

Collections Management Policy

Name of museum: Tamworth Castle

Name of governing body: Tamworth Borough Council

Date on which the policy was approved by governing body: July 2023

Policy review procedure: The Collections Management Policy will be published and reviewed from time to time, at least once every five years

Date at which this policy is due for review: June 2028

1. Museum's statement of purpose

1.1 Tamworth Borough Council is the owner of the collections, and this Collections Management Policy must also be seen in the context of the council's own strategic priority 'Tamworth – celebrating our heritage, creating a better future'.

1.2 Tamworth Castle is a unique monument offering an inspiring, entertaining, and enjoyable learning experience for all our users.

1.3 Through the collection, **preservation**, interpretation and display of the museum's collections and buildings, we strive to maximise access to and understanding of Tamworth's historic heritage.

Tamworth Castle is a listed **Scheduled Ancient Monument** and holds the status of a fully **Accredited Museum**. The Castle operates the museum and heritage service within Tamworth Borough. The department sits within the Community and Environment Directorate of Tamworth Borough Council.

The Castle was purchased for the Borough in 1897, and since then has held collections and maintained a museum for **124 years**. The service provides professional expertise and advice relating to the care of the material evidence of Tamworth's past. – **from pre-history to the Saxon period and up to modern day.**

Museum collections include fine art, furniture, social and industrial history objects, weapons and armour, architectural terracotta samples, and archaeology. The document archives include internationally significant local business records, local history and Borough records, maps, plans, archaeological reports, and an extensive photographic archive.

By endeavouring to provide the highest standard of care and development of our object collections and document archives we offer a range of opportunities for learning and active participation for all people. Through our displays and exhibitions, education workshops, events, and activities we are the major cultural provider in the Borough of Tamworth.

2. Scope

2.1 This policy document covers the following areas of collections management:

- Object Entry.....2
- Acquisition and Accessions.....6
- Location and movement control.....12
- Inventory.....17
- Cataloguing.....17
- Object Exit.....20
- Loans in (borrowing objects).....25
- Loans out (lending objects).....33

3. Object Entry

3.1 Purpose

3.1.1 To enable the museum to be accountable for all objects under its care and to control the entrance of objects to the Castle. It therefore describes the circumstances when entry will be permitted and when it will not, the treatment of objects upon entering the museum, authorisation levels, the return of deposits, and the documentation required for object entry.

3.2 Scope

3.2.1 The policy applies to:

- All objects that enter the museum and are left within the care of the museum, regardless of the time span involved.
- Objects that are found in the museum stores without an identifying number, where it has been proven as far as is possible that the object has not already been accessioned. See Backlog Policy.
- Objects that are to enter the museum but are collected away from museum premises.
- Objects that are received by post.

3.2.2 The policy does not apply to:

- Objects that enter the museum but are not placed within its care, for example: objects accompanying a guest speaker that will remain under the supervision/management of the individual/company throughout their time at the museum.
- Objects that are moved internally from one museum site to another. The movement of objects is governed by the Location and Movement Control Policy and Procedures.
- Objects that have been found in the museum stores and have not yet been through a process of reconciliation with backlog information. See Backlog Policy.

3.3 Acceptance of Objects

3.3.1 Objects that can be accepted include:

- Donations
- Loans In
- Items to be identified
- Purchases
- Anonymous deposits
- Objects found in the museum without an identifying number.

3.3.2 Objects that cannot be accepted include:

- Objects that contain obviously hazardous materials, such as explosives or harmful chemicals.
- Items for valuation. The museum does not provide a valuations service.
- Where there is any suspicion that the object entering the museum may have been involved in illicit trade or spoliation or is a protected natural material.

3.3.3 Any object that upon entering the Museum shows signs of insect infestation, dampness or mould, will be isolated from other collection items. (see paragraph 16 Object Entry Procedures).

3.4 Offers

3.4.1 Offers of objects without the object being present (i.e. telephone offers, e-mail offers) are recorded in the offers book. As no object has entered the museum at this stage it will not be necessary to follow object entry procedures.

3.4.2 When dealing with offers the Castle Collections and Archives Officer must give clear guidelines on the Collecting Policy to those offering material, clarifying that any discussion regarding an object may not lead to it being accepted into the collection.

3.5 Donations

3.5.1 All decisions regarding the fate of an object that has been accepted must be made within one month from the date on the object entry form.

3.5.2 If the item is to be retained by the museum it is to be accessioned within one month of the decision being made to keep the object.

3.6 Items Returned from Loan

3.6.1 See Loans Out Policy and Procedures.

3.7 Incoming Loans

3.7.1 See Loans In Policy and Procedures.

3.7 Items to be Identified

- 3.7.1 Initial discussions on identification should acknowledge that the museum will only accept an object to identify if it believes that it has the expertise to identify it. If it is felt the expertise is not available, the museum will refer the owner to a museum or organisation that possesses the relevant expertise.
- 3.7.2 The responsibility for following up on this expertise sits with the owner of the object and not the museum.
- 3.7.2 Identification of the object must take place within one month of entry and an Identification Report is to be completed and the object returned to the owner. See Identification Policy.

3.8 Purchases

- 3.8.1 The purchase of objects is detailed within the Accessions Policy and Procedures

3.9 Anonymous and Unsolicited Donations

- 3.9.1 Anonymous and unsolicited donations will be recorded on an entry form and retained for three months to allow for the owner to collect the item. It will be clearly marked as an unsolicited donation on the entry form. Should the owner of the object not collect the object after the three month period, the object will be disposed of.

3.10 Objects Found in Museum

- 3.10.1 Refer to the Backlog Policy on reconciling information and entering objects with no known accession number.

3.11 Return of Deposits

- 3.11.1 Where an object entered the museum at the instigation of the museum, for whatever reason, the responsibility and cost of the return of the object sits with the museum.
- 3.11.2 Where an object entered the museum other than at the museum's instigation, it will only be accepted provided the Depositor agrees to bear the cost of return in the event that it is not required by the museum.
- 3.11.3 The return of items on loan to the museum is covered by the Loans In Policy and Procedures.
- 3.11.4 If a purchased item is no longer required the returns policy of the seller will be adhered to.
- 3.11.5 If a donation is unwanted, it must be returned to the depositor within one month of the decision being made to reject the object and a letter issued informing of this decision. Refer to standard letters in Appendix 2.

- 3.11.6 Items brought in for identification are to be returned to the depositor within one month of completion of the Identification Report
- 3.11.7 If an owner fails to collect an object, they will be given a further month to collect the item. If after three months from the date of entry the depositor has failed to collect the object the museum is within its legal rights to dispose of the object. **See Object Exit Policy and Procedures (9) in this document.**
- 3.11.8 For unwanted items received in the post the object will be returned to the depositor within one month of receipt. If there is no return address the object will be disposed of within one month of receipt.
- 3.11.9 For unwanted items found in the museum stores with no accession number every effort will be employed to determine the status of the object and then trace the donor to offer the object for return. If the owner is found and they do not want the object to be returned, we will seek permission to dispose of the object. If we are unable to locate the owner the object will be disposed of within three months. **See Collections Development Policy.**

3.12 Authorisation and Responsibility

- 3.12.1 It is the responsibility of all members of staff and volunteers to ensure that all objects under the care of the museum are cared for in accordance with the museum's Handling and Storage Guidelines.
- 3.12.2 The Object Entry Form must be completed and signed by (in order of preference):
- The Castle Collections and Archives Officer
 - Castle Museum Manager
 - A member of the management team
- If none of the above are available, entry must not be permitted, and items should not be accepted.
- 3.12.3 The Castle Collections and Archives Officer is responsible for ensuring that objects are returned to the depositor.
- 3.12.4 The return section of the object entry form must be completed and signed by (in order of preference):
- a) The Castle Collections and Archives Officer
 - b) Castle Museum Manager
 - c) A member of the management team
- 3.12.5 The Castle Collections and Archives Officer is responsible for the entry of objects to the museum that require collection away from site or are substantial in number.

3.13 Conditions Applicable to Object Entry

- 3.13.1 For standard terms and conditions of object entry see reverse of Object Entry Form, Appendix 1.
- 3.13.2 The depositor is responsible for any insurance, and this will be made clear to the depositor, in writing, at the time of deposit. For insurance/indemnity of Loans-In see Loans-In policy.
- 3.13.3 The museum will bear the cost of items entering the museum that it has sought to acquire (purchases, loans-in). However, items which are not entering the museum at its request (identifications, donations, anonymous deposits) require the owner to be responsible for any additional costs incurred during entry into the museum. Additional costs may include storage, photography, courier, and transport costs. This is subject to negotiation for donations that are deemed to be particularly significant to the collection.

3.14 Documentation

- 3.14.1 The museum will maintain an entry record, on a prescribed entry form, of all objects that enter the museum's premises under this policy, for whatever length of time and for whatever purpose (including loans-in and anonymous deposits).
- 3.14.2 The entry documentation must be completed and authorised as set out above under section 3.12.2.
- 3.14.3 Full details of the Deposit will be recorded including:
- name/address/contact of the depositor (mark if anonymous or received by post);
 - the date of the deposit.
 - which member of museum staff completed the form.
 - the quantity and description of the artefacts concerned.
 - the condition of the object.
 - the purpose of the deposit.
 - valuation (if known).
 - a declaration of ownership by the Depositor.
 - the Depositor's signature signifying their agreement to the museum's conditions of acceptance.
- 3.14.4 All persons depositing objects with the museum will be issued with a receipt setting out terms and conditions, in the form of a copy of the completed entry documentation.
- 3.14.5 When objects are sent by post the depositor will be sent an entry form to be signed and returned, thus acknowledging the museum's conditions of receipt/acceptance.
- 3.14.6 Entry forms will be numbered uniquely, see entry procedure.
- 3.14.7 Entry forms and related correspondence will be filed in number order in the Object Entry file, see Object Entry Procedures.

4. Accessions and Acquisitions

4.1 Purpose

4.1.1 To enable the museum to be accountable for all objects under its care and to document and manage the addition of objects and their associated information into the museum's collections. It therefore describes the circumstances when accession will be permitted and when it will not, the treatment of objects on entering the collection, the terms and conditions under which objects will be acquired, authorisation levels, and the documentation required for accessioning.

4.2 Scope

4.2.1 The policy applies to:

- All objects that are to be accessioned into the main collection
- All objects that are to be accessioned into the handling collection

4.2.2 The policy does not apply to:

- Objects that are to be returned to their owners.
- Objects that have already been accessioned.
- Objects that have recently entered the museum and are due to be disposed of.

4.3 Objects Permitted to be Accessioned

4.3.1 See Collections Development Policy for detailed collecting guidelines relating to the subject areas around which objects are collected at the museum.

4.3.2 Objects that will be permitted to be accessioned into the collections include:

- Purchases
- Donations
- Anonymous donations. However, there is a strong presumption against accepting anonymous donations into the collection unless absolutely necessary for display or handling purposes.

4.3.3 Objects that will not be permitted to be Accessioned into the collections include:

- Loans-In (see Loans-In policy and procedures)
- Objects received for Identification (see Identification Policy and Procedures)
- Objects that have been found in store with no identifying number (see Backlog Policy). Only once it can be proven that these objects have never been accessioned into the collection will they be allowed to be accessioned.
- Obviously hazardous items i.e.: explosives or harmful chemicals.
- Where there is any suspicion that the object entering the collection may have been involved in illicit trade or spoliation or is a protected natural material listed by CITES.

- 4.3.4 All objects that are to be accessioned should have undergone Entry Procedures and will therefore have an accompanying Object Entry Form. It is important to ensure that the transfer of title section of this form is completed before the accessioning process is begun. If not, this will need to be signed before the accessioning process is begun.

4.4 Treatment of Objects on Entering the Collection

- 4.4.1 On entering the collection the decision to acquire an object must be made within one month. See Object Entry Policy paragraph 11. The object should be accessioned into the collection, catalogued, and placed into store within one month of the decision being made to acquire the object. See also Cataloguing Policy and Procedures.

4.5 Numbering the Accession Transaction

- 4.5.1 The museum will assign a unique identifying number to every object that it accessions. This number will be called the accession number.
- 4.5.2 The museum will mark the accession number onto the artefact in a semi-permanent way, ensuring it is reversible. See Labelling and Marking Policy and Procedures.

4.6 Recording the Accession Transaction

- 4.6.1 The museum will record each newly accessioned object in the Accessions Register. Information will be recorded relating to the acquisition details, current location, item description and accession number.
- 4.6.2 Back-up copies of the Accession Register are stored in the Castle safe and the locked Bott Drawer cabinet at the off-site Amington store. As each new page is completed in the Accession Register it is to be photocopied and added to the backup copies in both locations. The copies are printed on archival quality paper.
- 4.6.3 All newly accessioned items are to be fully catalogued as soon as accessioned. See Cataloguing Policy and Procedures.
- 4.6.4 The object is to be photographed when accessioned. The photograph is to be stored digitally in the **multimedia/tamapp/MODES (M)** resources file on the Council S\drive until the object is catalogued. See Cataloguing Policy and Procedures.
- 4.6.5 Information collected about newly accessioned objects, including the blue copy of the Object Entry Form and the thank you letter issued to the donor, are to be stored in either the accessions file for the year of acquisition or a separate history file for the object. See History Files Policy and Procedures.

4.7 Handling Collection

- 4.7.1 Objects placed into the Handling Collection are accessioned separately from the main collection.
- 4.7.2 Objects are not allocated an accession number. Instead, they are marked with an 'H' or 'E' for education. See Labelling and Marking Policy.
- 4.7.3 Objects are not recorded in the Accessions Register, instead a manual list of items in the Handling Collection is maintained digitally on the Castle /Council S\drive, and in the handling collection file and includes summary information about the object. See Accessions Procedures.
- 4.7.4 See 'Backlog Policy' for action plan to improve policy and procedures for dealing with the Handling Collection in line with practice for accessions into the main collection.

4.8 Photographic Collection

- 4.8.1 Items placed into the Photographic Collection are accessioned separately from the main collection. This includes photographs, prints, photographic postcards, negatives, and slides.
- 4.8.2 Items are given a PH accession number with a different format to the numbers of the main object and archives collection.
- 4.8.3 Photographs are recorded in a separate Accessions Register. Back-up copies of the Photograph Accessions Register are stored in the Castle safe and the locked Bott Drawer cabinet at the off-site Amington store. As each new page is completed in the register it is to be photocopied and added to the back-up copies in both locations. The copies are printed on archival quality paper.

4.9 Transfer of Title

- 4.9.1 The museum will not normally acquire objects if the vendor or donor declines to sign the transfer of title section of the form. If the form was not signed due to an oversight, the entry form will be posted to the vendor or donor to obtain transfer of title. Only when this has been received will an object be accessioned.
- 4.9.2 The museum refuses to accept items where transfer of title has not been secured.

4.10 Backlog Accessioning

- 4.10.1 Objects found in the store with no accession number are subject to the Backlog Policy and Action Plan. As part of the Backlog Policy objects found with no accession numbers will be reconciled with a list of accessioned objects not found. Un-accessioned objects, with no clear provenance, will only be accessioned if the object is of significance for handling or display. See Backlog Policy.

4.11 Conditions Applicable to Accessions

- 4.11.1 For standard terms and conditions for acquisitions see reverse of Object Entry Form. **Appendix 1.**
- 4.11.2 The museum will bear the cost of items entering the collection that it has sought to acquire (purchases, loans-in). However, items which are to be accessioned and did not enter the museum at the museum's request (identifications, donations, anonymous deposits) may require the owner to be responsible for any additional costs incurred. Additional costs may include storage, photography, courier, transport, and conservation costs. This is subject to negotiation for donations that are deemed to be particularly significant to the collection.

4.12 Letters of Thanks

- 4.12.1 A standard thank you letter is to be written to the donor when it is decided to accept a donated object into the collection. The letter should formally thank the donor for the donation of the object, acknowledge its receipt and inform the donor of the museum's intended use of the object. The template for the letters is stored on the Castle's S\drive in the Collections folder to print off and use as required.

4.13 Authorisation and Responsibility

- 4.13.1 It is the responsibility of all members of staff and volunteers to ensure that all objects under the care of the museum are cared for in accordance with the museum's **Handling and Storage Guidelines.**
- 4.13.2 The decision to acquire an object and accession it into the permanent collections can be made by the Castle Collections and Archives Officer, with approval from the Castle Museum Manager.
- 4.13.3 The decision to acquire an object and place it into the Handling Collection must be made by the Castle Collections and Archives Officer, as well as the Education and Events Officer, with approval from the Castle Museum Manager
- 4.13.4 Castle Museum Manager has the right to decide on objects to be accessioned into the main collection, or placed in the Handling Collection independently of the Castle Collections and Archives Officer. In cases of dispute the decision of the Castle Museum Manager is final.
- 4.13.5 The Accessions Register is to be completed by (in order of preference):
- Castle Collections and Archives Officer
 - Castle Museum Manager.
- 4.13.6 The Castle Collections and Archives Officer is responsible for ensuring that objects are accessioned according to the Accession Procedures. Objects are to be entered into the Accessions Register following the printed instructions at the front of the new Museums Documentation Association (MDA) Accessions Register.

4.13.7 The Castle Collections and Archives Officer is responsible for writing a letter of thanks to owners of donated objects within one month of the object being accessioned.

5. Location and Movement Control

5.1 Purpose

5.1.1 To enable the museum to easily locate objects and identify losses promptly. It therefore provides a location list of current stores, the location details required for each object, circumstances when movement will be permitted, methods of movement, authorisation levels and the documentation required for location and movement control.

5.2 Scope

5.2.1 This policy applies to:

- The location records of all objects that enter the museum and are left under the care of the museum, regardless of the time span involved. This includes both accessioned items and non-accessioned items. See Object Entry Policy for objects allowed to enter the museum.
- The movement of accessioned items between Tamworth Castle and the off-site museum store at Amington, and Loans-Out.
- The movement of Handling Collections out of Tamworth Castle, as Loans-Out or for cleaning or repair.

5.2.2 The policy does not apply to:

- Objects which must be moved urgently in the case of an emergency. The museum's Emergency Plan provides the guidelines for this.
- The movement of non-accessioned items between Tamworth Castle and the off-site museum store at Amington.

5.3 Store Locations

5.3.1 The museum has three buildings in which items are located. These include:

- Tamworth Castle: Objects on display in period room settings including armour & weaponry collections, and handling collection.
- Holloway Lodge HL1: Holding area
- Holloway Lodge HL 2: Photographs and negatives
- Holloway Lodge HL 3: Archives
- Holloway Lodge HL 4: Archives and photographs
- Amington Store Ground Floor: Mixed social and industrial, Archaeology, weapons, and fine art
- Amington Store Mezzanine: Textiles, furniture, and archives overspill.
- Amington Entrance area: Holding Bay / Isolation

5.3.2 All of these museum locations have an information file which records:

- The address of the store
- A plan of the store.
- Security details.
- Access details
- Environmental conditions

- f) Pest and environmental monitoring results for each store are stored in the Pest Monitoring and Environmental Monitoring files, digitally stored on the Castle S\drive unless hard copy is required.

5.4 Shelving Locations

- 5.4.1 All shelving is numbered to enable easier location of objects.
- 5.4.2 Locations have been listed on the collections audit and in MODES.
- 5.4.3 Shelving at the Amington Store is identified by row and shelf level and numbered boxes. The floor is marked in Zones for large items.
- 5.4.4 Shelving at the Holloway Lodge is identified by bay and shelf level.
- 5.5.5 The current numbering system requires that each row or bay is identified with a number, and each shelf within the row or bay is identified with a letter and a number. As there is often more than one column of shelves per row or bay the shelves are to be given a number after their letter. The shelf column numbering runs consecutively from left to right within a bay.
- 5.5.6 As soon as a new bay is reached the numbers start from 1. For example: Bay 1, Shelf A1 or Bay 4, Shelf C3. Recorded on the collections audit as 1A1 or 4C3.
- 5.5.7 The row and shelf numbers are to be written onto card that fits into the magnetic label holders with a plastic front cover.
- 5.5.8 Row / bay identifying labels are to be placed at eye level at the end of the rows of shelving.
- 5.5.9 Row / shelf identifying labels are to be placed on the left of the shelf, wherever possible. However, there are exceptions for the sake of visibility, where the label will be in the middle, as in the bottom shelves at the Amington store, or to the right side, due to obstructions on the shelf.
- 5.5.10 Boxes are numbered at Amington store.
- 5.5.11 Some boxes in the Archive stores at Holloway Lodge are numbered where there is more than one box relating to a single collection of archives.

5.6 Location Details Required

- 5.6.1 Location records are to be maintained for every object that enters the museum. They should provide an accurate record of the location of every object under the museum's care.
- 5.6.2 Location information must include:
- Store code (see Display and Storage Location Codes - **Appendix 3**)
 - Bay number
 - Shelf number

5.6.3 Location details are to be recorded, checked, and updated on the following occasions:

- Entry into the museum
- Cataloguing as part of the accession process
- Cataloguing as part of the Backlog Policy
- Permanent removal from the museum
- Movement between storage locations

5.6.4 An object may only remain in a temporary location for the duration of the working day without the location record being updated. At the end of every working day all objects should be located according to the location recorded on their catalogue cards and on the database. If an object has been moved from its location and will not return before the end of the working day this must either:

- Be recorded on the catalogue card and audit database / MODES Complete database if the move is permanent.
- Undergo movement procedures, which involves the completion of a movement ticket.

5.6.5 Current location records stored on the catalogue cards are to be checked as part of the Backlog Policy and updated where necessary. See Backlog Policy.

5.6.6 If an object is part of a larger group of items, then the location of the associated items should also be recorded on the Entry form or the catalogue card and audit database / MODES Complete database.

5.7 Permitted Circumstances for Movement of an Object

5.7.1 Movement of an object will only be permitted in certain circumstances as follows:

- To improve storage conditions
- To place the object on display
- To improve access to an object
- To use an object for research / an enquiry

5.7.2 Movement of an object will not be permitted unless it is for one of the above reasons.

5.7.3 Objects will only be allowed to move within the museum sites listed above, see **paragraph 5.3**. If an object is moved to a site that is not owned by the museum, then it is subject to the Exit Policy and Procedures i.e., disposals, Loans -out, return of Loans-in.

5.7.4 Movement of an object will not be permitted unless a suitable location has been made available for the object to be moved to.

5.7.5 An object is not subject to the movement policy and procedures if it is moved and returned to its permanent location within the same working day. This policy only applies to objects that are removed from their permanent location for longer than one working day.

5.8 Methods of Movement

- 5.8.1 Before an object can be moved it is first to undergo a condition check to confirm that it is fit to be moved. See Condition Check Policy and Procedures.
- 5.8.2 Before movement, the object is to be prepared according to Handling and Storage Guidelines.
- 5.8.3 Where possible the object should be moved by the Castle Collections and Archives Officer, or where necessary with assistance from another trained member of staff or volunteer(s) according to the Handling and Storage Guidelines.
- 5.8.4 Where the object is too large or heavy for movement by a staff member a suitably qualified removals company should be used. Health and Safety regulations also require that a Risk Assessment for the move should be completed. This is to be filed in the object's History file with the movement ticket.
- 5.8.5 If the object must be dismantled for moving, this process should be recorded on a separate piece of paper to be stored in the History file with the copy of the movement ticket, along with a photographic record of the process, with particular emphasis on photographing before, during and after. All methods should record the dismantling in sufficient detail to explain what was done and the reasons why it was dismantled. The methodology of assembly and disassembly, along with any packaging and handling methods, must be recorded, including photographs, as well as any alternative numbering systems utilised as part of the process.

5.9 Documentation Required for Location and Movement Control

- 5.9.1 Location details for objects with an Object Entry form as their only documentation are to be recorded on the Object Entry form (white copy only).
- 5.9.2 The MODES Complete database, audit database and catalogue cards, are the only location records for accessioned objects and therefore must be accurately maintained.
- 5.9.3 Movement Control is to be managed with the use of Collections Trust Movement Tickets. The movement tickets are to be completed at the time an object is moved.
- 5.9.4 If the move is permanent the MODES Complete database, audit database and catalogue cards are to be updated immediately after the move has taken place.
- 5.9.5 By the end of the working day all location information about an object that has been moved must be up to date.
- 5.9.6 The completed documentation for all recorded movements is to be stored in the Object's History File to provide an audit trail as part of the object's history.

5.10 Authorisation and Responsibility

- 5.10.1 No unauthorised movement of objects will take place.
- 5.10.2 All members of staff are allowed to request the movement of an object if it complies with the requirements of the Location and Movement Control Policy.
- 5.10.3 The Castle Collections and Archives Officer, and Castle Museum Manager are the only members of staff authorised to approve requests for the movement of an object.
- 5.10.4 Only the Castle Collections and Archives Officer, and Castle Museum Manager have authority to edit location and movement records on the MODES database, audit database, catalogue cards and Object Entry Forms.
- 5.10.5 The Collections Assistant or Collections trained volunteers can amend location and movement records on the MODES database, audit database, and catalogue cards only under instructions from the Castle Collections and Archives Officer or Castle Museum Manager
- 5.10.6 The physical movement of the objects is to be carried out by the Castle Collections and Archives Officer, Castle Museum Manager, or the Education and Events Officer, in accordance with the Handling and Storage Guidelines. Any other trained staff, volunteers, or visitors must be accompanied by one of these three designated staff.
- 5.10.7 Objects used for temporary display or temporary event purposes should be returned to their location in the store within 14 days of being used via the Castle Collections and Archives Officer. In their absence the Castle Museum Manager, or in the absence of both these the Education and Events Officer.

7. Cataloguing

7.1 Purpose

7.1.1 To enable the Museum to assemble and easily access key information about each item in the collection. It therefore describes when cataloguing will be required, the level of cataloguing required, and the documentation required for cataloguing.

7.2 Scope

7.2.1 The policy applies to:

- All objects that have been accessioned into the main collection.

7.2.2 The policy does not apply to:

- Objects that have not been accessioned into the main collection.
- Objects that have been accessioned into the Handling Collection, as these do not require cataloguing, instead a manual list is maintained detailing summary information about an item, any extra information is stored in History Files. See Accessions Policy and Procedures.

7.3 Objects That Require Cataloguing

7.3.1 All objects that have been accessioned into the main collection both recently and historically require up to date catalogue records.

7.3.2 Newly accessioned objects require the Cataloguing Policy and Procedures to be actioned in full as part of the accessioning process. New objects will not be placed into store until they have been fully catalogued.

7.3.3 Once the cataloguing process has been started for an object it must be completed the same day.

7.3.4 Objects found in store that have been re-associated with their Accession number must be checked to ensure that they meet the requirements of the Cataloguing Policy and Procedures. If they do not their documentation must be brought up to date. See Backlog Policy.

7.4 Level of Documentation Required

7.4.1 Every object that is accessioned into the main collection must have a completed MDA / Collections Trust Simple Catalogue Card and a corresponding entry on the museum's **MODES Complete** database.

7.5 MDA / Collections Trust Simple Catalogue Card

7.5.1 Every box on the catalogue card must be completed if known. If the information is not known then it is to be left blank in case this information is acquired at a later date. Therefore, the following information is to be recorded as an absolute minimum in order to meet minimum standards:-

- Simple object name,
- Accession number
- Number of items
- Brief Summary
- Acquisition details

7.5.2 In addition the following information must be recorded, if known:

- Classification
- Production information
- Associations
- Physical description
- Conservation information
- Reference to a photograph

7.5.3 It is not acceptable to complete the catalogue card only partially as this creates a cataloguing backlog. Every section of the card must be completed **if the information is known.**

7.5.4 A cataloguing backlog currently exists at the museum. Previous documentation systems have not insisted on all the information being recorded about an object. Therefore, as part of the Backlog Plan the catalogue cards are in the process of being checked and updated, for every item, to ensure that they are accurate and up to date. **See Backlog Policy.**

7.5.5 Separate catalogue cards are completed for Photographs. The information recorded includes:

- Photograph subject, number and classification
- Production information, acquisition information, date of photograph and location
- Extra information

7.5.6 Once complete the Photograph catalogue cards are stored in filing cabinets 5 and 6 in Holloway Lodge HL2.

7.6 **MODES Complete Database**

7.6.1 Every Item must be catalogued fully on the Modes Computer database. The following items should be recorded according to the on-screen catalogue sheet. The sheet should be completed in full where the information is known for the following sections:

- Object Number
- Number of items
- Object Name
- Classification
- Title
- Brief Description
- Association
- Object Location
- Acquisition

- Condition check
- Recorder

7.6.2 A photograph should be taken of the item where possible.

7.6.3 Term lists should be adhered to, to ensure a standardised form of entry onto the system.

7.6.4 Please refer to **Appendix 4** for copy of **MODES** Catalogue Sheet

7.7 Authorisation and Responsibility

7.7.1 The Castle Collections and Archives Officer and Collections Assistant are responsible for entering data onto and amending data within the **MODES Complete** database.

7.7.2 The Castle Collections and Archives Officer is responsible for ensuring all Collections staff and volunteers complete catalogue cards according to the procedures outlined above.

7.7.3 The Castle Collections and Archives Officer is responsible for training Collections staff and volunteers in the correct Policy and Procedures for cataloguing the collection.

7.7.4 The database will be set up to allow other members of staff, such as the Education and Events Officer, the option of searching the **MODES Complete** database, but any amendments on the information held about an object, can only be made by the Castle Collections and Archives Officer or Collections Assistant.

8. Object Exit

8.1 Purpose

1. To enable the museum to be accountable for all objects under its care and to control the exit of objects from the Castle. It therefore describes the circumstances when exit will be permitted and when it will not, rules for the care of objects away from the museum, authorisation levels, the return of objects and the documentation required for object exit.

8.2 Scope

8.2.1 The policy applies to:

- All accessioned objects that leave the care of the museum, regardless of the time span involved.
- Objects that are sent by post.

8.2.2 The policy does not apply to:

- Objects that leave the museum that were not part of the accessioned collections, for example the return of loans in, return of identifications, rejected donations.
- Objects that are moved internally from one museum site to another. This is not classed as an exit from the museum. The movement of objects is governed by the Location and Movement Control Policy and Procedures.
- Objects that are moved due to a disaster or emergency. See Emergency Response Plan for further detail.

8.3 Objects Allowed to Exit the Museum

8.3.1 In deciding whether an exit is to be allowed or not, factors to be considered include:

- any conditions that may have been attached to the artefact at the time of acquisition;
- the sensitivity and confidentiality of the artefact (for example, personal effects);
- the ownership of the artefact;
- whether the artefact is too fragile or damaged to travel;
- whether a copy or photograph of the artefact could fill the same needs as the original;
- whether the artefact in question has been deposited with the museum under the Public Records Act.

8.3.2 Objects that will exit the museum temporarily and are therefore scheduled to return include:

- Items on loan
- Objects sent for conservation work.
- Objects sent for copying
- Objects sent for valuation.

- Objects to be identified.
- 8.3.3 Objects that will exit the museum permanently and therefore will not return include:

- Unwanted donations
- Items received to be identified
- Returned purchases
- Returned loans
- Objects to be disposed of.

- 8.3.4 Objects that will not be allowed to exit the museum include:

- Damaged or fragile objects, for which movement would cause significant further irreparable damage.

8.4 Preparation for Exit

- 8.4.1 No accessioned object may leave the museum until it is ensured that cataloguing is up to date. This means ensuring the manual card holds the correct information about the object and that all of this information is recorded on the audit database / **MODES Complete** database.
- 8.4.2 No accessioned object may leave the museum until an up-to-date photograph of the object is added onto the database, and a hard copy is placed in the objects History file. Photographs should show any damage / repair or necessary details. If photographs already exist both in hard copy and / or on the **MODES Complete** database and they still accurately represent the object then no further action needs to be taken.
- 8.4.3 If the condition of the object differs from that shown in the previous photographs then new photographs will need to be taken.
- 8.4.4 A condition check must first be completed on every object before it is allowed to exit the museum. This should be recorded on the **MODES Complete** database and also in the 'Conditions check' file. The condition check should be complemented by a photographic record if there is any change in the object, together with any damage / repair and necessary details, which should be added onto the **MODES Complete** database. **See Condition Check Policy and Procedures.**

8.5 Care of Objects Outside of the Museum

- 8.5.1 The Exit form (see Documentation section below) acts as the official signed receipt which transfers responsibility from the museum to the recipient.
- 8.5.2 For all objects exiting the museum temporarily responsibility for care of the object is with the receiver as soon as the Exit form is signed. The receiver is expected to ensure that the object receives the same level of care as it would do under the care of the Museum. Terms and Conditions of Exit are listed on the back of the Exit form. **(See copy of Exit form at Appendix 7).** A copy of the museum's Storage and Handling Policy and Guidelines will be available on request to any institution receiving an object belonging to the museum.

- 8.5.3 Loans- Out objects will be cared for under the terms of the Loans-Out Agreement. See Loans-Out Policy and Procedures.
- 8.5.4 When disposal is being effected by means of destruction by an external contractor the risk becomes that of the contractor as soon as the Exit form is signed. They will not, however, be required to care for the object to the same level as objects under the care of the Castle. Material which is dangerous to staff or the general public will be disposed of only through approved contractors.
- 8.5.5 Jurisdiction for care of objects that are not owned by the museum is the responsibility of the owner as soon as the Exit form is signed, even if the remover is not the owner of the object.

8.6 Transit

- 8.6.1 For objects temporarily exiting the museum for conservation, copying or valuation or permanently exiting the museum to be disposed of, or returned to the vendor the museum will endeavour to transport the material themselves, except where this is not practical or where the material could be dangerous to staff. **See Paragraph 5.4 above.**
- 8.6.2 The museum will ensure that objects are adequately packaged to prevent damage, unless earmarked for destruction.
- 8.6.3 For the Loans-Out and the transportation of objects that are too large for a hire van the museum will use a company with considerable and appropriate experience in handling consignments of valuable and fragile material. The burden of risk falls on the receiving museum while objects are in transit.
- 8.6.4 For un-accessioned objects that will be collected by the recipient, such as objects returned for identification and unwanted object donations, it is up to the owner to ensure adequate transport is provided.
- 8.6.5 Items that were received at the museum by post or parcel will be returned by post or parcel, if necessary.
- 8.6.6 The return of items on loan to the museum will be conducted in accordance with the Loan Agreement. **See Loans-Out Policy and Procedures.**

8.7 Conditions Applicable to Object Exit

- 8.7.1 When objects leave the museum premises adequate insurance both in transit and at the destination must be in place. Therefore, valuable objects may have to be sent by Special Delivery, or by Courier, but the Royal Mail's maximum liability for registered mail should be checked to make sure the value of the objects does not exceed it. If it does then an alternative means of sending or delivery must be found.
- 8.7.2 The museum will bear the cost of items exiting the Castle at its request and items that it owns (objects leaving for conservation, valuation, returned purchases, to be identified and to be disposed of, Loans-in). However, items which are leaving the museum at the request of another institution or that the

museum does not own (return of identifications, unwanted object donations, or Loans-out) require the owner or receiver to be responsible for any additional costs incurred during entry into the museum. Additional costs may include storage, photography, courier and transport costs.

8.8 Authorisation and Responsibility

8.8.1 Only the Castle Collections and Archives Officer and the Castle Museum Manager are entitled to make exit arrangements and sign exit documentation.

8.8.2 Authorisation for exit transactions will be given as follows:

- for objects leaving the museum on loan, see **Loan-Out Policy**;
- for objects leaving the museum permanently, see **Collections Development Policy**
- For objects requiring conservation work, identification, copying or valuation it is the responsibility of the Castle Collections and Archives Officer (or Castle Museum Manager) to decide if the object will be allowed to exit the museum pending its satisfactory achievement of the requirements above.
- For objects being returned to their owner, unwanted object donations, completed identifications, the return of loans and the return of purchases it is the responsibility of the Castle Collections and Archives Officer (or Castle Museum Manager) to authorise the exit of the object pending its satisfactory achievement of the requirements above.

8.8.3 Every exit transaction must be supported by an authorised museum business transaction appropriate to the case. For example, an object leaving the museum on loan must have completed Loans-Out documentation to accompany it.

8.9 Documentation Required for Object Exit

8.9.1 All Exit transactions covered by this policy (including Loans-Out transactions) will be recorded on the museum's official Object Exit forms and Exit Log. (**See Appendix 7**) Exit forms are in triplicate, so that one copy can be retained in an Exit file, one copy placed in the object's History file and one given / sent to the recipient.

8.9.2 The Exit form will record contact details of the recipient, the object for exit and the terms of exit. It will also contain the signature of both the remover and recipient (if different).

8.9.3 Exit forms will be signed at the place of hand-over of artefacts to the recipient, which may be at Tamworth Castle, Holloway Lodge offices, the off-site store at Amington, or at the point of delivery. The Exit form can thus act as the museum's official signed receipt, showing that artefacts are now the responsibility of the recipient.

8.9.4 Customs clearances and export licences will be obtained for export to overseas locations.

8.9.5 All Exit records will be kept in perpetuity, although it may not be necessary to retain them as paper records. Consideration will be given at a future date to transferring the records to scanned copies.

9. Loans In (Borrowing Objects)

9.1 Purpose

9.1.1 To enable the museum to be accountable for items it borrows and to control the process of borrowing. It therefore describes the permitted purposes, circumstances, authorisation levels and minimum documentation required for a loan in.

9.2 Scope

9.2.1 The policy applies to:

- All new objects that enter the museum and are left under the care of the museum on loan from another institution.
- All objects that are currently on loan to the museum and require their loan agreements re-negotiating at the request of the Lender or because they are due to expire.
- Objects that are currently on loan to the museum. A list of existing loans has been compiled. However, not all objects have been located and documentation has been inconsistent and patchy. Retrospective documentation of existing loans is covered by the Backlog Policy and is based upon implementing this policy and procedures across all Loans-In. **See Backlog Policy.**

9.2.2 The policy does not apply to:

- All other objects that enter the museum which are not on loan from another institution i.e., identifications, donations, purchases, items found in the store, internal movement of objects, items acquired for the handling collection. These are all covered by the **Object Entry Policy and Procedures.**
- Objects that enter the museum from another organisation but are not placed under its care; for example: objects accompanying a guest speaker that will remain under the care of their owner throughout their time at the museum.
- Objects that are loaned out to museums. The return of outward loans to the museum is covered by the Loans-Out Policy and Procedures it is not an inward Loan.

9.2.3 The term Owner is used throughout this policy on the understanding that the Owner is also the Lender. In the small number of cases where the Lender is not the Owner but a third party, the museum must ensure that the Lender has the Owner's authority to act on their behalf.

9.3 Items to be Borrowed

9.3.1 The museum will only undertake to borrow items where absolutely necessary, when there are deficits within its own collections, or for the purpose of special displays or exhibitions. Items accepted on loan should fall within the museum's collecting remit. Any exceptions to this policy will be for the

purpose of contextualisation of other displays and are to be approved by the Castle Collections and Archives Officer and Castle Museum Manager.

9.3.2 Items may be borrowed by the museum for the purposes of:

- display / exhibition
- public study / research (only where there is demonstrable public benefit)

9.3.3 The museum will not borrow items which are:

- not fit to travel
- hazardous
- offered for loan without the owner's consent
- offered for loan with conditions attached that the Museum is unable to comply with.
- not fit to be displayed.

9.3.4 Items may be borrowed from other Accredited museums, private individuals and commercial organisations.

9.3.5 Loans can be initiated by either the museum or by the Lender.

9.4 Loan Requests

9.4.1 Loan requests must be in writing and should be submitted to potential lenders in the UK, Channel Islands and Isle of Man at least six months in advance of the beginning of the loan period. For European lenders this lead in time should extend to nine months and for other international lenders twelve months. The owner's minimum lead in time will stipulate the exact time required.

9.4.2 In exceptional circumstances a Loan-in may be initiated by an owner who recognises the benefit to the public of offering their items for display or public study and research. Such loans will be subject to a minimum six month lead in period to allow for preparation to receive the object.

9.5 Conditions Applicable to Loans-In

9.5.1 Loans-in will only proceed where the Owner is prepared to accept the museum's conditions as follow below:

9.6 Loan Period

9.6.1 Permanent or indefinite loans are not permitted for any purpose. All Loans -In will be for a fixed period and of no longer than five years with the possibility of renewal if agreed by both the museum and the Owner.

9.6.2 Loans that will be received under the Government Indemnity Scheme must have a renewal / end date of no later than three years to comply with the requirements of the scheme.

9.6.3 The minimum length of time for a Loan is one month.

- 9.6.4 In the case of Loans for temporary exhibition, the Loan period will be the period of the exhibition plus whatever time is reasonably required for transport, preparation, installation, de-installation, packing and return transport.
- 9.6.5 When negotiating a Loan-In the end date of the Loan must be fixed. If it is envisaged that the Loan-In will last for longer than five years, a date of five years is to be fixed for the Loan Agreement to be renewed.

9.7 Costs

- 9.7.1 The museum will bear the cost of borrowing objects for any of its permitted loan purposes. This may include costs for transport, couriers, photography, exhibition preparation, lenders' fees, and independent valuation.
- 9.7.2 The museum will not bear the cost of conservation work required for immediate display purposes as it is outside of the remit of the Loans-In policy to accept objects which are not fit for display.

9.8 Care of Loans

- 9.8.1 All objects loaned to the museum will receive the same level of care and security as is provided for its own collections, in accordance with the museum's Handling / Packing / Storage Guidelines.
- 9.8.2 The museum may agree to additional measures of care and security at the request of the owner or on the advice of specialists as long as they are achievable and affordable.
- 9.8.3 It is expected that objects will not require interventive work given that the museum will not accept objects that are not fit for purpose or display. However, if interventive work is required it will not be carried out on the object while under the museum's care unless done so by the Owner / Lender or by permission of the Owner / Lender.
- 9.8.4 Through borrowing, the museum may become temporarily responsible for items which fall beyond its customary area of expertise. It will not, however, borrow items for which it does not have, or cannot procure, the specialist skill to handle, store, move or in any other way maintain if such activities are required in order to borrow.
- 9.8.5 The museum will only accept responsibility for damage and deterioration of an object whilst in its care if it is proved beyond unreasonable doubt that the museum has been negligent in the care of the artefact.
- 9.8.6 The museum will not be responsible for damage caused by acts of God, war, hostilities, terrorism, negligence by the owner or his agents or for claims by third parties claiming entitlement to the object.
- 9.8.7 If any item is damaged or there is a loss e.g., theft, the museum will immediately inform the owner and the Loss Policy and Procedures will be followed. If an item is damaged, an Incident Report Form will be completed, and procedures carried out.

- 9.8.8 The museum reserves the right to remove items to a place of safety in the event of an emergency.
- 9.8.9 The Owner and the museum must agree transport arrangements. the museum does not accept liability for artefacts in transit unless it is directly as a result of negligence of the museum staff.
- 9.8.10 Where appropriate, any special packing material may be retained for re-packing. Objects will be packed in the same manner (or better) than that originally employed. The packing materials will be stored carefully during the period of the loan in conditions that avoid damage and permit re-use.

9.9 Valuation, Indemnity, and Insurance

- 9.9.1 No items will be accepted on loan without a valuation agreed by both the Owner and the museum. If the Owner and the museum cannot agree a valuation, one should be provided by an independent assessor, the cost of valuation is to be met by the lender.
- 9.9.2 The owner of the item(s) accepts responsibility for ensuring that the object(s) are insured while on loan to the museum.
- 9.9.3 The museum will offer a Government Indemnity to private owners, institutional owners from other countries and non-national institutional UK owners for items valued at £301 or above. Items valued at £300 or less will be borrowed at the museum's risk.
- 9.9.4 The Government Indemnity Scheme will come into effect from the date specified on the Indemnity documentation (the date when the museum becomes responsible for the item). Indemnity cover can be extended to cover the transportation of the item(s) to and from the museum to the owner, if the museum carries out the transport. If items are delivered or retrieved by the Owner they must ensure that they are adequately insured during transit.
- 9.9.5 A copy of the official Government Indemnity document will be provided to the item's owner when received by the museum from Department of Culture Media and Sport (DCMS).

9.10 Display

- 9.10.1 The museum cannot guarantee the display of a loaned item. This will be made clear by the museum to the owner at the time of arranging the loan.
- 9.10.2 The museum will have discretion in all matters of display and study / research access. This includes the location of the item on display, the method by which the object is displayed, the content of any accompanying text, unless specifically agreed otherwise with the owner.
- 9.10.3 Items lent to the museum for exhibition will not be available for public handling and use without the Owner's written permission and then only if it is clear that such use is safe and non-damaging to staff, the public and the loaned items.

- 9.10.4 Any captions will, unless the museum is otherwise instructed by the owner, acknowledge that the object is on loan from the particular owner / institution. The caption and any exhibition brochures will, unless agreed otherwise with the Lender, state no more than the Lender's name.
- 9.10.5 Two copies of any published exhibition brochures which contain entries relating to items borrowed may be provided to the Lender free of charge by the museum.

9.11 Photography

- 9.11.1 All photographs taken by the museum for record or publicity purposes remain the copyright of the museum unless otherwise agreed with the Owner.
- 9.11.2 Visitors to the museum are allowed to photograph and sketch items on display and to view and request purchased copies of archive material for their own private use. This will include Loan-in items unless a request is received from the owner.
- 9.11.3 Excepting items on loan to the museum from the Victoria and Albert Museum, London, and the Staffordshire Hoard owners, where the Loan Agreement does not allow photography specifically of the loan items. **See V&A Loan Agreement and Staffordshire Hoard Loan Agreement.**
- 9.11.4 The museum retains the right to disallow all photography by members of the public.
- 9.11.5 If the Owner agrees that a photograph may be taken by a third party, the museum reserves the right to charge the third party a 'facility fee' to cover access to the material for those purposes.

9.12 Ownership

- 9.12.1 The Owner will be asked to keep the museum informed of any changes in ownership or contact details during the period of the loan.
- 9.12.2 If ownership of the item does change during the period of the loan a new Loan- in agreement with the new Owner will be required for the loan to continue. The new Owner will be required to prove their legal title to the item prior to its being dispatched to them or prior to the signing of a new loan agreement.
- 9.12.3 If the Owner wishes to sell the loaned items the Owner must notify the museum as soon as possible in order to terminate the loan and arrange the return of the item to the Owner.
- 9.12.4 If, at the end of the Loan period, the Owner cannot be contacted and after all practicable measures to arrange the return of the items have been taken, the museum reserves the right to accession the item in order to be fully accountable for it.
- 9.12.5 The museum will establish the copyright status of an item borrowed where applicable.

9.12.6 The museum will allow the Owner reasonable access at all reasonable times, by prior appointment, for inspection for whatever reason.

9.13 Termination/Extension

9.13.1 If the Loan Agreement is to expire the museum will contact the owner three months prior to the expiry date to advise if the museum wishes to renew the loan or return the items.

9.13.2 The Owner or the museum may terminate the loan with three months' notice in writing. The item must be removed within the notice period.

9.13.3 Where an object is no longer required and the Lender cannot be contacted to agree an early collection date, the museum will store the object until the end of the planned loan period.

9.13.4 After reasonable effort to contact the Owner, the museum reserves the right to accession or dispose of objects if they are not collected six months after the agreed collection date.

9.13.5 In the case of the dissolution of a corporate body or institutional owner, or the death of a private owner, the museum will take steps to find out who the legal owner is in order to ensure that the Loan is returned to the legal owner. the museum may pursue legal title to the object for objects loaned by corporate bodies. However, the museum will not pursue title to objects loaned by private individuals or unincorporated organisations.

9.13.6 A condition report will be made upon termination of the Loan. This will help to minimise the likelihood of any dispute over deterioration of the object.

9.14 Third Parties

9.14.1 Items received on Loan will not be lent to a third party without the prior written consent of the Owner.

9.15 Disputes

9.15.1 In the event of any dispute or difference between the Owner and the museum both parties will attempt to resolve such dispute or difference without recourse to a third party. Should it prove impossible to resolve such dispute to the satisfaction of both parties, the dispute shall be referred to and determined by a sole arbitrator, appointed by agreement between the Owner and the museum.

9.16 Responsibility and Authorisation

9.16.1 In accordance with the Object Entry Policy the museum will take responsibility for objects received as a Loan-In, upon completion of an Object Entry Form.

9.16.2 In accordance with the Object Exit Policy the museum's responsibility for an object will cease upon completion of an Exit form. If the museum is unable to obtain a signed copy of the Exit Form, acknowledging receipt by the Owner,

the museum will advise the Owner in writing that they ceased to be responsible for the item at the time the shipper received the item.

- 9.16.3 All Loans-In must first be authorised by the Castle Collections and Archives Officer or Castle Museum Manager.
- 9.16.4 The Castle Collections and Archives Officer is responsible for drafting the Loan request and managing the Loan-In and its associated documentation.
- 9.16.5 The Loans-In Agreement can be signed by either the Castle Collections and Archives Officer or the Castle Museum Manager.

9.17 Documentation

- 9.17.1 Loans-in will be recorded using a Loan-in Agreement setting out the obligations and responsibilities of each party, agreed by both sides and without opportunity for ambiguity and contradiction. Wherever possible this will be the museum's Loan Agreement. However, where necessary this may be the agreement of the Lending institution. On no account will two organisation's agreements be used simultaneously as one may invalidate the other, the Lender's Agreement has priority.
- 9.17.2 The Loan Agreement form must be signed by both the Owner or their representative and the museum's Castle Collections and Archives Officer.
- 9.17.3 It is important to note that documentation must also be completed to comply with other, associated collections management policies. This will include an Object Entry Form and two Condition Report forms (on Entry and Exit). **See the relevant Policies and Procedures.**
- 9.17.4 Upon arrival at the museum each group of Loaned items will be unpacked and condition checked by the Castle Collections and Archives Officer and given a unique Loans-in number. A Condition Report is to be produced for each individual item and stored in the Loans-in file.
- 9.17.5 A copy of the museum's Loans-in Form signed by the Castle Collections and Archives Officer administering the Loan on receipt of the object, will be sent to the Lender.
- 9.17.6 Due to the small number of Loans-in to the museum they will not currently be stored on a computer database. Instead, a Loans-in Log is to be maintained of all Loans-in, found in the front of the Loans-in folder stored in filing cabinet 3 Holloway Lodge HL2.
- 9.17.7 Up to date information about the location, security, environment, and condition of the item is to be maintained. This is to be stored in a Loans file along with all correspondence and other information acquired about the loan. Loans files are produced for each lending institution.

9.18 Previous Loans Records

- 9.18.1 There are relatively few items on Loan to the museum. There is however patchy documentation of these loans, some of which were received by the museum on permanent loan.
- 9.18.2 Permanent loans are no longer acceptable, the museum is to trace the owners of permanent loans and convert the loan agreements into either a fixed term loan or a gift. This is incorporated into the Backlog Policy.
- 9.18.3 See Backlog Policy for further detail about how previous Loan-in documentation is to be brought into line with current policies and procedures.

10. Loans Out (Lending Objects)

10.1 Purpose

10.1.1 To enable the museum to be accountable for items it lends and to control the process of lending to borrowers. It therefore describes the permitted purposes, circumstances, authorisation levels and minimum documentation required for loans out.

10.2 Scope

10.2.1 The policy applies to:

- All accessioned objects that leave the museum to be placed under the care of another institution.
- All objects that are currently on loan to another institution and require their loan agreements re-negotiating at the request of the lender or because they are due to expire.
- Objects that are currently on loan out of the museum.

10.2.2 A list of existing loans has been compiled. However, not all objects have been located and documentation has been previously inconsistent and patchy. Retrospective documentation of existing loans is covered by the Backlog Policy and is based upon implementing this policy and procedures across all Loans-Out. **See Backlog Policy.**

10.2.3 The policy does not apply to:

- Objects that permanently leave the collection and are disposed of to another museum. These are covered by the Object Exit Policy and Procedures and the Collections Development Policy.
- Objects that are received on loan from another museum. The return of Loans-In is covered by the Loans-In Policy and Procedures it is not an outward loan.
- Objects that are moved internally from one museum site to another, this is covered by the Location and Movement Control Policy.

10.2.4 The term owner is used throughout this policy on the understanding that the owner is also the lender. In the small number of cases where the lender is not the owner but a third party, the museum must ensure that the lender has the owner's authority to act on their behalf.

10.3 Items to be Loaned

10.3.1 Before an object can be considered for loan to another institution the museum must first ensure that the object:

- Has been fully accessioned
- Has been fully catalogued
- Is legally owned by the museum.

10.3.2 Items must only be loaned to another institution for the following reasons:

- Display / exhibition
- Public study, research, and teaching.

10.3.3 Wherever possible the museum will only lend objects to other Accredited museums. This is to ensure that objects are cared for according to agreed standards amongst museums. **(See UK Registrars Group Standard Facilities Reports Appendix 8)**

10.3.4 Items will not be lent to private individuals or companies other than in exceptional circumstances. If the museum lends to a private individual or company the borrower must:

- Have a professional permanent staff competent to deal with the administration and handling of the loan and;
- Meet the requirements of security as defined by the National Security Advisor who must approve each venue; and
- Meet the requirements of the museum as to humidity, temperature and lighting conditions, and as to the construction and dressing materials employed in the display.

10.3.5 The museum will assess each loan request on its individual merits to ensure that it complies with the conditions as outlined below and supports the museum's own priorities and aims. The museum must also determine if it has the resources available to prepare the loan.

10.3.6 Before agreeing to any loan, the museum requires reassurance from the borrower that there is no reasonable cause to believe that any object in the exhibition in which the loaned objects shall be displayed has been stolen, illegally exported, or illegally imported from its country of origin.

10.3.7 The museum will not lend objects:

- To film and television, or media companies.
- That are not fit to travel or be displayed, unless it has made prior arrangements with the borrower to conserve an item to display standard prior to its departure from the museum.
- That are subject to licensing (i.e., firearms), unless the borrower holds and can provide the appropriate authority and licence to acquire, possess and return the items in question.
- Original film or photographic negatives, prints, video or sound recordings.
- Those items that are not owned by the museum, except where the owner's approval has been specifically granted.
- Those items that are inherently dangerous.
- That are on display or in use (or are planned to be) within the museum.
- Where the loan of the material would conflict with conditions of access agreed at the time of acquisition.
- Where the display of the material is thought likely to cause offence.
- That are not on display to the public due to reasons of security and confidentiality.
- That are subject to a claim for repatriation.

10.4 Considering Applications for Loans-Out

- 10.4.1 The Castle Collections and Archives Officer will provide information and advice to interested parties, regarding the potential to borrow objects, within the constraints of the museum's resources. Receipt of enquiries will be acknowledged within one month. Any correspondence relating to the initial loan enquiry will be made as to not commit the museum to the loan.
- 10.4.2 Potential borrowers may visit the museum to research and select objects. Visits will be arranged by appointment only with the Castle Collections and Archives Officer and are on a non-committal basis.
- 10.4.3 The first formal step in the loan application procedure will be a formal request in writing to the Castle Collections and Archives Officer or Castle museum Manager on the headed paper of the organisation concerned.
- 10.4.4 The museum will make every effort to fulfil loan requests that fall within permitted purposes. However, care must be taken not to make commitments which could overload the museum's resources.
- 10.4.5 A minimum notice period of three months is required for a loan.
- 10.4.6 The museum will be transparent in handling loan requests; including providing an explanation of any difficulties or delays and full reasons behind any refusal to lend.
- 10.4.7 Where requests for reference material are received from enquirers, such reference material will be provided in the form of scans or photocopies rather than originals.

10.5 Conditions Applicable to Loans Out

- 10.5.1 Loans out will only proceed where the owner is prepared to accept the museum's conditions as detailed below:

10.6 General

- 10.6.1 The museum will request a completed UK Registrars Standard Facilities Report and an annual Condition Report including a photograph of the items from each borrower. A conservator, curator, registrar or an employee of the borrowing venue can produce both the UK Registrars Standard Facilities Report and Condition Report. If the borrower does not provide a report or the report raises issues of concern, a site visit may be required. The cost of this visit will be borne by the borrower.

10.7 Loan Period

- 10.7.1 The loan request letter, specifying the objects requested must be received by the museum a minimum of three months in advance of the loan start date.
- 10.7.2 All loans out will be for a fixed period with the possibility of renewal. The initial loan period will be between one month and three years.

10.7.3 In the case of loans for temporary exhibition, the loan period will be the period of the exhibition plus whatever time is reasonably required for transport, preparation, installation, de-installation, packing and return transport.

10.8 Costs

10.8.1 Unless a specific agreement has been made for an individual loan, the borrower will bear all direct costs of borrowing including, transport, photography, conservation, display preparation (material costs), independent valuation, insurance, and regular inspection of the loaned Items.

10.8.2 In addition, any costs arising from an insurable incident may be borne by the borrower. This may include travel, legal fees or consultants' fees.

10.8.3 The Borrower may be required to cover indirect costs such as staff time to: administer the loan, prepare items for display, or courier the items. the museum will advise the borrower of any indirect costs to be covered at the time the loan is approved.

10.8.4 For any item or group of items, which present certain risks associated with the loan, the museum may send the Castle Collections and Archives Officer as a courier who will be responsible for supervising handling, installation, and de-installation. The courier, as the museum's official representative, has the right to withdraw items from display where the stipulated requirements have not been met. All courier costs including travel and subsistence will be borne by the borrower.

10.8.5 The museum recognises that there can be valid reasons why a borrower may cancel a loan before the object has been transferred. However, the museum will consider passing on any preparatory costs incurred.

10.8.6 The museum wishes to encourage public access to its collections and therefore does not charge a loan fee for lending for public exhibition and / or study.

10.8.7 The museum will work with the borrower to ensure costs are kept at a minimum for all parties.

10.9 Care of Loans

10.9.1 The Borrower must complete the UK Registrars Group Facilities Report along with the Display Case Supplement and Security Supplement. The museum will provide the borrower (if necessary) with copies of these documents for completion.

10.9.2 The museum may request additional measures of care and security on the advice of its own staff, or that of specialists including the National Security Advisor, based at Arts Council England (ACE) for items valued over £1000. Special transport, handling, environmental and security requirements will be specified in the Loan Agreement.

10.9.3 All Loans-Out will be condition-checked prior to packing and transport at the museum's premises including Tamworth Castle, Holloway Lodge or the off-

site store at Amington by the Castle Collections and Archives Officer and / or Borrower, or their appointed agent.

- 10.9.4 All Loans-Out will be condition-checked on arrival at the Borrower's premises, upon exit at the end of the loan period and at appropriate intervals during the loan period, by the museum's curator and / or by the borrowing institution's staff. Records of condition checks will be sent to the museum and kept in the Loans-Out file.
- 10.9.5 The Borrower must seek the museum's written permission before any interventive work is carried out either to the loaned items or to any accompanying part of it, e.g., a frame or display box. Such conservation work will only be carried out in order to protect the items, the public or the borrowing institution's staff.
- 10.9.6 Any item borrowed from the museum for the purpose of exhibition will not be operated, worn, entered into or climbed onto without the museum's written permission.
- 10.9.7 If the Borrower wishes to handle or move any items during the course of the loan, the borrower will ask the museum for permission to move the items. If the item is for research purposes, the proposed handling and movement methods will be discussed and agreed prior to the loan going out.
- 10.9.8 The museum will usually carry out, or have performed by a specialist contractor, appropriate packing of the object. Where possible the Borrower should retain and store in good condition the packing materials for the object's eventual return.
- 10.9.9 The return journey will preferably be by the equivalent method and carrier as the outward journey, any change must be agreed beforehand between the museum and the borrower.
- 10.9.10 Customs formalities and export licences are the responsibility of the borrower. However, copies of associated documentation must be made available to the lending museum.

10.10 Valuation, Indemnity, and Insurance

- 10.10.1 The Borrower will be responsible for insuring all the items against all risks and will be required to provide proof of cover prior to transport of the items. If the insurance coverage is not adequate, the museum will approach a reputable commercial insurer to provide coverage. Costs for this coverage will be borne by the Borrower.
- 10.10.2 The museum will lend at its own risk where the Borrower is a Treasury-funded institution listed in Annexe A to the Department for Culture Media and Sport's Government Indemnity Scheme Guidelines (DCMS).
- 10.10.3 Where the Borrower is a local authority museum and where satisfactory security and environmental management are in place, a Government Indemnity will be offered to the Borrower by the museum on behalf of the DCMS.

10.11 Monitoring

- 10.11.1 If the item is damaged during the period of the loan, the borrower will inform the museum immediately and proceed to complete an Incident Report Form within seven days of the incident. An Incident Report Form will be provided to the Borrower by the museum.
- 10.11.2 If there is a loss of the items e.g., theft, the museum will carry out procedures as outlined in the Loss Policy.
- 10.11.3 The museum will be informed by the Borrower of matters of display and / or study or research access, including the location of display, the method by which the material is displayed, the content of any accompanying text and the choice of any photographs.
- 10.11.4 The museum will be allowed reasonable access to the loaned item during the loan period at a mutually convenient time arranged.
- 10.11.5 Annually the museum will obtain written assurance from the borrower regarding the object's condition and continued security.
- 10.11.6 The museum staff will visit and inspect objects no less than once every two years.
- 10.11.7 The museum will stipulate in the Loans-Out Agreement the acknowledgement required for use in caption, catalogue and exhibition publicity during the course of the loan negotiation. This will usually be in the format 'By kind permission of Tamworth Castle Museum'.

10.12 Photographs

- 10.12.1 If the Borrower wishes to take photographs or make other reproductions of the loaned items for commercial purposes, the Borrower must first have written permission by the museum to do so. A fee may be payable.
- 10.12.2 Photography by members of the public for non-commercial purposes, and by the Borrower for the purpose of managing the item whilst it is on loan is permitted.
- 10.12.3 A fee will be payable by the Borrower for the use of photographs provided by the museum in which Tamworth Castle has copyright.

10.13 Environment and Facilities

- 10.13.1 All objects from the museum's collections require particular conditions for display and storage. The museum will ensure that the facilities and requirements for lighting, climate conditions and the availability of special facilities comply with the UK Registrars Group Standard Facilities Report and are sufficient for the loan to go ahead safely and securely. This may be expedited through the completion of a UK Registrar Group Facilities Report in advance by the Borrower, or a site visit and report by the museum's Castle Collections and Archives Officer.

10.14 Termination/Extension

- 10.14.1 The museum or the Borrower may terminate the loan with a minimum of three months' notice in writing.
- 10.14.2 If the Borrower does not comply with the terms and conditions of the loan, the loan may be terminated immediately.
- 10.14.3 Any items borrowed from the museum will not be lent to a third party without prior consent from the museum.
- 10.14.4 In the event of any dispute or difference between the Borrower and the museum, both parties will attempt to resolve such dispute or difference without recourse to a third party. Should it prove impossible to resolve such dispute to the satisfaction of both parties, the dispute shall be referred to and determined by a sole arbitrator, appointed by agreement between the Borrower and the museum.
- 10.14.5 Three months before the end date of a long-term loan out, the museum will write to the Borrower advising if the item can be renewed for a further fixed period or must be returned.
- 10.14.6 The Borrower must write to the museum requesting an extension to a loan as soon as possible.

10.15 Authorisation and Responsibility

- 10.15.1 In accordance with the Object Exit Policy the museum will relinquish responsibility for accessioned objects upon completion of an Object Exit form.
- 10.15.2 The museum's responsibility for an object will resume upon completion of the Return section of the Exit form.
- 10.15.3 All Loans-Out must first be authorised by the Castle Collections and Archives Officer and / or Castle Museum Manager.
- 10.15.4 The Castle Collections and Archives Officer responsible for managing the Loan-Out and its associated documentation.
- 10.15.5 The Loans-Out Agreement can be signed by either the Castle Collections and Archives Officer, or the Castle Museum Manager.

10.16 Documentation

- 10.16.1 No objects will be lent until they have been recorded by accurate and sufficient photographs and a condition report.
- 10.16.2 Only objects that have been accessioned, fully catalogued and fully labelled / marked will be loaned. The relevant accession and catalogue records, as well as the **MODES Complete** database are to be checked for accuracy before the loan proceeds.

10.16.3 The museum's Loan-Out form will be used as the main means of formalising any loan agreement. The museum will not accept the borrowing institution's Loans-In document alone.

10.16.4 A Loans-Out Checklist will also be completed detailing the extra information required.

10.16.5 An Object Exit Form will also be used to record the exit and return of the loan to and from the museum.

10.16.6 The Castle Collections and Archives Officer will maintain a list of borrowers who have failed to honour the museum's terms and conditions of loan, supported by documentary evidence.

End