

Agenda Item	8.
Report No	CLH 60/18

HIGHLAND COUNCIL

Committee: Care, Learning and Housing Committee

Date: 6 December 2018

Report Title: High Life Highland Progress Report

Report By: Chief Executive of High Life Highland

1. Purpose/Executive Summary

1.1 This report is in three parts:

Part one - presents information on the performance of High Life Highland during the operating period to September 2018;

Part two - provides general updates since the last report to the People Committee in May 2018; and

Part three - provides information on one aspect of the work of HLH, in this case, the services delivered by the four archive centres which are in Fort William; Inverness; Portree; and Wick.

2. Recommendations

2.1 Members are asked to:

- i. Note progress against the outcomes expected in the Service Delivery Contract with the Council for the operating period to September 2018;
- ii. note and comment on the general updates since the last report in May 2018; and
- iii. note the range of services and programmes delivered by the staff in the four archive centres across Highland.

3. Background

- 3.1 High Life Highland (HLH) was established by the Council in October 2011 as a charity, developing and promoting opportunities in culture, learning, sport, leisure, health and wellbeing. The Council has contracted with HLH to deliver its Public Services Obligations (PSO) through a Service Delivery Contract (SDC) to deliver the following areas of work: Adult Learning; Archives; Arts; Leisure Facilities; Libraries; Museums; Music Tuition; Outdoor Activities (including Countryside Rangers); Sport; and Youth Work.
- 3.2 HLH was set up to deliver services for the Council while at the same time protecting services. Each year, its existence saves for the Council almost £3m made up of: £1.8m in rates savings; and a reduction in its operating budget (the same percentage reduction as the Scottish Government requires of the Council). In addition HLH meets the cost of inflationary increases for staff salaries, pensions, living wage and pension increases etc. In recent years this has averaged £1M p.a.
- 3.3 The proportion of HLH's turnover provided by the Council has reduced from 79% to 51% since it was established and customer visits have increased from 2.6M to 7.4M.

4. Part One - Service Delivery Contract Monitoring

- 4.1 The Service Delivery Contract with HLH is made up of objectives from the Council's Care and Learning Service Plan. The formal monitoring of HLH forms part of the Quarterly Performance Reviews (QPR) of the Care and Learning Service to the Council's Chief Executive. During April to September 2018 there were two QPRs where the quarterly objectives were assessed as having been met or exceeded. The indicators which monitor progress against the Care and Learning Service Plan along with summary explanations can be seen in **Appendix A**. HLH reports twice yearly directly to the Care, Learning and Housing Committee providing performance information, general updates and a spotlight on one area of its work per report, with the Archives Service being the focus at this meeting.

5. HLH Governance

- 5.1 HLH directors are appointed by the Council (eight independent Directors and four Councillor Directors). There have been no new Directors appointed since the last update to the then People Committee in May 2018. The list of HLH Directors can be seen on the HLH web site: <https://www.highlifehighland.com/about/board-directors/>. However, recruitment for two new Directors is about to start.
- 5.2 The HLH Trading Board directors are appointed by the HLH Board (five independent directors and four HLH Board Directors). The trading company Directors can be seen on the HLH web site: <https://www.highlifehighland.com/about/trading-company-directors/>

6. Part Two - General Updates Since August 2017 Report

- 6.1 **Business Plan 2019 to 2024** - At its June Board meeting, the draft Business Plan for High Life Highland for 2019 to 2024 was considered following on from earlier work with an external facilitator. The business plan was finalised at the September HLH Board meeting, with the plan commencing April 2019.
- 6.2 **Highland Youth Parliament** - The Highland Youth Parliament conference took place

on 14-15 June 2018. With 2018 being the Year of Young People, the conference was a celebration of Highland young people and all that they are involved in. The event was also themed around issues important to young people including support for young people's mental health, LGBTI, additional support needs, sexual health, care experienced young people and transport and connectivity. There were also sessions on the development of a new Highland Youth Work Policy and the Highland Outcome Improvement Plan which gave young people an opportunity to comment on these plans as they develop.

- 6.3 **Coming Home WW1 Exhibition** - Coming Home is a travelling exhibition and events programme developed by High Life Highland in collaboration with the Highland Museums Forum to commemorate the end of the First World War in the Highlands. It opened at Inverness Museum and Art Gallery on 1 April 2018 with the last exhibition scheduled to take place in February 2019. It is the culmination of a four year programme of World War One events and activities delivered by High Life Highland museums, libraries and archives including the Am Baile Great War Newspaper Digitisation project, WWI Heritage Collection drop-in days at the Highland Archive Centre and the Next of Kin exhibition at Inverness Museum and Art Gallery.
- 6.4 **Music Tuition Transfer to HLH** – the transfer of 54 posts has progressed well with the number of school pupils undertaking lessons having increased by 14% since the service transferred to HLH. Five new instructor posts, funded variously by pupil payment and external funding are up and running. A website and online booking facility have been developed which have made it easier for parents to enrol their children.
- 6.5 **Customer Service Excellence** - Libraries have undergone a very successful Customer Service Excellence (CSE) re-accreditation assessment where they achieved 17 areas of compliance plus. The Senior Leadership and Directors were praised during the assessment for their commitment to what the assessor described as a modern, progressive and customer focused organisation.
- 6.6 **Approaches for partnership by community organisations** – HLH is currently working with three community organisations in relation to the possibility of HLH adopting the future management of their facilities – Lochalsh Leisure, Linnhe Leisure [the Nevis Centre, Fort William] and Caithness Horizons, Wick. Each is at a different stage of consideration, with full Business Cases planned for assessment by Directors, should they reach that stage.
- 6.7 **Work with and visits from/to other Authorities/trusts** – There has been contact from a number of organisations seeking advice from HLH to inform their service development:
- Aberdeenshire Council is establishing a “business unit”, viewed as an “ALEO” working from within the Council. HLH has been involved in advising on the measures which the HLH experience would indicate as important to the establishment of the unit.
 - Angus Council has visited HLH, keen to explore the potential advantages of transferring Music Tuition to its equivalent of HLH.
 - West Lothian Council will be visiting HLH during November with a similar agenda.
- 6.8 **National Representative Body for ALEOs** – Community Leisure UK (Scotland) is the national representative body for organisations similar to HLH in Scotland. The HLH Board agreed to support the Chief Executive taking up its chairmanship at its June meeting. The Community Leisure UK (Scotland) conference was held during late October. The HLH Chief Executive and two HLH Principal Managers (Libraries and

Health and Wellbeing) presented/chaired workshops at the event, with both inputs receiving favourable feedback from participants and resulting in further interest and follow up visits from two trusts.

- 6.9 **Moray Leisure** – HLH was contracted by Moray Leisure to provide management consultancy services to Moray Leisure (paid for by Moray Council) for six months up to the end of July 2018. A further contract for HLH providing management consultancy services for one year has since been agreed.
- 6.10 **Highland Youth Convener** – The new Youth Convener, Esme Leitch, took up her one year bursary position in August 2018. The position exists to ensure that young people's views in the Highlands are heard and voiced in partnership with The Highland Council and Community Planning Partners. In fulfilling this role, the Youth Convener's priorities this year are Rural Empowerment and Engagement, Gender Equality, Inclusivity and Communication and Engagement. Over the last 3 months, Esme has introduced herself, met up with and started working with a range of organisations across Highland with the aim to increase youth participation and these include; The Community Planning Board; The For Highland's Children (FHC4) Leadership Group; UHI Foundation; MFR Cash For Kids Board; The Highland Council Single Use Plastic Working Group; Highland Environment Forum; NHS Highland; Highland Fire and Rescue Service; WEA; Scottish Health Council; HISA; Youth Highland; Highland Children's Forum; Highland Senior Citizen's Network; CHAMPS; various Highland Council Services.
- 6.11 **Youth Convener Projects and Progress** - the projects which the Youth Convener has been involved in so far in her term in office include:
- Youth Work Strategy – the Youth Work Strategy is being co-designed with young people and relevant stakeholders. The Youth Convener is co-chairing the meetings to progress this.
 - Mental health – the Youth Convener has listened to project ideas from youth forums which are focused on supporting young people's mental health – i.e. a Parent's Evening at Nairn to raise parents' awareness of young people's mental health and another idea to develop peer support mental health first-aid training for young people. She is keen to roll-out these project ideas to Highland Schools/youth forums (to be developed with MFR Cash For Kids and NHS Highland)
 - Sexual Health – Working with NHS Highland on a condom distribution plan to young people and WAVE Highland on developing youth-led sexual health programmes
 - LGBTI – Working with Northern Alliance to progress on LGBTI pledges made by HYP members at the HYP June 18 Conference – follow up at Youth Area Conferences in Nov-Dec. Also attended and promoted the Proud Ness event
 - Transport – Delivered the opening speech and ran a workshop at the Rural Transport Convention. Also facilitated a consultation discussing the issues and barriers faced by young people surrounding transport in Highland. Plan to take these issues to the Rural Parliament in Stranraer in November 2018 and work with Highland Members of the Scottish Youth Parliament on their 'All Aboard' Transport Campaign, feeding in Highland young people's transport issues.

7. Part Three – Archive Service

- 7.1 The Highland Archive Service preserves, conserves and makes accessible the archive collections in the care of the Council. The archives are the records of official bodies, businesses, societies and individuals and are a unique record of the Highland past. The service is delivered from four locations in the Council area, the Highland Archive and Registration Centre in Inverness and three local archives in Fort William, Portree,

and Wick.

- 7.2 The Wick service is delivered from the new national nuclear archive, Nucleus, where HLH staff provide the customer facing services at the facility which hosts the UK nuclear archives as well as the Council's Caithness Archive. The Fort William service relocated from its former site in the West Highland College to a newly refurbished building, Alexander Ross House, also in Fort William, home to a range of Council services this summer. It previously operated one day per week and this has now increased by investing the money that was paid by HLH as a rent to West Highland College in additional staff time.
- 7.3 A family history service is provided where customers can consult a variety of records and reference books held in the archives. One-to-one consultations with archive staff are provided at Highland Archive Centre, Inverness which also houses a Scotland's People Hub administered by the Council's Registration Service providing a joined-up family history research service.
- 7.4 The Highland Archive Centre also provides a central secure storage facility for the Council's records. Dedicated Records Management staff offer guidance and support in records management practices to all Highland Council services.
- 7.5 HLH's accredited conservators play a fundamental role in preserving the Highland's heritage collections and also offer conservation and preservation services to external clients. A video was created to promote HLH's commercial conservation work which can be seen here: <https://youtu.be/FiKxgcjIkIE> The conservation unit successfully secured over £50K of external business in 2017/18. The Unit recently bid for two conservation contracts from Historic Environment Scotland and was successful in securing one of those, for book conservation. The contract is for work up to a maximum of 500 hours per year over each of three years.
- 7.6 One of the strengths of the service is in its programme of activities and events which make the archives accessible to the public and a range of these activities can be seen in **Appendix B** which contains excerpts from the Archives Service summer 2018 newsletter.
- 7.7 Total archives customer visits last financial year were 797,653. This increased from 584,629 in the previous year. The majority of customer visits are "remote" i.e. they are engagements through the website, telephone, email, social media etc. and in this respect the Archives Service is a good example of changing delivery methods to meet customer demand.

Visits in Person	2016/17	2017/18
Customer Visits to Search rooms	4,678	4,672
Attendances at Outreach Events	5,049	4,539
	9,727	9,211
Visits by Other means		
Am Baile Visits	69,444	92,182
Am Baile social media engaged customers	259,823	456,757
Number of Enquiries	2,293	2,019
Social Media Uses	243,342	237,484
	574,902	788,442
Total	584,629	797,653

8. Implications

- 8.1 There are no Resource; Legal; Community (Equality, Poverty and Rural); Climate Change/Carbon Clever; Risk; or Gaelic implications for the Council associated with the implementation of the recommendations contained in this report.

Designation: Chief Executive, High Life Highland

Date: 20 November 2018

Author: Ian Murray

Background Papers: None

Appendix A

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
Activities for pupils beyond the school day	Active Schools Coordinators provided 127,597 participant sessions in the first term of the academic year 2018/19, a slight increase on the previous year of 124,462.
Communities Use of Schools Policy (THC's Policy is to develop schools as part of its capital programme into community hubs)	HLH operates seventeen school and community facilities out with school hours on behalf of the Council.
Councils policies in cultural and sports services	<p>HLH operates the two regional Museums, the Highland Folk Museum and Inverness Museum and Art Gallery, supports the work of the Highland Culture Strategic Board and is supporting the on-going work of the Council to develop a new Highland Cultural Facility in Inverness.</p> <p>HLH programmes exhibitions and activity programmes in three Galleries. The attendance figures of the Inverness Gallery are reported as part of the Museum's visitor numbers. The Caithness gallery attendances in the first two quarters of 2017/18 were 3,256. Attendances reduced in the first 2 quarters of 2018/19 to 2,487 because the visitor numbers have been affected by the relocation of the archives and library into new facilities reducing the critical mass of the facility.</p> <p>HLH operates 22 stand-alone and joint school/community leisure centres. Customer visits in the first half of 2018/19 were 1,061,352, up from the first half of 2017/18 when they were 1,017,759.</p> <p>The Highland Folk Museum and Inverness Museum and Art Gallery visits in person increased slightly for the first half of 2018/19, with visits in person in 2017/18 having been 98,855, increasing to 99,901 this year. Income from donations and earned income increased from £405,694 in the first 6 months of 2017/18 to £472,374 in the first 6 months of this year.</p> <p>HLH operates 70 libraries on behalf of The Council and fulfils its statutory obligation to provide adequate library services. In 2018/19 quarters 1 and 2 there were 1,542,839 total library visits an increase of 155,754 compared with the same period in the previous year. Of these, 948,672 were physical visits and 594,167 were online visits. There were 163,990 attendances at library events and activities for the first 6 months of 2018/19 a slight increase from the 157,035 in the first half of 2017/18.</p>
Deliver ESOL & Adult Literacies	HLH delivers a programme of Literacy and Numeracy and English for Speakers of Other Languages (ESOL) Classes and 1:1 support. There were 6,090 attendances at these programmes in the first 6 months of 2017/18 and this increased

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
	to 6,477 in the first half of 2018/19. The number of learning hours delivered by staff and volunteers increased from 15,119 in the first half of 2017/18 to 16,074 in the first half of 2018/19.
Deliver the Arts strategy	HLH programmes exhibitions and activity programmes in three Galleries. The attendance figures of the Inverness Gallery are reported as part of the Museum’s visitor numbers. The Caithness gallery attendances in the first two quarters of 2017/18 were 3,256. Attendances reduced in the first 2 quarters of 2018/19 to 2,487 because the visitor numbers in Wick Gallery have been affected by the relocation of the archives and library from the gallery building into new facilities reducing the critical mass of the facility.
Deliver the Youth Work Policy	HLH provides a targeted youth work service across all 29 Associated School Group areas in Highland. Attendances at “Fusion” diversionary activity programmes were 3,485 in the first half of last year 2017/18 and following a concerted effort by Youth Work staff increased to 14,521 in the first half of 2018/19. The number of attendances at youth work activities in the first six months of 2017/18 was 40,431 and 38,496 in the first half of 2018/19. Within the context of the Council and national direction being a greater emphasis on targeting young people in need (prevention agenda), the expectation was that headline youth work engagements would reduce as the service focuses on a smaller number of harder to reach young people.
Develop new ways of supporting adult learners	There has been a reduction in this area and a deliberate focus on the delivery of lifelong learning due to agreed budget savings. HLH delivers a programme of Literacy and Numeracy and English for Speakers of Other Languages (ESOL) Classes and 1:1 support. There were 6,090 attendances at these programmes in the first 6 months of 2017/18 and this increased to 6,477 in the first half of 2018/19. The number of learning hours delivered by staff and volunteers increased from 15,119 in the first half of 2017/18 to 16,074 in the first half of 2018/19.
Develop the High Life low cost leisure access card	Between HLH and the other leisure providers in Highland which operate the High Life Leisure Access Scheme 39.5% of the Highland population hold a High Life card either as family or individuals who pay a subscription or people who use a card under the “pay as you go” part of the scheme. HLH’s average number of subscriptions per months comparing the first six months of 2017/18 and 2018/19 increased by 1,638. The High Life card can be used as a library card, a Young Scot card, a cashless catering school meals card and a National Entitlement Card. The scheme has been, adopted in three other Scottish local authority areas: the Western Isles; Moray; and Orkney and one Northern Irish Council area, Antrim and Newtownabbey.
Development apprenticeship for young people supported by youth services	HLH runs a Young Persons’ Leadership Programme delivered by staff across all of our services which has 336 young people actively involved in it. Youth work staff provide opportunities

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	<p>for young people to gain achievement awards (Saltire Awards, DofE etc.) which are of significant benefit for young people in gaining employment or higher and further education places – in 2017/18 young people gained 1,101 achievement awards. HLH leisure facilities continue to deliver modern apprenticeships. HLH youth work staff continue to deliver the Youth Parliament apprentice day. In 2017/18 Libraries introduced their contribution to the Leadership Programme for young people called High Voltage which in the current year 2018/19 has 107 young people involved in it across 23 libraries with over 400 people participating in the events which they have run. A video showing the programme can be seen here: https://youtu.be/45yoDII7Gvo</p>
Development officers for disability and sports coaching	<p>HLH has Development Officers for disability sport, coaching/volunteer development and community sports hubs. These posts work in partnership with the national governing bodies to develop sports clubs, support community based sports clubs and deliver locally based coach and volunteer training.</p>
ECS volunteering policy	<p>HLH has developed a volunteering policy which includes recruitment, induction, training and review for volunteers and has 978 volunteers in sport, 51 volunteers in libraries and 63 in adult learning.</p>
Evidence children are included across ECS	<p>HLH contributes to this objective by supporting area youth forums and the Highland Youth Parliament which covers a variety of topics, including specific sessions on schools on behalf of the Care and Learning service and by its targeted youth work.</p>
Expand access to culture & arts across the Highlands	<p>HLH operates the two regional Museums, the Highland Folk Museum and Inverness Museum and Art Gallery, supports the work of the Highland Culture Strategic Board and is supporting the on-going work of the Council to develop a new Highland Cultural Facility in Inverness. HLH programmes exhibitions and activity programmes in three Galleries. The attendance figures of the Inverness Gallery are reported as part of the Museum's visitor numbers. The Caithness gallery attendances in the first two quarters of 2017/18 were 3,256. Attendances reduced in the first 2 quarters of 2018/19 to 2,487 because the visitor numbers in Wick Gallery have been affected by the relocation of the archives and library from the gallery building into new facilities reducing the critical mass of the facility.</p>
HLH to ensure balanced programme of activity for young people	<p>The active schools and youth work programmes provide a wide range of activities. There is a particular emphasis placed by Active Schools Coordinators on encouraging girls to remain active and, there is therefore a focus on less traditional activities such as dance, exercise to music and gymnastics. Youth work staff provide a wide range of activity which includes employability programmes, a range of achievement awards and diversionary activity.</p>

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
Online learning solutions for adult learning	HLH libraries have a range of on-line resources which support learners in Highland including a formal language learning resource as well as e-books; e-magazines and audiobooks.
Property Asset Management Strategy for HLH	The Council's Property Asset Management Strategy links its secondary school building programme with community facilities so that new schools become joint school and community facilities. The latest examples of this are where HLH took on the operation of the sports facilities at the new Inverness Royal Academy in August 2016, Wick High School in April 2017 and the new Alness Academy which is currently being built. This approach has led to increased use of facilities by the public in every case.
Single smart card	The range of services which can now be placed on one card are: National Entitlements (travel), Young Scot, High Life leisure, Highland Libraries and school cashless catering.
Targeted numeracy and literacy services	HLH delivers a programme of Literacy and Numeracy and English for Speakers of Other Languages (ESOL) Classes and 1:1 support. There were 6,090 attendances at these programmes in the first 6 months of 2017/18 and this increased slightly to 6,477 in the first half of 2018/19. The number of learning hours delivered by staff and volunteers increased from 15,119 in the first half of 2017/18 to 16,074 in the first half of 2018/19.
Targeted young people in need - High Life Highland	HLH provides a targeted youth work service across all 29 Associated School Group areas in Highland. Attendances at "Fusion" diversionary activity programmes were 3,485 in the first half of last year 2017/18 and increased to 14,521 in the first half of 2018/19. The number of attendances at youth work activities in the first six months of 2017/18 was 40,431 and 38,496 in the first half of 2018/19. Within the context of the Council and national direction being a greater emphasis on targeting young people in need (prevention agenda), the expectation was that headline youth work engagements would reduce as the service focuses on a smaller number of harder to reach young people. The learning hours which the Youth team delivers were 110,678 in the first half of 2017/18 and 109,624 in the first half of 2018/19. HLH is involved in working with care experienced young people through the CHAMPS board and young carers.
With HLH provide integrated community facilities	A strong focus of all recent and planned school campus new build or refurbishments is the provision of integrated facilities, the new with Inverness Royal Academy, Wick High School being the most recent and the new Alness Academy is currently under construction.
Youth Convenor and Youth Workers engage with young people	The Youth Convenor post is recruited annually and works with the Highland Youth Parliament Executive Committee which meets six times per year in addition to the annual Highland Youth Parliament conference.

Service Delivery Contract Action	Notes – HLH contributions to the Care and Learning Service Plan
Youth Convenor attendance at Full Council	The Youth Convenor attends full Council meetings and other Council Committees as required.
Youth Voice elections	HLH supports the bi-annual Highland Youth Parliament (formerly Youth Voice) elections.

Appendix B – Archive Centre Excerpts from Summer Newsletter 2018

The Archive Service publishes newsletters to highlight key events and activities taking place through its four centres in Caithness, Skye, Lochaber and Inverness. This appendix contains some news articles from the summer 2018 newsletter.

Archives Summer Newsletter 2018

We're well into the summer season now and at the Highland Archive Centre we've been busy with tourists and visitors from all over the world who have been using our collections to research local and family history. At the beginning of July, we were delighted to play host to around 50 members of Clan MacLennan who were in Inverness for their International Gathering. The group, some of whom can be seen in the picture below, were given behind-the-scenes tours and were shown a display of historic documents and family trees relating to members of the MacLennan name.



The Year of Young People is in full swing and we have continued to work with young people in schools to encourage the use of archives both as factual resources and as creative inspiration. We welcomed 15 different groups of pupils in the last three months, studying their local areas, the First World War, the Second World War and a variety of other subjects. We were delighted to work once again with Millburn Academy's English department, bringing all of their S2 pupils (around 200!) to the Highland Archive Centre to study original documents. Following their visits the pupils produced some amazing creative writing pieces which we were delighted to receive.



Am Baile - Highland History and Culture Website

On Saturday 16th June we welcomed people to view a specially curated exhibition on the subject of Old Inverness. There were themed displays of documents on churches, businesses, schools, health and hospitals, families and the geography of the town.

The photograph below shows the demolition of the south side of Bridge Street. It was taken in February 1962 by Dr William J Bethune, a keen photographer who ran a chemist shop on Queensgate. The Town House can be seen on the extreme left while in the centre, half demolished, is the Ettles Hotel where Robert Burns stayed when he visited Inverness in September 1787:



Conservation

In this newsletter we thought we'd show you the transformative work we've undertaken to preserve the 1903-1956 Lochinver School Log Book (GB0232/CS/5/5/40b).



You can find out more about our High Life Highland's Conservation Services [here](#).

Nucleus: The Nuclear and Caithness Archive Update

Princess Anne at Nucleus:

On Monday 19th March we were honoured to receive HRH The Princess Royal at Nucleus, to mark the official opening of the archive. The Princess Royal toured Nucleus and met staff from both the Caithness and Nuclear archives, who explained how the facility operates and preserves knowledge for future generations. The Princess Royal was also introduced to some of our depositors and volunteers who play a vital role in helping make Nucleus a success.



Skye and Lochalsh Archive Centre Update

In June we attended the “Lamb to Loom and beyond” exhibition in Portnalong with a selection of archive material from our own collections. A week-long programme of special events was organised at the Minginish Community Hall celebrating the story of wool and weaving in the area and we were delighted to attend. Among the items on display were a coat and cap made from Portnalong tweed along with a sample of photographs and records relating to weaving and the history of Minginish.



Lochaber Archive Centre Update

Things have been very busy at Lochaber Archive Centre as we work to move all of the collections from our old site in West Highland College to our new home in Alexander Ross House, Achintore Road. Moving an Archive Centre is a lengthy process with many things to consider. These include advising depositors, carefully boxing up and listing collections and physically moving hundreds of boxes, crates and pieces of furniture. We also have to ensure that temperatures and conditions are correct in the new building and erect new movable shelving before starting the process of unboxing the documents, re-shelving them and creating new location indexes (so we know exactly where everything is stored).

It is a meticulous process! We are now well into that process, with the collections all transferred to the new building and reshelved. We look forward to welcoming you into our new searchroom to use our amazing collections in the near future.

