LEST WE F●RGET

Digital Collection Day Training Pack

This guide will introduce you to the key elements of organising and planning a 'Digital Collection Day', where members of the public bring along their First World War-related stories or objects to be 'digitised' and uploaded to the Lest We Forget Online Database by volunteers.

Section 1 outlines the process involved in planning and running a Digital Collection Day.

Section 2 contains the complete set of forms and promotional materials that you will need when running your Digital Collection Day.

The *Lest We Forget* team are always on hand to assist you at any stage of the process. We provide support, training, and advice, and we are happy to answer any questions that you may have. Contact us:

Email	Website	Twitter	Facebook
ww1collections@it.ox.ac.uk	lwf.web.ox.ac.uk/	@WW1Centenary	@OxfordLWF

Section 1: Digital Collection Day Process

Lest We Forget is an Oxford University-led project that aims to capture the memories and stories of the First World War before they are lost to history. Working in conjunction with the Commonwealth War Graves Commission and funded by the Heritage Lottery Fund, the *Lest We Forget* team helps local communities organise and run their own Digital Collection Days.

A Digital Collection Day involves members of the public bringing along their First World War-related stories or objects to be 'digitised' and uploaded to the Lest We Forget Online Database by volunteers.

This Digital Collection Day method was developed to be adapted to work in anything from national events at large venues to small local events with just a few volunteers. Though this document explains a typical one-day event, the methodology is very adaptable, so feel free to think outside the box when planning your event in order to best suit your local community.

Anyone can run a Digital Collection Day. All you need is a venue, some equipment, and a group of volunteers. The number of volunteers and the size of the venue depend on the format of the event, the expected number of visitors, and the available resources.

Planning the event

The aim of the Digital Collection Day is to collect material held by the public, digitise it, and upload it to the *Lest We Forget* online database. There are **four stages** involved in this process: Welcome; Interview; Digitisation; Upload.

At a typical Digital Collection Day:

1. A visitor arrives and proceeds to the Welcome Desk;

2. The visitor is taken to the Interview Area and interviewed by a volunteer;

3. The objects are taken to the Digitisation Area, digitised, and returned to the visitor;

4. After the event, volunteers edit and Upload the story and object information to the *Lest We Forget* database.
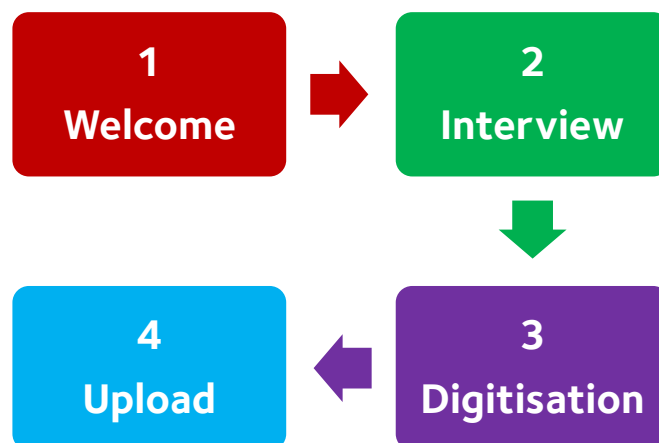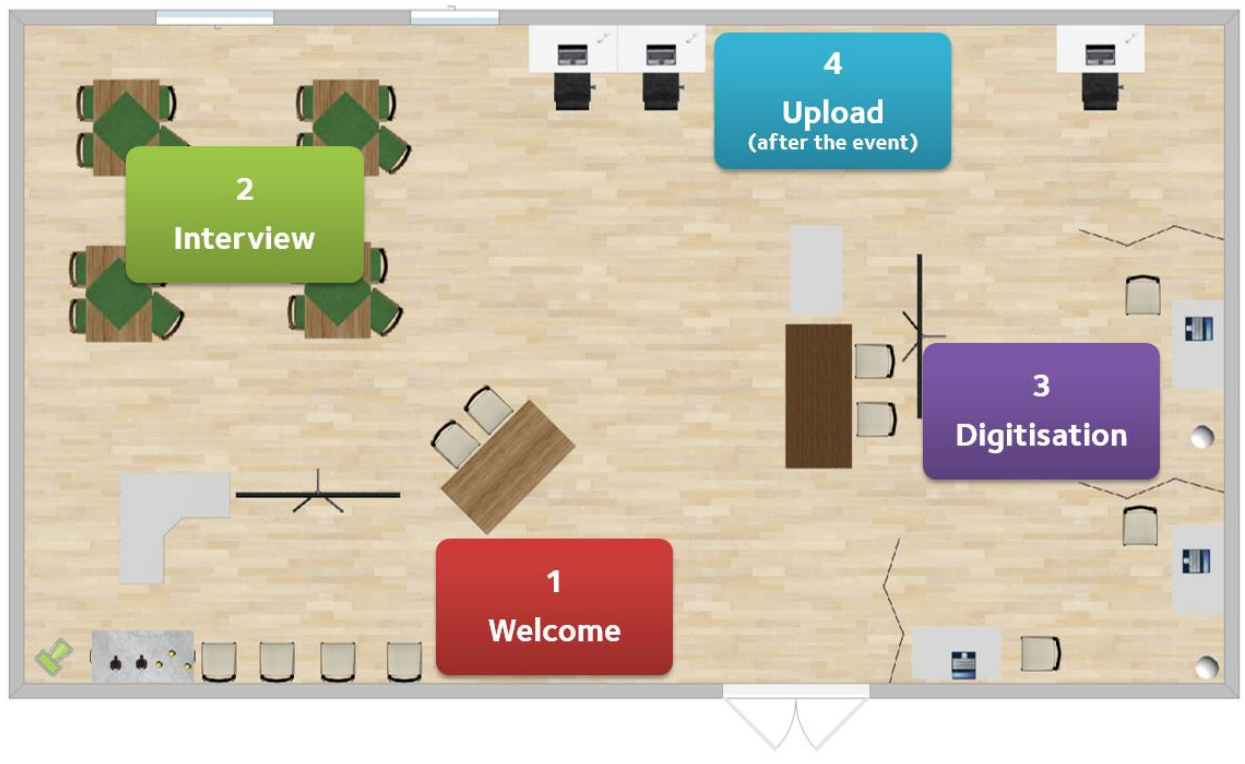
Venue

There are several things to consider when choosing the venue:

- **Is it in an easily accessible and convenient location** with parking facilities and good public transport links? It must also be accessible by people with reduced mobility.
- **Is it close to other facilities** such as a high street or a coffee shop? Another way of attracting participants is to hold the event in a venue that is normally closed to the public, such as a restricted area of a museum.
- **Is it big enough** for the three main areas (Welcome, Interview, Digitisation) and any staff, visitors, and equipment? Is there room for people to wait and something for them to do while waiting?
- **Are you able to access it before the event** to set up the equipment and, time permitting, to do a test run of the process?

- **Is it technology friendly?** The venue should have power sockets and an internet connection, though and there should be sufficient lighting (natural or artificial). Although you can run an event without an internet connection, it may be useful if you wish to upload or check online resources. The venue may also need to perform a safety check on your electrical equipment.
- **Is it cheap to hire?**

You should also ask the venue to confirm the following:

- Availability of venue staff on the day (do they need to give you access to the building or set up any equipment?).
- Arrangements for car parking on the day (staff and visitors).
- Access to refreshments (staff and visitors).
- Safety regulations (is there a limit for how many people can be in one room? Do you need first aid staff on hand?).

You may wish to consider completing a 'risk assessment'. For further information, please consult our sample risk assessment in Section 2 (Forms).

Date and time

Think about when people are **most likely to be able to attend and potential obstacles** that may prevent them from attending on certain dates or at certain times.

Some timing considerations include:

- School and public holidays (half terms; bank holidays; time of year)
- Working week (lunch hours; weekends; rush hour; cost and availability of public transport and parking)
- Availability of venue (opening hours).

You may want to hold your event after building up momentum for public interest in the subject. For example, you could link your event to a series of lectures or an exhibition on local or family history, or a key anniversary.

Volunteers

You will need a group of volunteers to interact with the public, record and digitise stories and objects, and upload items to the online database. You also need volunteers to make sure the event runs smoothly and to solve any problems that may arise.

The ideal number of volunteers depends on the size and set-up of your event and the number of people that you expect to attend.

Equipment

What equipment you need depends on how you run the event.

Previous Digital Collection Day organisers have made use of the following equipment:

- **A computer/computers** to access online resources and to upload stories and images to the online database (this requires a **reliable internet connection**);
- **Stationery** such as pens, paper, staplers, raffle tickets;
- **Furniture** such as tables and chairs;
- **A projector** (optional) to display slide show, films or other promotional material;
- **First World War-related books** for reference purposes.

Note: this list does not include the equipment required for the Digitisation process (see below).

Promotion

Promoting your event is vital if you want your Digital Collection Day to be a success. Think about what message you want to convey to your audience and what would be the most useful means of connecting with your target audience:

- Distribute **posters and leaflets** in museums, libraries, cafes, coffee shops, newsagents, and community centres.
- Use **social media platforms** such as Facebook, Twitter, and Instagram to attract the attention of schools and universities, researchers, students, libraries, and community groups.
- **Send emails** to libraries, community groups, parents (if a school-based event), family history groups, First World War organisations (such as the Western Front Association) and charities.
- Get in touch with **local newspapers and radio and television stations** to see if they would be interested in covering and promoting your event.

Evaluation

We are very keen to find out whether visitors enjoyed the Digital Collection Day experience. Before the event, make sure to print out copies of our **Visitor Feedback** form.

Running the event

Stage 1 – Welcome

The Welcome Desk is the first thing that visitors see when they arrive at the event. It is where visitors are made to feel welcome and told about the aims of the event.

Tasks for Welcome Desk volunteers:
1. Welcome visitors and introduce them to the event and project.
2. Explain the process of the Digital Collection Day to visitors.
3. Ensure that the Lest We Forget **Data Protection Poster** is clearly displayed.
4. Ask visitors with stories and/or objects to complete and sign a **Permissions Form**, which confirms that visitors are happy for representatives of the project to share the material that they have brought in.
5. Keep track of visitors using the **Welcome Desk Tracking Form.**
6. Pair contributors with volunteers in the Interview Area.
7. Guide contributors to the Interview Area to be interviewed.

Forms required:
- Welcome Desk Tracking Form
- Permissions Form
- Data Protection Poster
- OPTIONAL: Welcome Desk Quick Guide
- OPTIONAL: Privacy Policy

Stage 2 – Interview

The Interview Area is where volunteers talk to visitors about their story and objects and record the information on a **Story Form** and **Objects List**.

Interviewers assign raffle ticket numbers to objects or group of similar objects to ensure that they remain with the corresponding stories throughout the process (see images below).

When the interviewing process is complete, interviewers place all the forms, objects and raffle tickets in a plastic wallet or box/tray and take it, along with the contributor, to the Digitisation Area.

Tasks for Interview Area volunteers:
1. Ensure that visitors understand the information contained in the **Permissions Form**
2. Interview visitors and find out about their story and/or object
3. Record the story on a **Story Form**
4. Assign raffle ticket numbers to individual objects or groups of similar objects

5. Give one part of the ticket to the contributor and keep the other part of the ticket with the object
6. Record information about the object(s) on the **Objects List**
7. Place Permissions Form, Story Form, Object List, object and attached raffle tickets in a plastic wallet (see images below)
8. Carry the plastic wallet and accompany the volunteer to the Digitisation Area.

Note: A story can have more than one object/ticket number attached. For example, a story about a soldier could be attached to a photograph (ticket #1), a letter (ticket #2) and a set of medals (ticket #3).

Tips for the interview

As the interview may be your only opportunity to collect information about the story and object(s), you need to extract as much information as possible from the visitor. But remember that this is an opportunity for the visitor to share something that may be personal and important to them, so be sensitive when conducting the interview.

Suggested interview questions:
- **Who** is the story about?
  - What is your relationship to this person? Do you know anything about what happened to them in the war/after? Did the person ever talk about the war? What have others said about this person?
- **When** did these events take place?
  - Did the person join before the war, at the beginning of the war or during it? When were they discharged? When were they born/when did they die? When was the photograph taken?
- **What** is the object?
  - What do you know about the object? How did you get it? Who had it before you? Where do you keep it now?
- **Where** is the object from?

   o Did the person recover it from the battlefield? Where was the person born? Where did they serve?

Forms required:
- Permissions Form (completed by visitor)
- Story Forms
- Object Lists
- OPTIONAL: Interviewer Quick Guide (additional guidance for volunteers)

Equipment required:
- Pens
- Plastic wallets
- Raffle tickets
- OPTIONAL: computers with internet connection
- OPTIONAL: voice recorders for recording interviews
- OPTIONAL: trays and folders to carry forms and objects to Digitisation area
- OPTIONAL: reference material (books, databases and project information)x

Stage 3 – Digitisation

The Digitisation Area is where objects are collected after the interview stage, scanned or photographed ('digitised'), and returned to their owner.

It is advised that one volunteer (the "co-ordinator") should manage the Digitisation check-in desk and keep track of all incoming and outgoing objects while other volunteers ("crew members") focus on operating the camera and scanner equipment.
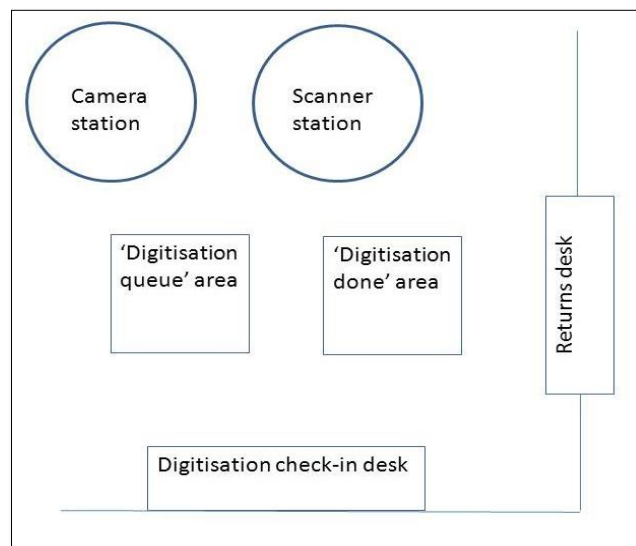
Note: All volunteers should ensure that objects are kept safe and away from public access.

Tasks for the Digitisation Area volunteers:
1. Co-ordinator: receive objects and associated forms from interviewers and log the details on the **Check In/Check Out List.**
2. Co-ordinator: place all objects and forms relating to an individual in a single box/plastic folder and place it in the 'digitisation queue' area;
3. Crew members: photograph or scan objects (<u>making sure to take one photograph/scan of both the object(s) and the raffle ticket</u>)
4. Crew members: If possible, maintain the link to the contribution number ('ticket') in filenames (if scanning) and other processes.
5. Crew members: Place objects and associated forms in the 'digitisation completed' area;
6. Co-ordinator: Return objects in the 'digitisation completed' area to their owners.

Forms required:
- Digitisation Check In/Check Out List
- Photography Quick Guide (additional guidance for volunteers)

Equipment/conditions required:
- Camera(s) which could be good phone cameras;
- Scanner(s) attached to computer(s) with scanning software [Optional – scanners can be quite slow so do not worry if you do not have access to one];
- Tray/plastic folder
- Good lighting;
- Photography accessories as appropriate: e.g. memory cards, card reader, spare batteries, battery charger, spare light bulbs, copy-stands/tripods, equipment for displaying and holding objects, light cubes, reflectors, backdrops;
- Back-up solution for captured images (a variety of ways of doing this – card-reader connected to a computer, possibly using an external hard drive or USB stick also, cable connector for a Phone to computer, access to 'cloud' storage service such as Google Drive or Microsoft OneDrive). In summary make sure at regular intervals throughout the day you have two copies of every image taken and know where they are.

Tips for photographers and scanners:
- IMPORTANT: always take one picture/scan of the object/group of objects alongside its associated raffle ticket. If this is not done, it will be difficult for volunteers to know which objects relate to which stories when during the upload process. For example:
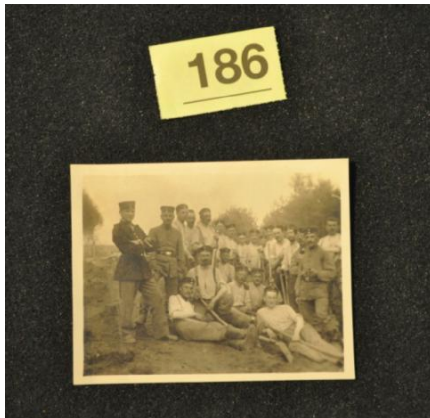
- Photograph objects from all angles and capture both the front and the back of two-sided objects such as postcards;
- Reduce blank space around the objects by moving the camera or using the zoom function. This will save time during the editing phase.

Stage 4 – Upload

Running your event is a major achievement, but you should be aware that there is still work to do after the event as well. You need to make sure that you have the volunteers and equipment required to carry out these tasks.

Once the stories and images are in a suitable condition, they should be uploaded to the Lest We Forget Online Database (http://lwf.it.ox.ac.uk) (upload instructions can be found on the website).

It is likely that the stories written on the **Story Forms** will require editing before being uploaded to the database. Ideally, this task should be undertaken by the interviewers/note takers who recorded the story at the event.

Volunteers will also need to browse through the images of objects and ensure that they are clear and facing the correct way. They should also match the images to the corresponding stories.

Dealing with enquiries

It is likely that you will receive enquiries after the event and you should decide how you will deal with queries from:

- Someone who could not attend the event but who wants to contribute to the project;
- Someone who attended the event and now wants to add/change their story;
- Someone asking for copies of images or further details about a story;
- Press and media.

Remember, if you have any questions at all, please feel free to contact the Lest We Forget team at ww1collections@it.ox.ac.uk.

Section 2: Forms and Promotional Materials

This section contains a complete set of forms and promotional materials that you will need when running your Digital Collection Day. You can download individual versions of these forms from the Lest We Forget website: https://lwf.web.ox.ac.uk/organise-digital-collection-day.

Welcome stage

- Welcome Desk Tracking Form
- Data Protection Poster
- Permissions Form

Interview stage

- Story Form
- Object List

Digitisation stage

- Digitisation Check In/Check Out List

Additional/Optional

- Welcome Desk Quick Guide
- Interviewer Quick Guide
- Photography Quick Guide
- Privacy Policy
- Terms and Conditions
- Risk Assessment
- Visitor Feedback Form

Promotional

- Poster

Lest We Forget

WELCOME DESK TRACKING FORM

Record here the name of the visitor in the order that they arrived so you can make sure they progress to interview in order.

| Number	Name	(Mobile contact)	Interview Y/N
1			
2			
3			
4			
5			
6			

What will happen to the information you give us?

LEST WE FORGET

The pictures of the objects will be put online for anyone in the world to download and reuse for educational and other non-commercial purposes <u>only</u> (as long as they cite it)

Your name, but not your contact details, will be viewable online to anyone (unless you choose to be anonymous)
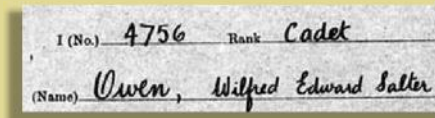
The story and information will be put online for anyone in the world to download and reuse for educational and other non-commercial purposes <u>only</u> (as long as they cite it)

All the data will be stored on UK servers managed by the University of Oxford.

- **Your contact details (address etc.) will never be published**
- **Your name will not be published if you choose to be anonymous**
- **We will not pass on your details to journalists**
- **The objects and the information you give us will be freely available online for anyone to use world-wide for educational and other non-commercial purposes only**
- **We will preserve all the material (digitally) at Oxford University for future generations**

We will also share the data with key WW1 initiatives for them to add to their collections under the above conditions. All will be held in compliance with the General Data Protection Regulation.

Thank you for helping us save the past for the future

Lest We Forget

PERMISSIONS FORM

Consent Agreement One form to be completed for each story submitted

1. FULL NAME:
(In block capitals)

2. ADDRESS:

3. EMAIL:

4. TELEPHONE:

TERMS OF USE:

Lest We Forget is a nationwide First World War digitization project based at Oxford University. It aims to digitally preserve the objects and stories of the Great War and to make them freely available worldwide online, for anyone to use and learn from (*for educational and non-commercial purposes only).
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As part of our initiative to make this material as widely accessible as possible, Lest We Forget will share your images and stories with Europeana. You must therefore agree with both Lest We Forget's and Europeana's Terms for User Contributions (These terms can be found online at: https://lwf.web.ox.ac.uk/sites/default/files/lwf/documents/media/terms_conditions.pdf and http://www.europeana1914-1918.eu/en/about/terms)

Among the most important consequences of accepting these terms, are the following:

You guarantee that
- The digital material that you submit is not copyright protected; or
- You own the rights to this digital material; or
- The owner of these rights has authorized you to submit the digital material under the following conditions.
- For the content you contribute (such as a photo, diary, video or audio material), you are allowing anyone to use this content for any, non-commercial, purposes. However, they must attribute the content to the rights owner. And if they make alterations to the content, they have to allow others to use the altered content under the same conditions.
- For the descriptive data you submit (such as descriptions or tags) so your content can be found by search engines, you are allowing everybody to use these descriptive data for educational purposes, without further conditions.

What will happen to the information and images you give us?
- The pictures of your object(s), along with the story and object information, will be put online for anyone in the world to download and reuse for non-commercial purposes only (and as long as they cite it)
- Your name, but **not** your contact details, will be viewable online to anyone (unless you choose to be anonymous)

CHECK HERE to confirm that you agree to share your material under these terms & conditions	Journalists, writers and filmmakers may be interested in following up with you further. Please let us know if:
☐ **I accept the terms & conditions**	☐ You are happy for us to pass on your contact details
☐ **I would like to remain <u>anonymous</u> and therefore <u>not</u> have my name viewable in my object's story when put online**	☐ You would like us to make contact with you first

SIGNATURE: _____

Lest We Forget
STORY FORM
(To be completed during the interview)

STORY

NAME OF PERSON/PEOPLE who the story is about (include nicknames if used)

THEIR CONNECTION TO YOU

DATES of events or people

PLACES related to events or people

OBJECTS and RELATION to story/person

Did this person survive the war? (please circle)

Yes   /   No   /   Not Sure

☐ Additional pages used

Lest We Forget
OBJECT LIST

Queue no.	Contributor name and mobile number		Interviewer	Collection time (if agreed)	
Object Number	**Object description**		**Digitizer**	**From digitisation**	**Edited**

All objects returned: Date:

Signature……………………………………………………………………………………………

Print name…………………………………………………………………………………………..

Lest We Forget

DIGITISATION CHECK IN/OUT LIST

Date…………………………………………   **PAGE**

Contributor name and mobile number	Tickets	Pick-up time	To dig	From dig	Signed	Return

WELCOME DESK QUICK GUIDE

The welcome desk is the first thing visitors see when they arrive at a Digital Collection Day. At the welcome desk, the welcome host introduce visitors to the Lest We Forget Project. Visitors that have objects or stories to contribute are told about the process and permissions and given a copy of the *Permissions Form* to read and fill in before they are introduced to the interviewer.
At busy times, it may be necessary for people to wait for their interview. The Welcome Desk keeps track of who is next, either by using queue numbers or the *Welcome Desk Form*.

The staff at the welcome desk are assisted by 'meet and greet' team members who make the visitors feel welcome, help them fill in the form and make sure they are taken to the interview when it is their turn.

Your duties:

1. Welcome contributors

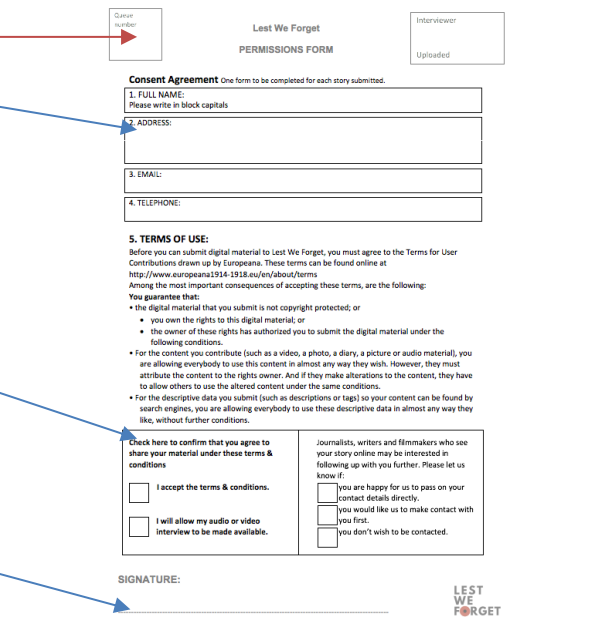When a contributor arrives to submit an item or a story, you should:

1. Explain the process: contributors will be matched up with an interviewer who will record their story and gather all the required information about their contribution before the objects are photographed.
2. Explain that the process may take some time, but that there are things to do if they need to wait.
3. Explain the project's Terms and Conditions. Please ensure you are familiar with these. The key points are: this material will be put online and freely reusable anywhere in the world for any purpose as long as it is correctly referenced. Material will go into the 'Lest We Forget' site but also go into the larger 'Europeana 1914-1918' online collection.
4. Ask the visitor to complete and sign the *Permissions Form* (if you are busy, point the visitor to the 'meet and greet' staff who can help.
5. When an interviewer is free, introduce them to the contributor so that they can get started!

For potential contributors who have not come ready to contribute, there are a few things you can do:

- Reassure them that, even if they don't have an object, it is possible to simply share a story with one of our interviewers who will record it and add it to the Lest We Forget collection.
- Explain how they can contribute to the Lest We Forget project from home and give them a flyer with the web site on it.

2. Help contributors complete the Permissions Form

It is essential that you get everyone to complete the *Permissions Form*. If you find you are too busy you can ask the contributor to do this in the waiting area, with possible assistance from a 'meet and greet' staff member.

1) Given them a queue number 2) Get them to complete their contact details 3) Make sure they agree (through the tick boxes) to the terms and conditions. The form outlines them and has a link to the full explanation. If asked say '*You agree that you have the right to share the material with us, and that we can then put it online for others to reuse freely and world-wide as long as they cite it correctly. All material will go into the 'Lest We Forget' site and the Europeana 1914-1918 online collection, and we hope to launch on November 11th 2018.'* 4) Get them to sign the form. 5) The top right box is for the Interview stage.	

3. Communicate about the 'Lest We Forget' project

Whether the visitor is going to contribute or not, you will need to be able to answer questions about Lest We Forget, so make sure you have flyers and information to hand.

4. Troubleshoot problems

The welcome desk is at the front-line of dealing with problems or issues during the event. Don't be afraid to get creative when solving problems.

Summary of duties:

- Make people feel welcome, whether they are submitting or not
- Explain the process, waiting time, and the Terms and Conditions
- Complete the *Permissions Form*
- Manage the waiting list and bookings list (possibly using the *Welcome Desk Tracking Form*) and match up contributors with interviewers
- Promote the Lest We Forget project with flyers
- Be the central hub for communication and coordination for the collection event

INTERVIEWER QUICK GUIDE

NOTE: If a visitor has brought a weapon, ammunition, sharp object, helmet or gas mask, do not handle but call the floor manager first.

Look out for good, interesting stories or objects (tell interview lead or floor manager about them)

Interview

- Visitor arrives at interview desk. Welcome, introductions. Explain what happens now (talk to collect information, then digitisation)
- Check that the visitor is happy to give consent (if not, end conversation) and has signed *Permissions Form*
- Talk to visitor about their stories and objects (see below for tips)
- Record information on *Story Form* (use additional sheets if one form is not enough)
- Remember to note down:
  - o Names of people involved
  - o Dates related to people or events
  - o Places relevant to story
  - o Objects and relation to story, owner or other

Try to adjust your conversations to the visitor flow. If the event is busy, shorten interviews where possible. Some stories may need more time. Subject experts may be able to offer information relevant to objects or stories (at busy times, the visitor may talk to experts after the interview so you can talk to the next visitor)

Objects

1. Assign one ticket to each object/group of objects (group = same type and joint info)
2. Place each group into a plastic folder (where possible) with ticket stub
3. Give other part of ticket to visitor
4. Record all objects/groups on Objects list. Use one list per visitor.
5. Place all objects and Objects list + permission form in a tray/box.

Queue no. 5	Contributor name and mobile number Mr Smith		Interviewer AB	Collection time (if agreed)	
Object Number	Object description		Digitizer	From digitisation	Edited
71	5 postcards				
72	2 medals				
73	helmet				

To digitisation

1. Finish interview
2. Thank the visitor and explain what will happen next (digitisation, upload after the event).
3. Take visitor and their objects to the digitisation area (ask owner to carry objects where possible).
4. Tell the digitisation desk about any special requests

Tips for the interview

Encourage the visitor to talk freely about what they have to tell (but do not be afraid to steer the conversation or bring it back to topic). LISTEN! Make the visitor feel you are having a conversation – that will make them feel at ease and also allow you to probe and draw out more information.

Think about what, who, when, where and why. Sometimes people know more than they realise.

Use an object to trigger the conversation
- "This is an interesting object – tell me how you come to have it",
- "This letter – what can you tell me about the person who wrote/received it?"
- "This photograph appears to be from the front – what do you know about it?"

What is this object? What do you know about it? How did you get it? Who had it before you? Where do you keep it now?

Who wrote this letter? To whom were they writing? How is the visitor related/connected to the sender or recipient? What is your relation to them?

Where or when was this photograph taken? Who's in this photograph? Why was it taken?

Do you have any stories of your own related to the story or object ('when I was little, I was told…/we used to use this for…/this always stood on the mantelpiece…,/my grandmother always said…')

What is your relationship to this person? Did you ever meet them? What can you remember about them? Did the person ever talk about the war? What has others said about this person? Do you know anything about what happened to them in the war/after?

What happened? What have you been told about this? By whom? Where or when?

PHOTOGRAPHY QUICK GUIDE

1. Go to the digitisation queue table and pick up something to work with
   a. a whole tray (ideally). Also take object list. OR
   b. one or more objects only. Put your station code on the object list to mark what you are taking. Leave the list with tray.
2. Place the first object on the table/copystand with the ticket next to it and take a picture. (you may also include something to calibrate white balance – the special white balance card or just a piece of white paper)
3. Remove the ticket number and take a second picture of the object.
   Then capture all sides of the objects. (note below)
   If it is a three-dimensional object, feel free to take pictures of different angles, zoom in on interesting details etc. (time permitting). Check that you are happy with the pictures before you remove the object – they should be in focus and capture all relevant angles/details.
4. If there is more than one item with the same ticket number, capture all of them (without ticket).
5. If there is more than one ticket number, capture the objects in the same way (first picture with ticket number, then all sides of object(s) without ticket)
6. Mark on the object list that the objects are done (put your station name, e.g. 'camera1' and the time when you took the pictures).
7. When you have captured all the items in your tray (or all that you picked up to do), return the object(s)/tray to the 'done' area and
8. Start again from 1.

General advice

1. Back up your files regularly!
2. Reduce the need for cropping by minimizing amount of blank space around the object:

3. If you are capturing several photos/postcards of the same size, place them in the same position (this will allow the person post processing to crop them in bulk):

4. Place square/rectangular objects at right angle (reduce need to adjust)

5. Include the white balance card in a shot whenever you change the light conditions (will allow post processing to adjust colours easily).

PRIVACY POLICY

https://lwf.web.ox.ac.uk/home ("Lest We Forget") and http://lwf.it.ox.ac.uk/s/lest-we-forget/page/welcome ("Lest We Forget: Submission Site") are operated by the University of Oxford. We are committed to protecting the privacy and security of your personal information ("personal data").

This policy (together with our terms and conditions) describes how we collect and use your personal data during your use of our site, in accordance with the General Data Protection Regulation (GDPR).

A   Who is using your personal data?

The University of Oxford[1] is the "data controller" for the information that you provide to us when visiting this website. This means that we decide how to use it and are responsible for looking after it in accordance with the GDPR.

Access to your personal data within the University will be provided to those staff who need to view it as part of their work in connection with the Lest We Forget Project (the Lest We Forget Team). It will also be shared with the third parties described in Section H.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. We may update this policy at any time.

When you submit material to the Lest We Forget project you are accepting and consenting to the practices described in this policy.

B   Glossary

Where we refer in this policy to your 'personal data', we mean any recorded information that is about you and from which you can be identified. It does not include information contained in the 'story' part of the submission (e.g. the person associated with the objects from 1914-1918).

Where we refer to the 'processing' of your personal data, we mean anything that we do with that information, including collection, use, storage, disclosure or retention.

C   Types of data we collect about you

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[1] The University's legal title is the Chancellor, Masters and Scholars of the University of Oxford

When you submit material to us for the collection will collect, store, and use the following categories of data:

Data you give us. You may give us data about you including:

- Your name, your contact details [address, email], the data about the objects and story you are submitting to the archive.

D   When we collect your data

We will collect the data about you only when you choose to give it by submitting an item to the collection.

E   How we use your data

We process your data for one or more of the following reasons:

- To allow us to keep a secure record of who has submitted material for future reference;
- To display to end users who search the collection – they will be able to see the data you have entered into the story section, the dates and location of the objects (e.g. Ypres, 1915), the digitised objects themselves (e.g. photographs), and your name (unless you choose to remain anonymous). They will not be able to see your contact details.
- To preserve the data. We will store all the data you give us on secure servers under the control of Oxford University. We will also send a copy of the data to the Europeana project under a licence of CC-BY-NC.

Please note that we may process your data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

F   Marketing

We would like to send you information by email about the project and the eventual launch of the final archive. We will not provide your data to other businesses so they can use it for marketing purposes.

We will not provide your data to journalists or researchers but we may contact you for your permission for you to be put in touch with them.

G   Sharing your data with third parties

We will share your data with non-commercial third parties who actively support the study of World War One. All our third-party service providers are required to take appropriate security measures to

protect your data in line with our policies. We permit them to process your data only for specified purposes and in accordance with our instructions. In particular we may share your data with Europeana project, the Commonwealth War Graves Commission, the Imperial War Museum, and other national archives to allow them to further preserve the data and increase cross-searching of material.

Where your data is shared with third parties, we will seek to share the minimum amount necessary.

H   Where we store or use your data

We may store data collected by the website manually or electronically. The data is stored on our secure servers and/or in our premises within the UK.

There may be occasions when we transfer your data outside the European Economic Area (EEA), for example, when requested by an international World War One research project. Such transfers will only take place if one of the following applies:

- the country receiving the data is considered by the EU to provide an adequate level of data protection;
- the organisation receiving the data is covered by an arrangement recognised by the EU as providing an adequate standard of data protection e.g. transfers to companies that are certified under the EU US Privacy Shield;
- the transfer is governed by approved contractual clauses.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data transmitted to the website and any transmission is at your own risk.

I   Retaining your data

We will only retain your data for as long as we need it to fulfil our purposes, including any relating to legal, accounting, or reporting requirements.

J   Your rights

Under certain circumstances, by law you have the right to:

- **Request access to your data** (commonly known as a "subject access request"). This enables you to receive a copy of your data and to check that we are lawfully processing it.

- **Request correction of your data.** This enables you to ask us to correct any incomplete or inaccurate information we hold about you.

- **Request erasure of your data.** This enables you to ask us to delete or remove your data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your data where you have exercised your right to object to processing (see below).

- **Object to processing of your data where we are relying on our legitimate interests** (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. [You also have the right to object where we are processing your data for direct marketing purposes.]

- **Request the restriction of processing of your data.** This enables you to ask us to suspend the processing of your data, for example if you want us to establish its accuracy or the reason for processing it.

- **Request the transfer of your data to another party.**

- Depending on the circumstances and the nature of your request it may not be possible for us to do what you have asked, for example, where there is a statutory or contractual requirement for us to process your data and it would not be possible to fulfil our legal obligations if we were to stop.

However, where you have consented to the processing (for example, where you have asked us to contact you for marketing purposes) you can withdraw your consent at any time by emailing us at ww1collections@it.ox.ac.uk. In this event, we will stop the processing as soon as we can. However, this will not affect the lawfulness of any processing carried out before your withdrawal of consent and you may no longer be able to use the site in the same way as you did before.

If you want to exercise any of the rights described above or are dissatisfied with the way we have used your information, you should contact the University's Information Compliance Team at data.protection@admin.ox.ac.uk. The same email address may be used to contact the University's Data Protection Officer. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of the GDPR. Please note that we may keep a record of your communications to help us resolve any issues which you raise.

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office at [https://ico.org.uk/concerns/.](https://ico.org.uk/concerns/)

K   Cookies

Our site does use cookies. These are simply to assist users who submit more than one contribution to the site and are not used for any other purposes.

I   Changes to this policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

M   Contact

If you wish to raise any queries or concerns about this privacy policy please contact us at ww1collections@it.ox.ac.uk.

TERMS AND CONDITIONS

Lest We Forget's Terms for User Contributions

This document contains the terms applicable to users who contribute content and metadata to the Lest We Forget website. The user must be aware that the project strives to make all content and metadata available for reuse for educational and other non-commercial purposes world-wide with a minimum of restrictions.

These terms establish that all content that is contributed to Lest We Forget by its users will be made available on the Lest We Forget site under the terms of a Creative Commons Attribution Non-commercial license. This means that, when a user posts content on the Lest We Forget website, they irrevocably grant third parties the right to freely use that content for educational and other non-commercial purposes as long as they attribute the work to the author and share alterations of that content under the same conditions.

If you do not agree with these policies please do not contribute content and/or metadata to Lest We Forget.

These Terms for User Contributions determines inter alia the following aspects of the relationship between users contributing content to Europeana.eu and Europeana:

By contributing content to Lest We Forget the user indicates acceptance of the Europeana terms and conditions at https://www.europeana.eu/portal/en/rights/contributions.html with the exception that data will be licensed as CC-BY-NC and not CC-BY-SA.

Lest We Forget also reserves the right to share all the data submitted to it with other research archives and WW1 initiatives under the CC-BY-NC licence as above.

Lest We Forget's Terms of Use: Summary

Before you can submit digital material to Lest We Forget, you must agree to the Terms for User Contributions (see above paragraph). Among the most important consequences of accepting these terms are the following:

You guarantee that:

- the digital material that you submit is not copyright protected; or

- you own the rights to this digital material; or

- the owner of these rights has authorized you to submit the digital material under the following conditions.

- For the content you contribute (such as a video, a photo, a diary, a picture or audio material), you are allowing everybody to use this content for educational and other non-commercial purposes. However, they must attribute the content to the rights owner. And if they make alterations to the content, they have to allow others to use the altered content under the same conditions.

- For the descriptive data you submit (such as descriptions or tags) so your content can be found by search engines, you are allowing everybody to use these descriptive data for educational and other non-commercial purposes, without further conditions.

If you do not want to accept these terms, then please do not contribute content or descriptive data to Lest We Forget.

Lest We Forget's Takedown Policy

If you are a rights holder and are concerned that you have found material on our website for which you have not given permission, we will of course remove it. Please contact us by email stating the following:

- Your contact details

- The full details of the material

- The exact url where you found the material

- Proof that you are the rights holder or an authorised representative of the rights holder

- Email us at: ww1collections [@] it [.] ox [.] ac [.] uk

DRAFT Risk Assessment
For Lest We Forget local archive event at _____
Date: _____

Likelihood of hazardous event	Rating	Severity of most likely outcome	Rating
Very unlikely	1	No injury or trivial injury	1
Unlikely	2	Minor injury	2
Likely	3	Serious injury	3
Very likely	4	Very serious injury	4
Almost certain	5	Disabling injury or fatality	5

Hazard	Hazardous event	People at risk	L	S	R	Existing risk control measures	L	S	R	Further risk control measures	L	S	R
Fire	Fire breaking out at event	Volunteers, members of public	2	3	6	Digital Champion (DC) to familiarise themselves with the fire evacuation and fighting measures including muster points	2	3	6				0
Falling equipment (camera tripods, display banners, etc)	Tipping or knocked over hitting people	As above	2	2	4	Secure all display signs and furnishings	1	2	2				0
Surfaces and obstacles	People slipping tripping or falling	As above	3	2	6	Avoid wires and cables that could be tripped over. Keep areas tidy and store boxes under tables. Staff are told to wear suitable stable footwear	2	2	4				0
Electrical	Coming into contact with electricity	As above	2	4	8	All electrical equipment to be PAT tested no longer than 12 months ago	2	4	8				0
Manual handling	Muscoskeletal strains to back and other body parts	As above	3	3	9	DCs have been trained in manual handling and know how to lift safely	2	3	6				0
Human	Violence or threatening behaviour	As above	2	3	6	DCs are to avoid getting into an argument and should alert authorities when appropriate	1	3	3				0

Hazard	Risk	Who	L	S	R	Control measures	L	S	R			0
Explosion/shooting	Terrorist attack	As above	1	5	5	DC to have watched the NPCC 'Run, Hide, Tell' informational video	1	5	5			0
Unexploded ordinance, firearms or other weapons	Members of the public bringing in unsafe WWI memorabilia	As above	2	5	10	Participants instructed not to bring in any weapons or potentially dangerous objects. DCs have contact details for emergency services	1	5	5			0
Data security	Accidental loss or leak of contact details of attendees	Members of the public	2	4	8	DCs instructed in importance of data security and keeping all project paperwork in a safe location until it has been uploaded to Oxford's server DCs to shred contact details once no longer needed	1	4	4			0

Assessor's Signature …………………………………………………………………… Date …………………………………………………

Review date	Person carrying out the review –name	Signature	Comments
Before event			

VISITOR FEEDBACK FORM

Lest We Forget: Keep Their Stories Alive

Please note that this form is anonymous and your answers will be unidentifiable. Your answers will be used to improve future events and to provide feedback to our sponsors.

1. Please circle your age range:

    a.   Under 16   b.   16-25   c.   26-40   d.   41-60   e.   60-80   f.   80+

    g.   Prefer not to answer

2. Please circle the option that best describes your gender:

    a.   Female   b.   Male   c.   Not listed (please specify):_____

    d.   Prefer not to answer

3. Please circle the option that best describes your ethnic group or background:

    a.   White   b.   Mixed /Multiple ethnic groups   c.   Asian / Asian British

    d.   Black/African/Caribbean/Black British   e.   Other ethnic group   f.   Prefer not to answer

4. Please circle the option that best describes your experience at this WW1 Digital Collection Day:

    a.   Greatly enjoyed   b.   Somewhat enjoyed   c.   Nether enjoyed nor disliked   d.   Disliked

    e.   Greatly disliked

5. Please circle the option(s) that best describe your reasons for visiting this WW1 Digital Collection Day:

    a.   To preserve my family member's WW1 story/object   b.   Interested in learning more about WW1

    c.   Supporting my local school/community group/town   d.   To help preserve our WW1 history

    e.   Other (please specify):_____

6. Please circle what you enjoyed most about this Digital Collection Day (*you can circle more than one!):

    a.   The Interview/sharing my story   b.   Exhibition/display

    c.   Meeting others interested in WW1   d.   Learning more about my object/WW1

    e.   The Subject Expert(s)   f.   Supporting my local community/school/library/group

    g.   Other (please specify):_____

7. What might be improved to make your visitor experience better?

THANK YOU FOR VISITING OUR WW1 DIGITAL COLLECTION DAY!

Lest We Forget

A nationwide campaign to preserve our memories of the First World War (1914-1918)

Digital collection day

Do you have any items related to the First World War? Are you willing to share these online as part of a national project to capture the objects and stories from the Great War? Bring your diaries, letters, photographs, memoirs, objects or stories about your family's experience in the war to our digital collection day, where they will be recorded and added to our freely-available, online collection.

Location:

Date:

Time:

Contact:

FACULTY OF ENGLISH LANGUAGE AND LITERATURE

UNIVERSITY OF OXFORD

LEST WE FORGET

heritage lottery fund LOTTERY FUNDED

commonwealth war graves foundation — keep their stories alive