

COLLECTIONS ACCESS POLICY

| Revision | Revision Date | Owner | Reference | Comment |
|----------|---------------|-----------|----------------|---|
| 00 - New | January 2016 | Registrar | COL-POL-030-00 | To meet Accreditation Standard |
| 01 | November 2016 | Registrar | COL-POL-030-00 | Amended following comments from Executive Board |

1. Statement of Purpose

The Royal Armouries is committed to making the collections accessible to all in line with its purpose and vision (see *Royal Armouries Collections Management Policy*) within the reasonable constraints of resources, conservation and security. The Royal Armouries believes that all people and sectors of the community have a fundamental right to engage with, use and enjoy the collections and services it provides.

Under the National Heritage Act 1983 (as amended by the Museums & Galleries Act 1992) the Board of Trustees of the Royal Armouries is required to exhibit a national collection of arms, armour and associated objects to the public, make them available for study and research, and generally promote the public's enjoyment and understanding of arms and armour.

The Royal Armouries recognizes that there are many barriers to access at all levels, particularly with a collection of arms and armour, but are committed to making all aspects of our activities as fully accessible as our resources allow, including access to buildings, collections, events, exhibitions, learning and to our staff and volunteers as well as our visitors.

2. Legal and ethical framework

The Royal Armouries will adhere to all national and international statutes of law, including specifically in relation to access, but not exclusively the Equality Act 2010 (and subsequent amendments), Freedom of information Act 2000 (and subsequent amendments), and the Data Protection Act 1998 (and subsequent amendments). This policy is consistent with the Royal Armouries Equal Opportunities Policy.

The Royal Armouries will follow national standards, ethical codes and best practice guidelines including, but not limited to, BS 8300:2009+A1:2010 Design of Buildings and their approaches to meet the needs of disabled people, BS 8477:2014 Code of Practice for Customer Service, PAS 197:2009 Code of Practice for cultural collections management and BS 8878:2010 Web Accessibility Standard.

Given the type of collection the Royal Armouries holds, access is also subject to the Firearms Act 1968, Knives Act 1997, Explosives Act 1875, HSE Explosives Regulations 2014, and the Violent Crime Reduction Act 2006.

3. Policy

In delivering our policy on access to and use of collections, we will:

- a) Allow members of all sectors of the community to access and use objects or information in the collections;

| | | | | | |
|---------------|----------------|--------------|---|-------------|-----------|
| Policy Number | COL-POL-030-00 | Date Printed | | Owner | Registrar |
| Revision | 01 | Page | 2 | Change Ref, | |

- b) Seek ways to make collections not on display more accessible for public benefit;
- c) Offer physical and/or intellectual access to collections through outreach programmes, events, digital media initiatives, commercial filming, hire or events, and lectures;
- d) Continue to proactively manage and promote the Royal Armouries loans programme.

4. Definitions

Access to collections involves physical proximity to objects and intellectual use of information and knowledge relating to them.

- a) Physical and sensory access is provided through display, temporary exhibition, loans and access to study and reference collections. Access is available subject to our criteria for care and management of collections being satisfied and subject to compliance with all relevant legislation, including Health and Safety (see *Royal Armouries Collections Care and Conservation Policy*)
- b) We will provide cultural and emotional access by acknowledging and recognising cultural differences and seek to represent varied cultural experiences and issues through our programmes and exhibitions, and ensuring that all visitors feel welcomed and valued.
- c) We will minimise financial exclusion to the use of sites and collections, wherever possible.
- d) Intellectual access involves making available information about objects and specimens through exhibitions, catalogues and other publications in paper and/or electronic formats, photographic media and access to supplementary information about collections (see *Royal Armouries Collections Information Policy*).

5. Maximising Access

In order to maximise access we will:

- a) Advertise widely exhibitions in publicity material, on our website, and in the local and national press and other media;
- b) Offer facilities for the study and use of collections. These facilities are open to all, within the normal constraints on access and use and subject to collection-specific collection handling guidelines;
- c) Make no discrimination regarding access on the basis of physical, sensory or intellectual ability, cultural origin, age or social status, and widen general access and social inclusion;
- d) Through our loans programme, enable other museums and like-minded institutions to display items from the national collection or borrow items for research purposes;
- e) Make spaces that display our collections available for commercial use (functions or filming), as long as this does not create an ethical position contrary to our own;
- f) Develop online catalogues providing global access to our collections.
- g) Define target audiences and develop interpretation, informed by evaluation, to suit these audiences.

| | | | | | |
|---------------|----------------|--------------|---|-------------|-----------|
| Policy Number | COL-POL-030-00 | Date Printed | | Owner | Registrar |
| Revision | 01 | Page | 3 | Change Ref, | |

6. Lending and borrowing

The Royal Armouries actively lends and borrows objects to enhance the presentation of our collection, as well as to foster mutually beneficial partnerships.

The Royal Armouries recognises both the National and International importance of its collection and the contribution it can make to the increase of knowledge and appreciation of arms and armour by lending.

The Royal Armouries will endeavour to meet all requests for loans for public display and research from its collections, subject to the conditions of loan, its own display requirements and the needs of the collections.

Long-term loans will be renewable every three years. Renewal will be dependent upon a successful inspection. The cost of this inspection will be payable by the borrower.

The Royal Armouries will require borrowers to pay the costs of setting up and returning loans. The Royal Armouries reserves the right to make other charges as it sees fit relating to the maintenance and preservation of the loan. In cases where the borrower is a commercial or overseas institution, or a non-Accredited Museum a loan fee is also payable. An estimate of charges will be provided when preparing a new loan and all other costs will be notified in writing.

Direct and indirect loan costs may be payable by the borrower. Charges will correspond with the type of institution borrowing and the purpose of the loan or exhibition. Consideration will also be given to reciprocal arrangements, actual and potential, and community partnership loans when calculating costs.

Borrowers will be required to acknowledge loans in any annual reports or similar publications they publish, and in associated display labels and information panels.

The Royal Armouries will not knowingly lend objects to any organisation or exhibition where the objects intended for inclusion in the display or exhibition have been stolen, illegally exported or illegally imported from their country of origin, (as defined in the UNESCO Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, 1970).

All loans are managed according to the relevant collections policies and loans procedures.

7. Display and exhibition

Temporary exhibitions allow items not normally on display in the galleries to be shown to the public. This also allows items to be displayed in different contexts and alongside items borrowed from other collections.

| | | | | | |
|---------------|----------------|--------------|---|-------------|-----------|
| Policy Number | COL-POL-030-00 | Date Printed | | Owner | Registrar |
| Revision | 01 | Page | 4 | Change Ref, | |

Temporary displays and exhibitions will be supplemented by strategically identified loan objects.

Disabled visitor access and special requirements will be considered in the design of any new collection display or exhibition (see the *Royal Armouries Access Statement*).

Open display methods have been a key approach at the Royal Armouries sites. The Royal Armouries will continue to be committed to using this method of display where appropriate to collection objects, whilst recognising and addressing the long-term conservation and security issues this presents for certain areas of the collection (see *Royal Armouries Collections Care and Conservation Policy*).

8. Collections

a. Reference Collection:

Collection items not on display can be viewed by making an appointment with the relevant curator, subject to resources and the condition of the collection item.

b. Handling Collection:

The Royal Armouries maintains its own handling collection separate from the permanent collection, to support object-based learning initiatives and to allow items that are otherwise too fragile or sensitive to hold to be used and studied.

c. Working Collection:

The Royal Armouries keeps a working collection that is used for the purpose of research (see Royal Armouries Ethics Policy).

This collection is also used to support our Service Level Agreement and training needs with other relevant government bodies such as the Ministry of Defence.

9. Information services and enquiries

The Royal Armouries provides online access to the collections and collections information through the museum website and online collection catalogue, which is updated regularly with new information as it becomes available. It is the Museum's expectation that this form of access to information will be the first line of enquiry for visitors.

The Royal Armouries will answer enquiries regarding its collections in order to supplement information provided elsewhere.

| | | | | | |
|---------------|----------------|--------------|---|-------------|-----------|
| Policy Number | COL-POL-030-00 | Date Printed | | Owner | Registrar |
| Revision | 01 | Page | 5 | Change Ref, | |

Images for commercial purposes may be supplied and licensed through the Image Library.

Expert knowledge of the collection and collection conservation is recognised as essential to its management and care (see *Royal Armouries Collections Management Policy*), as well as to increase public education and enjoyment of it. This expertise also provides staff with the authority and essential intellectual material with which to present the collection within the context of the Royal armouries vision and purpose.

10. Limitations

a. General:

Access and use must be balanced against the need for conservation, care and security of, or any ethical sensitivity to, the objects to ensure their long-term survival (see collections care and Conservation Policy). Accordingly, we may refuse any request for access that might jeopardise the long-term future of any objects. We will offer full reasons for a refusal if that is our decision. However, the opportunity to examine a photograph or replica of the object concerned will be granted whenever reasonably practicable.

Copying or reproduction of any museum information or materials will be subject to compliance with the Copyright and Related Rights Regulations 2003.

We will deal with requests for collections-related information, following the requirements of the Data Protection Act 1998 (and subsequent amendments), Equality Act 2010 (and subsequent amendments), the Freedom of Information Act 2000 (and subsequent amendments), Environmental Information Regulation 2004 (and subsequent amendments) and any other relevant legislation. It may sometimes be necessary for us to restrict or to keep confidential information regarding the acquisition of an object. For instance, to protect vulnerable sites or in order to respect an individual's request for confidentiality.

We may restrict access as a result of conditions of donation or loan, and we shall advise enquirers of this.

b. Sensitive material:

The Royal Armouries legally holds items in its collection made of or incorporating material derived from endangered wild flora and fauna. The Royal Armouries will make such items accessible only if it is in line with the controls under the terms of the Convention on International Trade in Endangered Species (CITES) in 1947, and will comply with all international licensing requirements.

In some cases, we will restrict access to objects or specimens of particularly high value, fragility or sensitivity (for instance, human remains) to students, scholars or others unless there is a demonstrable and/or mutually beneficial need to see the material.

| | | | | | |
|---------------|----------------|--------------|---|-------------|-----------|
| Policy Number | COL-POL-030-00 | Date Printed | | Owner | Registrar |
| Revision | 01 | Page | 6 | Change Ref, | |

We will not grant access to collections of human remains or objects of specific cultural significance when there is reason to suspect that there is intention to trivialise or sensationalise the objects or if the request fails to meet any access requirements.

c. Hazardous material:

We may limit access to particular parts of the collections such as radioactive material and asbestos containing material owing to the need to comply with Health and Safety legislation (see *Asbestos Policy* and *Radiation Policy*).

d. Red zones:

The Royal Armouries has areas designated as red zones. These areas are generally object stores or seminar rooms that require an enhanced level of security.

In order for staff to gain independent access to these areas they must have gone through red zone training and their independent access must be approved by the Head of Collections or Director-General and Master of the Armouries.

All visitors requesting access to these areas and the Reference collections will need to provide appropriate identification, and complete an Access to Research form.

Given the nature of the Royal Armouries collection, access to those under the age of 14 will generally not be allowed. Anyone under the age of 18 must bring a supervising adult with them. In line with Section 21 of the 1968 Firearms Act (as amended by the Anti-Social Behaviour Act 2006 and Crime and Policing Act 2014), Prohibited persons are not allowed access to any of our weapons collections.

e. Photography and filming:

Visitors can take photographs or videos of the Royal armouries collection on display for personal use. Flash photography may be used if approval is given in advance by Conservation, but visitors may not use a tripod, monopod or supplementary video lighting. No unauthorised general filming is permitted in galleries for data protection and rights reasons.

Photography and video is not allowed in temporary exhibitions, selected galleries, the Royal Armouries shop or items on loan to the Royal armouries. Permission is required from the owner and copyright restrictions may apply.

Visitors to the library may make copies for personal use, e.g. research, for a non-commercial purpose or private study. The Library also provides a copying service on request. Copies may be made for commercial purposes by purchasing the appropriate license through the Image Library.

Official photographers (including journalists, writers, broadcasters) wishing to take photographs of or film any part of the collection, whether inside or out, must obtain approval from the Royal Armouries marketing and communications team (or

| | | | | | |
|---------------|----------------|--------------|---|-------------|-----------|
| Policy Number | COL-POL-030-00 | Date Printed | | Owner | Registrar |
| Revision | 01 | Page | 7 | Change Ref, | |

nominated press officer). An official permit, with conditions which may include the use of tripods, will be issued if approval is granted and may only be used for the purpose stated.

11. Charges

Our policy on charging for access to and the use of the collections is as follows:

- a) Access to regular or long-term displays is provided free of charge;
- b) Access to special temporary exhibitions, educational facilities and special events may be subject to charges being levied;
- c) Access to our collections is normally free, unless this is required for commercial purposes (for example, filming or photography). In such circumstances, the Museum reserves the right to levy a fee;
- d) Loans out for temporary exhibition purposes will be expected to cover costs and may be subject to charges.
- e) Provision of information about collections (for example, photographs) may also be subject to charges. Copies of information of museum materials, where permissible copyright regulations will be subject to appropriate charges. Complex and time consuming requests for information under the Freedom of Information procedures will be subject to charges according to the fee-structure approved by the Information Commissioner's Office.

12. Monitoring and Review

This document will be reviewed annually and updates in corporate policy and plan, legislation and international conventions will be amended or added where relevant.

This document will be reviewed by the Registrar and approved by the Head of Collections and the Director-General and Master of the Armouries.

13. Risk Management

The associated risk of non-compliance with this policy is:

Impact of non-compliance: High

Likelihood of non-compliance: Low

14. Effective date

This policy is effective from the date of signing.

.....
Director General & Master of the Armouries

Date.....

| | | | | | |
|---------------|----------------|--------------|---|-------------|-----------|
| Policy Number | COL-POL-030-00 | Date Printed | | Owner | Registrar |
| Revision | 01 | Page | 8 | Change Ref, | |