

"If you need this information in large print, Braille, other language or on audio cassette please ask"

Featured Collection:

Papers of the Mid-Staffordshire Military Appeal Tribunal

The next Featured Collection on the Archive Service's web-site will be the papers of the Mid-Staffordshire Military Appeal Tribunal, discovered a couple of years ago among the archives of the Staffordshire County Council.



Records of most Appeal Tribunals for counties in the United Kingdom, created during World War One, were destroyed after the war. The scarcity of such records nation-wide makes the survival of the Staffordshire collection particularly significant.

These records are an amazing source of information about how this County coped with the call up of young men for Military Service during the First World War. The records also provide a snap-shot of Staffordshire agriculture, businesses and communities, as well as biographical details of the individuals involved.

The records are catalogued under the reference number C/C/M. If you are interested in using these records, please ask a member of staff for details.

Archive Service Website expands with the Launch of the Archive Discovery Zone

Many people use archives to answer very specific questions, such as "when and where was my great-grandfather born?" Focussing on a logical trail of such specific questions can allow the researcher to make satisfyingly swift progress on a "bare-bones" family tree, while remaining unaware of the vast wealth of historical records that could put those ancestors into their social and economic context. This is especially true in the last decade, as it has become possible to search an ever-increasing range of standard genealogical sources online.

Through the Archive Discovery Zone, launched in August, we aim to provide ways for online archive users to discover how much more diverse our archive collections are than they had imagined and how to enrich their use of historical records by developing their knowledge and skills.

So, what's new?

Featured Collections : archivists give an insight into collections that they have recently catalogued.

Featured Document: individual documents chosen for their topical or general interest.

Developing Your Knowledge and Skills : discover a variety of courses and events offered in-house by the Archive Service and online by other organisations.

Talking Points (coming soon) : archive users explain just why they have been spending their time poring over old documents instead of getting some fresh air and sunshine!

There are also links to some well-established and well-used parts of our website, such as our online exhibitions, Staffordshire Places and Staffordshire Views, all of which are hosted by Staffordshire Pasttrack.

If you have any suggestions about new features that we could add to the Archive Discovery Zone, please get in touch with Andrew George, Principal Archivist, Lichfield Record Office (andrew1.george@staffordshire.gov.uk).

Making the Most of Your Archive Service

We are pleased to announce that a new series of talks, tours and training is now available, free-of-charge, at Staffordshire Record Office. The first session will be a behind the scenes tour of Staffordshire Record Office on 14th September, 9.30-10.30. Please see below for the full programme. If you would like to attend any of these events, please speak to a member of staff in the Reading Room.

Making the Most of Your Archive Service, September 06-January 07

Date	Event
14 September	Behind the scenes tour of the Record Office
28 September	Ancestry.com advice surgery
12 October	How to use Gateway to the Past – our online catalogue
26 October	Volunteering and The Sutherland Papers - how to become involved
9 November	Behind the scenes tour of the Record Office
23 November	Ancestry.com advice surgery
14 December	Family History advice surgery
28 December	No event
4 January	No event
11 January	Ancestry.com advice surgery
25 January	Behind the scenes tour of the Record Office

'Saving Sutherland' moves on

Many readers of From Time 2 Time will know that the Archive Service was finally able to buy The Sutherland Papers in March this year. Their future at the Staffordshire Record Office is now secure.

When we learned that we would have to find £2m to save the collection, this seemed to be impossible to achieve. However very many people have contributed in all kinds of ways. Every penny and pound has helped and we would like to say thank you to everyone who has contributed, either through donations, time or action, to make this possible. In particular we owe a big thank you to FoSSA, our Friends' organisation, who worked extremely hard on our behalf, and to the many historians in Staffordshire, who were determined that Sutherland should stay here. Our own staff also helped enormously in so many ways. At Staffordshire Record Office, for example, Mary Howes, Archive Assistant (Reprographics) raised £260 through a sponsored slim, while Wendy Tolley, Archive Assistant (Public Services) raised £60 by selling her hand-crafted birthday cards. Malinda Law, Research Assistant, and Rebecca Jackson, Archivist, organised a number of book sales, raising nearly £200. Saving Sutherland has been a real collaborative effort. Thank you again.

We have now begun work on the exciting enhancement and access project that the Heritage Lottery Fund is going to support for the next two years. What we are going to do is:

- Create an extensive new website that will showcase some of the wealth of information in the collection, There will be extensive name indexes to open up the papers to family historians
- Catalogue the additions to the collection that have come to us from the National Library of Scotland and Dunrobin Castle
- Set up a series of events around the county where expert talks, presentations and hands on sessions with documents will give people the opportunity to learn from the collection and give them ideas for working on the papers themselves
- Tour a wide range of local community venues with an exhibition that highlights the importance and interest of the papers

This is an ambitious programme and there will be a team of five people working to make it happen. Chris Latimer, the City Archivist of Stoke, is managing the project. Alexa Hunt, Project Archivist, will be listing the new Sutherland material and helping out at Stoke. Helen Smith, Project Interpretation Officer, will be researching and writing the online material and the exhibitions. Later on we'll be appointing a digitisation assistant to get all the maps and documents that we will be using ready for going online. Sheila Pill, Project Officer, is going to be the person to contact for anybody who wants to get involved in the project as a volunteer.

How can you help?

Over the next two years we want to open the collection up as much as possible and we have designed the project to offer as many opportunities for our users and friends to participate as possible. You could:

- Join our existing group of volunteers who meet at Staffordshire Record Office every Tuesday. They are already at work on creating personal name indexes to the tenants of the estate. If there's enough interest we may be able to set up an additional group in Stoke
- Get involved with the North Staffordshire Mining Group's exploration of mining in the eighteenth and nineteenth century. They meet regularly at Stoke Archives
- Index or transcribe documents at home. So even if you are overseas there may be ways you can get involved!
- Help out with typing
- Send us your personal experiences of using the collection, or write up the results of some research you have done using the Sutherland Papers.
- Help out at the study days

Sheila will be starting her job in late September. You can call her then on Stafford (01785)-278380. If you want to register your interest before then, send an email or call Chris Latimer on Stoke (01782) 238420/ email: chris.latimer@stoke.gov.uk

Charter Mark Renewed and Ongoing!

Readers of Time 2 Time will remember that we were very pleased to tell users of our achievement of service wide compliance with the Charter Mark standard in January 2005. Under the new Charter Mark process we are required to undergo an annual review of our compliance with the Standard rather than waiting until full re-assessment three years later. The Staffordshire and Stoke on Trent Archive Service received its compliance check on 16 August 2006.

The assessor started the day by speaking to Joanna Terry, Thea Randall (County Archivist) and Chris Latimer (Stoke on Trent City Archivist) looking at the improvements that have been made to our service since January 2005. The assessor then spent a considerable amount of time speaking to staff and customers at all three offices within the service (Stafford, Stoke and Lichfield). At the end of the day we were delighted to hear that the assessor recommended our re-accreditation under Charter Mark.

Two areas of partial compliance with the Standard were identified and suggestions for improvements in those areas were made. They related to the consistency and display of our public information leaflets and notices, and how we consult with our users. Both of these areas are being looked at to improve our performance. The assessor also made some very positive comments about our service and our staff:

The staff are excellent. They show a commitment and dedication to the customer. They focus on providing a high quality service to the customer 'because it is in the nature of things'.

Customer satisfaction ratings are good

There is innovatory use of technology especially relating to customers with disabilities.

The assessor was particularly impressed with the provision we have made at all offices for users with disabilities. An example of this is described in the article on Text Reading Software elsewhere in this issue.

We would like to thank those users who willingly gave up their time to speak to the assessor and also those of you who have given us such positive feedback about our services.

We shall be using this very valuable feedback to plan further developments to our service. The Service will be assessed again in about 12-18 months time and we hope to be able to report again on our progress.



Improvements to Public Internet provision

Some improvements to our provision of Public Internet terminals have been made at both Staffordshire and Lichfield Record Offices. At Stafford by re-formatting some of our existing PCs we are now able to offer two more Internet terminals and a CD-ROM machine in the Learning and Archive Resource Centre (LARC). We have designated Thursdays as a day when the machines can be booked in advanced but can also be used when available on other days. At Lichfield the printer for the public terminals has been networked to allow printing from both computers.

Please contact us in advance to book a computer and remember that you can access Ancestry.com free at each of our offices.

ALL CHANGE

Changes in staff are a bit like buses! Nothing happens for a long time and then they all come along together.

In March Ruth Hanslow took a well-earned retirement after nearly 20 years service as Archive Assistant at the Lichfield Record Office. Janet Cox followed Ruth into this post in April. In the same month, Martin Sanders, Area Archivist at Lichfield left after nine years to join the staff of the Modern Records Centre at the University of Warwick. Martin was replaced in August by Andrew George, formerly of Leeds Archives, which is part of the West Yorkshire Archive Service.

At the Staffordshire Record Office Tristian Jones, Conservator, left in February to take up a post as Preservation Officer at the National Museum of Wales. He was replaced in July by Rachel Lloyd who has joined us from Churchill College, Cambridge. Jacqui Barker, Archive Assistant at Staffordshire Record Office went on maternity leave in February and resigned from her post in August. David Maiden joined the public services team at the end of February from Cannock Library. Hazel Tatlow and Claire Fowkes, Saturday Archive Assistants at Stafford, left in March and June respectively. Sheila Pill came into one of these posts in June. Howard Dixon also joined the staff as a part-time digitisation technician in April, sharing his expertise between the Archive Service and the Arts and Museums Service.

Queen Views Archive Display

In honour of the Queen's visit to Stafford during her 80th birthday tour and for the 800th anniversary of the Borough Charter, the Archive Service prepared a display for County Buildings. The theme was royal visits to Stafford through the ages, and included photographs of the Queen visiting County Buildings in 1955, and the Queen Mother visiting the Lotus factory in 1953. Other featured documents included the visit of Princess Victoria to Shugborough in 1832, the visit of James I in 1617 for which a new carpet was specially made, and the visit of Queen Elizabeth I in 1575. Archivist Liz Street and Conservator Richard Nichols were invited to County Buildings to see the Queen receive an official gift from Staffordshire County Council, and were pleased to be able to see the Queen view the display.

Text reading software on public computers

We are pleased to announce that we now have access to text reading software on the public Internet terminals in our reading rooms at Stafford and Lichfield. The software allows users to magnify the text on screen in a variety of ways and to quite a high magnification. It also enables the background to be switched to a negative setting which can be better for users with visual impairments. Please contact us to book a computer and ask a member of staff for assistance in using this software.

We are committed to making our services as accessible as possible so if you have any suggestions for improvements please contact Joanna Terry, Assistant County Archivist, in writing to Staffordshire Record Office, Eastgate Street, Stafford, ST16 2LZ or email: joanna.terry@staffordshire.gov.uk

Our Performance in 2005/2006

As part on of our ongoing compliance with the Charter Mark Standard for Customer Service Excellence the Staffordshire and Stoke on Trent Archive Service monitors its performance to its published Service Standards. Our Service Charter is available on our website and in our Reading Rooms, please contact us if you would like a copy. The results of our monitoring are published in our Annual Report and a short summary is also given below.

Performance Monitoring against Charter Targets– Financial Year 2005 /2006 (2004/2005 in brackets)

Target	Stafford	Lichfield	Stoke
Postal enquiries (simple): reply within 5 working days	100% (100%)	96% (97%)	97% (88%)
Postal/email enquiries (complex): reply within 20 working days	100% (100%)	100% (100%)	99.7% (97%)
Photocopy orders: reply within 8 working days at Stafford and 12 at Lichfield (10 from Oct 2004)	87% (89%)	92% (99%)	100% (100%)
Document production: within 20 mins	92% (85%)	93.9% (94.3%)	100% (100%)
Customer Satisfaction	Service Target	04/05	05/6
Percentage of users expressing satisfaction (very good/good) with overall services	98%	97.6%	97.4%

Performance to our standards remains consistently high in areas such as our response to written enquiries. Stafford and Lichfield have seen a slight drop in performance for photocopy orders due to staff shortages combined with a sudden influx of visitors in first few months of 2006 (the latter following the BBC programme Who Do You Think You Are?). A significant improvement in document production performance can be seen at Stafford following completion of the process of bringing the new strongrooms into use. Processing of accession receipts is difficult at Stoke due to the fact that the only archivist on the staff also manages the service and is part of the front line service delivery team. Customer satisfaction ratings have been maintained at more or less the same rate.

NEW PUBLICATIONS A History of Leek

A new reprint from the Victoria County History, covering all aspects of the history of the town

£7-50 plus 60p postage and packing

A History of Stafford

Reprinted from the Victoria County History to mark Stafford's 800 Celebrations £7-50 plus 80p postage and packing

Two coloured postcards of the details of the towns

of Stafford and Lichfield, reproduced from John Speed's Map of Staffordshire, 1610, 40p each

The Staffordshire Domesday

Find out all about Staffordshire in 1086. The full text of the Staffordshire Domesday Book entries, with an extensive introduction is also available as a reprint from the Victoria County History.

£4-00 plus p&p 80p

Recent Accessions

A few Staffordshire schools closed this summer, and some of their records have been passed to this office. These include the records of Springvale School in Cannock, originally the Walsall Road Board School. We already had the earliest boys' school log book, but now we have the full set including the first girls' and infants' schools log books, dating back to 1878, and continuing up to the closure of the school, and the collection also includes many photographs and other memorabilia.

As usual, we have received several parish deposits. These include 19th or early 20th century parish registers for Dunstall, Forsbrook, Whitgreave and Wilnecote. In addition we have received an overseers' parish account book for Hatherton which was operating as a civil parish even though not an ecclesiastical parish. This covers the years 1780-1836, and includes detailed disbursements.

The Hatherton overseers' book was accompanied by an account book for the Four Crosses Inn on the A5 Watling Street, 1840-1865, which also contains detailed daily accounts of food and drink served to its visitors. So this gives a fascinating insight into the running of a busy inn on a major trade route.

The records of the Waterfall Friendly Society were brought in this year, their future having been secured by one of our readers who purchased them.

The Bagnalls toy and model shop in Stafford closed this year after many years of trading. We are therefore pleased that the owner passed to this office some of his business records, including many photographs showing the early years of his model business, and his family's previous business, a motor and carriage works on Bridge Street.

Further business records are represented by the records of Littleton Colliery, which were presented by the Cannock Chase Mining History Society at the end of their extensive research and reminiscence project.

To complement to recent "Boots and Shoes" oral history project, we have taken in several items that were brought along to these events, including a proposal for a new Lotus "garden factory" at Stone, a lease of the Bostock factory site on Foregate Street, a jubilee publication for Frederick Riley Ltd., and some correspondence files from Bostock's and Lotus including endorsements from satisfied customers. In addition the transcriptions of the oral recordings also form part of this group of records.

Comments or Suggestions...

Any comments or suggestions on the contents of Time 2 Time please send them to: Matthew Blake, Staffordshire Record Office, Eastgate Street, Stafford. ST16 2LZ
E-mail: matthew.blake@staffordshire.gov.uk

Gateway to the Past – Recent Additions

www.archives.staffordshire.gov.uk

Most of the larger new additions to the Gateway to the Past online catalogue have continued to be catalogues of estate and business collections which were submitted to the Access to Archives (A2A) project some time ago. These catalogues were returned to us in electronic form and work is ongoing in order to make them available on Gateway to the Past.

The more significant recent additions include: In addition all new cataloguing is made available through Gateway to the Past.

Baguley-Drewry Ltd., locomotive and general engineers, Burton upon Trent	Cannock Conduit Trust Bednall Hall estate Duncombe family of Calwich Giffard family of Chillington Greaves family of Mayfield Mott family of Lichfield
Brittains Paper Ltd, of Cheddleton	
J and N Philips and Co., tapeweavers, Tean	

To see what collections we hold in a particular category all you need do is use the Collections Search and select a Collection Type from the drop-down menu.

Staffordshire & Stoke-on-Trent Archive Service
website: <http://www.staffordshire.gov.uk/archives/>

STAFFORDSHIRE RECORD OFFICE

Eastgate Street, Stafford ST16 2LZ
Mon, Tues, Thurs 9-5, Wed 9-8, Fri 9.30-4.30, Sat 9-4
Tel. (01785) 278373

E-mail: staffordshire.record.office@staffordshire.gov.uk
Appointments essential

WILLIAM SALT LIBRARY

19 Eastgate Street, Stafford ST16 2LZ
Tues-Thurs 9-1 and 2-5, Fri 9.30-1 and 2-4.30
1st Saturday in each calendar month 9-1
Tel. (01785) 278372

E-mail: william.salt.library@staffordshire.gov.uk

LICHFIELD RECORD OFFICE

The Friary, Lichfield WS13 6QG
Mon, Tues, Wed and Fri 9.30-5 Thurs 11.30-7
2nd Saturday in each calendar month 9.30-12.30
Tel. (01543) 510720

E-mail: lichfield.record.office@staffordshire.gov.uk
Appointments essential

STOKE ON TRENT CITY ARCHIVES

Hanley Library, Bethesda Street, Hanley,
Stoke on Trent ST1 3RS
Tues, Wed, Thurs 9-7.30 Fri 9-5 Sat 9-4
Tel. (01782) 238420

E-mail: stoke.archives@stoke.gov.uk
Appointment essential

BURTON UPON TRENT FAMILY & LOCAL HISTORY CENTRE

Burton Library, Riverside, High Street
Burton upon Trent DE14 1AH
Mon, Wed, Fri 9-6 Tues 10-6 Thurs 9-8 Sat 9-4.30
Tel. (01283) 239556

E-mail: burton.library@staffordshire.gov.uk
Appointments essential