



WARWICKSHIRE
COUNTY
RECORD OFFICE

**Reopening of
Warwickshire County Record Office**

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1.0 Introduction

Due to the Covid-19 pandemic Warwickshire County Record Office (WCRO) is currently closed. When WCRO reopens to the public on Monday 20th July 2020 the experience for the public will not be the same as it was prior to closing to the public at the start of lockdown.

2.0 Amended hours

Prior to lockdown WCRO was open to the public between 10:00 and 16:00 on Wednesday, Thursday and Friday and between 10:00 and 13:00 on a Saturday.

When WCRO reopens it will be between 09:00 and 16:00 on a Monday, Wednesday and Friday and will be by appointment only.

Changing the days as above would mean documents could be produced twice a week (Monday and Friday) whilst observing 72 hours quarantine. Open hours prior to lockdown would only allow records to be produced once a week.

2.1 Bookable slots for the public

On Monday, Wednesday and Friday there will be 8 bookable slots. Each slot would be for 2.5 hours and with staggered start and finish times as below:

Morning session	Afternoon session
09:00 – 11:30	13:00 – 15:30
09:10 – 11:40	13:10 – 15:40
09:20 – 11:50	13:20 – 15:50
09:30 – 12:00	13:30 – 16:00

A maximum of two people are allowed per slot.

2.2 Bookable slots for volunteers

On Tuesday and Thursday there will be 8 bookable slots. Each slot would be for 2.5 hours and with staggered start and finish times as below:

Morning session	Afternoon session
09:00 – 11:30	13:00 – 15:30
09:10 – 11:40	13:10 – 15:40
09:20 – 11:50	13:20 – 15:50
09:30 – 12:00	13:30 – 16:00

Only a single volunteer is allowed per slot.

Onsite volunteering will be reintroduced once public service has bedded in. Potentially this will be in late August 2020 or early September 2020.

2.3 Booking system

To enable the public to book slots it will be necessary to introduce a booking system. eventbrite will be used (<https://www.eventbrite.co.uk/o/heritage-and-culture-warwickshire-6137347795>).

2.4 Late arrivals

Anyone arriving late will be asked to wait until all other arrivals have been booked in. That person will still have to finish at the original allotted time even though this will give them a shorter visit.

2.5 Terms of booking

Information on what people must do and cannot do has been included in the “About this Event” field in eventbrite.

3.0 Document production

Both public and volunteers will only be able to pre-order documents. When people book a slot, they will be required to order documents. A maximum of 10 documents will be allowed to be ordered per slot.

Documents will be placed on the allocated table prior to the start of a session and removed at the end of a session. Documents will not be produced whilst public or volunteers are in situ.

4.0 Daily Schedule

08:00 – 09:00	Clean, return eligible documents from quarantine to strongroom and produce morning session documents
09:00 – 12:00	Morning Session
12:00 – 13:00	Clean, place morning session documents in quarantine, change chairs and produce afternoon session documents
13:00 – 16:00	Afternoon Session
16:00 – 17:00	Clean, place afternoon session documents in quarantine, change chairs

4.1 Quarantine of documents

All documents produced during a day will need to be quarantined in Strongroom D for 72 hours.

5.0 Customer journey

The experience for those using the service will be different from the experience before lockdown.

5.1 Arrival

When a person books they will be given a time to arrive and asked not to attempt to enter the building before their allotted time.

When they attempt to enter the building, the door will not automatically open and the member of staff on reception will let them in.

There is a sanitiser station at the door and people must sanitise hands on entry.

5.2 Checking in

Once a person has entered the building they will report to reception as usual. Once it has been confirmed they have booked an appointment they will be asked to use one of the lockers in reception and told which seat they have been allocated in the searchroom.

5.2.1 Covid Visitor Register

A Covid Visitor Register to assist with track and trace. Should these be a requirement this will be maintained electronically and will not only cover those using the searchroom but anyone coming to site (including staff).

5.3 Hygiene

At reception all people will be asked to wash their hands as they make their way from reception to the searchroom

5.4 Searchroom

Once the person enters the searchroom they should sit at their allocated seat. It is intended that the movement of people using the searchroom will be minimal. If a person requires assistance they are to request assistance from their seat rather than approaching the duty archivist.

6.0 Communal areas

In addition to restricting numbers using the service and being in the searchroom the use of and access to other communal areas has been considered.

6.1 Public areas

The areas of the building which required the most alterations (*e.g.* screens and signage) were the public areas. On Thursday 2nd July 2020 Colin Jones, Facilities Management, completed an inspection of the building to assess any such needs.

6.1.1 Reception

A single bank of lockers has been relocated to reception for use by the public. They form a barrier preventing access to the shop, Priory Books and the readers' tea room. The shop, Priory Books and sale of refreshments have been suspended.

An acrylic screen has been supplied for the reception desk.

Public access to reception will be governed in two main ways

- The external door will be placed on one way meaning entry is controlled by a member of staff but a member of staff is not required to exit
- Staggered appointments should ensure that only a single member of staff and the person / people for one appointment are in reception at one time

6.1.2 Readers' tea room

The readers' tea room will now be the staff tea room. Only two chairs can be used as all others have been marked as not for use.

6.1.3 Toilets

The ladies and gents toilets are now only for staff use and marked "not in use – do not enter" Colin Jones advised that regulars would ignore a less direct sign. The disabled toilet is for use by staff and public.

6.1.4 Searchroom

Public will be allocated a seat and asked to remain in as much as possible. Documents will be pre-ordered and placed on the relevant table in advance of their arrival.

iPads are available for use by those wishing to access online resources so they can remain at their seat. These will be cleaned between use.

6.2 Staff areas

Colin Jones has advised no screens or physical barriers are required in staff area.

6.2.1 Strongrooms

The number of staff who can be in the strongrooms at any one time will be limited to one per strongroom.

6.2.2 Main office

The number of staff who can be in the main office each day is limited to two.

Staff must only work at their allocated desk and must clean all touch points at the start and end of the day. The rota has been created to ensure social distancing. For this to be effective everyone must only use their allocated desk.

6.2.3 Staff tea room

The staff tea room is not in use except for access to staff lockers and to get from reception to staff areas.

6.2.4 Digi Suite

Only one person can be in the Digi Suite at any one time.

6.2.5 Conservation

Only one person can be in Conservation at any one time.

Initially Conservation will be off limits. In time it will be reintroduced as a workspace.

6.2.6 Priory House

The Mining the Seams team will be relocating to Priory House. Access to Priory House will be limited to the Mining the Seams team. Access to Priory House will start on Wednesday 5th August 2020.

7 Staff rota

To minimise the risk to staff all staff will be placed on a rota.

7.1 Bubbles

Staff are split in to two bubbles (Monday - Tuesday and Wednesday – Friday).

7.2 Principle behind the rota

The rota has been created to ensure that there is sufficient appropriate staffing to support public service.

Beyond the above need people will need to remain working from home as far as possible in line with the wider council principle.

8.0 Conclusion

It is recognised that putting the above in to practice and changes in guidance from the council and central government will result in changes to the above.

All colleagues are encouraged to provide constructive feedback on the above and will be kept informed of changes as they occur.