responses continued to come in during March while the report was being written and have now been obtained from 165 archives. Many of these were only partially completed, however, and others included free text comments. While it has been good to have a more substantial return the resulting information has been cumbersome to analyse.
- 4.5 The combination of questionnaire and follow-up contacts provided a broad view of the activities of the respondents. In some cases the subject matter of the questionnaire had little or no relevance to the way in which an archive works or the content of their holdings; this was particularly the case where the use of an archive is primarily internal to its parent organisation. For a number of London's archives the limited nature of the resources with which they operate also makes the promotion of their services to new audiences or the development of new ways of working too demanding upon them. In addition, some archives do not operate entirely independently, being part of a combined archive and library or archive and museum, and for these information about relevant collections and projects based upon them, or data about users, may apply across the whole organisation.
- 4.6 **Refining the sample**  
The follow-up process revealed some flaws in the mailing list; these were mainly duplications and archives which have or are shortly to move out of London. For the purpose of analysis a new total of

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<sup>3</sup> See Appendix B of this report for the full questionnaire

<sup>4</sup> The following were involved in the pilot survey: Future Histories, King's College London, Lambeth Borough Archives, the London Metropolitan Archive, the Parliamentary Archives, the Royal Geographical Society, UCL Hospital Archives.

351 potential respondents has been identified and the survey obtained information from 165 of these, representing 47%. However, some of these only provided minimal information and some did not complete a questionnaire. The number of completed questionnaires which can be analysed is 120, representing 34% of those originally contacted.

#### 4.7 **Content of archive holdings**

The questionnaire asked only one question about the content of the archives based in London. This was in part because a remarkable amount of work has been done in recent years to map archival holdings and this is available on web-sites such as ARCHON and AIM25<sup>5</sup>. In addition, a parallel project to this study, entitled *London Signpost*, has developed proposals for extending AIM25 to a broader range of London archives. These formal listings are extremely useful but they only reveal likely sources of material relating to minority ethnic communities in London to experienced researchers who know what they are looking for.

- 4.8 The question on the potential relevance of archives to a culturally diverse audience produced interesting information. Some respondents underlined the fact that inexperienced researchers may not know where to look for it. Several archivists commented that they had material that could be of specific interest to some minority ethnic Londoners but that they had neither the expertise nor the resources to enable them to encourage such use. Most assumed that minority ethnic users would wish to use material relating to their community or country of origin; fewer considered that all residents of an area may be interested in the history of that place, whatever their ethnic origin, and that many local archives are used for purposes relating to planning issues or for educational projects which are defined by external influences. This is an area for further research and one which should in future be linked to *London Signpost*.

#### 4.9 **Anxieties about “being judged”**

A small number of respondents, including local authorities, a business and a few specialist archives, revealed in follow-up exchanges that they had been concerned that completing only part of the questionnaire would indicate failure on their part. When the researchers were able to discuss these issues, explaining that the survey was designed to map activity and learn from experience rather than to judge success or failure, archivists were usually reassured and responses obtained. Given the number of archives with no experience of working with minority ethnic users, it may have been more effective to map the holdings thought to be relevant before investigating what archivists were doing or would like to do with them. *Profiles*<sup>6</sup>, the West Midlands survey, used this approach which proved effective in demonstrating the resources held and ways in which they had been made available. In London this approach might have caused less anxiety about being judged and produced more responses.

#### 4.10 **Obtaining information with real substance**

Despite the fact that just over half of London's archives did not provide information for this survey and that some questionnaires were only partially completed, a considerable amount of information has been gathered. This relates to the key issues in the brief. Though information on the workforce and governing bodies, on engagement with black and minority ethnic groups in the development of holdings or in activities built upon them has been collected, some key archives with specialist black and minority ethnic collections have failed to respond. While there is a culture of working to equalities policies and staff training in this field in many organisations, for some no policy papers or other evidence has been provided. However, publicly funded archives and those with a social or educational remit rather than a commercial one have shown that even when resources are extremely limited imaginative archivists have developed valuable programmes, projects and partnerships upon which the archives community can build in the future. A key element in future development has to be an updating process for this data.

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<sup>5</sup> ARCHON can be found at [www.hmc.gov.uk/archon.htm](http://www.hmc.gov.uk/archon.htm) and AIM25 is at [www.aim25.ac.uk](http://www.aim25.ac.uk)

<sup>6</sup> *Profiles: Celebrating Cultural Diversity* was produced in 2002 by the Regional Archives Council, the Regional Museums Council and the Libraries Partnership for the West Midlands. The study was undertaken by Lorraine Blakemore and the report was edited by Philip Kiberd.

## 5.0 The pattern and range of responses

- 5.1 This chapter considers the number of responses received and the completeness or otherwise of the information provided. An analysis and description of the contents of the responses is provided in Section 6.0. This section is based upon actual returns giving information from 165 respondents, representing 45% of the potential total; of these 120 (71% of responses) provide detailed information. This is a healthy level of response given that many of the archives in London, especially those in business and professional organisations, operate primarily as an internal resource and do not see themselves as having any responsibility for working with local or London communities.
- 5.2 The responses have been calculated in the various categories within the sector to establish the range and nature of the final sample and this information is set out in the table below. The largest categories in the original sample were Education, Professional bodies, Museums and Local Government. Though these groups were well represented in the responses – with Education at 41% of 70, Museums at 46% of 41 and Professional bodies 36% of 47 – the largest percentage responses came from the Local Government (78% of 37), National (73% of 11) and Medical (66% of 15) categories, and while 59% of Business archives responded, only 19% sent questionnaires. Responses were obtained from every category, only Film proving difficult with in only 1 response from the British Film Institute, which refused to make the survey a priority and offered no data at all.

<b>Table 1 Responses by Category within the Archives Sector</b>							
Category	Survey sample 351		Total contacts 165			Questionnaires returned 120	
	Total in category	% of total surveyed	no of contacts	% in category	% of whole sample	Number returned	% of total returned
<b>Business</b>	32	9	19	59	5	6	5
<b>Charities</b>	21	6	7	33	2	3	2
<b>Education: general</b>	22	6	10	45	3	8	7
<b>Education: higher</b>	39	11	15	38	4	14	11
<b>Education: schools</b>	10	3	4	40	1	3	3
<b>Film</b>	2	1	1	50	0	0	0
<b>Galleries</b>	12	4	4	36	1	4	3
<b>Local Government</b>	37	10	29	78	8	26	22
<b>Medical</b>	15	4	10	66	3	10	8
<b>Museums</b>	41	12	19	46	5	15	13
<b>National</b>	11	3	8	73	2	5	4
<b>Performing Arts</b>	11	3	5	42	1	4	3
<b>Professional</b>	33	9	11	38	3	7	6
<b>Professional institutes</b>	14	4	5	36	1	2	2
<b>Religious</b>	22	6	9	41	3	7	6
<b>Royal Societies</b>	29	8	10	34	3	5	5
	350	100%	164			120	100

- 5.3 None of the questionnaires was answered completely; some respondents choosing to write emails or covering notes which provided useful information but did not necessarily answer all of the questions in the same format as the questionnaire. There was some variation in the numbers of questions answered, but this was to be expected because the questionnaire and follow-up messages made clear that a partial response was better than none at all. Many answered the early questions but offered no information on working with individuals or groups or working in partnerships. Table 2 shows a summary of the response levels by the subject areas within the questionnaire and a full breakdown of responses by subject and by archive category is also provided at Appendix C.
- 5.4 The content of the questionnaires is discussed category by category in Section 6, together with the additional material supplied by all respondents. The enclosures which accompanied a number of questionnaires and the free text elements of some responses provide useful qualitative information. This combination makes it possible to describe the scale and range of activities in London's

archives, the pattern of activity across different sectors and, the views of archivists with experience of cultural diversity. Though the material collected is substantial it is not always capable of comparison and analysis. The project archive will be available for further use by officers of the new London agency.

<b>Table 2 Contents of survey by subject area</b> 120 questionnaires, sample of 351			
	<b>Number</b>	<b>% of sample</b>	<b>% of response</b>
<b>Publicity</b>	54	15	45
<b>Policies and plans</b>	61	17	51
<b>People in the organisation</b>	96	27	80
<b>Users</b>	97	27	81
<b>Work with minorities</b>	43	12	36
<b>Partnerships</b>	44	12	36
<b>Case studies</b>	28	8	23
<b>Barriers/success factors</b>	42	12	35

#### 5.5 **Publicity**

Publicity materials promoting their archives came from 54 (45%) respondents; however, this includes nearly a third of the local authority archives. A number of respondents commented that they could not cope with heavier use and therefore did not publicise their existence; this was especially the case with Businesses, Charities, Professional and Religious archives. Several of the local authority respondents, including Brent, Hackney, Newham, Lambeth and Waltham Forest, provided promotional material and information sheets which were directly related to minority ethnic communities and their history.

#### 5.6 **Policies**

Policy documents were provided or reference made to such documents being available on web-sites by 61 (51%). These were most likely to be publicly-funded museums or archives/local studies libraries. Most of these policies related to the acquisition of archival material and described levels of service which they aimed to provide. Most included ambitions to collect material which reflects and records the locality or community served and some specified areas of work which would enable this to be done more effectively by encouraging the involvement of specific groups.

5.7 Several organisations, ranging from small charities like Eastside Community Heritage through medium sized organisations like the Petrie Museum up to the British Library, provided copies of Access or Education policies. Others were beginning to develop new policies, some because of a recent change of staffing, like Barking and Dagenham, or a change of premises, as in Barnet, or as part of a review and development of their services, like the Royal Geographical Society. And whereas museums and galleries have had to produce acquisition and disposal policies and access or education policies during the last decade as part of the Museums Registration Scheme, this practice is widespread only amongst publicly-funded archives

#### 5.8 **People in the organisation**

A total of 96 (80%) respondents provided information for this question. In some categories it was answered by all respondents – Business, Charities, National and Religious archives, while in other categories, including Local Government, Museums, Professional and Royal Societies archives, more than 80% provided information. In general, however, this question caused more difficulty for respondents than any other. Several were daunted as they struggled to obtain detailed information on their parent organisations when the question was specific to archives and a few expressed concerns about providing personal details. As a result some forms were returned without the table being completed, though elsewhere in their responses archivists revealed that the majority of them work in very small teams, often as one-person operations, and providing this information would have been easy. Some provided data about staff but not governing bodies, a number, including some local authorities, stating that they did not know who was on their governing bodies.

5.9 The information provided was usually a tick in the box rather than a number (respondents had been given both options). The analysis of this information by category in section 6.0 therefore indicates the

demographic makeup of the workforce and governing bodies but not the proportions represented. It shows that the workforce and governance of responding archives in London is predominantly white.

**5.10 Users**

Ninety-seven (81%) respondents confirmed that they keep records of users. The majority of these record numbers of inquiries and some list the records used; few monitor the ethnicity of users. Several respondents mentioned their involvement in surveys of visitors, including the British Library and the London Boroughs of Brent, Camden and Hillingdon. We were also referred to the GLAN Comparison Report of 2002 which showed ethnic groups amongst users at 13 archives in London. Brent, Waltham Forest and Westminster archives have introduced a registration form which enables them to record users' personal details. Several local authorities which have consciously attempted to reach black and Asian audiences stated that users amongst these groups have begun to increase. Many respondents answering this question pointed to the inquiry services that they provide by post, by phone and by e-mail, and though they record levels of use they have no means of knowing the ethnicity, age or gender of their users. This is clearly an area where the provision of information by archives is developing fast and one where seeking details of users may prove impossible.

**5.11 Working with Minorities**

Those who had worked or are working to encourage participation by minority ethnic groups totalled 43 (36%). This kind of work is most likely to be found in the Higher Education, Local Government, National, Museums and Galleries categories.

**5.12 Partnerships**

44 respondents (36%) work or have worked in partnerships, most of them in the Local Government and Museums categories. The value of working with partners is endorsed in their comments upon success factors in working with minority ethnic groups. With so many small organisations amongst respondents, is also worth noting that the combination of archive and local studies library or archive and museum, and sometimes all three together, provides an opportunity for working together to share collections and expertise.

**5.13 Case studies and success factors**

Twenty-eight (23%) respondents described successful projects which have been used later in this report as case studies. Forty-two (35%) respondents contributed their views about the success factors or barriers to success which had emerged from their experience of work. These figures underline the relationship between real experience and the ability to evaluate effectiveness.

**5.14 Not applicable**

For a number of respondents the survey appeared to be irrelevant to the kind of organisation they are or to the kind of records they hold. Most of the responses that suggested that cultural diversity work was "not applicable" came from organisations in the Business, Professional and National categories. These respondents stated that their archives were primarily for internal use by their parent organisations, or were not open for public use other than in exceptional circumstances, while two (EMI, Illustrated London News) stated that their holdings were used primarily for commercial purposes, making it hard to offer any kind of community use without additional funding and hard to obtain additional funding because of their commercial character.

## 6.0 Analysis of Questionnaires by Archive Category

6.1 This section is based upon information from the questionnaires completed by 120 respondents. Additional information from other sources is included where possible, including material from phone conversations, brochures and internet searches obtained during the follow-up process. For the purpose of this study, however, the analysis concentrates primarily upon the information submitted rather than pursuing additional research, because the time available for completion was limited. The larger categories – Education and Professional – have been shown in sub-groups for clarity.

### 6.2 Business & Estates

6.2.1 This category comprises 32 archives; responses were received from 19 of them and 6 of these were full questionnaires.

6.2.2 Information from 13 archives explains why they had not completed questionnaires:

- The Alfred Dunhill Archive and Museum operates as part of the retail business and this kind of survey does not relate to the way it works.
- The Bank of England has researchers from all over the world but feels that its administrative records do not lend themselves to work aimed at specific audiences.
- The archives of Barings, Drivers Jonas, HSBC, Prudential plc and Young & Co's brewery are primarily used as an internal resource for the businesses.
- Three archives are no longer in London:
  - The Guinness Archive, formerly at Park Royal and that of Diageo, its parent company, have been transferred to other parts of the business in Dublin and Edinburgh respectively
  - Unilever's records, hitherto split between London and Port Sunlight are being consolidated at Port Sunlight
- The archives of EMI, News International (primarily *The Times* newspaper), and the Illustrated London News Picture Library are open to researchers. Though all have material of relevance and interest to a diverse audience, none has resources for or sees its priority as encouraging specific use. EMI and ILN operate as commercial resources which have to earn an income and this makes community use difficult unless additional funding were found.

In addition, while the Whitbread archive proved impossible to contact, an internet search indicated that these records have been deposited in various local archives across England according to their content (relating to pubs and brewing).

6.2.3 These responses were accompanied by publicity material from the Rothschild Archives and equalities policies from Newsroom (the archive of *The Guardian* and *The Observer*). Information on staffing was received from them all and data on governance from three. This is set out in Table 3 below and shows the dominance of white groups in both staff and boards. The references to "other ethnic group" refer to Jewish individuals at the Rothschild Archive.

6.2.4 All the questionnaires responded to the question about use of these archives. This information is set out in Table 4.

6.2.5 Work with minority ethnic users and partners was mentioned only by the Rothschild Archive which is running a programme translating its collections of Yiddish and Judendeutsch letters and has had an archive, a museum and a business as partners in projects with a Jewish focus.

6.2.6 In summary, this category of archives sees the nature of its holdings and its work as being rather specialised, with limited external use. The indications are that the Newsroom and the Rothschild Archive are unusual business archives in that they provide public services as well.

Table 3 Business archives : Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■											■
Advisory Board	■											■
Senior managers	■	■										
Professional/specialist staff	■	■										■
Admin or clerical staff	■											
Front of house staff	■				■							
Volunteers												

\*other ethnic group includes European Jews

Table 4 Business archives: users	
<b>C Hoare</b>	Specialist archive, especially C17th/18th research, about 75 inquiries a year, no records kept of ethnicity
<b>Drivers Jonas</b>	Primarily particulars of property, mainly internal use, only 2 external requests in 7 years
<b>Howard de Walden Estates</b>	Private archive, 60-70 inquiries a year, no records kept of ethnicity
<b>Lloyd's register</b>	16,000+ inquiries in person, by phone/fax/email. No records of ethnicity and no means of knowing with many inquirers
<b>Newsroom</b> (Guardian & Observer)	Modest levels of use, only recently established and still getting known. Doesn't monitor details of users
<b>Prudential plc</b>	Mainly internal use + small number of academics and other researchers
<b>Reuters</b>	No records of users kept
<b>Rothschild Archive</b>	No records of ethnicity kept. 35-30% of researchers are Jewish and more than half of users are on organised visits.

### 6.3 Charities

6.3.1 There are 22 archives in this category; successful contact was made with seven of them but only three completed questionnaires were received.

6.3.2 Four charities provided information which explains why they did not provide full questionnaires:

- Age Concern's administrative archives are not kept centrally and are not made available to others outside the organisation
- Leprosy Mission International has a small archive which is not available for public use. The organisation has considered a possible deposit with another archive without success so far.
- The Ramblers Association has deposited its records with the London Metropolitan Archives.

- The Shaftesbury Society has only a bound set of 100 years of its magazines, a photograph collection and minutes which have occasionally been used for academic research.

- 6.3.3 The three archives which responded with questionnaires are Anti-Slavery International (ASI), the East London People's Archive run by Eastside Community Heritage (ECH), and Morden College, a residential charity for elderly people. The first two of these see their holdings as directly relevant to minority ethnic audiences, for the first because its subject ranges from the transatlantic slave trade, through coolie labour in the British colonies to modern forms of slavery. This is covered by library and archive collections. The second is relevant because its remit is very local and comparatively recent, concentrating on ordinary East Londoners and their life stories. The East London People's Archive of oral history recordings and photographs, built up since 1993, underpins a website at [www.hiddenhistories.org](http://www.hiddenhistories.org). ECH hopes to increase archive use in the future and provided its Access Policy. Morden College, however, has a small archive relating to its almshouse role which began at the end of the 17th century and is not particularly relevant to minority ethnic communities. (It should be noted that Morden College was previously mistakenly listed in LARC records as a school.)
- 6.3.4 Table 5 deals with material from 2 charities. Morden College provided minimal data; it has one part-time archivist who reported that it employs minority ethnic nursing and care staff in its main team.
- 6.3.5 Both charities provided information about levels of use. ASI only records first time users (23 last year) but no demographic information is recorded except country of residence. ECH had about 30 users of the archive of which 20 were of minority ethnic origin. Both respondents have worked with minority ethnic groups and individuals as shown in Table 6. ASI described the archivist's involvement in another project (see para 7.2.1) relating to the parent organisation's *Rendezvous of Victory* events; he has also assisted librarians of other non-governmental organisations in Africa, South Asia and Eastern Europe.

Table 5 Charities archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■	■		■				■				
Advisory Board												
Senior managers			■									
Professional/specialist staff	■		■			■		■				
Admin or clerical staff												
Front of house staff												
Volunteers	■	■	■	■	■			■				

- 6.3.6 ECH mentioned its recent project recording nursery rhymes from around the world. They undertake interviews in various languages (including Punjabi, Gujarati, Hindi and Cantonese) and are at present working with the Malayalee community. ECH was praised by Barking & Dagenham's archivist who will be working with them on this year's major project in her borough. Both charities had also found partners for their cultural diversity work as shown on Table 7. ASI specifically referred to advising the National Maritime Museum on its newly-acquired collection of material relating to the Transatlantic Slave Trade.



6.3.7 In summary these two small archives operations have found ways of working with a wide variety of users and partners which are directly related to their organisation's primary purpose.

Table 6 Charities archives: work with BME individuals or organisations											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Projects</b>											
Exhibitions and displays			■	■	■	■	■	■			
Informal educational activities	■	■	■	■	■	■	■	■			
Formal educational projects	■	■	■	■	■	■	■	■			
Commissioning artists or performers							■				
Developing audiences	■	■	■	■	■	■	■	■	■	■	■
Developing collections											
Advising another group		■	■		■						

Table 7 Charities archives: partners for cultural diversity work											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Partner organisations</b>											
An archive or library							■	■			
A minority ethnic group	■		■	■	■	■	■	■	■	■	
A community group		■	■	■	■	■	■	■	■	■	
A museum		■						■			
An arts organisation											
Local authority department											
London regional body											
National body											
Heritage group											
A business											
Educational body											
Other		■	■	■	■			■			

## 6.4 Education: general

- 6.4.1 This category comprises 21 archives with broadly educational purposes. Contact was made with 9 of them and questionnaires were submitted by 8 of these; the London Library does not describe itself as an archive and felt that it was inappropriate to include it in this survey.
- 6.4.2 Eight of the respondents had material that was relevant to London's minority ethnic communities. Three respondents are establishing new services – the Refugee Council archive at the University of East London has only recently begun to promote itself and has produced a useful brochure, the George Padmore Institute has not yet catalogued or opened its archive so does not promote its use, and Laban has obtained HLF funding to employ a worker to develop access to its European Dance Archive, a post that was advertised during this study. One of these archives, SALIDAA, is a digital and physical archive of South Asian literature and arts in the English language, established in 2000; its holdings are wholly relevant to British South Asian audiences. In contrast to most other respondents to this survey, SALIDAA is staffed and run by people who are in the main from South Asia and its target audience has cultural links with South Asia.
- 6.4.3 Three respondents do not promote their holdings because limited resources mean that they cannot develop their use. The Folklore Society's holdings relate to late 19th and early 20th century traditions and narratives from the Indian sub-continent, parts of Africa, Central America and the British and European gypsy communities but it has only a part-time archivist. Though the British & Foreign Schools Society Archive has relevant material its archivist is available only 12 hours a week, limiting its availability. The Institute of Race Relations holds important material for the period 1965-1980 but has no resources to develop the collection or provide access to it as yet. The Highgate Literary & Scientific Institution felt that it had little of specific relevance to minority ethnic users unless they were interested in the history of the Highgate area.

Table 8 Education, general archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other*	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■	■	■	■	■		■	■	■			
Advisory Board	■						■					
Senior managers	■				■							
Professional/specialist staff	■		■	■								
Admin or clerical staff		■					■	■				
Front of house staff	■		■									
Volunteers	■							■		■		

\*other white includes 1 Hungarian and 1 German

- 6.4.4 The TUC Library, now housed at London Metropolitan University, has long promoted the use of its important collections and provided copies of its brochure and an information sheet on *Sources for the History of the British Labour Movement and the Colonies*. It has been a partner in CASBAH, has submitted its holdings for inclusion on the AIM25 web-site and has recently launched a new NOF-funded website at [www.unionhistory.info](http://www.unionhistory.info), with some material on black workers at. In addition, it is

working with other libraries and museums, various minority ethnic community groups and the WEA to create an oral history of black trade unionists. SALIDAA sent copies of its Annual Report, its selection/acquisition procedure and its publicity material. It promotes use of its digital archive through partnerships with other institutions which can provide a venue, such as the Royal Festival Hall and The National Archives.

6.4.5 Table 8 above records information about staff of 8 respondents and the governing bodies of four of these. White staff and volunteers predominate, but Asian and black individuals are found on governing bodies and as workers and volunteers in this category; most of the Asian references are from SALIDAA.

6.4.6 Information about users of these archives is shown in Table 9.

<b>Table 9 Education, general archives: users</b>	
<b>British &amp; Foreign Schools</b>	About 40 people a year of which 5% BME, 100 email inquiries
<b>Folklore Society</b>	International audience including Estonian and British gypsies, no numbers recorded
<b>George Padmore</b>	New – not available for use yet
<b>Highgate Literary &amp; Scientific Institution</b>	50-75 users a year
<b>Laban</b>	115 external visitors, heavier internal use academic/HE European Dance Theatre Archive.
<b>Refugee Council at UEL</b>	New – no records yet
<b>SALIDAA</b>	7,000 visitors to the new web-site in 2003.
<b>TUC Library</b>	350 visitors 2002-3. New website getting 6000 visits per month, no records of ethnicity

6.4.7 Only SALIDAA's questionnaire provided information on work with black and minority ethnic individuals or organisations; it has worked with all four Asian demographic groups on exhibitions and displays, on developing audiences and on developing its core collections. One respondent recorded partnerships with educational bodies covering all the demographic groups in the questionnaire table.

6.4.8 In summary the archives in the Education: general category hold a number of collections which are or could be significant for the development of work with minority ethnic groups. However, several are still very new and provide no access as yet. All operate on limited resources and have little capacity for future development without external support. The TUC Library has been particularly effective in obtaining external funding which has made material available on the internet and SALIDAA's whole collection is provided in this way, though with a physical backup archive.

## 6.5 Education: Higher

6.5.1 This category comprises 39 archives; responses were obtained from 15 of these and 14 of them were completed questionnaires.

6.5.2 Three archives – at the Architectural Association School of Architecture, Birkbeck College and City University – are not available for use, the first two because they are in closed storage and the third because the post of archivist is vacant. Birkbeck's archive is being moved to a new store, shared with the Institute of Education, but there are no plans to make it accessible as yet.

6.5.3 A number of respondents in this category indicated the potential relevance of their holdings to black and minority ethnic users:

- The Architectural Association Library has produced a bibliography on the Architectural Association in Africa (at [www.aaschool.ac.uk/library/africa.pdf](http://www.aaschool.ac.uk/library/africa.pdf)) and a section of the web-site is being developed to provide details of alumni who have been drawn from and worked in many countries of the world.

- King's College London is planning to develop its audience through involvement in the *London Signpost* project.
- The LSE's British Library of Political and Economic Science holds the Charles Booth archive which relates to his *Enquiry into London Life and Labour*. His poverty maps and notebooks contain scattered references to minority groups resident in London, including Indian, Chinese, Jewish and Irish and some of the notebook references have been digitised and placed on the library web-site.
- The School of Oriental and African Studies (SOAS) holds archives relating to societies overseas, especially in Asian and Africa but also Australasia and the Caribbean. The SOAS response also referred to the Mundus gateway ([www.mundus.ac.uk](http://www.mundus.ac.uk)) which provides a guide to 400 collections of overseas missionary records and photographs held in the UK, some of which are in London, a resource which is maintained by SOAS.
- University College London (UCL) was the first English university to welcome students without discrimination and is beginning to promote the use of records relating to this diverse group.

6.5.4 The Tavistock Institute described its archive as "a small workplace resource which supports our research projects". The Courtauld Institute, Kingston University, Royal Academy of Music and Royal College of Music felt their records had a more general appeal rather than one for minority ethnic users. The London College of Fashion Library, however, has produced a very full bibliography of books, articles and websites on Contemporary Black Fashion and Designers. Brochures were provided by SOAS and UCL Special Collections and all the questionnaires included web-sites.

6.5.5 Table 10 records demographic details of governing bodies and staff from nine questionnaires. Seven respondents reported equalities training for all working in their HE institutions.

Table 10 Higher Education archives: Staff & governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■		■									
Advisory Board	■											
Senior managers	■		■									
Professional/specialist staff	■	■	■	■				■	■		■	■
Admin or clerical staff	■		■								■	
Front of house staff											■	
Volunteers	■											

6.5.6 Nine provided information about keeping records on users. Kingston University and the Royal College of Music do not keep such records. Table 11 shows information supplied by the others.

Table 11 Higher Education archives: users	
<b>Institute of Education</b>	100-150 a year, many from overseas, ethnicity not recorded
<b>Kings College London</b>	500 a year in person, 2000 remotely, ethnicity not recorded
<b>LSE</b>	785 in 2002-3, ethnicity not recorded
<b>Royal Academy of Music</b>	26 users of archives 2002 (does not include mss, music or books)
<b>SOAS</b>	Keeps records but provided no details
<b>Tavistock Institute</b>	4 uses by White Americans in the last year
<b>UCL Special Collections</b>	Is beginning to record details of users – no records supplied

6.5.7 Table 12 shows work with minority ethnic individuals or groups from 3 questionnaires.

Table 12 Higher Education archives : work with BME organisations											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Projects</b>											
<b>Exhibitions and displays</b>	■	■	■	■	■	■	■	■	■	■	
<b>Informal educational activities</b>	■	■	■	■	■	■	■	■	■	■	
<b>Formal educational projects</b>											
<b>Commissioning artists or performers</b>											
<b>Developing audiences</b>	■	■	■	■	■	■	■	■	■	■	
<b>Developing collections</b>		■	■	■	■	■	■	■	■	■	■
<b>Advising another group</b>											
<b>Other (please describe)</b>											

6.5.8 Table 13 shows groups with which 3 respondents have worked in partnerships. The London School of Economics has been a partner in two significant cultural diversity web-based projects, *CASBAH* and *Moving Here*.

6.5.9 In summary, this category of archives includes some holdings which may have specific relevance to black and minority ethnic groups and some which are not known and are not available. Staffing is mixed and covers a number of diverse categories. Levels of use and promotion of availability are very variable but work has begun in three archives on work with black and minority individuals and organisations and in partnerships.

Table 13 Higher Education archives: partners for cultural diversity work											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Partner organisations</b>											
An archive or library	■	■	■	■	■	■	■	■	■	■	
A minority ethnic group											
A community group	■	■	■	■	■	■	■	■	■	■	■
A museum	■	■	■	■	■	■	■	■	■	■	■
An arts organisation											
Local authority department											
London regional body											
National body	■	■	■	■	■	■	■	■	■	■	■
Heritage group											
A business											
Educational body	■	■	■	■	■	■	■	■	■	■	■
Other											

## 6.6 Education: schools

6.6.1 There are 10 archives listed in this category. Contact was made with 4 archives, one of which provided details by email and 2 submitted questionnaires.

6.6.2 This group is made up of very small specialist archives with limited resources.

- The King Alfred School Society archive is listed on the AIM25 website and records the life of a progressive rationalist North London co-educational school set up in 1898. The archivist provided a copy of the archives policy and recorded 18 users in 2003 of which 2 were Japanese. All those involved in the governing body and the care of archives are White British; the school has an equal opportunities policy and uses minority ethnic press for recruitment of staff. The archive has not engaged in any specific projects or partnerships to reach minority ethnic users.
- Spurgeon's College Heritage Room holds an archive relating to a 19th century Baptist preacher. No records are kept of the use of the archive but the librarian who cares for it has done so for 19 years without any minority ethnic users coming to see it. This archive did not provide information about staff or governing body but indicated that the school has recently placed recruitment advertisements with black church groups as well as its local press in South London, seeking to draw minority ethnic staff into its team. The archive has not been used with minority ethnic groups or in partnership with others.
- The Queen's College archivist responded by email. This private archive is a small collection of records relating to the history of the College which was a pioneer of girls' education in the 19th century. In 2003 7 visitors used it and 39 external and 31 internal inquiries were dealt with. Most research relates to family history, women's history or women's education.
- The archivist of Whitgift School has retired and there was no-one to respond to the survey.

6.6.3 In summary these small archives have relevance to the history of education. With limited resources they have limited use, but they are made available for external researchers to use.

## 6.7 Film

- 6.7.1 The LARC list included 6 archives under this heading, three at the British Film Institute (BFI), one at the British Library and two at the Imperial War Museum. The current list includes only the BFI and the British Academy of Film and Television Arts (BAFTA), since the British Library and the Imperial War Museum each chose to submit questionnaires all of their operations. The BFI response said that it could not make this project a priority and BAFTA failed to respond at all.

## 6.8 Galleries

- 6.8.1 This category includes 12 galleries; four of them returned completed questionnaires.
- 6.8.2 The Bankside Gallery (Royal Watercolour Society) and the William Morris Gallery (LB Waltham Forest) felt the issues raised in the questionnaire were not relevant to their work. Neither provided information about user records, work with BME individuals and organisations or in partnerships.
- 6.8.3 The Hayward Gallery's archive is listed on AIM25 but is not an open access archive though material is occasionally made available for researchers if not available elsewhere. The Hayward puts on its own major exhibition and organises National Touring Exhibitions. It send a brochure for *Rhapsodies in Black*, an exhibition put on jointly with the Corcoran Gallery of Art in Washington DC in 1997-8, and provided photocopies of brochures for of its Touring Exhibitions on culturally diverse themes, such as *In Fusion* (work by 11 artists who live and work in Europe but whose roots are elsewhere), *New World Imagery: Contemporary Jamaican Art* and *The Other Story – art by Asian, African and Caribbean artists in post-War Britain*.
- 6.8.4 Orleans House Gallery (L B Richmond) stated that some items in its collection (including works of art and items from the Burton Collection) and some of its programmes are specifically relevant to minority ethnic groups in London. This gallery has a good record of involving young people in its work, many of whom come from culturally diverse schools and other organisations in south-west London. This gallery has digitised many images from its collection and placed them on the borough web-site. It provided policy papers relating to acquisition and disposal and access and education.

Table 14 Gallery archives				Staff and governing bodies								
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group*
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■											
Advisory Board												
Senior managers	■											
Professional/specialist staff	■	■										
Admin or clerical staff					■							
Front of house staff	■	■										
Volunteers	■											■

\* other ethnic group includes one mixed race Mauritian

- 6.8.5 Table 14 provides demographic information on staff at 3 galleries and on one governing body. As the table shows, the workforce and governing body recorded are both dominated by white people. Equalities training is provided for Hayward Gallery and Richmond borough council staff and both organisations make efforts to attract a diverse range of applicants for jobs through the nature and placing of their recruitment advertising.
- 6.8.6 The Bankside Gallery keeps records of archives use but as the majority of users make contact by phone or email ethnicity is not recorded. The William Morris Gallery does not record use. The Hayward Gallery has kept records of use for one year but this is not a statistical exercise and most inquiries come by letter, email or phone so ethnicity is not recorded there either. Orleans House Gallery had 30 individual researchers during 2002-3 and has included guided visits to the picture stores for about 100 school pupils of whom about 15% were from BME groups. It has also been active in providing Black History Month programmes.
- 6.8.7 Only the Hayward Gallery and Orleans House Gallery provided information about working with BME groups or in partnerships. The work of the Hayward Gallery (though not specifically its archive) has reached most demographic groups mentioned in the questionnaire charts and it has worked informally in partnership with the International Institute of Visual Arts. Orleans House has worked with educational bodies and local authority services to reach new audiences especially in the African Caribbean community in West London.
- 6.8.8 The very small size of this sample makes it hard to draw conclusions about this category. It is particularly disappointing that the nationally-funded galleries in the survey did not provide questionnaire responses as they have been engaged in work designed to reach culturally diverse audiences.

## 6.9 Local Government

- 6.9.1 This category comprises 37 archives; responses have been obtained from 29 of them, 26 in the form of completed questionnaires. This is the highest percentage return in any single category and the largest category in the overall sample. This is the result in part of intensive follow up work on this category because it was clear that this group included those most likely to be aware of the issues underlying the survey and to have the most experience of cultural diversity work.
- 6.9.2 Amongst those who did not send in a questionnaire Greenwich was about to open its new centre, the Bexley archivist was on jury service and a long-term staff vacancy in Richmond meant that the remaining staff member was working under pressure. A single response was received from the Joint Archives of the City Corporation (namely the London Metropolitan Archives and the Corporation's archives) and another for the manuscripts department of the Guildhall Library but no response was received from the St Bride's Printing Library. Havering has transferred its archives to the Essex Record Office so does not hold a London archive. One local authority respondent firmly declined to complete the questionnaire stating that ethnicity was irrelevant and only the content of the inquiry mattered, adding that minority ethnic users tended to be students and younger than the average user. No minority ethnic staff had worked in this local studies department. This was a personal response and may not fit comfortably with the policies of this authority.
- 6.9.3 A number of these respondents commented upon material which they believed to be of potential relevance for minority ethnic users. Some examples follow:
- Barking and Dagenham has limited material at present but is planning an ambitious contemporary collecting project during 2004 which will begin to address this and which will contribute to an exhibition at Valence House where archive, local studies library and museum are housed.
  - Since 1977, when the local studies library, archive and museum were opened at the Grange Museum, Brent has collected material from local minority ethnic residents, carried out community projects to involve minority ethnic participants and included such material in exhibition and educational work. Though the archive now occupies separate premises these traditions have continued and it is still managed as part of the same local authority service.
  - Enfield's archive has used local history material about its Jewish community with Jewish history groups.



- Hackney has collected from its diverse contemporary local communities and researched earlier material to reveal evidence of black people in the area centuries ago to produce information sheets for users and lively web resources which give access to this material.
- Haringey's archives, local studies library and museum are managed together. They also have a tradition of working together with local minority communities on collecting, education and exhibition projects. The project archive now holds publicity material for a number of these showing their use.
- Lambeth obtained external funding to research existing holdings for evidence of minority ethnic communities in its past to provide web-based information and teaching materials.
- Merton has worked with local travellers' groups and on slavery, producing resource boxes for use off site and information packs.
- Tower Hamlets has researched whether local community groups have archives, offered advice and offered to accept such material on deposit. It held a local conference on this subject. Use amongst younger people from minority ethnic groups is increasing.

6.9.4 Every questionnaire provided some information about diversity policies and equalities training. One respondent thought that the question referred to recruitment by quota and said his borough did not do this. Merton Library and Heritage Service has advertised for volunteers as well as staff using the Council's recruitment guidelines while Islington aims to recruit minority ethnic volunteers to enable new people to become involved in its work. A number commented on the need to target advertising and the City's Joint Archives Service has done an evaluation of the effectiveness of its recruitment advertising. Newham had recommended to the Archives Task Force that some minority ethnic traineeships would be beneficial in helping change the make up of the profession. One archivist pointed out that training was on offer but the pressure to keep a search room open meant that it was very difficult to take it up.

Table 15 Local government archives							Staff and governing bodies					
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group***
	White British	Irish	Other*	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean**	African	Other black descent		
Category												
Governing Body	4	1		2	1			1				
Advisory Board												
Senior managers	17		1	1								
Professional/specialist staff	26	2	5	2			2	2				
Admin or clerical staff	12	1	2				1	1	1			
Front of house staff	14	2		3	4		4	2	2			3
Volunteers	14	1					1	1				

\*White other includes 1 US professional, 1 Jewish and 1 Italian admin staff

\*\*Caribbean includes 1 Jamaican/Chinese front of house staff

\*\*\*Other ethnic group includes 3 British Greek Cypriot front of house staff

6.9.5 Table 15 provides information about staff of 26 respondents and the governing bodies of 4. A number of local authority respondents claimed not to have information available about their governing bodies, though these are local authority councillors and this should have been in the

public domain. In this table numbers have been given for responses (though not for numbers of people) as this gives a clearer picture of this category sample.

- 6.9.6 Though information about the numbers of staff working with archives was not sought, many respondents added this information because it affects the way in which they work. Amongst the 15 borough archives which provided this information, three had 1 person, 5 respondents had 2 (and one of these also had 2 volunteer helpers), 2 had 2.5, 4 had 3 (and one of these 4 volunteers), and one had 4 professional staff. Some were covering very long opening hours with small staff teams, leaving little time for dealing with collection care, remote inquiries or development work and fund-raising.
- 6.9.7 Information provided about users is summarised in Table 16. These figures demonstrate considerably higher levels of use than in many other categories. Some user records are kept by every respondent but hitherto most have recorded content and number of inquiries rather than

<b>Table 16 Local Government archives: users</b>	
<b>Barking and Dagenham archives</b>	3,755 users, 750 by phone, 24 by post. 517 e-mail, includes one Caribbean family history inquiry
<b>Barnet Archives and Local Studies Centre</b>	New site opening no recent figures because closed
<b>Brent Community History Library and Archive</b>	New reader registration form (copy supplied). Full record by month, type of inquiry, age, gender, demographic group. 349 inquiries: 261 white, 19 Black African, 12 Black Caribbean, 7 Black other, 21 Indian, 15 other Asian etc. Minority ethnic user increased in 2003.
<b>Bromley Local Studies &amp; Archives</b>	234 users of archive only, not LS Library in 2002-3, 264 in 2003-4. no other detail supplied
<b>Camden Local Studies &amp; Archives</b>	4,500 in 2002-3. From Surveys of British Visitors to Archives: 75% white UK, 5% white Irish, 10% white other, 10% black and Asian
<b>Corporation of London Joint Archive</b>	24,570 (2436 group users)
<b>Guildhall Library manuscripts</b>	6,949 users 2002-3 +
<b>Croydon Archives Service</b>	697 in 2002-3. From Surveys of British Visitors to Archives: 89.4% white British, 10.5% white other
<b>Ealing Local History Centre</b>	Records number not detail of inquirer – no information supplied
<b>Enfield Local History Unit</b>	729 2002-3
<b>Hackney Archives Department</b>	1,051 2002-3 + 1700
<b>Hammersmith &amp; Fulham Archives</b>	1,382 2002-3, ethnicity not recorded
<b>Haringey Archives Service</b>	520 in person, letter/email/phone inquiries, ethnicity not recorded
<b>Hillingdon Heritage Service</b>	2,404, 87% white British
<b>Hounslow Heritage &amp; Tourism</b>	3,324 users local studies libraries & archives, ethnicity not recorded
<b>Islington Local History Centre</b>	2,979 in person, 3239 phone, 441 email, totalling 6659, estimate 5% BME. Recent amalgamation on new site may affect nos.
<b>Lambeth Borough Archives</b>	3,187 inquirers, 7% minority ethnic groups
<b>Lewisham Local Studies Centre</b>	Record kept of kind of inquiry
<b>Merton Local Studies Centre</b>	No specific figures possible because part of reference library but details 50% in person, 15% phone, 20% email, 15% written.
<b>Newham Archives &amp; Local Studies</b>	2,000-2,500 a year, ethnicity not recorded
<b>Sutton Heritage Service</b>	2,407 2002-3 of which 2.8% non white, 90% White British users of combined archive and local studies library
<b>Tower Hamlets Local History &amp; Archives</b>	3,187 personal, 2,834 by phone, 1,046 mail/email inquiries, growing use by BME especially younger people
<b>Waltham Forest Archives</b>	938 search room users in 2002-3 – from daily visitors' record sheet. Records include research topics
<b>Wandsworth Local History Collection</b>	3,703 inquiries of which 1,853 in person, 1257 phone, 210 post, 383 email. 85.7% White British, 3.6 white other
<b>Westminster City Archives Centre</b>	3,120 April 03-mid Feb 04. Information on ethnicity collected from new users: 75% white British and 12% White other, but a wide range of other minority ethnic readers make up about 10% of users

information about the inquirer. It is probably significant that those who are keeping the most effective records are also able to report that minority ethnic users of their archives are increasing in numbers, because such an approach is most likely to be part of an overall desire to increase interest and use to and to assess whether this is effective.

- 6.9.8 Twelve respondents provided information on work with minority ethnic individuals or organisations which is set out in Table 17. These indicate an encouraging mix of approaches or projects and a wide range of contacts amongst this group. The work of some of the respondents to this section of the questionnaire is included amongst the case studies in Section 7.0 below.
- 6.9.9 Thirteen of the respondents in this category provide information about partnerships for cultural diversity work which is set out in Table 18. Several respondents operate archives which form a part of a wider heritage service, sometimes combined with a local studies library, a museum or both; these archives were more able to report effective work beyond dealing with inquiries and research because they had access to other skills, to complementary collections and to education and exhibition areas which enabled the fruits of projects to be shared with others.

<b>Table 17 Local Government archives: work with BME organisations</b>											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent#		
<b>Projects</b>											
<b>Exhibitions and displays</b>	2	2	3	2	1		10	7	1	3	2
<b>Informal educational activities</b>	1	1	2	1			5	5	1		1
<b>Formal educational projects</b>	6	2*	5	3	4	2	6	7	1		1
<b>Commissioning artists or performers</b>		1	1				4	2	2		1
<b>Developing audiences</b>	1	1	2	1	1		4	4	2	1	1
<b>Developing collections</b>	2	4**	4	3	3	1	4	2	2	3	1
<b>Advising another group</b>			1				1				1
<b>Other (please describe)</b>											

\* includes 1 Jewish, \*\* includes 1 French, # includes 1 of Middle Eastern origin

- 6.9.10 Table 18 shows information about partnerships for cultural diversity work. This information needs further research. It is not clear, for example, whether an archive's response on an individual partnership covers one or several minority ethnic groups. In addition it would be useful to know how many short-term projects have led to longer-term relationships and increased use by diverse groups. A better form of reporting, distinguishing both the purpose of the partnership and the nature of the partners, could provide a strong and continuing (perhaps annual) process for recording partnerships and ways of working, with some analysis of effectiveness. If regularly up-dated and shared within the archives, museums and libraries community in London it would provide a real opportunity for development upon which archives could build and from which new partnerships may emerge

Table 18 Local government archives: partners for cultural diversity work											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent#		
<b>Partner organisations</b>											
<b>An archive or library</b>	1	2	3	2	2	1	5	6	2	1	2
<b>A minority ethnic group</b>	2	2	3	3	2	2	6	4	4	3	3
<b>A community group</b>	3	4	3	2	1	1	4	3	2	3	2
<b>A museum</b>	2	4	3	3	3	3	4	6	2	2	3
<b>An arts organisation</b>	2	2	2	2	3	2	3	3	2	2	2
<b>Local authority department</b>	2	3	4	4	3	3	4	4	2	2	2
<b>London regional body</b>	2	2	3	3	3	2	3	3	2	2	2
<b>National body</b>	2	2	2	2	2	2	2	2	2	2	2
<b>Heritage group</b>	1	4*	1	2		1	4	4	2	2	2
<b>A business</b>	2		2	2	2	2	2	2	2	2	2
<b>Educational body</b>	3	3	3	3	3	3	3	3	3	3	2
<b>Other</b>											

\*includes one Jewish history group, # includes 1 of Middle Eastern origin

6.9.11 To summarise, many local government archives have developed their holdings, their activities, their community links and work in partnerships to reach a wide and diverse audience. The staffing of these archives is overwhelmingly white, though there are some minority ethnic staff particularly in administrative and front of house roles. However, their comments suggest that many of these archivists have worked in London archives, or even in the same archive, for many years, in part because they are very committed to and interested in their work and in part because there are few opportunities for promotion within a career structure. As a result there have been relatively few occasions for recruiting staff who represent the minority ethnic makeup of their boroughs.

## 6.10 Medical

6.10.1 There are 15 archives in this category and completed questionnaires were received from 10 of them. This is a helpful level of response, despite the fact that some of the respondents feel that their holdings do not have any direct relevance to minority ethnic people. The Royal London Hospital archive's holdings include the records of the London Jewish Hospital and those at St Bartholomew's Hospital (Bart's) include archives of the former German Hospital in London.

6.10.2 Brochures were included by Bart's, the Royal London and the Royal Free Hospital. The latter was unusual in that was written for hospital staff. Bart's mission statement refers to "effective marketing of archives and museum facilities and services". The Archives and Manuscripts section of the Wellcome Library for the History and Understanding of Science provided a booklet about their holdings and sample information sheets (on their web-site) including no 49, "*Race*" and *Ethnic Issues*, which covers health issues, eugenics, papers relating to immigration and ethnography. Seven respondents referred to website with information about their holdings.

6.10.3 Bart's Hospital Archives and the Wellcome Library provided their collecting policies and Bart's and St Mary's Hospital Archives provided their aims/mission statement.

Table 19 Medical archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■											
Advisory Board	■											
Senior managers	■		■									
Professional/specialist staff	■											
Admin or clerical staff												
Front of house staff	■											
Volunteers	■											

6.10.4 Table 19 shows the information provided about staff and governing bodies by 8 respondents. All of those recorded are white and almost all white British. Three respondents have only a single member of staff, one has 1.5 FTE staff with direct responsibility for these archives and one has 4 staff. Five bodies provided equalities training.

6.10.5 Table 20 describes the use of these medical archives which to cover a wide range of levels of use. The Royal Free Hospital Archives' brochure specifically refers to use of archives in teaching children in the Hospital School. The Royal London Hospital has used material on the London Jewish Hospital as the basis for publishing articles and giving talks to Jewish groups

Table 20 Medical archives: users	
<b>Chelsea &amp; Westminster NHS Trust</b>	Currently not receiving researchers in person but beginning to develop services
<b>Gillies Archive, Queen Mary's Hospital Sidcup NHS Trust</b>	20-30 research visit a year together with 50-60 internal teaching visits
<b>Great Ormond Street Hospital</b>	30-40 visits a year, majority internal inquiries, growing number of external of which 90% by letter/phone/email not a London but a national or international research community
<b>London School of Hygiene &amp; Tropical Medicine</b>	46 visits to archives in 2003, 15 of these new users. Concentrating on improving cataloguing and web-resources in 2004
<b>Royal Free Hospital</b>	160 enquiries/visitors a year. Ethnicity not recorded
<b>Royal London Hospital</b>	3,859 visitors/user of archive <i>and museum</i> 2003
<b>St Bartholomew's Hospital</b>	1,100 users a year (visits/phone/ email/letter) plus web-site use
<b>St Mary's Hospital NHS Trust</b>	Use is recorded but not ethnicity
<b>University College London Hospitals Trust</b>	2002: 76 enquiries (post/phone/email) and 6 visits, 2003: 107 enquiries with 10 visits
<b>Wellcome Library</b>	500 a year to archives and manuscripts, but no record of ethnicity

- 6.10.6 None of the respondents completed the tables on work with BME users or partnerships. However, the Wellcome Library mentioned that it was a partner in the CASBAH project and the Gillies Archive of World War I medical records had contributed material to a Bexley Museum exhibition about minority contributions to the history of the locality. The archivist at UCLH works alone and cannot undertake much in the way of outreach or educational projects though she would welcome the chance to contribute to future collaborative projects in order to reach new audiences.
- 6.10.7 In summary most of these are specialist archives with modest resources. Some have been able to participate in short-term partnerships for specific projects which are relevant to this study.

## 6.11 Museums

- 6.11.1 Forty-two museums were listed in this category; contact was made with 18 of them and questionnaires were received from 14. The group consists of a great variety of museums, from large nationally-funded bodies like the British Museum and the RAF Museum, to small independent museums like Dr Johnson's House and the Wimbledon Society Museum.
- 6.11.2 In the case of three respondents, archives were no longer held and had been transferred elsewhere.
- The archive formerly held at Bethnal Green Museum has been transferred to the Victoria & Albert Museum of which Bethnal Green Museum is a branch.
  - The archives of the Horniman Museum have been deposited with the London Metropolitan Archive though it has a significant reference library with world-wide material relevant to many diasporic communities with links to London.
  - The Commonwealth Resource Centre's archive and library holdings appear to have been transferred to the newly-established Empire and Commonwealth Museum at Bristol.
  - The Historic Royal Palaces plan archive store is at the Tower of London but other records of these royal buildings form part of The National Archives and are not held by HRP.

Table 21 Museums archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group#
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent*	Caribbean	African	Other black descent		
Category												
Governing Body	8		3	2	1		3		1			1
Advisory Board	2											
Senior managers	12											
Professional/specialist staff	10	2	2				1	2				1
Admin or clerical staff	7	2					1	2	2	2		1
Front of house staff	5	2	2		1	1	1	1	3	1		1
Volunteers	9	1	3	1			2					1

\* Other Asian descent includes Thai, #other ethnic group includes 3 Egyptian

Table 22 Museums archives: users	
<b>British Museum Central Archives</b>	400 a year, open 2 days a week, ethnicity not recorded.
<b>Dr Johnson's House</b>	No record kept
<b>Imperial War Museum</b>	April-Dec 2003 9,258 users in person, ethnicity not recorded. (13,650 predicted for the full year). Enquiries to collections departments April-Dec 2003 58,733 (77,900 predicted for full year) not possible to record ethnicity of remote inquirers.
<b>Metropolitan Police Historical Museum</b>	Keeps records but no information provided
<b>Museum of London Archaeological Archive</b>	600 a year, no ethnic minority users
<b>Museum of London Library</b>	User numbers of library not recorded separately from other museum users
<b>Museum of Rugby</b>	100 a year, no record of ethnicity
<b>Petrie Museum</b>	Records kept but do not distinguish between users of museum collections and archives
<b>Raymond Mander &amp; Joe Mitchenson Collection</b>	100 people a year, no record of ethnicity
<b>Royal Air Force Museum</b>	Records kept, no information supplied
<b>Royal Armouries Museum &amp; Library</b>	105 visitors to library/archive, 300+ phone/letter/email, 2003, no record of ethnicity
<b>Theatre Museum</b>	Records kept, no information supplied
<b>Wallace Collection</b>	Records kept, no figures supplied, no record of ethnicity
<b>Wimbledon Society Museum of Local History</b>	No separate records of archive, estimate 10% general visitors from ethnic minorities

Table 23 Museums archives: partners for cultural diversity work											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group*
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Partner organisations</b>											
<b>An archive or library</b>		■									
<b>A minority ethnic group</b>			■						■	■	
<b>A community group</b>			■				■	■	■	■	■
<b>A museum</b>	■	■									
<b>An arts organisation</b>											
<b>Local authority department</b>											
<b>London regional body</b>											
<b>National body</b>											
<b>Heritage group</b>											
<b>A business</b>											
<b>Educational body</b>											■
<b>Other</b>											■

\*includes Egyptian

Table 24 Museums archives: partners for cultural diversity work										
Demographic grouping	White		Asian or Asian British				Black or Black British			Other ethnic group*
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent	
<b>Partner organisations</b>										
An archive or library		■								
A minority ethnic group			■						■	
A community group			■				■	■	■	■
A museum	■	■								
An arts organisation										
Local authority department										
London regional body										
National body										
Heritage group										
A business										
Educational body										■
Other										■

\*includes Egyptian

- 6.11.3 Several museums commented on the relevance of their archive holdings to minority ethnic users. For example, the Museum of London felt that their archive was not likely to be of as much relevance to their other collections, while the Mander & Mitchenson archive, that at Dr Johnson's House and the holdings of the Wimbledon Society Museum were not thought to be at all relevant. The British Museum's origins as a world-wide collection gave it many potentially relevant links with different communities and the Petrie's collections of Ancient Egyptian material had particular relevance for people of Egyptian, Sudanese and other African descent. The RAF Museum has begun listing relevant archival holdings to identify strengths and weaknesses as well as to provide information for researchers. The Theatre Museum has been promoting the relevance of its holdings through its web-site with its *Guide to Black and Asian Performance*.
- 6.11.4 Five respondents – the British Museum, Dr Johnson's House (access policy), the Imperial War Museum (policies on web-site), the Petrie Museum (mission statement and access policy) and the Wallace Collection (mission statement) – provided information about their policies and/or extracts from them.
- 6.11.5 Information about the demographic make-up of staff in museum archives appears in Table 21. This was provided by 14 of the respondents in this category. The numbers of mentions of each demographic group is given in this table but it should be noted this does not provide the actual number of staff in each case. What it does demonstrate is the dominance of white staff and members of governing bodies. In the case of the imperial War Museum the board includes the ambassadors of India, Pakistan, Sri Lanka, New Zealand, Canada, South Africa and Australia.
- 6.11.6 In summary, this is a very mixed category of bodies, most of which hold limited archives collections and which find it hard to distinguish between use of archives and of other collections. Though staffing is dominated by white demographic groups there is a mix of others in this category and a good range of instances of work with minority ethnic groups.



## 6.12 National

6.12.1 This category comprised 11 archives; contact was made with eight of them and 5 questionnaires were received. The London section of the National Monuments Record (run by English Heritage) is in the process of moving to Swindon so they are no longer London archives for the purpose of this study. The archives of the National Trust are partially in Swindon and partially in London and a partially completed questionnaire has been received. The very specialist scientific records at the Royal Botanic Gardens at Kew were not felt to be relevant to this study.

6.12.2 The respondents described here include the two biggest archives in London, the Public Record Office/National Archives and the British Library, together with the BBC Written Archives (actually housed in Reading) and the Parliamentary Archives.

6.12.3 In considering the relevance of their holdings to potential minority ethnic users respondents suggested the following:

- The BBC written archives include some coverage of immigration, details of programmes by specific people and aimed at specific audiences, for example in India or the West Indies
- The British Library has worldwide holdings which include material in African, Asian and other languages published in the UK, sacred texts of many religions, the India Office Library, its oral history archive, and material relating to long-standing European diaspora movements
- The National Archives' Readers' Guides is identifying materials which are relevant through publications, like *Immigrants and Aliens*, online exhibitions such as *Black Presence 1500-1850* and resources and seminars like *Tracing your West Indian Ancestors*
- The Parliamentary Archives in the House of Lords Library have relevant material, including archives relating to the British imperial history but its full relevance to minority ethnic users has not yet been assessed

Publicity materials came from the National Archive and the House of Lords Record Office. The BBC provided detailed information sheets on the Written Archives holdings.

6.12.4 Some policy documents were provided by the following respondents:

- The BBC's policies are available on the internet and references to them were provided though none is specific to the archives.
- The British Library sent its Social inclusion Action Plan, 2003, its Access and Education Plan and listed diversity policies and guidance which are available to all staff.
- The National Archives sent in its Annual Report for 2002-3, its Business Plan 2003-4 and Corporate Plan 2003-2006, as well as information about education and access for users and potential users and a report on its social inclusion initiatives during 2002-4.
- The Parliamentary Archives at the House of Lords provided their Aims and Objectives 2004-5 and Annual Review 2002-3.

6.12.5 Four respondents provided information about staffing and governance which is set out in Table 25. Two of the respondents specified targeted recruitment and equalities training for all staff and two provided no details on this subject. Though the number of archives in this category is small, the size and nature of the organisations responding ensures that many of the demographic groups are represented in their staff teams.

Table 25 National archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group#
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent*	Caribbean	African	Other black descent		
Category												
Governing Body	■				■	■						
Advisory Board		■	■	■	■	■	■	■				
Senior managers	■	■										
Professional/specialist staff	■	■	■	■	■	■	■	■	■	■	■	
Admin or clerical staff	■	■	■	■	■	■	■	■	■	■	■	
Front of house staff	■	■	■	■	■	■	■	■	■	■	■	
Volunteers												

6.12.6 Table 26 provides information about users of these national archives; note the very significant numbers at the British Library and The National Archives. In addition the British Library provided a very full profile of readers at the Reading Room in 1999-2000. This offers information about ethnic origin, gender, age, disability, subject interest and occupational profile. For this study the relevant information indicates 48.7% White British, 3.4% Irish, 34.2% Other White with the rest made up of small percentages of every other demographic group.

Table 26 National archives – users	
<b>BBC Written Archives</b>	1,000 day visits a year, mostly academics, booked 6-8 weeks in advance. Non-BBC researchers restricted, only by appointment. Many inquiries by letter/phone/email. Records kept of types of researcher, eg internal programme maker, external writer, but not ethnicity. Black/Asian academics from USA, India, W Indies, Africa
<b>British Library</b>	900,000 user s a year in BL building of which 400,000 visit exhibitions and public spaces and the rest the Reading Rooms. In 1999-2000 there were 140,940 registered users. 7,500 school visitors had sessions in 2003-4. Increasing use of educational web-site at <a href="http://www.bl.uk/learning">www.bl.uk/learning</a>
<b>Parliamentary Archives, House of Lords Record Office</b>	979 visitors 2002-3 of which 441 were new users, no records of ethnicity. Research themes are described in the Annual Review. 25% came for official or business purposes, 5% from the media and 70% researching for personal or academic reasons, including genealogy, architecture and legal matters.
<b>The National Archives</b>	108,458 visits to PRO Kew, 192,503 to the Family Records Centre and 77 million request for page downloads from the web-site.
<b>The National Trust</b>	Does not keep records of users. General review of how NT deals with inquiries in progress; a research working group is considering how to handle this in future in such a large organisation.

- 6.12.7 Two respondents – the British Library and The National Archives - provided information about working with minority ethnic individuals or organisations which is shown in Table 27, while the Parliamentary Archives have done informal educational work with culturally diverse groups but are not able to identify specific demographic groupings

Table 27 National archives: work with BME individuals or organisations											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Projects</b>											
Exhibitions and displays	■	■	■	■	■	■	■	■	■	■	
Informal educational activities				■			■				
Formal educational projects					■	■	■			■	
Commissioning artists or performers	■	■	■	■	■	■	■	■	■	■	
Developing audiences			■	■	■	■	■	■			
Developing collections*											
Advising another group											
Other (please describe)											

- 6.12.8 Table 28 shows groups involved in partnership work with the British Library and The National Archives. The comprehensive nature of the work these organisations have achieved is important and it is significant that it has emerged from major projects like *Moving Here* as well as the development of work with specific community groups, for example on collecting oral histories.
- 6.12.9 In summary this category includes archives with both a wide and a specific remit. Within this small group are the more traditional BBC Written Archives, the Parliamentary Archives and the National Trust. The first of these is more like a business archive, providing an important service but without a remit to develop an audience. The second is beginning to expand its educational work and the third is starting to look at future research and inquiries services. The British Library and the National Archives have appropriate policies in place, have cultural diverse staff and have identified the resources which have enable them to do some significant work, often in partnership with other libraries, archives and museums as well as culturally diverse community representatives and they have successfully targetted a wide audience which was unlikely to use their holdings for traditional forms of research.

Table 28 National archives: partners for cultural diversity work											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Partner organisations</b>											
An archive or library	■	■	■	■	■	■	■	■	■		
A minority ethnic group	■	■	■	■	■	■	■	■	■		
A community group	■	■	■	■	■	■	■	■	■		
A museum		■	■	■	■	■	■	■	■		
An arts organisation			■	■	■						
Local authority department			■		■	■	■			■	
London regional body			■	■	■	■	■	■	■	■	
National body		■	■	■			■	■	■	■	
Heritage group		■	■	■			■	■			
A business										■	
Educational body	■	■	■	■	■	■	■	■	■	■	
Other											

### 6.13 Performing Arts

- 6.13.1 Eleven archives make up this category; contact was made with 5 of them as part of this survey and questionnaires were received from four. The archivist at the Royal Albert Hall works part-time and was unable to complete the questionnaire during the period of the survey.
- 6.13.2 The Vaughan Williams Memorial Library was the only respondent in this category which considered that its holdings might be of relevance to minority ethnic users. It covers British folk culture and elements of British-based cultures abroad, particularly North America and Ireland.
- 6.13.3 The Rambert Dance Company provided full details of policies and about the company's community work. None sent publicity materials though all the parent organisations have web-sites.
- 6.13.4 All the respondents are small archives operations, with one person at D'Oyly Carte, two part-time staff covering 3 days a week at the English National Ballet, 3 librarians in the Vaughan Williams Memorial Library. The mix of staffing is shown in Table 29 and is primarily white.
- 6.13.5 Details of user records for four respondents are provided in Table 30.
- 6.13.6 Information about work with minority ethnic groups was provided only by the Vaughan Williams Memorial Library which has worked with a national body and a business. The Rambert Dance Company archivist described community work by the company itself and the archivist makes public presentations in theatres to a general audience, which, while predominantly white, is usually mixed. The Rambert archive includes material from the company's touring activities, some of which is in foreign languages.
- 6.13.7 The Vaughan Williams Memorial Library was the only respondent in this group to mention partners, having worked with both a national body and a business; it also hoped to do more work with minority ethnic groups but lacks funding to promote its resources to anyone at the present time.
- 6.13.8 In summary, this is a small return from a very specialised group of archives. Though the Rambert Dance Company is doing important community work which involves its archivist and the Vaughan

Williams Library has relevant material and wishes to work with minority ethnic groups if resources could be found, the archives are primarily for internal use and as the basis for a substantial information service to the public.

Table 29 Performing arts archives				Staff and governing bodies								
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■		■							■		
Advisory Board	■	■										
Senior managers	■											
Professional/specialist staff	■	■	■									
Admin or clerical staff	■	■										■
Front of house staff	■	■										
Volunteers	■	■	■									

Table 30 Performing arts archives – users	
<b>D'Oyly Carte Opera</b>	100 users a year mainly by letter/email/phone. No records of ethnicity but particular interest in collection from White British, USA, Australian and Canadian inquirers.
<b>English National Ballet</b>	Heavy internal use, inquiries mostly by e-mail average 10 a week
<b>Rambert Dance Company</b>	Most inquiries through the web-site, visitors mostly White British. Archive works with company's schools' programme in the community which reaches a wide and mixed audience
<b>Vaughan Williams Memorial Library</b>	Records started recently – January 2004 51 visitors to archive, 100 inquiries by phone and email, no record of ethnicity. Encourages visits by local schoolchildren but users world-wide

#### 6.14 Professional

- 6.14.1 Thirty-one archives are listed in this category; responses were obtained from 11 and questionnaires from 7 of these.
- 6.14.2 The Barbers' Company has deposited microfilm of much of its archive with the Guildhall Library and only exceptionally makes original material available for research. A list of its holdings was supplied. The Goldsmiths' Company's holdings are listed on the AIM25 web-site and can be studied by appointment. However, the archive does no audience development or partnership work. Some of the

Society of Apothecaries' records are deposited at Guildhall Library; these are mainly bound volumes, with other records still with the Society.

6.14.3 Five respondents described holdings potentially relevant to minority ethnic users:

- The Athenaeum has a slavery collection of pamphlets connected with early abolitionist members of the club. Its significance has only recently been established and research work is in progress.
- The British Medical Association holds records of its Commonwealth and overseas committees.
- The Inner Temple has some relevant material; a Nigerian volunteer has been identifying overseas members from 1825 onwards and more work on this would be valuable.
- The Palestine Exploration Fund deals with the history and archaeology of the Levant, so its holdings are directly relevant to those of Jewish or Levantine Arab origin.
- The Linnean Society's holdings are of world-wide relevance to anyone interested in these historic biological collections but not of specific relevance to any minority ethnic group.
- The Clothworkers' Company holds Irish material in its archive and has provided a full catalogue and microfilm to PRONI.

6.14.4 Only one respondent provided a mission statement; no other policies were submitted. Only one respondent mentioned equal opportunities training for all staff, while another pointed to the cosmopolitan experience of the staff in their working lives which contributed to the ethos of the team.

Table 31 Professional archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■		■				■					
Advisory Board	■											
Senior managers	■											
Professional/specialist staff	■											
Admin or clerical staff	■											
Front of house staff												
Volunteers	■	■	■				■		■		■	■

6.14.5 Five respondents provided details of staff and governing bodies which is shown in Table 31. Though dominated by White British, these include Iranian French, Iraqi, British mixed race and Jewish Palestinian staff, reflecting the areas of interest of some of the archives concerned. The Linnean Society's board is mainly white British at present but in the past has included Irish, Caribbean and Asian members.

6.14.6 Six respondents provided details of user records which are shown in Table 32.

Table 32 Professional archives: users	
<b>Athenaeum</b>	Limited study space, most reserved for club members. No records of use kept
<b>British Medical Association</b>	Mainly staff use, members and academics; no ethnicity records
<b>Clothworkers' Company</b>	Most work is internal, 12 external users especial interest from USA
<b>Inner Temple Archives</b>	Limited use, 1 p/t archivist, some answers provide for inquirers of Indian, Pakistani, African and Caribbean origin
<b>Linnean Society</b>	Huge range of world-wide inquiries by letter.email/phone, country of origin noted but ethnicity not known
<b>Palestine Exploration Fund</b>	Complete list of 60 researchers for 2003 provided, mostly from universities or media, plus 4 group visits
<b>Society of Apothecaries</b>	Archives still being set up, incomplete records so far, only by user type and enquiry format

6.14.7 Three respondents provided information about work with BME individuals and organisations which is summarised in Table 33.

6.14.8 The Palestine Exploration Fund holds records in Polish, Finnish, Swedish, German, French, Hebrew and Arabic. The Athenaeum had tried to find a home for some 19th century Marathi language material in an appropriate North London library but none was interested in taking it.

Table 33 Professional archives: work with BME organisations											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Projects</b>											
<b>Exhibitions and displays</b>						■					
<b>Informal educational activities</b>						■					
<b>Formal educational projects</b>											
<b>Commissioning artists or performers</b>											
<b>Developing audiences</b>	■										
<b>Developing collections*</b>		■				■					
<b>Advising another group</b>	■										
<b>Other (please describe)</b>	■							■			

6.14.9 In summary this is an extremely varied group of archives by subject, some of which have a world-wide audience. What they have in common, however, is their small size and specialist nature. The mix of staff and users both relate directly to the kind of parent organisation.

## 6.15 Professional Institutes

- 6.15.1 This category comprises 14 archives. Responses were obtained from 5 of these and only 2 questionnaires were received. Two organisations from the original list had merged to form the Institute of Materials, Minerals and Mining; no response was received from this new body, however. The Institute for Contemporary Arts has deposited its records with the Tate Archive and the Institute of Mechanical Engineers has been suffering from receiving too many questionnaires.
- 6.15.2 The two questionnaires came from the Institute of Alcohol Studies archive and the archives of the British Psychoanalytical Society at the Institute of Psychoanalysis. The former felt that its records had little potential relevance to minority ethnic users. It is, however, working with the London Signpost project and has worked in informal partnerships with others, but not necessarily to promote culturally diverse use. The latter holds records which relate to the migration of Jewish psychoanalysts from Germany, Austria and Eastern Europe which may be of interest to the Jewish community. The archive is seeking funding for retrospective cataloguing and a programme to make the records web accessible. It is also part of the national Access to Archives project which will enable it to put manuscript catalogues on the web.

Table 34 Professional institutions archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■											
Advisory Board	■											
Senior managers	■											
Professional/specialist staff	■											
Admin or clerical staff												
Front of house staff								■				
Volunteers												

- 6.15.4 Table 34 shows demographic information about the boards and staff of these 2 respondents and Table 35 shows information about their user records
- 6.15.5 In summary, the very small response from this category of archives does not make it possible to draw strong conclusions. However, despite limited resources, both respondents are seeking to make more information known about their holdings through joint projects and the internet.



Table 35 Professional institutes' archives – users	
<b>British Psychoanalytical Society</b>	Mainly use by members, non-members charged. 25 users 2002/3, many foreign visitors( white, Asian) but ethnicity not recorded
<b>Institute of Alcohol Studies</b>	100 inquiries to the library a year or which about 20 relate to archives. Record of who uses, no ethnicity recorded

## 6.16 Religious

- 6.16.1 Twenty-two archives were listed in this category; responses were obtained from 9 of these and questionnaires from seven. One respondent returned the questionnaire with a note saying “this is not relevant to a highly specialised library and is intrusive. We do not operate in terms of race but as human beings”.
- 6.16.2 Four respondents felt that their archives had no specific relevance to minority ethnic groups. The Church of England Records Centre provides a records management service which complements the Lambeth Palace Library's archives role. Lambeth Palace holds material on the colonial church overseas and biographical material on clergy from ethnic minority groups. The archives of the Spanish and Portuguese Jews' Congregation are relevant to Jewish communities but also to historians and genealogists in general; they are not, however open to the public. The Moravian Church Archives and the Swedenborg Society have material specific to their organisations which may include a small amount of relevant material, while the records of the United Society for the Propagation of the Gospel are of international relevance rather than being relevant to any specific London community.

Table 36 Religious archives: Staff and governing bodies												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British*	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body	■		■									
Advisory Board	■											
Senior managers	■											
Professional/specialist staff	■		■									
Admin or clerical staff	■		■						■			
Front of house staff												
Volunteers	■											

\* includes White British Jews

- 6.16.3 The Moravian Church Archives and Lambeth Palace Library provided copies of their leaflets. Five archives also referred us to information on their web-sites. The Moravian Church and the United Society for the Propagation of the Gospel includes a short history on their web-sites and provide details of how to contact the archives, while the Swedenborg Society web-site includes a full catalogue of its archive.
- 6.16.4 Seven respondents provided information about governing bodies and staff which is shown in Table 36. Most are small archives with one member of staff and 2 operate only with volunteers. Lambeth Palace Library and the Church of England Records Centre both have professional and administrative staff. The Spanish and Portuguese Jews' Congregation has encouraged volunteers from their own group to support the archive. Three groups have equalities policies for recruitment and offer training.
- 6.16.5 Details of user records of religious archives are provided in Table 37. These confirm the small scale of these religious archives except for Lambeth Palace Library.

<b>Table 37 Religious archives: users</b>	
<b>Church of England Records Centre</b>	60 visitors in 2003 (at Lambeth Palace Library) no record of ethnicity. 579 inquiries by letter/email/phone
<b>Lambeth Palace Library</b>	3,000 a year, ethnicity not recorded
<b>Liberal Jewish Synagogue</b>	No information collected
<b>Moravian Church</b>	63 visitors in 2003 and 260 enquiries, mainly by letter/email/phone. No record of ethnicity
<b>Spanish &amp; Portuguese Jews' Congregation</b>	5-10 a year, volunteers deal with written request for information and exceptionally arrange research access. No record of ethnicity
<b>Swedenborg Society</b>	100 enquiries a year: family history, history of science or religion. Few in person, c12 minority ethnic users including Black British.
<b>United Society for the Propagation of the Gospel</b>	275 enquiries a year, very few in people. No record of ethnicity

- 6.16.6 None of the respondents provided information on the table about work with black and minority ethnic individuals and organisations. Lambeth Palace Library had worked with Lambeth Borough Archives for Black History Month. A review of the work of Lambeth Palace Library and the Church of England Records Centre is now in progress and may recommend changes in the way in which these two work which could influence future use.
- 6.16.7 In summary, these are mainly small and specialised archives with limited resources; two are run entirely by volunteers. Governing bodies, staff and volunteers are almost entirely white British. The nature of the religious organisation strongly influences the archives operation.

## 6.17 Royal Societies

- 6.17.1 There are 29 archives in this category; responses were obtained from 10, five of which completed questionnaires.
- 6.17.2 Reasons for not completing the questionnaire include the following
- The Royal Automobile Club's records are being catalogued in Cambridge and whether they will return to London is undecided.
  - The Royal Institute of International Affairs did not feel its work was relevant to this survey as it does not undertake any activities to promote the use of the archive.
  - The archivist of the Royal Society for the Encouragement of Arts Manufactures & Commerce was too involved in the organisation's 250th anniversary to respond to the questionnaire. However, she reported that the archive reflects the colonial connections of early RSA members and this may be of interest to some minority ethnic users.

- The Royal Anthropological Society archive and manuscript section was closed at the time of this survey while preparing for a move to a new location. The collections, amassed since the 1840s, include material on many different cultures, some in obscure languages and dialects.

- 6.17.3 The Royal Entomological Society, the Royal College of Midwives, the Royal College of Obstetricians and the Royal College of Psychiatrists did not consider their collections to be of any specific relevance to minority ethnic users. The Royal Asiatic Society web-site provides a general description of its holdings and of the geographical area it covers. The Royal Geographical Society holds a wealth of historical cartographic, text and photographic material relating to the people of the Americas, the Caribbean, Africa, Asia and Australasia. A major programme of work to open this up to users will be launched in June 2004.
- 6.17.4 Table 38 provides information on staff and governing bodies from all 5 questionnaires. This shows a wide mix of people at all levels. The Royal Geographical Society has used targeted media and informal contacts with black and Asian organisations as part of its recruitment process. Two Asian workers involved in the document collection and education programmes respectively contribute to exhibitions and events while a black British academic has undertaken a short research programme to identify areas of the collection relevant to the black experience.

Table 38 Royal Societies' archives:							Staff and governing bodies						
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group	
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent			
Category													
Governing Body	■	■		■	■		■	■					
Advisory Board	■	■		■	■		■						
Senior managers	■	■											
Professional/specialist staff	■	■		■	■								
Admin or clerical staff	■											■	
Front of house staff	■			■								■	
Volunteers	■			■	■		■						

- 6.17.5 Table 39 deals with users based on information from 3 respondents. One has been closed for two years so has no recent records. None sought information about ethnicity
- 6.17.6 Two respondents – the Royal Asiatic Society and the Royal Geographical Society – provided information about work with minority ethnic individuals and organisations as shown in Table 41. The Royal Asiatic Society holds materials in many languages including Urdu, Persian, Arabic, Sanskrit and Hindustani. It offers two fellowships a year to bring overseas academics to work on their collections and has run collections study days for students and academics.
- 6.17.7 The same two respondents gave information on partnerships. The Royal Asiatic Society has worked in partnership with universities and other archives and is now developing a study day on mediaeval Iraq with the British Museum. The Royal Geographical Society has been working with the Mayor's Commission on African and Asian Heritage (hosting their event on education), has been part of the

*Moving Here* project on migration to England (digitising 3,500 photos) and is part of the *Unlocking the Archives* programme.

- 6.17.8 In summary, archives in this category hold specialist archives. Some have potential minority ethnic relevance because of the origins and purpose of the organisations. Like other specialist archives in the London archives community, they have no specific remit to work with communities but imaginative archivists and other staff have begun to open up their holdings to such users, often working in partnership with other bodies.

Table 39 Royal society archives: users	
<b>Royal Anthropological Institute</b>	Worldwide use, no records of ethnicity
<b>Royal Asiatic Society</b>	170 a year from SOAS, students/ academics, family historians
<b>Royal College of Midwives</b>	No records kept
<b>Royal College of Obstetricians</b>	100 users a year, no records of ethnicity
<b>Royal College of Psychiatrists</b>	10 external users, no records of ethnicity
<b>Royal Entomological Society</b>	No information provided
<b>Royal Geographical Society</b>	Closed for two years – no recent information. Though wide international interest, very small numbers of BME users in past

Table 40 Royal society archives: work with BME organisations											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Projects</b>											
<b>Exhibitions and displays</b>	■	■	■	■	■					■	
<b>Informal educational activities</b>	■	■	■	■	■						
<b>Formal educational projects</b>	■	■	■	■	■						
<b>Commissioning artists or performers</b>											
<b>Developing audiences</b>	■	■	■	■	■	■					
<b>Developing collections*</b>											
<b>Advising another group</b>											
<b>Other (please describe)</b>											

## 7.0 Learning from experience I: Case Studies and Future Plans

- 7.1.1 Those respondents which had experience of working with culturally diverse audiences provided valuable information about some of their work. They were asked to put forward projects which may make useful case studies to share with others. The Case Studies are described in this section category by category. They demonstrate the fact that it can be valuable to build into core work the need to reach a wide audience, as in the provision of appropriate information sheets – as at Hackney, the Theatre Museum and the Wellcome Library – or Tower Hamlets Archives' attempts to develop links with community groups who may be able to contribute the development of an archive by depositing material there. They also show how important it is to take the opportunities which may be offered by the chance of some external funding – as in Brent, Lambeth and the Petrie Museum case studies below – or a major change in the way an organisation works, as in the case of the Royal Geographical Society case study. These case studies also show how useful partnerships can be in sharing expertise, gaining support from colleagues and obtaining champions who can provide links with new users, and obtaining bids for external funding.

### 7.2 Case Studies

#### 7.2.1 Charities

##### **Anti-Slavery International**

The archive and library has one member of staff and four volunteers who care for a collection relating to slavery in the past and in the present. It works with the organisation's education officer who is involved in community outreach work. In 2003 the education officer co-ordinated a four-day programme to coincide with the International Day of Remembrance for the Slave Trade and its Abolition, 23 August, which it hopes, through its campaign *Rendezvous of Victory*, to make an annual event. It involved a number of community groups, the University of Greenwich and the National Maritime Museum (in the context of its acquisition of a major collection of material relating to the Transatlantic Slave Trade), the Forum of Afrikaans and African Descendants Against Racism, the Greenwich Racial Equality Council and the Muslim College. The programme included a two-day convention, an evening vigil, heritage trails, themed workshops, open-air music, dance and poetry in Greenwich and an interfaith ceremony, heritage trails and films in Brixton.

#### 7.3 Education

##### 7.3.1 **LSE: British Library of Political and Economic Science**

The library has digitised material from the Charles Booth archive which is available at [www.booth.lse.ac.uk](http://www.booth.lse.ac.uk). This project was not designed specifically to record or reach minority ethnic audiences but samples from Booth's notebooks, compiled when he was working on his survey of life and labour in London 1886-1903, are included. One group of extracts gives contemporary accounts of minority groups in London including the Japanese, Chinese, Irish and Italians. The material is easy to search and the digitised pages from these manuscript notebooks are relatively easy to read. They can be found on the web-site at [www.booth/lse/ac/ukl/static/b/stories/ethnic.html](http://www.booth/lse/ac/ukl/static/b/stories/ethnic.html).

##### 7.3.2 **UCL Special Collections**

The UCLSP policy includes a specific commitment "to promote the richness and diversity of their collections, to take into account the recommendations of HLF's *Developing New Audiences for the Heritage* report (2001), to support programmes to raise skill levels in society. . .and experiment with new ways of reaching wider communities, to equip users who understand archives and derive maximum benefit from their use". They are working with the Petrie Museum to create the new "Panopticon" which will house and display UCL collections.

- 7.3.3 In a joint project run by both UCLSP and the **Wellcome Library**, to raise awareness of their holdings, a group of Camden librarians were invited for a day in December 2003 to have tours of the collections and small displays were put on for them, with discussions throughout the morning and over lunch to explore how the specialised collections might be of interest to their constituents. The event was promoted as a Professional Training event and resulted in valuable feedback from the group, who promised to go away and think about concrete ideas for taking it forward. The two

libraries are considering holding more special sessions along the same lines.

#### 7.4 *Local Government*

##### 7.4.1 **Brent**

The Brent Archivist provided a detailed evaluation of *Five London Lives*. This exhibition featured information on five early Black and Asian residents of Brent and Camden. Previously Brent Archive has contributed to Grange Museum exhibitions only by lending requested material but this was the first time the Archivist had a leading role in developing the themes and storylines for the exhibition; in addition she carried out research and contributed to text development. It was also the first project that the Grange Museum had undertaken in collaboration with the London Metropolitan Archive (LMA) which they found to be a helpful and supportive partner, while the Wandsworth, Gunnersbury Park and Horniman Museums lent items including documents relating to farming and slavery in the West Indies and a carved wooden mask from Ghana.

This new kind of project provided team members with an opportunity to take part in and offer something new to visitors, as well as offering a chance to devote time to research. They learnt how to work with partners, both people and organisations, from outside Brent. The Archivist found that it gave her the confidence to take part in or lead more interpretative projects in the future. None would previously be confident about approaching a large organisation like the LMA for partnership. Not only did the backing of LMAL make this feasible but its grant-aid made possible the production of a professional looking exhibition

The majority of visitors were under 15 or aged 25-44. The largest ethnic group of visitors were white followed by Asian (Indian, Pakistani and Bangladeshi). Only 11 visitors identified themselves as black but anecdotal evidence from staff suggests this number was higher. "To see the temporary exhibition" was the second most popular answer to the question "What is the reason for your visit?" after "using the Internet". 85% rated the exhibitions as good or excellent. Comments about the exhibition showed an approval and desire for exhibitions on ethnic minority histories and for the use of original archive material. Criticisms included the fact that people would have liked even more information and exhibits. At the end of the current run at the Grange Museum the exhibition will be toured in a reduced format to Brent Libraries and, it is hoped, eventually to community centres and other public areas. Then it will continue on to 8 other libraries in Brent.

##### 7.4.2 **City Corporation: Joint Archive Service**

The London Metropolitan Archives (LMA) have run their own projects, including exhibitions and events for Black History Month and the creation of searchable databases. These include the exhibitions *Moving Experiences*, *Building a new life in London 1952-1970* in 2001, *Far Flung Shores*, *Real Lives of Black and Asian Londoners 1536-1840*, in 2002 and a *Moving Here* display with talks, readings and a Black Ancestors family history workshop in 2003.

The LMA participated in a 10-day, primarily business, festival called *Destination Brixton* in July 2003, providing an exhibition which offered a taste of two years research work on the lives of ordinary Black Londoners. They have also been involved in a number of projects to increase access to their holdings and offer support to smaller institutions making use of them. With LMAL support LMA worked with Brent (see above), Newham and Southwark using historical sources from its *Real Lives* database.

##### 7.4.3 **Hackney**

The approach of the Archives Department in Hackney is to use its resources in order to reach as wide an audience as possible. So, amongst its information sheets are two entitled *Sources for the History of The Jewish Community in Hackney* and *Sources for the History of the Black and Asian Community in Hackney* which identify the principal material held by them and in other repositories. In addition, references to local minority ethnic people have been included in other local historical material where possible – for example, the *Tudor Hackney* web-site includes a piece on black people in 16<sup>th</sup> century London and Hackney's earliest written record of a black person.

##### 7.4.4 **Lambeth**

The *Lambeth Black History Project* began in 2000 after a successful funding bid to the DfES Museums and Galleries Education Programme. The context was the fact that the borough's population included 25% of African or African-Caribbean origin with up to 50% of pupils in the more densely populated areas from this group. Its premise was that there was unresearched evidence of

the pre-20<sup>th</sup> century black community in Lambeth to be found in the Lambeth archives and local studies collection which could be used to increase the relevance of history teaching in the borough.

Two job-share researchers and an educational consultant with an interest in black history were employed. Newspapers proved to be a particularly rich resource with over 40 pages or references having been identified, while mid 18<sup>th</sup> century theatre posters and bills yielded some interesting visual records concerning black and Asian performers. The project resulted in the book *Windrush Forbears* (2002), which provides a detailed analysis of the research into parish registers, poor law records, newspapers and local theatre collections, and the *Black History Teaching Packs* (2003) provide learning resources derived from the research for KS2 and KS4 teaching. The books and packs have been distributed free to all Lambeth schools and the project continues to drive the archives collecting policy. The Archives Forward Plan includes an initiative to develop this work in ways that will reach a teenage audience. (See [landmark.lambeth.gov.uk](http://landmark.lambeth.gov.uk))

#### 7.4.5 **Lewisham**

*Lewisham Voices* was supported by HLF. A partnership between the Museum of London and Lewisham Library and Information Service in 2002, it is part of the Museum's three-year project called *London's Voices*. The Lewisham project worked through community groups to identify individuals' histories to present on an interactive web-site; it also used archive photographs to trigger Lewisham memories. This fulfilled a dual role, both developing a contemporary collecting programme and developing community links. Participants were able to scan images and make their contributions directly onto a laptop computer and taped memories, giving the project a particular immediacy. For the Museum it provided an opportunity to show how a large institution can work at a local level to provide access to local history resources. (See [www.lewisham.gov.uk/lewishamvoices](http://www.lewisham.gov.uk/lewishamvoices)).

#### 7.4.6 **Merton**

Merton Heritage Centre staff assisted with the production of a Merton travelogue in Urdu, providing historical information, photographs and general assistance and partial funding for the project. They staged a large promotional event with guests of different nationalities in attendance, guest speakers and a buffet meal which was extremely well received by those involved.

They have also worked in conjunction with a consultant researcher to produce an exhibition on traveller heritage which involved work with different traveller groups, different repositories and the Merton & Sutton Traveller Education Service. Staff found this to be a positive experience, particularly as the pictures and quotes which were used gave local people a different and more sympathetic outlook on the traveller community and their lifestyle.

Working in conjunction with the Library Service and Merton's Ethnic Arts Officer, staff also supported the work of a freelance researcher and North East Mitcham Community Association, to produce a display on Merton's black and Asian heritage. This was also well received and resulted in three volumes of material which have now been deposited with the library service for use by others. Their author is now developing the material further for use as a portable display for schools and community groups.

#### 7.4.7 **Tower Hamlets**

Tower Hamlets archive and local history staff considered how to develop ethnic minority collections in a report written in October 2000. They concluded that it would be most useful within their limited resources to approach community groups with regard to the deposit of materials with the archive and attempting to raise awareness of their work with minority ethnic organisations. In 2001 they organised a conference for over 40 organisations at which one of the speakers described the *Lambeth Black History Project*.

In 2002 a graduate trainee researched over 200 organisations in the borough which deal with ethnic minorities, mailing leaflets, writing letters and making follow up phone calls and visiting some of them. She was able to collect some materials for the archive and thinks there is huge potential for more collecting. However, some are not actively keeping their own records and others are reluctant to part with such material. She assembled a list of the organisations and the information gathered from them. The archivist believes that if funding could be identified the employment of a specific worker to developing interest further and collect material for an oral history archive would be an effective next step.

#### 7.4.8 **Waltham Forest**

The special exhibition *Cultural Diversity in Waltham Forest 1660-World War 1*, open to visitors during 2004, makes extensive use of the parish registers and was researched by the archivist who identified relevant sources. The display at Vestry House Museum, where the archives are housed, was written and prepared by curatorial staff. It includes information on the baptism of Robert Poppogunde, a "blackamoor" in Leyton 1697, on Fuegia Basket who was brought to school in Walthamstow from Tierra del Fuego in 1830, Malagasy refugees in Walthamstow in 1839 and a founder of the ANC, Sol Plaatje who lived in Leyton in 1914.

#### 7.4.9 **City of Westminster**

*Celebrating the Black Presence in Westminster 1500-2000* was a major programme of events and activities in 2002. It generated teaching resources (posters and a CD Rom), given free to all borough schools and still available to purchase, and an on-line exhibition which is on the Westminster Council web-site. During 2003 the City Archives worked in partnership; with Westminster University's Dept of Film and Music they put on a Black Music exhibition at the archives centre in Black History Month, and they arranged with Shango Baku, a black actor and producer, for an exhibition on Westminster's black history to be shown at the Yaa Asantewaa centre during its play season in May. A briefing session for local teachers on black history was held with special sessions later for 9 local schools.

#### 7.5 *Medical*

##### 7.5.1 **Wellcome Library**

The Library has provided excellent down-loadable information sheets on their website, including one on *Race and Ethnicity*, plus resources relating to specific countries and health issues, and public health.

7.5.2 The archives at the **Royal Free Hospital** have been used in teaching in the hospital's school.

#### 7.6 *Museums and Galleries*

##### 7.6.1 **British Museum central archives**

In 2001 the Archivist advised the Irie! Dance Theatre in Deptford (with support from London Arts) on a structure for an archiving programme for the African people's dance sector. Their archive includes more than 50 years' documentation (paper records, sound, images, and musical instruments) and work is beginning to put it in order.

##### 7.6.2 **Hayward Gallery**

The gallery is working on an exhibition for *Africa 2005* entitled *Africa Remix – contemporary art of a continent*. This will provide a survey of works by African artists including those based outside Africa.

##### 7.6.3 **Museum of Rugby**

Exhibition on Jimmy Peters the first black player to play for England until end March 2004. Only one black British player had been capped in the 115 year history of international rugby prior to 1986. This special exhibition at the Museum of Rugby told the story of Jimmy Peters' extraordinary sporting life as a black player in an exclusively white sport. It is a fascinating and bizarre story which tracks Peters' life from his childhood as a circus bare-back rider through to his great success on the rugby field. Throughout his career he struggled with adversities including upbringing in an orphanage, accident and injuries, and racial prejudice. He was even the cause of controversy when he played against the first South African Team to visit the British Isles, the Springboks. The project required extensive research as material had to be identified specifically for the exhibition and everything on display was borrowed. Exhibition has provided an opportunity to raise awareness of the museum through advertising in media like *The Voice* which might reach a new audience. Fitted in with the 2003 RFU President's goals (which focus on minority groups and rugby) and coincided with Rugby World Cup year 2003.

##### 7.6.4 **Petrie Museum of Egyptology, UCL**

This university-based museum manages archives and objects collections as a single entity. It has consciously sought to diversify its users and with HLF funding has employed two outreach officers whose role is to engage new audiences, one working primarily with London African and African Caribbean supplementary schools in Education Action Zones and one with London-based Egyptian and Sudanese communities. They are developing resources for these audiences to enable them to



gain better access to the collections and, through consultation and audience-focussed perspectives, aim to change the museum's mainstream provision for schools, academics and general users.

#### 7.6.5 **RAF Museum**

The Museum has used the Ministry of Defence's temporary exhibition *We Were There* (about the UK's minority ethnic service men and women) at Hendon on more than one occasion alongside displays of material from its archives and its photographic and film collections in Black History Month. It has sought the help of minority ethnic museum staff who do not work in the archive in order to draw upon their knowledge and expertise.

#### 7.6.6 **Theatre Museum**

The Theatre Museum provides a *Users' Guide to Black & Asian Performance at the Theatre Museum* on its web-site. This includes a clear introduction to the collections, details of the material held, lists of key productions, a bibliography and links to resources available elsewhere in the UK. This is a good model where a large institution with a specialist remit has taken responsibility for providing data on its own collections but also setting them into a wider context of value to anyone searching for information on the subject.

### 7.7 *National*

#### 7.7.1 **British Library**

The British Library has taken seriously the diverse community on its doorstep as well as seeking to offer services to a wider and culturally diverse audience. It has worked on a number of occasions with Camden Council to reach very local audiences; *Journeys of Discovery* was a two-week summer school with Camden LEA for two groups of Bangladeshi children. Challenging activities led by artists explored the significance of patterns in different cultures, inspired by the Lindisfarne Gospels exhibition. Activities included treasure hunt walks around Camden using global positioning devices.

At the same time it has found appropriate partners for other major projects. It is working with the Maharajah Duleep Singh Centenary Trust in the Anglo-Sikh Heritage Train project and the Jain community through the Institute of Jainology is supporting Jain scholars to catalogue the Library's collection of Jain manuscripts. The Sound Archive's oral history programme includes work with the Vietnamese, Theatre-related recordings including Asian and Afro-Caribbean performances and the millennium Memory Bank included interviews with the Asian community in London.

#### 7.7.2 **The National Archives**

The National Archives have taken a number of approaches to opening up their archives to those who wish to know more about Asian and Black History in the UK. One approach may be exemplified by the web exhibition entitled *Black Presence* which uses historical documents and can be seen at [www.pro.gov.uk/pathways/blackhistory](http://www.pro.gov.uk/pathways/blackhistory). Another approach has been through readers' guides such as *Tracing your West Indian Ancestors*, which introduces the main sources available, and *Immigrants and Aliens* which provides a guide to sources on immigration and citizenship. The former was also the subject of a free seminar in October 2003.

The TNA's User Advisory Group was set up in 2002 with a remit to monitor catalogue improvement programmes, to advise on collections of material which can assist in raising the profile of records of under-represented groups and to advise on matters of description and use of language. It includes members of CASBAH (see 7.8.3), BASA, the Sikh community, historians of gay and lesbian history, representatives of disabled people and academic Jewish historians. The *Moving Here* web-site (see 7.8.4) is now under the management of TNA and this is now being developed and promoted through sessions with community groups and via public libraries in various local authorities.

### 7.8 *Group projects*

- 7.8.1 Since funding became available to support digitisation and the creation of web-based resources, archives in London have become involved in a number of joint projects, some of which are relevant to the issues considered in this study. These include *Ten Generations*, CASBAH and *Moving Here*. The questionnaire did not ask for specific information about these projects, and though some respondents mention them and in some cases refer to them in connection with their responses about working with black and ethnic minorities and in partnerships, few wrote about their involvement in any detail.

### 7.8.2 **Ten Generations**

Funded by the New Opportunities Fund, this project brings together 3,000 digitised resources (prints, drawings, photos and documents) from a group of archives, museums and local studies libraries in Greater London to provide resources and "Learning Journeys" covering London history since 1700. The web-site at [www.tengenerations.org.uk](http://www.tengenerations.org.uk) is managed by Westminster's Archives Centre. The partners are the Bishopsgate Library, Brent's Archives and Grange Museum, Camden's Local Studies Library and Archives, Hackney's Archives Department, Islington's Local Studies and Archives Centre, London's Transport Museum, the archives of the Royal Free Hospital and University College London Hospitals and the City of Westminster Archives. All of these archives were contacted for this study and all responded except two. This project does not specifically concentrate on materials about culturally diverse communities but it includes useful resources about black and Asian Londoners, about other minority communities in the capital and about emigration from London.

### 7.8.3 **CASBAH**

This project mapped resources from archives and national, academic and special libraries for Caribbean Studies and the history of black and Asian people in Britain between 1999 and 2002. It was funded by the Research Support Libraries Programme (RSLP), a national initiative, funded by the four higher education funding bodies designed to bring together traditional and new forms of access to library information, with specific reference to support for research. There is a CASBAH web-site with detailed survey reports, links to project partners and studies such as the potential for collaborative collection management. The project also included outreach, training and awareness raising activities to disseminate information and encourage others to continue the survey work. A number of archives-related organisations from London were involved – the British Film Institute, the British Library, Goldsmiths College, the Historic Manuscripts Commission, the Institute of Race Relations, Lambeth Borough Archives, London Metropolitan Archives, the Public Record Office and the University of North London. Five of these submitted questionnaires as part of the current study.

### 7.8.4 **Moving Here**

The *Moving Here* web-site provides 150,000 items of digitised material from 30 museums, archives and libraries which records the migration of Jewish, South Asian, Irish and Caribbean communities to England over the last 200 years. The original project was supported by the National Archives and funded through the New Opportunities Fund; now TNA is supporting its further development. The majority of the partners in this project are in London: the British Library, Croydon Museum and Heritage Service, Haringey Libraries, Archives and Museum, the Imperial War Museum, the Jewish Museum, the London Metropolitan Archives, the London School of Economics, the Museum of London, the National Maritime Museum, the Royal Geographical Society, Tower Hamlets Local History Library and Archives, the Victoria & Albert Museum, and Wandsworth Museum and Local History Centre.

Unusual features of this web-site are the guidance it gives on using the catalogue and archives around the world and introductory material on family history and the fact that users can add their own stories and images to the existing material.

## 7.9 **Future developments**

7.9.1 A number of respondents provided brief information about their plans for the future and many of these are publicly-funded archives with limited resources.

7.9.2 The **British Library** is planning more projects that target specific BME groups, in two cases to bring together two different groups to exchange ideas with each other. In the coming summer it will put on a season of international music on its piazza featuring the communities on its doorstep in Camden and in August 2004 the Tamasha Theatre Company will take up residence there with a new writing workshop for Asian theatre writers culminating in a public performance.

### 7.9.3 **Barking & Dagenham**

A recently-appointed archivist is taking the opportunity for contemporary collecting from minority groups in the borough offered by a special exhibition (provisionally title *Children Escaping War*) at Valence House Museum in second half of 2004 which will include people from Spain, Vietnam, Somalia, Angola, Afghanistan, Congo Iran and Iraq.

- 7.9.4 **Barnet**  
The Barnet Archive was closed from September 2003 for relocation to new premises. The Centre re-opened in March 2004 and is planning new work with the aim of reaching wider audiences than before.
- 7.9.5 **Brent**  
Brent Archive plans to collect contemporary and historical material relating to local communities to redress major imbalances in its existing collections. The Archive then aims to develop a display area of its own to have a rolling three-monthly programme of exhibitions displaying archival material. This material is to include that from minority ethnic communities. These displays will be advertised in the local media and will aim to encourage further donations of material. Material from the Gujarati community has already been identified as a potential new acquisition.
- The archive also intends to use volunteers to compile a guide (or at the very least to carry out preliminary research) to sources within the archive which would be of use in researching elements of black and Asian history in the borough. Brent's Grange Museum is planning an exhibition with the Flamingo Carnival Group, based in South Kilburn, to celebrate the group's 21<sup>st</sup> anniversary. One of the outputs from the collaboration will be the deposit of a considerable archive (photographs and other documents) relating to the group's history at the Brent Archive.
- 7.9.6 **Camden**  
The Camden archive and local history team will be working with King's Cross Voices, a major HLF-funded oral history project, in 2004
- 7.9.7 **Hackney**  
Hackney Archives Department is one of two pilot areas in the *Community Access to Archives* project, working with the National Archives. Hitherto it has not done any outreach work but from April 2004 will employ an outreach worker on a 6-month contract to look at social exclusion issues, to develop projects with schools and establish an ethnic minority forum. The worker will explore with Afro-Caribbean, Turkish and Vietnamese groups the archival material held in their communities.
- 7.9.8 **Hounslow**  
The Tourism and Heritage manager is planning to draw up an acquisitions policy for Local Studies and Archives which will make specific reference to the need to collect material representing the main communities in the borough
- 7.9.9 **Islington**  
The new centre will be working with the borough's Ethnic Minority Achievement Team in exploiting collections for the benefit of local minority ethnic communities. Will provide local history trail leaflets in languages other than English and encourage family and community groups to help research and write them.
- 7.9.10 **Laban** has an HLF-funded project will employ a researcher into audience development in relation to its archive.
- 7.9.11 **Merton**  
The Heritage Service is working with the Ethnic Arts Officer, local community groups and a freelance researcher to produce a variety of resources for Black History Month 2004. These will include a variety of new resource boxes for different ethnic groups from those they already have. An exhibition, featuring photographs by young people from Merton, will involve representatives of different ethnic groups in a project providing experience of exhibition work and job training for the young people involved.
- 7.9.12 **Community Access to Archives**  
Based at The National Archives, this project has its own web-site at [caap@nationalarchives.gov.uk](http://caap@nationalarchives.gov.uk). It involves two very different local authorities, Hackney and West Yorkshire, working with a Community Coordinator, based at TNA. The Co-ordinator has responsibility for the identification and development of community-archive relationships, seeking possible funding opportunities for future community-based projects, and addressing community needs for life long learning. She also has joint responsibility for the development of outreach, publicity, and resource packs. There will be significant lessons to be learnt about community participation from this project.

7.9.13 **The Parliamentary Archives**

During 2004 the Parliamentary Archives will be developing a learning and access strategy that will address many of the issues considered in this study.

7.9.14 **Richmond**

Orleans House Gallery is working with a range of minority ethnic groups for an interactive exhibition, *Artplay*, aimed at under-5s in August 2004.

7.9.15 **The RAF Museum** has compiled a listing of its archival holdings which reflect the cultural diversity of RAF personnel, embracing men and women from the former Dominions and from minorities living in the UK as well as foreign volunteers. However, more archival material has been generated by groups of Australians, Canadian and Poles than by Asian, African and Caribbean personnel. The Museum is hoping to work with relevant groups to produce a new display depicting service personnel from ethnic minorities and from overseas and is seeking funding to cover the costs of this. It is also considering how to reach the relatively small numbers of minority ethnic RAF personnel and will probably seek the advice of community groups and veterans' organisations.

7.9.16 **Royal Asiatic Society**

The RAS is partnering the British Museum in an Iraq Study Day in May 2004 focussing on mediaeval Iraq. Also hoping to do collection days to introduce students and others to their holdings.

## 8.0 Learning from experience II: Ensuring Success

- 8.1 Respondents were asked to suggest the key factors which had contributed to success in their cultural diversity work, what barriers to effectiveness they had found and what kinds of future support they would welcome. They were asked for their personal views and a commitment was given that, if used in the report, their comments would not be attributed to individual respondents. Almost every comment provided has been included here, usually quoted verbatim, though occasionally slightly edited to avoid repetition of similar wording or to preserve anonymity. Most have come from written responses but a few are the result of notes taken of telephone conversations. They demonstrate considerable consensus about what matters; the comments have been grouped together, issue by issue, for ease of comparison.

### 8.2 Success factors

The quotes which follow are taken from questionnaire responses, covering letters and notes of phone conversations. They relate to real experience on the part of respondents and it is significant that there is considerable consensus amongst those who are quoted.

#### 8.2.1 *Working with others as partners or advocates*

- Working in local partnerships matters; our archive has had a close working relationship with a Jewish historical society for 25 years.
- Working in partnerships with link groups or in a familiar environment is helpful before persuading people to venture to another site.
- Our oral history project has been very successful as it was fronted by the local race equality group.
- The Library Service has an Ethnic Communities Librarian who speaks a number of community languages and is useful in helping us liaise with local groups.
- There has been a very positive response when work has been carried out by or with the involvement of community groups and individuals supported by our service rather than heritage staff doing the work “for” other people.

#### 8.2.2 *Providing what communities want*

- Active participation and enabling ideas and projects to be developed by the communities supported by an organisation. Communities have many ideas and suggestions and ways in which they wish to promote their own heritage, but they need mainstream organisations and traditional institutions to listen, reflect and respond to their suggestions
- Our programmes are very well received because they are very open, creative and questioning in their approach – we allow all participants to interpret collections from their own perspectives.
- The most important factor in ensuring effective partnership working with ethnic minority groups is to ensure that the participants have real control over the direction which the exhibition takes. In effect, museum and archive staff operates as facilitators who help the partners to effectively express their knowledge and experience which is relevant to the exhibition’s subject matter.
- Our collections are chosen by our selection committee who are experts in this field; we are building a badly-needed resource from the bottom up and investing in our own cultural capital. This is why we appeal to our target audience and we can work with mainstream museums to help them reach a similar audience.

#### 8.2.3 *Obtaining extra resources*

- Obtaining funding for freelance advice and support in delivering a programme and providing targetted publicity
- Colleagues in other borough departments such as Language Support and the Advisory Teachers are enabling us to make real contacts with minority groups in schools, while we hope a new oral history programme will enable us to reach adults

#### 8.2.4 *Having a real purpose and credibility*

- Black History Month has helped as we are now seen to be promoting the different cultural groups for their own sake rather than from any hidden motive.
- We have offered study days and programmes of volunteering directed through the universities and these have served to attract students from all ethnic minorities who have an interest in our specialist collection.
- We now have the express aim of inspiring the people who come in to our education programmes to become future researchers here, but some people think that we are expecting too much of young people and being too challenging, offering them things that are too different from their traditional curriculum diet. We hope good publicity for our projects will help overcome this.
- Being taken seriously on the basis of work you have done really matters - running regular BHM events, publishing black history materials, running black family history classes, deliberately collecting, exhibiting and exploiting collections of interest to the local black community, all demonstrate a sustained and committed approach to correcting an imbalance in the archive collections and attempting to make these better reflect the communities for which they provide a record.

#### 8.2.5 *Building trust*

- The key factor in working with any group or community is that of building up mutual confidence, respect and understanding. This will normally take time and will often lead in directions not necessarily planned when the first contacts are made.

### 8.3 **Barriers to effectiveness**

8.3.1 Respondents' views on barriers to work are also borne of real experience and some show the opposite side of the coin to success factors. Again there is consensus on a number of issues.

#### 8.3.2 *Limited resources*

- The biggest barrier is capacity – the limited time available in all small archives.
- Lack of expertise about outreach needs to be addressed
- Minimal staffing and limited resources make continuing development difficult especially as the restricted storage space inhibits more active collecting of archives and other material.
- Our staffing has been reduced as the result of a recent restructuring this can make it difficult to maintain ordinary services and can make it frustratingly slow work trying to develop new ones.
- Opening 44 hours week with three staff means we spend much of our time dealing with queries and keeping the search room open – there is little time for outreach
- Barriers include lack of resources both in financial terms and more importantly in time. A relatively small number of staff at the archive means that front of house and customer enquiries taken precedence.
- In a small service you cannot simply redirect resources from another function.

#### 8.3.3 *Making contacts*

- Other barriers include a lack of contacts within the communities which we are trying to reach, and difficulties in knowing how best to make contact with people who possess both the knowledge and inclination to work in partnership with the archive and raise its profile within the community for the mutual benefit of all concerned
- We have found that if we approach community groups directly they can be suspicious of us as we “come from the Council”.
- The main barrier to success is failure to understand how we can best serve people's needs.
- People should get on with it – white organisations seem very timid about doing this work and get het up about making contact. What is wrong with picking up the phone or writing a letter asking to meet and discuss things?

#### 8.3.4 *Lack of trust/ need for credibility*

- If communities do not feel that their projects or responses are valued projects won't work

- What is developed may be seen as tokenism (eg Black History Month only) – and this is an issue where funding is restricted.
- Work with minority groups can run up against apathy and suspicion while racism is a daily reality.
- Confidence takes time to develop – and we know it is worse to promise the world and fail to deliver than to do nothing at all.
- A bond of trust between institutions and ethnic minority communities needs to be fostered by both sides, so that the importance of the Asian and African heritage material held in London is educating all Londoners about the past and providing a greater appreciation of the complexity and richness of the city's cultural diversity. Audience development and community involvement are key to achieving this, and are areas where support and funding are particularly needed.
- There is still a lot of understandable suspicion about white archivist claiming to offer a secure and accessible place of deposit for another community's records – a key barrier has been working as a local authority archivist where there is a widely held view that as part of the council you are part of the problem.
- Sometimes the developments which come out of working with community groups lead in directions – and here I am thinking of interpretative, education and community projects - which are not necessarily deliverable by the archive because of the pressure on resources or lack of precise skills required.

#### 8.3.5 *Languages*

- For newer groups in London language is almost certainly the key barrier – Portuguese, Somali and South Asian groups will not consider the local authority archive a natural place of deposit for their records when the archivists cannot demonstrate any linguistic competency for cataloguing and making available the resource. Museums may be able to approach this more easily by concentrating on objects and visual records
- Communication can be difficult – we really need access to more interpreters. The borough has a corporate unit but numbers are limited and it can take time to get people on site.

#### 8.3.6 *Politics*

- Sometimes the political opinions of a small number of people can hinder the effective transmission of information on the history, archaeology and cultural heritage of the region with which we are concerned. We have always been non-political and non-sectarian but sometimes people don't understand that
- The issue of cultural restitution has the potential to be a barrier between London's main cultural institutions them and the communities whose cultural heritage may be subject to demands for return to countries of origin. The important thing is that institutions concerned display an open, pro-active approach in trying to make these materials as accessible as possible; the internet and digitisation providing the technical means to achieve this.

#### 8.3.7 *Needing sustainability*

- We don't need more projects – we need continuing work with funding and personnel to support it.
- For us to engage in long term sustainable work a larger core establishment is needed, above the present three posts, together with more on-site space to work with groups – no group work is possible in the current premises except on closed days, which also have to be used for reprographics, staff meetings, monitoring out stores and admin duties. And although the local museum has an education officer, the workload of that post specific to the museum does not allow any shared working.

### 8.4 **Future needs**

8.4.1 Fewer respondents made suggestions as to how they could benefit from future support, but all of the suggestions which were made are set out below. Key phrases are emphasised in **bold** type.

- **Best practice** could be more widely disseminated, focusing not just on what the outcome of a successful project has been, but on how the success has been achieved. The background to the project, what steps were taken, which approaches have been the most successful. **Advice on the best way to fund projects**, with help in fund-raising to ensure more bids hve a positive outcome.

- LARC and its successor may have a valuable role in **brokering partner-ships**. We have worked successfully with TNA and LMA in the past and could do so again.
- The single most useful kind of support would be **access to a specialist**, able to assist in developing ways of exploiting our collection for universal appeal and benefit and to encourage people from ethnic minorities to develop actively and promote our local history collections.
- Some sort of **London-wide umbrella** to support individual record offices in their negotiations with other communities and to demonstrate the seriousness of their intent with regard to collecting diverse materials would be useful, especially **pooled language and cataloguing** skills.
- We may need to accept that for many communities their cultural archives are a non-negotiable resource that will stay with them, in which case support needs to be provided to encourage them to **manage their own records**.
- Funding to allow **translation** of materials
- **Training, dissemination of case studies and advice**, help with **brokering relevant partnerships** and the sharing of resources and information would contribute to the development of mutually beneficial links and **networks**
- More time/expertise for **consultation** with potential users and **appropriate marketing** and promotion. Outreach work will only succeed if we can give people what they are interested in rather than assuming what they will want. This is particularly important if we are to maximise limited resources.
- It can be terribly time-consuming trying to attract funding. Grant-giving bodies assume we have access to reasonable funding already because we are part of a local authority but we have only one and a half staff. **A financial adviser for archives, museums and libraries** could support such bids, liaising with staff through the process, gathering basic details and helping with planning.
- Support for **capacity building, joint projects** between archives and the opening up of **funding opportunities** to achieve this would help.

8.4.2 Many respondents, and in particular those in local authority archives, commented upon the difficulties of maintaining a public service with limited resources and the fact that this prevented developing new areas or work or engaging in outreach. Two made clear the pressure of staying open – one operated for 41 hours a week with three staff and another for 33 hours a week with two staff. None, however, suggested that it would be appropriate to consider different ways of managing their limited resources, for example by reducing opening hours slightly to free up time for developmental work which could enable them to reach new audiences. This lack of time was also used as an explanation for their inability to prepare bids for external funding.

8.4.3 Even if support was available from a regional agency, these respondents appear to have no flexible working time which would enable them to take advantage of it. While the development of new audiences ought not to be at the expense of existing users, this suggests that new work is seen only as an addition to everything that is done now, rather than a development of or a variation upon it. This may also reflect a lack of confidence or of political skill, since archivists would not only have to be creative about using their resources in a new way but would also have to convince senior managers and governing bodies that this change of approach would be appropriate.



## 9.0 Conclusions

### 9.1 The process

- 9.1.1 A survey return of 48% was obtained from archives in London, higher than expected at the start of the project. Energetic follow up work encouraged this level of response. Quantity was at the expense of quality in some responses, as questionnaires were often only partially completed and publicity materials and policy documents which had been requested were not always supplied.
- 9.1.2 The experience of other London studies is comparable, however. There have been a number of questionnaire-based surveys in the last few years as strategic agencies have been encouraged to learn more about their sectors – and this was given as a reason for not completing a questionnaire at all by several archivists. When questionnaires are returned it is common for them to be incomplete, especially if they have come from small organisations with limited resources.
- 9.1.3 The fact that a considerable amount of the information was obtained from responses by email or in phone conversations, in addition to the formal responses by questionnaire, made analysis cumbersome and complex. This study had a tight deadline and a limited budget. Further research was not practicable within the framework of this project but more web searches might have revealed additional policy documents and information about individual projects and approaches.
- 9.1.4 Despite this, in addition to this report the study has assembled a substantial project archive which will be available for future use. It has also made possible an updating of contact data about a number of London archives where changes in staffing, location or practice have occurred.

### 9.2 Evidence of engagement with black and minority ethnic communities

- 9.2.1 The study has found strong evidence of increased engagement with minority ethnic groups by publicly-funded archives, usually working within local government, education or funded by national government. This is in part because of greater awareness in the public sector than in the business sector of legal requirements and the value of community links. However, it has also grown from archivists' imaginative ideas, the availability of funding and the opportunities offered under the umbrella of Black History Month. Many respondents have revealed evidence of work with culturally diverse groups, sometimes in partnership and sometimes as advisers or supporters, but detail has not always been provided. There is limited specific statistical information about numbers of users and their ethnicity except in a relatively small number of publicly-funded institutions. Archives need to gather more information about their work and its impact in order to measure its effectiveness.
- 9.2.2 Despite considerable attempts to make contact, responses to this survey have not been obtained from a small number of significant black and minority ethnic bodies holding and collecting archives. Replies to the questionnaire and subsequent telephone messages and e-mails have simply not been forthcoming. An additional small project, perhaps using interviews rather than questionnaires and concentrating on these archives, may be required to obtain comparable information from them and complete the picture.
- 9.2.3 As the analysis by archives category shows, many archives are aware of the need to deal with diversity at a strategic level and have referred to their mission statements, access policies, audience development plans and so on, even if they have failed to supply them. Cultural and equality training for staff is more common in publicly-funded bodies than in others.
- 9.2.4 The information provided about black and minority ethnic representation on governing bodies and in the workforce is variable across the sector but sufficient to confirm the expectation that they would both be predominantly white. However, some organisations which demonstrated a practical commitment to diversity through projects or other practices, or whose core purpose or subject had a direct relevance, were most likely to have mixed boards and staff teams and to work with appropriate partners.
- 9.2.5 Several respondents have worked in partnership with each other to obtain external funding and create on-line exhibitions, image databases and educational materials. Projects of this kind provide opportunities for buying in additional skills and sharing expertise. As many of the end-products of

these projects are digital materials, an effective means of ensuring their long-term preservation must be found so that this work is not lost.

#### 9.2.6 Building links with new audiences

Those archivists who have successfully made links with potential new audiences have found that they sometimes need an intermediary to help them. The profession is predominantly white, many have limited or no resources for development or outreach work and some minority ethnic groups feel cautious about approaches which seek to acquire the documents and photographs which are precious to them. In some local authorities archivists have worked effectively through an ethnic minority arts officer or librarian while elsewhere links through schools have proved effective. It is clear that community champions are needed to help broker partnerships as they can help ensure that a minority group's cultural perspectives are respected. For some groups translators and interpreters have also been important in getting over linguistic barriers.

### 9.3 The nature of the London archives sector

- 9.3.1 As earlier research has shown, there are a substantial number of extraordinarily rich archives in Greater London. They are often located there because it is the capital city and do not relate specifically to London communities. A small number were not comfortable about by being asked to provide information on cultural diversity, possibly because this was an unfamiliar way of working. More commented that they would welcome greater involvement in developing new uses for their records, or a chance to work with new users, but simply did not have the resources. An even larger number provided as much relevant information as they could, despite tight deadlines, and this gives some cause for optimism.
- 9.3.2 Like London's museum community, the archive repositories are frequently extremely small organisations hidden within larger ones and so they are structurally weak. Their staff work under pressure with limited resources and, even when they care for nationally or internationally significant holdings, have little political power to influence the future of their archives. This means that change can be painfully slow and is hard for a single part-time archivist to achieve.
- 9.3.3 As is often the case in small organisations, however, a single imaginative and politically skilful archivist can identify the concepts, develop the relationships and obtain the resources needed to implement new ways of working. Sometimes specific grant programmes or an invitation to take part in a joint project, like *Moving Here*, have provided a key opportunity for trying something new. This underlines the need for the new regional agency to develop rapidly a more detailed knowledge of London's library, museum and archive organisations' existing partnerships and the levels of expertise of their staff in order to broker new work and new relationships.
- 9.3.4 The case studies recorded in Section 7.0 show the important work that has been going on and the respondents' comments about effectiveness and barriers to success demonstrate that learning from experience and learning from others is invaluable. The recently-established London Cultural Diversity Network can play a major role in sharing experiences of this kind and promoting good practice.
- 9.3.5 For a number of archivists their purpose is so closely related to the work of their parent organisation that they do not expect to benefit from working with a new audience. For the local government archives, however, as for local museums, the potential for a two-way exchange is powerful. Drawing in representatives of every section of the community is important in ensuring that a publicly-funded service reaches those who are paying for it. The local community is much more than the source of funding – it can also offer political support, practical voluntary support, materials for the collections and contextual information which makes sense of existing holdings. Amongst the local government archives real development has taken place in opening up the archives to new local users.

### 9.4 Building on existing resources

- 9.4.1 This study was not about archives holdings but about how they are perceived, managed, developed and used. However, the documents themselves can influence the vision of the people who care for them as much as those who may use them. People who are comfortable with ways of obtaining the

information they need for their working life, their spare time interests or their role in a community are stronger members of society. The internet provides access to information on a scale we never though possible only a decade ago and, though considerable amounts of archival material have begun to be digitised and made available through this medium, the archives in London have barely begun to be explored.

- 9.4.2 It requires expertise and time to unearth nuggets of information in existing holdings in order to help people make new connections with their locality and with those who have lived there before them. Until there is wider awareness of the value and enjoyment of using such resources it will be hard to convince people that it is good to deposit the records of their family or an organisation with which they have been involved. Wariness, lack of confidence, a different language, historical traditions which concentrate on life stories rather than preserving papers and objects, may all prevent important material being preserved. The development of links with children through school visits and special programmes has been effective in both very large organisations like the British Library and in small local archives and this certainly offers an important way forward for future collecting.

## 9.5 **The future**

- 9.5.1 There is more work to be done to open up archives to those who may never have considered using them before but the work recorded as a result of this study demonstrates that there are successful models to follow. Some archives may never find it practicable to consider working with children, for example, though with help they may develop a role in higher or adult education. Through the internet, through partnerships with others and through external support and encouragement, more access will undoubtedly come. Archives provide a resource for many professions – the citizen, the lawyer, the educator, the academic, the detective, the journalist, the dramatist – and should be as freely available as possible.
- 9.5.2 Suggestions for future action are included in Section 10.00. These are not exhaustive, but it is clear that at this crucial point, with the establishment of the new cross-sectoral agency for London and existing experience to build upon, there are real opportunities for opening up little-known parts of London's archives to new and diverse audiences. The new agency and the Cultural Diversity Network, with support from the GLA's Culture Department, must make this a priority.

## 10.0 Recommendations

### 10.1 Improving our knowledge of audiences

It is essential that archives monitor levels of use and the nature of their users. Without this information the assessment of how specific audiences engage with archives is impossible and the impact of new initiatives upon targetted audiences cannot be measured. Many of the small archives with extremely limited resources would find it easier to make the case for investment, either to their own management or to funding bodies if this data were routinely available. Ideally a standard recommended format should be used for recording this information by all archives who wish to participate, so that comparisons could be made.

### 10.2 Understanding more about the content of archives

Some of the more effective activities which have provided access to material in archives and brought opportunities for minority ethnic communities to learn more from them have depended upon research projects as in Lambeth and Merton. Few of the survey respondents have the capacity in their small teams to do such research without obtaining additional resources. The new agency and partnerships between archives should consider the creation of a team of researchers to do more work of this kind.

### 10.3 Raising the profile

There is a general need to raise awareness of the wealth of archives in London, the low level of investment made in their care and use and their huge potential as a resource, which lies at the heart of this survey. Improving their status would impact upon every potential user, whatever their social background or cultural identity, and it is clear that the owners of many of the archives in London under-value them and are not aware of their significance or their potential as a more widely-used resource. The Mayor of London and the GLA Culture Department may have a role to play in this.

10.4 The creation of the new regional agency in April 2004 provides a specific time when the opportunity for raising the profile of the three sectors it represents must be taken. In the short term it should consider employing a skilled consultancy which knows the sector in order to identify prominent people (who should themselves be culturally diverse) who can act as champions for the whole heritage community. Amongst these people should be advocates for archives. And projects like *Local Heroes* project, which brought together minority ethnic achievers with their local museums, might provide a model for local champions for archives.

10.5 The new regional agency must work with The National Archives and the British Library and act as a strategic champion to funding bodies like the Lottery distributors and to national and local government. It should aim to recruit a diverse board and staff team to provide a model for others. It should consider drawing in experienced specialists on placements or professional fellowships to offer support to the sector as many do not have the capacity to develop funding bids or manage their implementation.

10.6 National, local and specialist archives will have their own roles to play but they should also be drawn into a co-ordinated programme of promoting archives to London's culturally diverse communities. The national bodies are already doing this for their own holdings, but they can also speak for the sector as a whole. Those in the media, whether researchers, programme makers or presenters, who use archives as raw materials for television programmes should also be approached to champion the cause. Existing opportunities should also be exploited, such as Local History Month and the Archives Awareness Campaign, though these may need re-focusing to be rather more exciting, even glamorous, and rather less worthy.

### 10.7 Making archives fit for purpose

Without additional resources for cataloguing, conservation, research and digitisation – and support for obtaining these resources – raising the profile may fall flat. Archives which cannot fulfill the expectations of enthusiastic new users will undermine any attempt to raise the profile. The new regional agency must work with other London archives-related networks, such as friends' and users' groups and historical societies, to take responsibility for brokering projects which improve the scope and quality of what is provided.

10.8 It is essential that activities in London's archives are regularly reviewed to measure effectiveness and share information about good practice. The new regional agency and London's Cultural Diversity Network should be major players in this process of learning from the experience of practitioners. The Heritage Lottery Fund's London regional office should also be involved as it has successfully funded projects relating to our intangible heritage for a number of minority ethnic groups with some success.

#### 10.9 **Changing the culture**

Improving black and minority ethnic representation at all levels in the archives community will be a key area for change. More than a quarter of Londoners are from black and minority ethnic backgrounds but this is not reflected in the staffing or governance of London's archives or amongst their users. Support for involving minority communities has begun with publicly-funded archives; this can be developed through volunteering programmes where appropriate or through community projects with a tangible outcome (eg an oral history archive, a publication or an exhibition).

10.10 Now that most local authorities have cabinet-style structures rather than service-related committees there are no easy routes for making a case for local archives to their political masters. It may be appropriate to create some advisory panels (which were themselves culturally diverse) to support these archives to which community representatives would be appointed. Bringing groups of boroughs together, partnering experienced archivists with less experienced neighbours, could prove particularly effective and some archivists working in other sectors may wish to become involved. Members of such panels would become local champions and could contribute to making cultural diversity a mainstream issue rather than short-term project related activity.

#### 10.11 **The archives profession and career patterns**

Many London archives employ only one or two professional archivists and there is limited staff turnover. A number of respondents commented on their own long service. Externally-funded projects offer some short-term contract posts but this is not enough to develop the profession and the resource. The creation of a London team of trainee archivists drawn from diverse backgrounds could provide not only work experience for these embryonic professionals but also a much-needed additional resource for archives, working peripatetically during their training. It may be possible to encourage archives to take someone on for, say, a minimum of two months where they might be daunted by having a trainee for a whole year. The new agency should seek the advice of the Museums Association since its diversity traineeships have been operating for several years.

#### 10.12 **Reaching new audiences**

For some archives there is no question of seeking an audience; many are struggling to cope with the existing demand for their services. More resources on the internet may answer the frequently-asked-questions, but they may also encourage interest and generate more users. It must be recognised that some archives will never arouse a wide interest external to the organisation which generated them, but mapping exercises like that done as part of the CASBAH can reveal that there are valuable archives which are not being widely used and it is in this area that audience development work is most likely to be successful. Those archives with relevant material and especially those supported by public funding must draw up access policies and implement them.

Several respondents indicated that some newer minority groups in London were difficult to contact because of linguistic differences, while for others minority languages were not only culturally significant but also essential for understanding paper records and oral testimony. Another small piece of research should be undertaken to assess the importance of this issue and consider what resources are needed for interpretation and translation. For some groups this may require no more than finding volunteers who take on this role, but this skill should also be recognised and paid for.

#### 10.13 **An annual conference**

The archives world has already recognised that it embraces archivists, owners of archives and archives users. An annual event, with displays, discussions and presentations, could provide a new vehicle for sharing experiences in which archivists, champions, and a variety of users of archives would take part. This would be an opportunity for advocacy as well as enjoyment and should include an opportunity for assessing progress. By demonstrating progress and effective projects new support and sponsorship could emerge from sectors which previously had not been aware of the potential.

## Appendix A: The Questionnaire



# London's Archives: the World in One City a study for the London Archives Regional Council

This questionnaire seeks basic information about the ways in which London's archives currently engage with the capital's culturally diverse population. It is a London Archives Regional Council project, partly funded by the Greater London Authority. Its general findings will be published and will inform priorities for the future work of the new regional agency for London which comes into being in April 2004. You will recently have received a letter from the London Archives Regional Council providing background information about this study, but if you need further information please contact the consultants, Val Bott and Nicola Williams, by phone on 020 8995 7413, by email at Val Bott@museums.freemove.co.uk or by post to the address on the last page of this form. *The form should take about 30 to 45 minutes to complete.*

If LARC has an email address for your archive, an electronic copy of the questionnaire will also be sent to you. An SAE is enclosed for your form and any brochures or reports which you can provide to assist us - please provide as much information as possible - a partial response is better than none at all!

**Please respond by Monday 9 February 2004**

### 1 Your organization

1a Name of Archive *your web-site*

Address

Owner/Governing Body

1b Contact for further information or follow up to this questionnaire:

Name *Post*

Telephone *e-mail*

1c Do you regard any of your **archive** holdings as being of specific relevance to London's minority ethnic communities? If so, please describe how you promote this aspect of your archive?

***Please send a copy of your general publicity leaflet or any other information leaflet describing your holdings and services***

### 2 Policies, plans and programmes

2a Please provide any mission statement which underpins your work.

2b Please provide any policy documents which relate to collecting, developing new audiences and/or working with black, Asian or other minority ethnic groups

2b Please provide a copy of any access/education plan showing current programmes of activity

2c Please provide information about any work with minority ethnic groups which you are planning for the near future

**Please note: The tables used in this form use the broad demographic categories from the Census**

- If you tick "Other Asian," "Other black" or "Other ethnic group" please state which ones you are referring to so that we can assemble comparable information from more than one respondent.
- If you refer to a group or individual of dual heritage (for example, Black Jewish) please define this beside the relevant table.
- Leave the box **blank** if you have no response to any category in a table.

### 3 People in your organization

- 3a Please provide information about the staff and governing body of your archive in the table which follows. If you can provide numbers, that will be very useful, but just a tick against relevant categories will also be helpful

Staff and governing body												
Demographic grouping	White			Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	White British	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Category												
Governing Body												
Advisory Board												
Senior managers												
Professional/specialist staff												
Admin or clerical staff												
Front of house staff												
Volunteers												

- 3b Has your organization sought to recruit people who reflect the minority ethnic communities represented in your subject area, your community of interest or the locality you serve? If so, please indicate how this has been done.

- 3c Please provide a brief description of any equalities training provided for your staff or governing body.

### 4 People using your archives

We are interested in anyone who uses your holdings – visitors in person or to a website, or enquirers by post or phone; please make clear what kind of “users” you are describing. Figures from 2002 would be most useful but older data is acceptable if no more recent information is available

- 4a Do you keep records about the people who use your archive? **YES** ☐ **NO** ☐ *tick one box*  
If **yes**, please tell us how many users you have annually and provide any information you can about the range and numbers of minority ethnic individuals or organisations who have used your services

If **no**, we would still be interested in any estimated information you can provide about your users that may be relevant to this survey.

- 4b If you actively involve people from minority ethnic groups in using, adding to or interpreting your holdings, please tick the relevant boxes in the table which follows

Working with black and minority ethnic individuals or organizations											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
Projects											
Exhibitions and displays											
Informal educational activities											
Formal educational projects											
Commissioning artists or performers											
Developing audiences											
Developing collections*											
Advising another group											
Other (please describe)											

\*Have you collected, or assisted another organisation in collecting, material in a language other than English?

- 4d If you have a project which has worked well please provide a short description and/or publicity materials, as we would like to be able to follow this up



## 5 Working with other organisations

Please use the table below to record any partnerships you may have established that relate to or impact upon the ways you reflect and represent cultural diversity. You may work with organisations which are themselves diverse – please add any information about them which may be relevant to this study.

Partners for cultural diversity work											
Demographic grouping	White		Asian or Asian British				Black or Black British			Chinese	Other ethnic group
	Irish	Other	Indian	Pakistani	Bangladeshi	Other Asian descent	Caribbean	African	Other black descent		
<b>Partner organisations</b>											
An archive or library											
A minority ethnic group											
A community group											
A museum											
Arts organisation											
Local authority dept											
London regional body											
National body											
Heritage group											
A business											
Educational body											
Other											

## 6 Helping you to do more work of this kind

The London Archives Regional Council and its successor body will seek to support more work of this kind. It would be very helpful if you could indicate

- (a) whether you have identified any key factors which contribute to the success of your work with minority ethnic groups or individuals
- (b) what barriers you may have found to effective work with minority ethnic communities, and
- (c) what kinds of support or advice would help overcome barriers or enable greater development

*Please provide a short summary – feel free to continue on another sheet. If these personal comments are quoted in the report of this study they will not be attributed to specific respondents without agreement.*

### Many thanks for your help with this survey

Val Bott & Nicola Williams, 25 Hartington Road, London W4 3TL.  
ValBott@museums.freeserve.co.uk

Phone/fax: 020 8995 7413

## Appendix B Archives to whom questionnaire was sent & responses

In this list of 350 organisations those which returned a questionnaire appear in **bold** type, those which responded without providing a questionnaire in *italics*, and those which provided no response are in standard type. Those marked with # have archives which are unavailable, either because they are in storage or because there is no archivist. Those marked with ■ have transferred their records to another body in London. Respondents which are no longer in London or are about to move out of London are shown in underlined type and have not been included in the calculations of responses.

### **BUSINESS & ESTATES (32)**

6 questionnaires, 13 other responses

*Alfred Dunhill Museum & Archive*

*Bank of England Archive*

*Barings Archive*

*BT Group Archives*

**C Hoare & Co**

Coutts Archive Department

*Diageo*

*Drivers Jonas Archive Plc*

*Duchy of Cornwall*

*EMI Music Archives*

*Glaxo Wellcome Heritage Archives*

*Guinness Archives & Record Centre*

*Harrods Company Archives*

*HSBC Group Archives*

**Howard de Walden Estates**

*Illustrated London News Picture Library*

*ITV Network Archive*

**Lloyd's Register**

*Lloyds TSB Group Archives*

*Marks & Spencer Company Archive*

*News International Record Centre*

**Newsroom Archive and Visitor Centre**

*Prudential plc Archives*

**Reuters Archive**

*Rio Tinto Plc*

**Rothschild Archive**

*Royal & Sun Alliance Insurance Group Plc*

*Royal Bank of Scotland Archive*

*Savoy Group*

*Unilever Historical Archives*

*Whitbread Archives*

*Young & Co*

*Leprosy Mission International*

*London Wetlands Centre*

**Morden College**

*National Council for Voluntary Organisations*

*Peace Pledge Union*

*National Scout Archive*

*NSPCC Archive*

*Ramblers' Association* ■

*Royal Literary Fund*

*Royal Star & Garter Home Russian*

*Refugees Aid Society*

*Save the Children Fund Archives*

*Shaftesbury Society*

*Society for the Protection of Ancient Buildings*

### **EDUCATION – General (21)**

9 questionnaires, 1 other response

*Bishopsgate Institute*

**British & Foreign School Society Archive**

**Folklore Society**

*Froebel Archive for Childhood Studies*

*Future Histories*

**George Padmore Institute**

**Highgate Literary & Scientific Institution**

**Institute of Race Relations**

*Kipling Society Library*

**Laban**

*London Library*

*Marx Memorial Library*

*Polish Institute*

**Refugee Council Archive at UEL**

*Royal Veterinary College Archives*

*Runnymede Trust at Middlesex University*

**SALIDAA**

*Sir John Cass's Foundation.*

*Society for Cooperation in Russian & Soviet Studies*

**TUC Library Collections**

*Women's Library*

### **EDUCATION - Higher Education (39)**

14 questionnaires, 1 other response

**Architectural Association Library #**

**British Library of Political & Econ Science, LSE**

**Birkbeck College**

### **CHARITIES (22)**

3 questionnaires, 4 other responses

*Age Concern*

**Anti Slavery International**

*British Red Cross Archives*

*CAFOD Library & Information Centre*

*Children's Society Records & Archive Centre*

**Eastside Community Heritage**

*GFS Platform for Young Women*

*Guide Heritage Centre*

Brunel University Library  
 Central School of Speech and Drama  
**City University Library**  
*Courtauld Institute of Art*  
 Imperial College Library  
 Institute of Advanced Legal Studies  
 Institute of Classical Studies  
**Institute of Commonwealth Studies**  
 Institute of Contemporary History, Wiener Library  
**Institute of Education Library**  
 Institute of Germanic Studies  
**Kings College Archives**  
**Kingston University Library**  
 London Institute Central St Martin's  
**London Institute London College of Fashion**  
 London Metropolitan University  
 Middlesex University  
 National Digital Archives of Datasets  
 Queen Mary and Westfield College Library  
 Royal Academy of Dramatic Art  
**Royal Academy of Music Library**  
 Royal College of Art Library  
**Royal College of Music**  
 Royal Holloway Archives  
 Royal Veterinary College Archives  
**School of Oriental & African Studies**  
 School of Slavonic & Eastern European Studies  
**Tavistock Institute**  
 University College London Inst of Archaeology  
**University College Special Collections**  
 University of Greenwich Archive  
 University of London Library Senate House  
 University of Westminster Archives  
 Warburg Institute  
 Whitelands College

## EDUCATION – Schools (10)

2 questionnaires, 2 other responses

Dulwich College  
 Harrow School  
 Highgate School  
**King Alfred School Society**  
*Queen's College Library*  
 St Paul's Girls School  
 St Paul's School Archive  
**Spurgeon's College (Heritage Room)**  
 Westminster School Library & Archive  
*Whitgift School*

## FILM (2)

0 questionnaires, 1 other response from BFI

British Academy of Film & Television Arts  
*BFI National Film and TV Archive, Related Collections and Special Collections*

## GALLERIES (12)

4 questionnaires, no other responses

**Bankside Gallery**  
**Hayward Gallery**  
 InIVA  
 National Gallery Library and Archive  
 National Portrait Gallery Archive  
**Orleans House Gallery**  
 South London Gallery  
 Tate Archive  
 Wallace Collection Library  
 Whitechapel Art Gallery  
**William Morris Gallery**

## LOCAL GOVERNMENT (37)

26 questionnaires, 3 other responses

**Barking and Dagenham**  
**Barnet Archives & Local Studies Centre**  
 Bexley Local Studies Centre  
**Brent Community History Library & Archive**  
**Bromley Local Studies and Archives**  
**Camden Local Studies and Archives**  
**Croydon Archives Service**  
**Ealing Local History Centre**  
**Enfield Local History Unit**  
 Greenwich Heritage Centre  
**Guildhall Library Manuscripts Section**  
**Hackney Archives Department**  
**Hammersmith and Fulham Archives**  
**Haringey Archives Service**  
 Harrow Local History Collection  
*Haverling Local Studies Collection* ■ Essex CRO  
**Hillingdon Heritage Service**  
**Hounslow Heritage & Tourism**  
**Islington Local History Collection**  
 Kensington and Chelsea Local Studies  
 Kingston Heritage Service  
**Lambeth Archives Department**  
**Lewisham Local Studies Centre**  
 London Fire Brigade  
**Joint Archive of the Corporation of London**  
**(include both City Corporation Archives and London Metropolitan Archive)**  
**Merton Local Studies Centre**  
**Newham Archives & Local Studies**  
 Redbridge Local Studies and Archives  
*Richmond Local Studies*  
 St Bride Printing Library  
*Southwark Local Studies*  
**Sutton Heritage Service**  
**Tower Hamlets Local History & Archives**  
**Waltham Forest Archives & Local Studies**  
**Wandsworth Local History Collection**  
**Westminster City Archives Centre**

## MEDICAL (15)

10 questionnaires, 0 other responses

Bethlem Royal Hospital Archives  
British Red Cross Museum and Archives  
**Chelsea & Westminster Healthcare NHS Trust**  
General Medical Council  
**Gillies Archive**  
**Great Ormond St Hospital Museum & Archives**  
Imperial College School of Medicine  
**London School Hygiene & Tropical Medicine**  
**Royal Free Hospital Archives Centre**  
**Royal London Hospital Archives**  
**St Bartholomew's Hospital Archives**  
St George's Hospital Library & Archives  
**St Mary's Hospital Archives**  
**UCL Hospitals Archives**  
**Wellcome Library for the History & Understanding of Science (Archives & Mss)**

## MUSEUMS (41)

15 questionnaires, 3 other responses

Barnet Museum  
Ben Uri Gallery  
*Bethnal Green Museum of Childhood* ■ to V&A  
British Architectural Library Drawings Collection  
**British Museum Central Archives**  
Chelsea Physic Garden  
*Commonwealth Resource Centre*  
De Morgan Centre  
Dickens House Museum & Library  
**Dr Johnson's House**  
Firepower - Royal Artillery Museum  
Florence Nightingale Museum  
Freud Museum  
Geffrye Museum  
Hampstead Museum  
**Historic Royal Palaces**  
*Horniman Museum* ■  
**Imperial War Museum**  
Jewish Museum  
Linley Sambourne House  
**Metropolitan Police Historical Museum**  
Museum of Domestic Design & Architecture  
**Museum of London Archaeological Archive**  
Museum in Docklands (MoL)  
**Museum of London Library**  
**Museum of Rugby**  
Museum of the Order of St John  
National Army Museum, Photos, Film & Sound  
National Maritime Museum Manuscripts  
Natural History Museum Archives  
**Petrie Museum**  
**Raymond Mander & Joe Mitchenson Collection**  
**Royal Air Force Museum**  
**Royal Armouries Museum & Library**  
Science Museum Library  
Sir John Soane's Museum  
**Theatre Museum**

Victoria & Albert Museum

**Wallace Collection**

Wimbledon Lawn Tennis Museum

**Wimbledon Society Museum of Local History**

## NATIONAL (11)

5 questionnaires, 3 other responses

*Admiralty Library*  
Black Cultural Archives  
**BBC Written Archives**  
**British Library**  
*National Monuments Record*  
**National Trust**  
Ofcom  
**Parliamentary Archive House of Lords RO**  
Postal Heritage Trust/Royal Mail  
**Public Record Office, The National Archives**  
*Royal Botanic Gardens Kew*

## PERFORMING ARTS (11)

4 questionnaires, 1 other response

**D'Oyly Carte Opera Company**  
**English National Ballet Archive**  
English National Opera Archive  
**Rambert Dance Company Archive**  
*Royal Albert Hall*  
Royal Festival Hall Archives  
Royal National Theatre Archive  
Tara Arts  
**Vaughan Williams Memorial Library**  
Wigmore Hall  
Yaa Asantewaa

## PROFESSIONAL (33)

7 questionnaires, 4 other responses

Alpine Club  
Association of Anaesthetists of GB & I  
**Athenaeum**  
*Barbers Company*  
British Dental Association  
British Ecological Society  
**British Medical Association**  
British Musicians' Union  
British Veterinary Association  
**Clothworkers' Company**  
Egypt Exploration Society  
Federation of British Artists  
*Fishmongers' Company*  
Geological Society of London  
*Goldsmiths' Company*  
Honourable Artillery Company  
**Inner Temple Archives**  
Law Society  
Leathersellers' Company

Lincolns Inn Library  
**Linnean Society**  
 Marylebone Cricket Club Library  
 McDougall Trust Electoral Studies Library  
 Mercers' Company  
 Middle Temple Archives  
**Palestine Exploration Fund**  
 Saddlers' Company  
*Salters' Company*  
 Society of Antiquaries  
**Society of Apothecaries**  
 Society of Genealogists  
 Welsh Guards  
 Zoological Society of London

**Liberal Jewish Synagogue**  
 London Bible College  
 London City Mission  
 London School of Jewish Studies  
**Moravian Church Archive & Library**  
 Religious Society of Friends Library  
 St Joseph's Missionary Society  
 St Paul's Cathedral Library  
 Salvation Army International Heritage Centre  
**Spanish and Portuguese Jews' Congregation**  
**United Society for the Propagation of the Gospel**  
 Westminster Abbey Muniments Room  
 Westminster Diocesan Archives

## PROFESSIONAL INSTITUTES (14)

2 questionnaires, 3 other responses

British Institute of Radiology  
 Chartered Insurance Institute  
*Institute for Contemporary Arts* ■ to Tate  
 Institute of Actuaries  
**Institute of Alcohol Studies**  
*Institute of Materials, Mining and Metallurgy*  
 Institute of Physics  
**Institute of Psychoanalysis**  
 Institution of Civil Engineers  
 Institution of Electrical Engineers Archive  
 Institution of Gas Engineers  
 Institution of Incorporated Engineers  
*Institution of Mechanical Engineers Library*  
 National Institute of Social Work

## RELIGIOUS (22)

7 questionnaires, 2 other responses

*Anthroposophical Society of Great Britain*  
 Brentwood Diocesan Archives  
**Church of England Record Centre**  
*Council for The Care of Churches*  
 Dr Williams Library  
 Evangelical Library  
**General Conference of the New Church & Swedenborg Society**  
 Huguenot Library  
**Lambeth Palace Library**

## ROYAL SOCIETIES (29)

6 questionnaires, 4 other responses

Royal Academy of Arts  
 Royal Aeronautical Society Library  
*Royal Anthropological Institute* #  
**Royal Asiatic Society**  
 Royal Astronomical Society Library  
*Royal Automobile Club*  
 Royal College of General Practitioners  
**Royal College of Midwives**  
**Royal College of Obstetricians & Gynaecologists**  
 Royal College of Paediatrics and Child Health  
 Royal College of Pathologists  
 Royal College of Physicians of London  
**Royal College of Psychiatrists Library**  
 Royal College of Surgeons  
 Royal College of Veterinary Surgeons  
*Royal Entomological Society of London*  
**Royal Geographical Society**  
 Royal Horticultural Society, Lindley Library  
*Royal Institute of International Affairs*  
 Royal Institution of GB  
 Royal Institution of Naval Architects  
 Royal Pharmaceutical Society  
 Royal Society  
*Royal Society for the Encouragement of Arts*  
 Royal Society of Chemistry  
 Royal Society of Medicine  
 Royal Society of Musicians of Great Britain  
 Royal Statistical Society  
 Royal Television Society

## Appendix C Analysis by category

	Charities (22)	Museums (41)	Galleries (12)	Film (2)	Performing Arts (11)	Business (32)	Education General (21)	Education Higher (39)	Education: Schools (10)	Professional (33)	Professional Insts. (14)	Royal Societies (29)	National (11)	Local Government (37)	Religious (22)	Medical (15)		Overall (351)
<b>Responses</b>	7	18	4	1	6	19	9	15	4	11	5	10	8	29	9	10		165
% of total responses	4	11	2	1	4	11	5	9	2	7	3	6	5	18	5	6		99
% of total category	32	44	33	50	50	59	65	45	45	36	27	31	82	78	41	60		
<b>Returns</b>	3	15	4		6	6	8	14	2	7	2	6	4	26	6	10		120
% of total returns	2	13	3		5	5	7	11	2	6	2	5	3	22	5	8		100
% of category	14	37	33		50	25	40	37	20	21	13	17	36	70	27	60		
<b>Publicity</b>	2	5	1		2	1	5	6	1	3	2	4	3	12	3	4		54
% of category returns	67	33	25		33	17	62	43	50	43	100	67	75	46	43	40		
<b>Policy</b>	2	8	2		2	1	2	6	1	2	1	3	4	16	2	9		61
% of category returns	567	53	50		33	17	25	43	50	28	50	5	100	61	33	90		
<b>Staff</b>	3	12	2		6	6	7	10	2	6	2	4	4	25	6	1		96
% of category returns	100	80	50		100	100	87	71	100	86	100	67	100	96	86	10		
<b>Users</b>	3	10	3		6	6	6	13	2	6	2	4	4	25	6	1		97
% of category returns	100	67	75		100	100	75	93	100	86	100	67	100	96	86	10		
<b>Minorities</b>	2	6	2		3	2	1	2		3	0	2	3	15	2			43
% of category returns	67	40	50		50	33	12	13		43		33	75	56	28			
<b>Partners</b>	2	6	2		1	2	2	3		2	1	2	2	17	2			44
% of category returns	67	40	50		17	33	25	21		28	50	33	50	65	28			
<b>Case Studies</b>	2	2	1				1	3		3		1	3	11	1			28
% respondents in category	67	13	25				12	21		43		17	75	42	14			
<b>Barriers/Success</b>	1	3	1		2	1	3	3		5		2	3	12	3	3		42
% of category returns	33	20	25		33	17	37	21		71		33	75	46	43	30		
<b>No response</b>	15	22	8	1	6	13	11	24	6	22	9	19	3	8	13	5		185
% of category	68	55	67	50	50	41	55	61	60	67	64	65	27	27	59	33		

