



The National Archives

**Self Service record copying**

Free Digital images and Camera  
printing

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## SELF SERVICE COPYING SERVICE

In May 2011, following a successful pilot TNA introduced a new digital camera based self service copying facility.

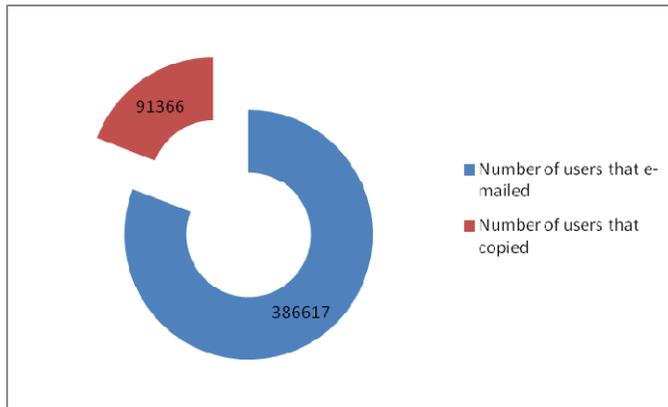
This service replaced the old bi-tonal scanners used in the same area.

The new system was designed to:-

- provide an easy and intuitive facility for users to obtain images or copies
- allow for free delivery of colour digital images to users home e-mail
- continue to provide paper copies of research quality to users that prefer to obtain hard copies.
- Provide savings and efficiencies in the form of hardware, paper and utility costs.
- Increase the number of work stations available to readers in order to eliminate queuing issues experienced with the older scanners

We are now in a position to report on the impact of the new equipment from 1<sup>st</sup> July 2011 – 31<sup>st</sup> March 2012

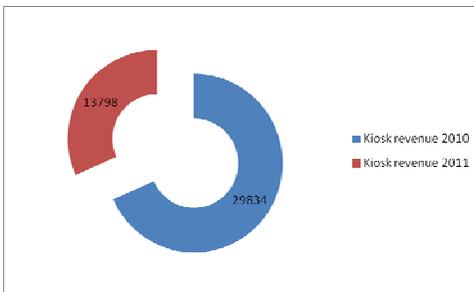
- 477,983 images taken by users
- 386,617 delivered as free digital images
- 91,366 delivered as a paper copy



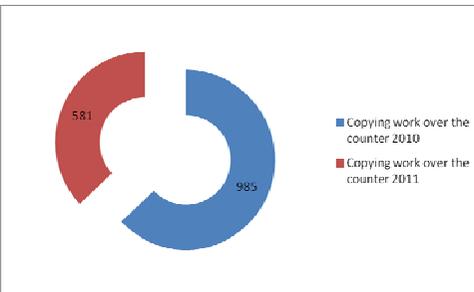
80.89% of images were sent as free colour e-mails

## Copying revenue

As expected the number of users that have chosen to use the e-mail service has reduced the income from self service copying.



Self service provided an average of £3314 pcm before the new system, it currently provides £1533 pcm



Similarly the number of copy orders placed over the counter during the period has reduced from 985 to 581.

This has enabled the copying section to concentrate on web and post orders which have increased markedly. The revenue received from these have more than compensated for the reduction of self service revenue.

With the efficiencies gained over the old scanners we have been able to increase the number of self service units available from 5 to 10, including the introduction of a landscape unit in the Map room.

We are currently developing the new system to explore the possibility of providing additional services such as self service colour paper copies

We have also received interest in the system from several archives including The British Library and The National Records of Scotland.

Following a review of the system in November 2011 we are also implementing recommendations and changes primarily around document handling safeguards.

These include:-

- re-orientation of security cameras in self service areas
- improved signage
- redesign of the reader registration package to specifically include the self service equipment
- a dedicated document handling and copying display screen
- A foam mat for each work station with document handling information included.

While we would acknowledge that in certain circumstances, with the necessary manipulation, the results from bi-tonal scanning may surpass that provided by the new service in the vast majority of cases customer feedback indicates a consistent high level of user satisfaction. Such results and cost savings have allowed us to conclude that all in all a camera only service is the most viable option.