

THE NATIONAL MUSEUM
OF SCIENCE & INDUSTRY

FREEDOM OF INFORMATION
PUBLICATION SCHEME

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NATIONAL MUSEUM of SCIENCE & INDUSTRY

FREEDOM OF INFORMATION – PUBLICATION SCHEME

INTRODUCTION

The NMSI and its Collections

The National Museum of Science & Industry (NMSI) is the world's pre-eminent museum devoted to the history and contemporary practice of science, medicine, technology and industry. Its collections are the largest, most comprehensive and most significant in their field anywhere in the world.

The NMSI is made up of the National Museum of Photography, Film & Television (NMPFT) in Bradford, the National Railway Museum (NRM) in York and the Science Museum in London. It is also supported by the Science Museum in Wroughton which, is a storage facility for the National Collections of the Science Museum near Swindon and by its Trading Company, NMSI Trading Ltd. Entrance to visit the permanent collections at any of the NMSI museums is free.

The NMSI's commitment to Openness

The NMSI is committed to openness which, is reflected in our mission statement.

'We engage people in a dialogue to create meanings from the past, present and future of human ingenuity.'

The Freedom of Information Act

The Freedom of Information Act became law on 30 November 2000 with the intention of fostering a culture of openness in government and public bodies. The Act establishes a right of access to all types of recorded information held by public authorities and imposes obligations on them to disclose information, subject to a range of exemptions. In common with other public bodies, the NMSI will be required to implement the Act from January 2005.

Once access rights come into force in January 2005, anyone will be able to make a request for information, although the request must be in writing (letter or e-mail). The Act gives applicants two related rights:

- The right to be told whether the information exists
- The right to receive the information, where possible in the manner requested

In some cases where information is exempt from disclosure, the NMSI is required to consider if the public interest in maintaining the exemption in question outweighs the public interest in disclosure.

The NMSI's Publication Scheme

One of the aims of the Act is that all public authorities should be clear and proactive about the information they make available. Central to this is the preparation of a publication scheme, which sets out:

- The classes of information the NMSI publishes or intends to publish
- The manner in which they will be published
- Whether the information is available free of charge or on payment

The NMSI's publication scheme is set out below and is available on the NMSI web site, or as a hard copy from the Freedom of Information Officer for any of the three museums comprising the NMSI. The aim of the publication scheme is to explain what information the NMSI makes available to the public and wherever possible, to provide an easy method of accessing this information.

The Freedom of Information Act does not come fully into force until January 2005, but the provisions in the publications scheme apply from November 2002.

The information listed in the publication scheme is made available in an electronic format and/or as a hard copy. Electronic information may be available in a number of different formats for example on the NMSI's web site or via email.

Information in hard copy is available on request in writing from the department or person specified in the publication scheme.

The Manager of Collections Documentation (Science Museum) is responsible for the overall management of the NMSI's Publication Scheme.

The Records Managers of each museum within the NMSI are responsible for the day-to-day maintenance of the Scheme.

Classes of Information in the Publication Scheme

The NMSI is committed to publishing a wide range of information of interest to the general public and specialised audiences. The publication scheme arranges material that the NMSI publishes or plans to publish into classes, reflecting different areas of interest:

- Organisation and management of the of the NMSI
- Information for and about visitors to the NMSI
- The NMSI's Collections

Exempt Information

Some material within classes of the Publication Scheme may contain information that we consider exempt, in line with Part 2 of the Code of Practice on Access to Government Information.

Where this occurs, published material will clearly show where information has been withheld and explain what exemption has been applied and why. Typically, information may be withheld if its release would contravene the Data Protection Act, or compromise health, safety, security or commercial confidentiality.

After January 2005, exemptions listed in the Freedom of Information Act will be applicable.

PROCEDURES

Access to material listed in the Publications Scheme

The scheme indicates how material can be accessed:

- **Material you can access yourself:**
 - In electronic form by clicking on a hypertext link to the relevant page on the NMSI's web site

➤ **Material you can request:**

- By emailing the specified department, giving full details of the material/information that you require
- In hard copy by contacting the relevant museum and person listed in the scheme

➤ **Material you can buy:**

- In person at any of the NMSI museum shops:

Via the Science Museum, London, Exhibition Road, London SW7 2DD
(+44) (0) 20 79424499 [10.00 – 18.00]
<http://www.sciencemuseum.org.uk/shop/index.asp>

Online via the Science Museum Store
<http://www.sciencemuseumstore.com/cgi-bin/scm>

Via Ottakar's Book Store – Science Museum, Exhibition Road, London SW7 2DD
(+44) (0) 20 7942 4481 [10.00 – 18.00]
<http://www.sciencemuseum.org.uk/shop/index.asp>

Via the Science & Society Picture Library, Science Museum, Exhibition Road London SW7 2DD
(+44) (0) 207 942 4400 Email: piclib@nmsi.ac.uk
<http://www.nmsi.ac.uk/piclib/index.asp>

National Railway Museum, Leeman Road, York YO26 4XJ
(+44) (0) 1904 621 261 [10.00 – 18.00]
http://www.nrm.org.uk/html/vis_pb/vis.asp

National Museum of Photography, Film & Television, Bradford, West Yorkshire BD1 1NQ
Tel +44 (0) 1274 20 20 30 [10.00 – 18.00]
<http://www.nmpft.org.uk/visitor/shops.asp>

Online via the NMSI Publications web site.
<http://www.sciencemuseum.org.uk/publications/index.asp>

Access to material not listed in the Publication Scheme

Requests for information not listed in the publication scheme should be made in writing to the appropriate museum. If it is possible to identify the relevant person or department from the Publication Scheme then please address the request to that person or department.

All requests should provide as much detail as possible to enable museum staff to identify the information sought.

If you require the information in a particular format, for example, as a photocopy or on computer disk, this should also be stated in your application. In general, the NMSI will respond to requests within 20 working days from receipt of the request.

If you have difficulty in identifying the precise information you require, museum staff will be happy to advise. Please contact the Records Manager for any of the NMSI museums for initial advice or email foi@nmsi.ac.uk. Enquiries for Wroughton should be made to the Records Manager for the Science Museum London.

The addresses of the museums that the NMSI comprises are:

The Science Museum London
Exhibition Road
London SW7 2DD

Tel: +44(0) 870 870 4771

The National Railway Museum
Leeman Road
York YO2 4XJ

Tel: 01904 621 261

The National Museum of Photography,
Film & Television
Bradford
West Yorkshire BD1 1NQ

Tel: +44(0) 1274 20 20 30

The Science Museum Wroughton
Wroughton Airfield
Swindon
Wiltshire SN4 9NS

Tel: 01793 814 466

Charges

NMSI will not normally make any charge for the provision of information or responding to requests but reserves the right to do so in accordance with the appropriate regulations.

Copyright

Information that is generated by the NMSI and included in this publication scheme is copyright of the Board of Trustees of the Science Museum. It may be reproduced for research and private study and for other limited purposes as specified in the Copyright, Designs and Patents Act 1988. Please contact the NMSI's Publications Unit for permission to reproduce text and the Science & Society Picture Library for permission to reproduce images.

NMSI Publications Unit

Science Museum
Exhibition Road
London SW7 2DD

Tel. 020 7942 4360 fax 020 7942 4362 e-mail publicat@nmsi.ac.uk

Science & Society Picture Library

Science Museum
Exhibition Road
London SW7 2DD

Tel. 020 7942 4400 fax 020 7942 4401 e-mail piclib@nmsi.ac.uk

Permission to reproduce information in the publication scheme does not extend to any material in which the copyright belongs to a third party. Authorisation to reproduce such material must be obtained from the copyright holders concerned.

Appeals and Complaints Procedure

If you are dissatisfied with the response you have had from the NMSI in respect of a request for information you may invoke the appeals and complaints procedure.

General

If you are not satisfied with the way that the Code has been applied the NMSI undertakes to review any complaint and provide explanation, apology and where appropriate the information sought. You must make any complaint within a twelve-month period after the event which gives rise to the complaint. Please address your complaint to the Manager of Collections Documentation, Science Museum, Exhibition Road, London SW7 2DD.

Internal review

If you wish to complain about the way your request has been dealt with, the relevant NMSI Museum or Division will consider the complaint and respond to it. As a general rule the NMSI will reply within 5 working days of receiving the complaint. The reply will include reference to the final avenue for appeal.

Appeal to the Trustees

If the internal appeal results in the decision to withhold the information being upheld, you may then refer the complaint to the Chairman of the Board of Trustees via the Committee Manager. Please address your complaint to the Committee Manager, Science Museum, Exhibition Road London SW7 2DD

Parliamentary Ombudsman

If after appeal to the Chairman of the Board of Trustees you are dissatisfied, you may seek an independent review from the Information Commissioner under Freedom of Information, or the Parliamentary Commissioner for Administration (the Ombudsman) under the Code of Practice on Access to Government Information.

The Ombudsman is empowered to investigate complaints about the way in which the NMSI operates the Code of Practice on Access to Government, including refusals of access to official information.

Requests for a review by the Information Commissioner should be made in writing directly to:

The Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 01625 545700

Fax: 01625 545510

The Parliamentary Commissioner for Administration (the Ombudsman)

The Office of the Parliamentary Commissioner for Administration

Millbank Tower

Millbank

London SW1P 4QP

Tel: 020 7217 3000

| Description of Information | How Available | When Available |
|---|--|-------------------------------|
| 1. Organisation and Management of the NMSI and the museums it comprises | | |
| 1.1 General Information about the history of the Museums the NMSI comprises of, it's current activities and it's senior personnel. | | |
| A brief history of the NMSI | Website: http://www.sciencemuseum.org.uk/visitors/history.asp | Current |
| A brief history of the Science Museum London Link to History of Science Museum Library Link to History of the Science Museums Collections | Website: http://www.sciencemuseum.org.uk/visitors/history.asp Website: http://www.sciencemuseum.org.uk/library/history.asp Website: http://www.sciencemuseum.org.uk/collections/about/history.asp | Current Current Current |
| A brief history of the National Railway Museum (NRM) | Website: http://www.nm.org.uk/html/coll_pb/COLL_HIST.asp | Current |
| A brief history of the National Museum of Photography, Film & Television (NMPFT) | Website: http://www.nmpft.org.uk/about/background.asp Website: http://www.nmpft.org.uk/insight Or further information available on request from NMPFT Management Services & Visitor Services teams | Current Current |
| A brief history of the Science Museum Wroughton (Creative Planet) | Website: http://www.sciencemuseum.org.uk/wroughton/introduction.asp Website: http://www.nmsi.ac.uk/creativeplanet/pdfs/creativeplanet.pdf | Current |

| Description of Information | How Available | When Available |
|---|---|--|
| <p>1.1 General Information about the history of the Museums the NMSI comprises of, it's current activities and it's senior personnel.</p> | | |
| A list of the current NMSI Trustees | Website: http://www.nmsi.ac.uk/nmsipages/boardoftrustees.asp Information available on application from the Committee Manager, Science Museum London. | Current |
| <p>Biographies:</p> <p>NMSI Director</p> <p>Head of the Science Museum London</p> <p>Head of the National Railway Museum</p> <p>Head of the National Museum of Photography, Film & Television</p> <p>Head of the Science Museum Wroughton</p> | Hard copy print or electronic copy available on application from the Committee Manager, Science Museum London. | Current |
| Information on the departments of the Science Museum London, with information about their work. Structure Charts, List of all Departments. | Information available on application from Head of Museum, Science Museum London | NMSI currently undergoing restructuring. Information will be available upon completion. 1 st quarter 2004 |
| Information on the departments of the National Railway Museum, with information about their work. Structure Charts, List of all Departments. | Printed Version in NRM Annual Review, available on request from Head of Museum, National Railway Museum | NMSI currently undergoing restructuring. Information will be available upon completion. 1 st quarter 2004 |

| Description of Information | How Available | When Available |
|--|--|----------------|
| 1.1 General Information about the history of the Museums the NMSI comprises of, it's current activities and it's senior personnel. | | |
| Information on the departments of the National Museum of Photography, Film & Television, with information about their work. Structure Charts, List of all Departments. | Information available from NMPFT Personnel Manager | Current |
| Information about Science Museum Wroughton | Information from NMSI Head of Masterplanning and Sustainable Development at Wroughton | Current |
| 1.2 Plans and Strategy The NMSI's future plans, for the whole organisation, for each Museum and for individual departments, at an operational and strategic level. | | |
| Science Museum, London – Business Plan 2002 | Further information available on application from Head of Museum, Science Museum London | Current |
| National Railway Museum – Business Plan 2002 | Printed Copy available on application from Head of Museum, National Railway Museum or electronically by email. | Current |
| National Museum of Photography, Film & Television – Business Plan 2002 | Information available on application from NMPFT Head of | Current |
| Science Museum Wroughton Business Plan | Information from NMSI Head of Masterplanning and Sustainable Development at Wroughton | Current |

| Description of Information | How Available | When Available |
|---|--|--|
| 1.3 Reports & Minutes Information about the NMSI's past activities, expenditure and achievements. Reports from the Board of Trustees & Board of Directors (NMSI Trading Ltd) | | |
| Funding Agreement between the Department for Culture, Media and Sport (DCMS) and the NMSI | Current and previous funding agreements available on website http://www.nmsi.ac.uk/nmsipages/policydocuments.asp | Current |
| NMSI Annual reports and Accounts from 1999 – Current Summarised NMSI Report of the Board of Trustees 1995 – Current | <ul style="list-style-type: none"> • Current an previous NMSI reports and accounts available on website http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Hard copy print or electronic copy for previous years available on application from the Committee Manager, Science Museum London. | Current Current Report available two months after approval by Board of Trustees |
| Summarised NMSI Trading Company Report of the Board of Directors, for the years 1995 – Current Summarised Minutes of the Board of Directors for NMSI Trading, for the years 1995 – Current | Hard copy print or electronic copy available on application from the Committee Manager, Science Museum London. | Current Report and Minutes available two months after approval by Board of Directors |
| Summarised Minutes of Trustees meetings, for the years 1995 – Current | Hard copy print or electronic copy available on application from the Committee Manager, Science Museum London. | Current Minutes available two months after approval by Board of Trustees |
| Summarised Minutes of the Trustees Advisory Bodies for the years 1996 – Current | Hard copy print or electronic copy available on application from the Committee Manager, Science Museum London. | Current Minutes available two months after approval by the Trustees Advisory Body |

| Description of Information | How Available | When Available |
|---|--|--|
| <p>1.4 Policy and Procedures Information about the NMSI policies in running its business and specifically in managing its collections. Information about standard procedures for regular activities.</p> | | |
| <ul style="list-style-type: none"> • NMSI Policy and Procedures • NMSI Trading Company - Policies & Procedures • Science Museum Policy and Procedures • National Railway Museum Policy and Procedures • National Museum Photography, Film & Television – Policy and Procedures • Science Museum Wroughton | <ul style="list-style-type: none"> • Email foi@nmsi.ac.uk • Email foi@nmsi.ac.uk • Email foi@nmsi.ac.uk • Email foi@nmsi.ac.uk • Email foi@nmsi.ac.uk • Email foi@nmsi.ac.uk | <ul style="list-style-type: none"> • Current • Current • Current • Current • Current • Current |

| Description of Information | How Available | When Available |
|--|--|----------------|
| 1.5 Personnel Information managed and created by the Personnel Department | | |
| Vacancies – Information relating to job opportunities: job descriptions, information on current vacancies at the Science Museum London | Information available on website http://www.sciencemuseum.org.uk/corporate_commercial/vacancies/index.asp Information available on application from Head of Personnel & Development | Current |
| Vacancies – Information relating to job opportunities: job descriptions, information on current vacancies at the National Railway Museum | List of vacancies and information on current vacancies available from Personnel Department | Current |
| Vacancies – Information relating to job opportunities: job descriptions, information on current vacancies at the National Museum of Photography, Film & Television | Information available on website http://www.nmpft.org.uk/about/jobs.asp Information available on application from NMPFT Personnel Manager | Current |
| Vacancies – Information relating to job opportunities: job descriptions, information on current vacancies at the Science Museum Wroughton | Information available on website http://www.sciencemuseum.org.uk/corporate_commercial/vacancies/index.asp Information available on application from Head of Personnel & Development | Current |
| 1.6 Finance Information managed and created by the Finance Department | | |
| NMSI Financial Compliance | Information available on application from Head of Finance | Current |
| NMPFT Financial Compliance | Information available on application from NMPFT Finance Officer | Current |

| Description of Information | How Available | When Available |
|---|--|----------------|
| 1.7 PRISM Grant Fund *Please note the PRISM Grant Fund is now run and administered by The Museums, Libraries and Archives Council (MLA) | | |
| List of grants awarded from the year 1997 – 2000 : <ul style="list-style-type: none"> • 1997 – 1998 to 1999 – 2000 • 2000 – Current | Available online http://www.sciencemuseum.org.uk/collections/prism/index2.asp For all current information please contact MLA info@mla.gov.uk or go to the MLA web site http://www.mla.gov.uk/index.asp | Current |
| 1.8 DCMS Grant | | |
| Information on Grant awarded by DCMS | Information available on application from Head of Finance | Current |

| Description of Information | How Available | When Available |
|--|--|------------------------|
| 1.9 Other Grants & Sponsorship | | |
| Total financial sum received by the NMSI from Sponsors/Donors is available annually in arrears in the Annual Accounts. | Information available on website http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp | Current |
| List of sponsors, donors and Corporate Partners who have financially supported the Science Museum London & Wroughton Individual amounts of each financial donation is not available due to Commercial Sensitivity & Data Protection The names of some sponsors and donors are not listed due to their wish to remain anonymous under Data Protection | Information available on website http://www.sciencemuseum.org.uk/corporate_commercial/sponsorship/benefits.asp Information available on website http://www.sciencemuseum.org.uk/corporate_commercial/partnership/partners.asp Further information available on application from Head of Development, Science Museum London | Current Current |
| List of sponsors, donors and Corporate Partners who have financially supported the National Railway Museum Individual amounts of each financial donation is not available due to Commercial Sensitivity & Data Protection The names of some sponsors and donors are not listed due to their wish to remain anonymous under Data Protection | Information available on website http://www.nrm.org.uk/html/corp_pb/members.asp Further information available on application from Head of National Railway Museum | Current |

| Description of Information | How Available | When Available |
|--|--|----------------|
| 1.9 Other Grants & Sponsorship | | |
| <p>List of sponsors, donors and Corporate Partners who have financially supported the National Museum of Photography, Film & Television</p> <p>Individual amounts of each financial donation are not available due to Commercial Sensitivity & Data Protection</p> <p>The names of some sponsors and donors are not listed due to their wish to remain anonymous under Data Protection</p> | <p>Information available on website http://www.nmpft.org.uk/about/support.asp</p> <p>Further information available on application from NMPFT Sponsor & Development team (Head of Sponsorship)</p> | Current |
| 1.10 Information for Sponsors & Donors Information for those who wish to support the NMSI financially: what support the NMSI is looking for and how to make a gift. | | |
| Information on leaving a legacy to the Science Museum London | Information available on application from Head of Development | Current |
| Information on leaving a legacy to the Science Museum Library | Information available on application from Head of Specialist Services, Science Museum Library | Current |
| Information on leaving a legacy to the National Museum of Photography, Film & Television | NMPFT Financial: Information available on application from NMPFT Finance Officer | Current |
| | Collections: Information available on application from NMPFT Registrar | Current |

| Description of Information | How Available | When Available |
|---|--|----------------|
| 1.10 Information for Sponsors & Donors Information for those who wish to support the NMSI financially: what support the NMSI is looking for and how to make a gift. | | |
| Information on leaving a legacy to the National Railway Museum | Information available on application from Fundraising Department, email foi@nmsi.ac.uk | Current |
| Information on leaving a legacy to the Science Museum Wroughton | Information available on application from Head of Development | Current |
| Information on donating an object to the Science Museum London | Information available on application from Head of Development | Current |
| Information on donating an object to the Science Museum Library | Information available on application from Head of Specialist Services, Science Museum Library | Current |
| Information on donating an object to the National Railway Museum | Information available on website http://www.nrm.org.uk/html/COLL_PB/OFFER.asp Information available on application from the Documentation and Records Manager | Current |
| Information on donating an object to the National Museum of Photography, Film & Television | Information available on website http://www.nmpft.org.uk/insight/info/5.3.70.pdf Information available on application from NMPFT Collections team (Registrar) | Current |
| Information on donating an object to the Science Museum Wroughton | Information available on application from Head of Development Science Museum London | Current |
| Information on giving to the Science Museum London | Information available on application from Head of Development Science Museum London | Current |
| Information on giving to the Science Museum Library | Information available on application from Head of Specialist Services, Science Museum Library | Current |
| Information on giving to the National Railway Museum | Information available on application from Fundraising Department, email foi@nmsi.ac.uk | Current |

| Description of Information | How Available | When Available |
|--|---|----------------|
| 1.10 Information for Sponsors & Donors Information for those who wish to support the NMSI financially: what support the NMSI is looking for and how to make a gift | | |
| Information on giving to the National Museum of Photography, Film & Television | Information available on website http://www.nmpft.org.uk/insight/info/5.3.70.pdf Information available on application from NMPFT Collections team (Registrar) | Current |
| Information on giving to the Science Museum Wroughton | Information available on application from Head of Development Science Museum London | Current |
| Further information about the work of the Sponsorship & Fundraising Department and about specific campaigns at the Science Museum London | Work of Department is noted in the Annual Accounts, See website http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Specific campaign and exhibition information available on application from the Head of Development | Current |
| Further information about the work of the Sponsorship & Fundraising Department and about specific campaigns at the National Railway Museum | Information available on application from the NRM Head of Fundraising | Current |
| Further information about the work of the Sponsorship & Fundraising Department and about specific campaigns at the National Museum of Photography, Film & Television | Information available on application from NMPFT Sponsorship & Development team (Head of Sponsorship) | Current |
| Further information about the work of the Sponsorship & Fundraising Department and about specific campaigns at the Science Museum Wroughton | Work of Department is noted in the Annual Accounts see website http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Specific campaign and exhibition information available on application from the Head of Development (Science Museum London) | Current |

| Description of Information | How Available | When Available |
|--|--|----------------|
| 2. Information for and about Visitors to the NMSI | | |
| 2.1 Visitor figures and information Information about the number of visitors to the NMSI and their profile and behaviour | | |
| Attendance figures for the NMSI From 1999 - Current | Information contained within the NMSI Annual Report and Accounts, see website: http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Previous years and further information available on application from Head of Marketing Communications, Science Museum London | Current |
| Attendance figures for the Science Museum London From 1999 - Current | Information contained within the NMSI Annual Report and Accounts, see website: http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Previous years and further information available on application from Head of Marketing Communications, Science Museum London | Current |
| Attendance figures for the National Railway Museum From 1999 - Current | Information contained within the NMSI Annual Report and Accounts, see website: http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Hard copy or electronic available NRM Quarterly Reviews, NRM Annual Review available from Head of National Railway Museum or monthly from the Visitor Services Department | Current |
| Attendance figures for the National Museum of Photography, Film & Television From 1999 – Current | Information contained within the NMSI Annual Report and Accounts, see website: http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Information available on application from NMPFT Head of Visitor Services | Current |

| Description of Information | How Available | When Available |
|--|---|--|
| <p>2.1 Visitor figures and information Information and reports about the number of visitors to the NMSI, their profile and behaviour</p> | | |
| Attendance figures for the Science Museum Wroughton From 1999 – Current | Information contained within the NMSI Annual Report and Accounts, see website: http://www.nmsi.ac.uk/nmsipages/nmsidocuments.asp Previous years and further information available on application from Head of Marketing Communications, Science Museum London | Current |
| NMSI visitor research reports | A list of the reports available and a copy of a report, available on request from the Head of Visitor Research, Science Museum London. All reports available in hard copy print and some are available in electronic form | List updated annually every April Current |
| Visitor research reports for the Science Museum London. | A list of the reports available and a copy of a report, available on application from the Head of Visitor Research All reports available in hard copy print and some are available in electronic form | List updated annually every April Current |
| Papers produced by the Visitor Research Group – Science Museum London (includes published papers and those in press) | A list of the Papers available and a copy of a paper, available on application from the Head of Visitor Research Group All papers available in hard copy print and some are available in electronic form | List updated annually every April Current |
| Training manuals, Briefing documents & Guide- lines produced by the Visitor Research Group – Science Museum London | A list of the information available and copies of information are available on application from the Head Head of Visitor Research Group All information available in hard copy print and some are available in electronic form | List updated annually every April Current |

| Description of Information | How Available | When Available |
|--|--|--|
| 2.1 Visitor figures and information Information and reports about the number of visitors to the NMSI, their profile and behaviour | | |
| Evaluation reports produced by the Visitor Research Group – Science Museum London Some evaluation reports for events, exhibitions and programmes are not available due to commercial sensitivity/interests. These reports may become available over time, for example once the exhibition has opened. | A list of the reports available and a copy of a report, available on application from the Head of Visitor Research Group All reports available in hard copy print and some are available in electronic form | List updated annually every April Current |
| National Railway Museum – Visitor Research reports | Information available on application from Marketing, Press & PR Team, email foi@nmsi.ac.uk | Current |
| National Museum of Photography, Film & Television – visitor research reports | Information available on application from NMPFT Marketing, Press & PR team (Head of Marketing) | Current |
| 2.2 Information about the NMSI's Services – Learning & Education Information about the services offered to educational users of all kinds | | |
| Information for teachers using the Science Museum London | Information available on website http://www.sciencemuseum.org.uk/education/teachers/index.asp | Current |
| Advance Booking information for the Teachers with Educational Groups | Information available on website http://www.sciencemuseum.org.uk/education/teachers/booking.asp | Current |
| Educational group on-line booking form | Information available on website http://www.sciencemuseum.org.uk/education/teachers/bookingform.asp | Current |
| Information for teachers using the National Railway Museum | Information available on website http://www.nrm.org.uk/html/edu_pb/edu.asp | Current |

| Description of Information | How Available | When Available |
|---|---|--|
| 2.2 Information about the NMSI's Services – Learning & Education Information about the services offered to educational users of all kinds | | |
| Information for teachers using the National Museum of Photography, Film & Television | Information available on website http://www.nmpft.org.uk/education/age.asp Information available on application from NMPFT Programme team (Head of Education) | Current |
| Information for teachers using the Science Museum Wroughton | Information available on website http://www.sciencemuseum.org.uk/wroughton/education.asp | Current |
| Information leaflets detailing learning events at the Science Museum London | Information available on application from Head of Education | Current |
| Information leaflets detailing learning events at the National Railway Museum | Information available on website http://www.nrm.org.uk/html/edu_pb/edu.asp Hard copy available on request from the Education Service, National Railway Museum | Current |
| Information leaflets detailing learning events at the National Museum of Photography, Film & Television | Information available on application from NMPFT Programme team (Head of Education) | Current |
| 2.3 Visitor Services Information about the services available to all our visitors, opening times, how to get to the Museums and what there is to see | | |
| Information & standards of service for visitors to the Science Museum, London <ul style="list-style-type: none"> • Customer Charter • Information for visitors with disabilities • On-line Guide English • On-line Guide French • On-line Guide German • On-line Guide Italian • On-line Guide Spanish | Information available on website: <ul style="list-style-type: none"> • http://www.sciencemuseum.org.uk/visitors/index.asp • http://www.sciencemuseum.org.uk/visitors/charter.asp • http://www.sciencemuseum.org.uk/visitors/specialneeds.asp • http://www.sciencemuseum.org.uk/galleryguide/E0.asp • http://www.sciencemuseum.org.uk/galleryguide/F0.asp • http://www.sciencemuseum.org.uk/galleryguide/G0.asp • http://www.sciencemuseum.org.uk/galleryguide/I0.asp • http://www.sciencemuseum.org.uk/galleryguide/S2.asp Further information available on application from Head of Operations and Commercial Services | <ul style="list-style-type: none"> • Current • Current • Current • Current • Current • Current • Current • Current |

| Description of Information | How Available | When Available |
|--|---|---|
| 2.3 Visitor Services Information about the services available to all our visitors, opening times, how to get to the Museums and what there is to see | | |
| Information & standards of service for visitors to the National Railway Museum Access Leaflet with information on facilities for visitors with disabilities | Information available on website http://www.nrm.org.uk/html/home_pb/menu.asp Information available on application from Head of Visitor Services Leaflet and Collections Access Policy available on application from Head of Visitor Services | Current Current |
| Information & standards of service for visitors to the National Museum of Photography, Film & Television <ul style="list-style-type: none"> • Visitor Information Pack • Access Guide PDF file standard size print • Access Guide PDF file large size print • Access Guide HTML file standard size print • Customer Charter | Information available on website: <ul style="list-style-type: none"> • http://www.nmpft.org.uk/visitor/location.asp • http://www.nmpft.org.uk/visitor/nmpftinfo.asp • http://www.nmpft.org.uk/visitor/ag.pdf • http://www.nmpft.org.uk/visitor/LP%20accessguide.pdf • http://www.nmpft.org.uk/visitor/accessguide.asp • http://www.nmpft.org.uk/visitor/charter.asp Information available on application from NMPFT Head of Visitor Services | <ul style="list-style-type: none"> • Current • Current • Current • Current • Current |
| Information & standards of service for visitors to the Science Museum, Wroughton | Information available on website http://www.sciencemuseum.org.uk/wroughton/index.asp Further information available on application from Head of Science Museum Trading, email Science Museum London | Current |
| Information & standards of service for visitors to the Science Museum Library Services provided by the Library On-line enquiry form Leaflet | http://www.sciencemuseum.org.uk/library/visitor.asp http://www.sciencemuseum.org.uk/library/smlservs.asp http://www.sciencemuseum.org.uk/library/infoserv.asp http://www.sciencemuseum.org.uk/library/enquiryform.asp Information available on application from Head of Science Museum Library or email smlinfo@nmsi.ac.uk | Current Current Current Current |

| Description of Information | How Available | When Available |
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| 3. Information about the NMSI's Collections, loaning of objects and areas of expertise | | |
| 3.1 The Collections Information about the Collections of the NMSI and the history of the objects within those collections | | |
| Science Museum London, information about the Collections | Information available on website http://www.sciencemuseum.org.uk/collections/index.asp Information available on application from Head of Collections Access | Current |
| National Railway Museum, information about the Collections Collections Access Policy | Information available on website http://www.nrm.org.uk/html/coll_pb/coll.asp Information available on application from Documentation and Records Manager Information available on application from Documentation and Records Manager | Current Current |
| National Museum of Photography, Film & Television, information about the Collections | Information available on website http://www.nmpft.org.uk/insight/thecollection_menu.asp or available on application from Registrar | Current |
| Science Museum Wroughton, information about the Collections and hand lists where available | Information available on website http://www.nmpft.org.uk/insight/thecollection_menu.asp or by application to the museum | Current |
| Science Museum Library, information about the Collections. <ul style="list-style-type: none"> • Primary Literature • Rare Books and Periodicals • Science and Technology Studies Collection (Secondary Literature) | Information available on website <ul style="list-style-type: none"> • http://www.sciencemuseum.org.uk/library/primary.asp • http://www.sciencemuseum.org.uk/library/rare.asp • http://www.sciencemuseum.org.uk/library/technolo.asp Information available on application from Head of Science Museum Library or email smlinfo@nmsi.ac.uk | <ul style="list-style-type: none"> • Current • Current • Current |
| Science and Society Picture Library, information about the Collections | Information available on website http://www.nmsi.ac.uk/piclib/collections.asp or information available on application from Science and Society Picture Library | Current |

| Description of Information | How Available | When Available |
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| 3.1 The Collections Information about the Collections of the NMSI and the history of the objects within those collections | | |
| Science Museum London – Specific Collections Information | Information available on website http://www.sciencemuseum.org.uk/collections/index.asp Information available on application from Head of Collections | Current |
| National Railway Museum – Specific Collections Information | Information available on website http://www.nrm.org.uk/html/home_pb/menu.asp Information available on application from Documentation and Records Manager | Current |
| National Museum of Photography, Film & Television – Specific Collections Information | Information available on website http://www.nmpft.org.uk/insight/thecollection_menu.asp Information available on application from NMPFT Registrar | Current |
| Science Museum Wroughton – Specific Collections Information | Information available on website http://www.sciencemuseum.org.uk/wroughton/introduction.asp or by application to the Head of Collections, Science Museum London | Current |
| Science and Society Picture Library – Specific Collections Information | Information available on website http://www.nmsi.ac.uk/piclib/collections.asp or information available on application from Science and Society Picture Library, Science Museum London | Current |

| Description of Information | How Available | When Available |
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| <p>3.2 Conservation Information Information about the care of objects in the NMSI's collection and information about best practice in the care of similar objects.</p> | | |
| <p>Conservation information on the care of objects at the Science Museum London</p> | <p>Information available on website http://www.sciencemuseum.org.uk/collections/about/conservation.asp Information available on application from the Head of Conservation</p> | <p>Current</p> |
| <p>3.3 Services for Museums and Other professionals Information for professionals who wish to make use of the Museum's specialist services, or to apply to work here.</p> | | |
| <p>Conditions of loan and information for museum wishing to borrow objects from the Science Museum London</p> <p>Information for Borrowers document</p> | <p>Information available on application from the Registrar.</p> <p>Available as hard copy print or electronically via email</p> | <p>Current</p> |
| <p>Conditions of loan and information for museum wishing to borrow objects from the National Railway Museum</p> | <p>Information available on application from Documentation and Records Manager.</p> | <p>Current</p> |
| <p>Conditions of loan and information for museum wishing to borrow objects from the National Museum of Photography, Film & Television</p> | <p>Information available on application from Registrar</p> | <p>Current</p> |
| <p>Conditions of loan and information for museum wishing to borrow objects from the Science Museum Wroughton</p> <p>Information for Borrowers document</p> | <p>Information available on application from the Registrar.</p> <p>Available as hard copy print or electronically via email</p> | <p>Current</p> |

| Description of Information | How Available | When Available |
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| 3.4 Use of the facilities Information for users who wish to make use of any of the Museum's reference, research & access facilities | | |
| Science Museum Library – London <ul style="list-style-type: none"> • Information about the library • Information about their collections • Information about the Library catalogues • Information about the services provided by the Library • Visitor information and contacting the Library • The Store Service • Information on Borrowing • Photocopy Service • Information on charges for photocopy service • On-line enquiry form • Leaflet | Information available on website: <ul style="list-style-type: none"> • http://www.sciencemuseum.org.uk/library/intro.asp • http://www.sciencemuseum.org.uk/library/smlcolls.asp • http://www.sciencemuseum.org.uk/library/smlcats.asp • http://www.sciencemuseum.org.uk/library/smlservs.asp • http://www.sciencemuseum.org.uk/library/visitor.asp • http://www.sciencemuseum.org.uk/library/storserv.asp • http://www.sciencemuseum.org.uk/library/storserv.asp • http://www.sciencemuseum.org.uk/library/photocpy.asp • http://www.sciencemuseum.org.uk/library/phprices.asp • http://www.sciencemuseum.org.uk/library/enquiryform.asp • Leaflet & further information available by emailing smlinfo@nmsi.ac.uk or on application from Head of Science Museum Library | <ul style="list-style-type: none"> • Current • Current • Current • Current • Current • Current • Current • Current • Current • Current • Current |
| National Railway Museum Library & Archive Reading Room Open [Monday – Friday 10.00 – 17.00 except Bank Holidays] Available to use free of charge, by appointment only. Readers Guide - details the services provided to researchers, contains more information about the collections and guides to resources on specific areas of study Enquiry Form | Information available on website http://www.nrm.org.uk/html/edu_pb/res.asp#access Information available on website http://www.nrm.org.uk/html/edu_pb/res.asp#access Further information available on application from NRM Library, email nrm.library@nmsi.ac.uk or contact NRM Library Assistant Available to consult free of charge at the NRM Reading Room Or can be purchased at a charge of £6.50 inc p&p. Information available on website http://www.nrm.org.uk/html/edu_pb/res.asp#enquiry | Current Current Current Current |

| Description of Information | How Available | When Available |
|--|---|---|
| 3.4 Use of the facilities Information for users who wish to make use of any of the Museum's reference, research & access facilities | | |
| National Museum of Photography, Film & Television | Collections Access: Information available on application from NMPFT Collections team (Registrar / Curator / Collections Access) Information available on website http://www.nmpft.org.uk/insight/thecollection_menu.asp | Current Available both in paper format and on web site |
| Science and Society Picture Library (SSPL) Information about the SSPL and the services they provide Information about their collections and their subject areas Online request for a Catalogue or Picture | Information available on website http://www.nmsi.ac.uk/piclib/about.asp Information available on website http://www.nmsi.ac.uk/piclib/collections.asp http://www.nmsi.ac.uk/piclib/subjects.asp Information available on website http://www.nmsi.ac.uk/piclib/order.asp or email piclib@nmsi.ac.uk Information available on application from Science & Society Picture Library, Science Museum London | Current Current Current Current |
| 3.5 Publications | | |
| NMSI Publications Unit. Catalogue of books & other resources currently in print (except educational material). The catalogue includes mainly books, those published by the NMSI and those co-published with other institutions. Online catalogue of NMSI Publications – books and other resources currently in print (except for educational material) | Catalogue can be obtained via web site request form http://www.sciencemuseum.org.uk/publications/catalogue_request.asp or email publicat@nmsi.ac.uk Information available on website http://www.sciencemuseum.org.uk/publications/browse.asp Information available on application from NMSI Publications Manager, Science Museum London | Current Current |