



the national archives

June 2008

RecordKeeping

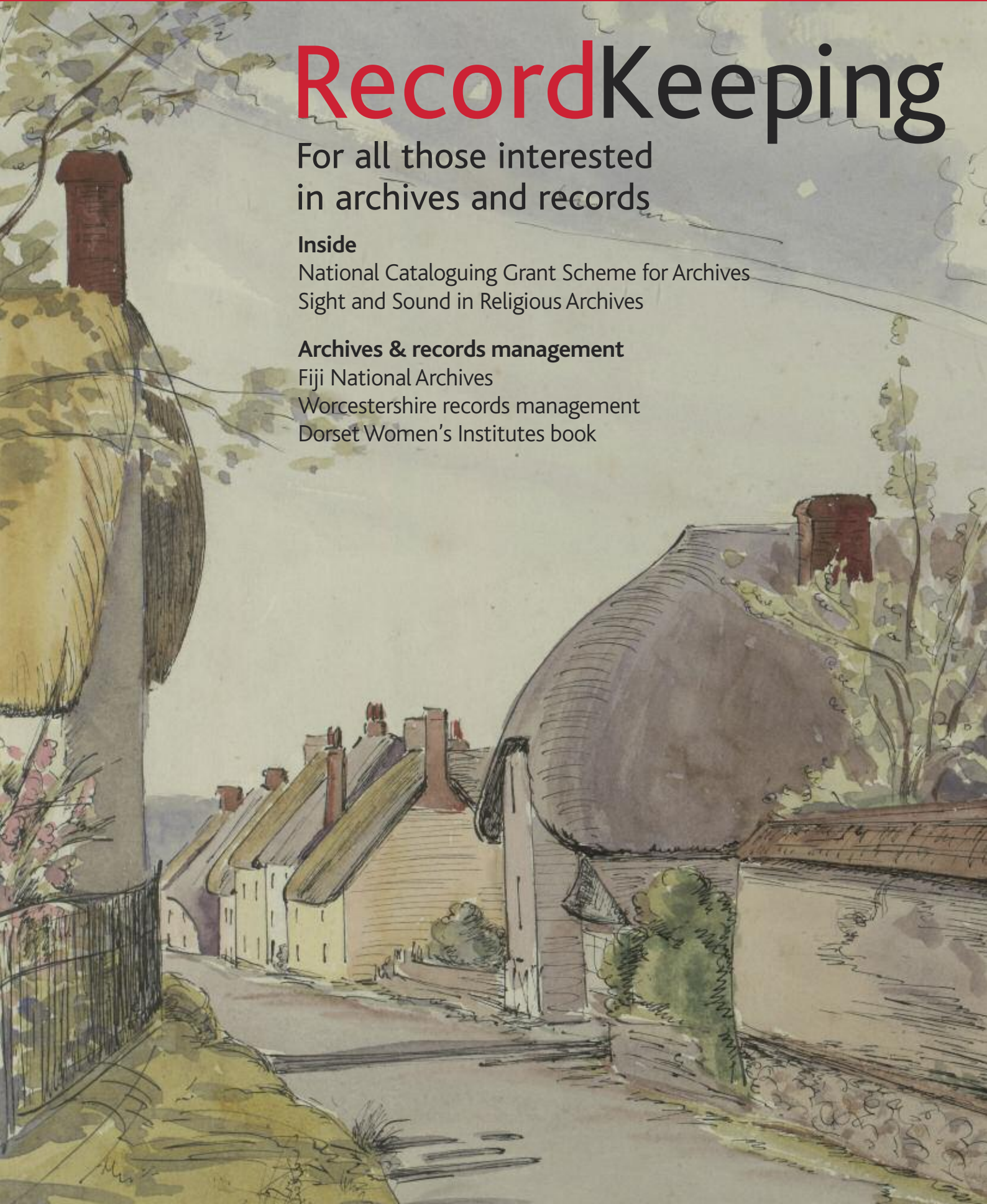
For all those interested
in archives and records

Inside

National Cataloguing Grant Scheme for Archives
Sight and Sound in Religious Archives

Archives & records management

Fiji National Archives
Worcestershire records management
Dorset Women's Institutes book



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Cover photo:

Illustration from the Dorset Federation of Women's Institutes War Record Book (1939-45), Dorset History Centre

Note from the Editor

Welcome to the June edition of *RecordKeeping*.

Our front cover comes from the Dorset Federation of Women's Institutes War Record book, held at Dorset History Centre. The book was recently selected by the British Library to feature in the Hidden Histories Turning Pages exhibition. More about the book, accompanied by some beautiful illustrations, can be seen on p18.

In *The National Archives update* we publicise the new Academic Strategy and our 'Finding Archives Day' taking place later this year.

Our international case study for this edition comes from Fiji National Archives. We hear about the new archive facilities as well as the challenges of training staff for the archive and records management sector.

In records management Susan Healy updates us on the revision of section 46 of the Records

Management Code; and Jon Downes explains the achievements in records management at Worcestershire County Council.

Elsewhere we bring you the highlights from recent conferences, including the Religious Archives Group conference and the Document Lifecycle Management Forum.

As ever, if you are interested in writing for a future of edition of *RecordKeeping* we'd like to hear from you.

Please email recordkeeping@nationalarchives.gov.uk

Thanks for reading

Catherine Guggiari
Editor
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RecordKeeping is published quarterly by The National Archives to provide news and informative articles for all involved and interested in archives and records. *The National Archives update* provides news on activities and developments at The National Archives; *RecordKeeping news* contains information from the wider

archives and records management communities; *Case studies* are practical examples of archives/ records related projects; and *Standards and guidance* gives up-to-date information on the latest standards and best practice. *Freedom of Information and Data Protection update* provides the latest news in these areas.

RecordKeeping is distributed free of charge to custodians and stakeholders in the archives and records management sector. It is also available to download for free from our website: www.nationalarchives.gov.uk/services/recordkeeping.htm

The National Archives update

Reaching out to the academic audience: The National Archives has a new Academic Strategy



The National Archives has updated and broadened its previous strategy in support of its academic users. Whilst always

In the last edition of *RecordKeeping* Caroline Williams wrote about The National Archives' new department, Record and Collections Development. As Caroline explained, part of the remit of the department is to liaise at a strategic level with the academic sector of The National Archives' users and potential users, not least to develop and maintain our status as an Independent Research Organisation with the Arts and Humanities Research Council. To that end a revised strategy for this area has now been published www.nationalarchives.gov.uk/academic/strategy.htm

In this context 'academic' is defined as post-graduate students, post-doctoral researchers, and university teaching staffs. However, we are ever aware that no sector of users

supporting and liaising with the sector, strategic planning now also specifically embraces the areas of information management and the issues surrounding the born-digital record; and seeks to engage with new academic audiences.

is a silo, and any actions resulting from the strategy which benefit the wider user community will be very much welcomed. In particular we intend to engage also with undergraduates; further education students; and archive, records management and information management professionals.

The National Archives academic users currently comprise some 12%

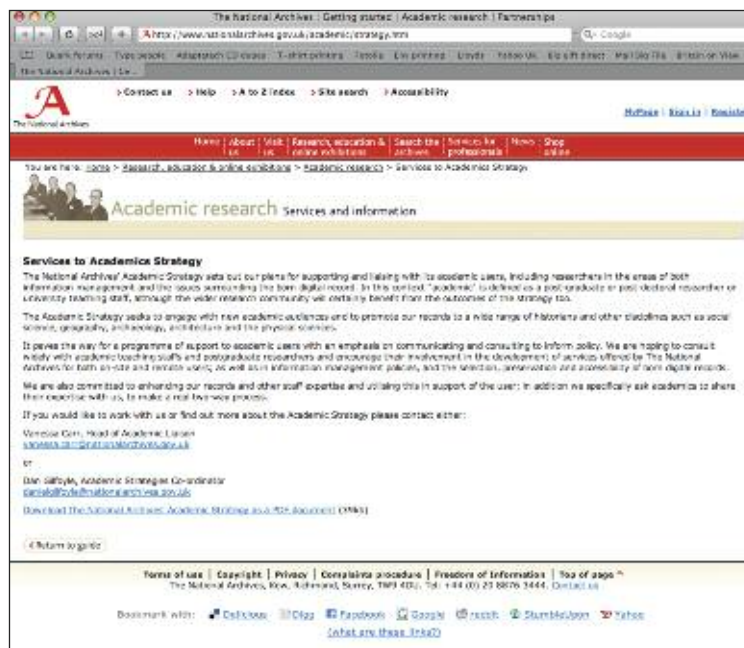
to 15% of the total. The majority of the remainder are genealogists, military and local historians, and it is our aim to include their interests also wherever possible in our ongoing action plan. For many projects The National Archives seeks external funding from the higher education research councils or other funding bodies, and this interest in broader appeal is also on their agenda today.

The National Archives has always had an active liaison programme of support to academics, and the new strategy continues this, especially with an emphasis on communicating and consulting to inform policy. In particular we wish to understand better research methods in the 21st century electronic age. We are committed to promoting our records and other sources of information, and enhancing their research potential both for onsite and remote users. This may be, for example, by exploiting available technology in digitising the analogue record; or by improving our catalogue and other research aids and guidance; or by informing and discussing via our research and academic web pages or e-newsletters.

We are equally committed to enhancing our records and other staff expertise and utilising this in support of the user. One new departure in this strategy is specifically to ask academics to share their expertise with us, to make a real two-way process. This might be via the more traditional user group, but we particularly want academics to knowledge-share using our wiki – Your Archives: <http://yourarchives.nationalarchives.gov.uk>

Then there is the face-to-face human element – traditional networking via conferences, seminars, lectures and other events.

Another innovative element of the strategy is to embrace the information management and born-digital record arenas. Since the Office of Public Sector Information merged with The National Archives in October 2006, the information management agenda and public information re-use policies are important aspects of The National Archives' remit. Born-digital records, and, in particular, their preservation, appraisal, selection, accessing and readability in the long-term form



one of the major challenges of our times. In both these new areas there is considerable academic interest, and questions to be posed, researched and addressed. Dialogue here will be invaluable to The National Archives in helping to formulate decision-making and policy, not least around the impact on research methodologies of the availability of web-based public sector information, and datasets in a born-digital format.

In reaching new audiences we will publicise better the huge diversity of our records holdings. Not only do we have material of interest to a wide range of historians (art, literature, music, design, costume and diet – to name but a few), but also to disciplines other than history – such as geography, archaeology, architecture and the physical sciences. We are going to start here by liaising specifically with social scientists, and historians of health and medicine – but this is just the beginning!

From this strategy a detailed action plan will be developed as a high priority for 2008-2009, working with both internal and external stakeholders. If you want to work with us or find out more please contact either myself or Dan Gilfoyle (Academic Strategies

Co-ordinator). One of our first actions will be to create a more comprehensive database of academic contacts than we have had previously, so we want to hear from anyone interested in this. We also welcome proposals for partnership, particularly to the research councils or other funding bodies. Such funding is crucial to take forward major research and resource enhancement projects. There is a project proposals form on The National Archives website at: <http://www.nationalarchives.gov.uk/documents/outline-project-proposal.rtf>

Vanessa Carr
Head of Academic Liaison
Research and Collections
Development
The National Archives

Local Authorities' Self-Assessment of Information and Records Management

Volunteer local authorities have piloted a study on themselves to assess their compliance with the Records Management Code. An automated support tool was used to carry out the self-assessment efficiently and to enable The National Archives to combine the results into a survey.

The exercise has confirmed that self-assessment assists local authorities to analyse gaps in their records management practice as a basis for making improvements.

Wider surveys will provide The National Archives with an information base about areas of strength and weakness in local authority records and information management practice.

Background

As reported in the Spring 2007 issue of *RecordKeeping*, representatives from local authorities in the South-West Region attended a 'Managing Compliance' event organised by The National Archives. The event considered the implementation of the 'Complying with the Records Management Code: Evaluation Workbook and Methodology'. This guidance produced by the Records Management Advisory Service at The National Archives was discussed in its role of enabling local authorities to carry out self-assessment of their records

Piloted by local authorities in the South-West Region of England

management arrangements against the requirements implied by the Records Management Code under the Freedom of Information Act 2000, section 46.

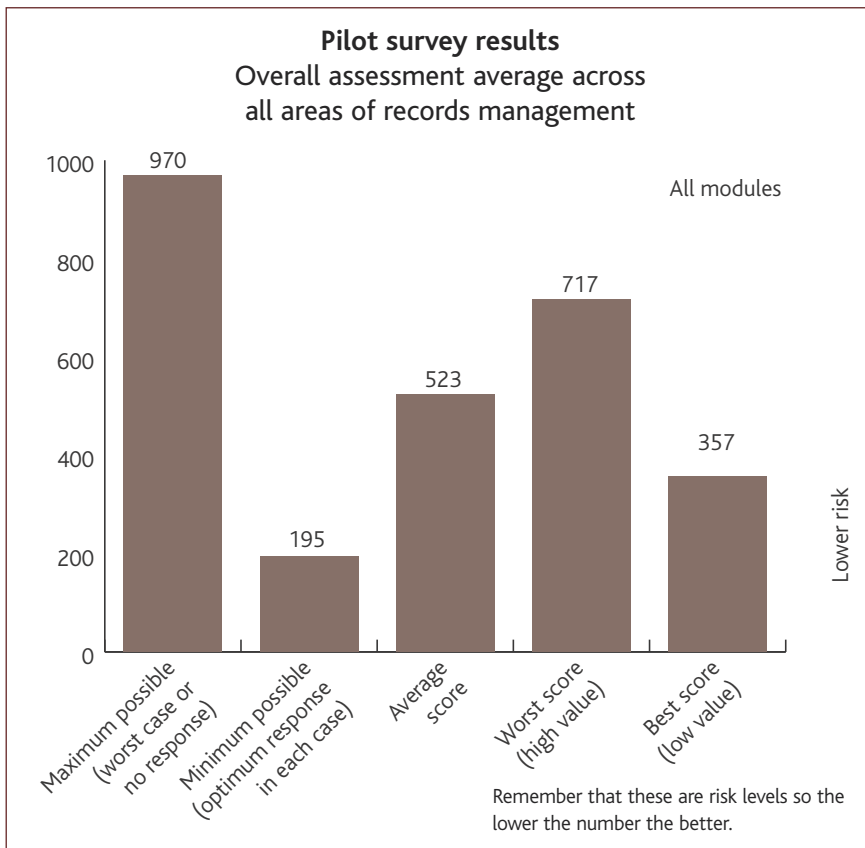
The South-West Region had been selected as a pilot area, with 51 authorities being representative in variety of type of council and in scale 10%, of England and Wales.

An automated support tool has been developed subsequently for local authorities to use in self-assessment.

The Self-Assessments

The local authorities in the pilot exercise each used the automated support tool. This is formulated in a spreadsheet and includes guidance

Comparative risk ranking (low ranking = low risk)	Assessment modules
5 = (high)	1. Records Management function corporately 2. Records Management policy 3. Roles, responsibilities, training and awareness, 8. Performance measurement
4	5. Records maintenance
2 =	4. Active RM: records creation and recordkeeping 6. Records disposal
1 (low)	7. Access regimes for managing FOI requests



on its use, a questionnaire and a result chart which is generated automatically from the answers in the questionnaire.

The questionnaire takes the user through all the points in the workbook with attached 'tips'.

The pilot survey results shown below have been calculated using 8 detailed responses to the survey

and cover all of the assessment modules.

Upon investigation, it was found that Module 5 (records maintenance) was a comparatively weak, higher risk area, which often invites additional resource and actions. However, Module 4 (active records management) was found to be an area of strength and low risk.

The majority of councils rated themselves as low risk for access regimes and managing FOI requests; and for records creation and management of current records, and records disposal.

The smaller councils in the exercise tended perversely to be more silo-oriented with high risk ratings for the absence of a corporate approach to information assets and no corporate information and records management.

Going forward from the pilot exercise

National Advisory Services will explore the potential to encourage self-assessment in other regions. Also there is potential for use in other public sector arenas, health, police etc.

Meanwhile for anyone who would like to use it, the automated support tool, along with the workbook, has been made available on the National Archives website at www.nationalarchives.gov.uk/recordmanagement/code/assessing.htm We would welcome sight of any completed self-assessment questionnaire; just email it to rmadvisory@nationalarchives.gov.uk

Further plans include updating the workbook and automated support tool to take into account a formally revised Records Management Code when this is published.

Ian Macfarlane
National Advisory Services
The National Archives



Ljubljana in Slovenia, the meeting venue

Document Lifecycle Management Forum

A report from Ljubljana, Slovenia

In early April 2008, three members of the National Advisory Services of The National Archives contributed to the biannual meeting of the Document Lifecycle Management Forum.

This European Union wide, multi-disciplinary community of public archives and interested parties in archives, and information and records management held its meeting in Ljubljana under the European Union presidency of Slovenia and was hosted generously by the National Archives of Slovenia.

Representatives of organisations from over 30 European countries attended the two-day meeting comprising discussions and presentations on topics of particular interest in the information and records management, and archives fields.

From The National Archives of the UK, Richard Blake and Ramona Black gave a presentation on the

National Archives' project for interoperability in the public sector between systems holding records. Other presentations included legal admissibility of records, digital signatures, the records lifecycle from capture to archives, and data protection and archives.

Speakers and discussion panel members came from the National Archives of Slovenia, German National Archives, University of Tampere and National Archives of Finland, The National Archives of UK, French Archives Directorate, Danish National Archives and information management specialists in the private sector.

The publication of the results of the European Commission funded MoReq2 (Model Requirements for the Management of Electronic Records) was declared. The requirements and compliance testing materials are now available from the contractor's site at: www.moreq2.eu/downloads.htm

The Document Lifecycle Management Forum will be taking on the governance of MoReq2 through its website www.DLM-Network.org. Copies of the requirements and compliance testing materials will then appear there as the authoritative sources. Translations will be added as these are produced by member countries as well as a wiki for discussion on MoReq2 issues, experiences from using MoReq2 and interpretations of requirements areas.

Also the plans and a call for papers were announced for the major, three yearly Document Lifecycle Management Forum Conference that will be held under the French Presidency of the European Union in Toulouse on Wednesday 10 to Friday 12 December 2008.

Ian Macfarlane
National Advisory Services
The National Archives

Finding Archives Day launches in October

Presentations will be aimed at informing members of the archive profession about new developments in the National Register of Archives, Manorial Documents Register and other electronic resources provided by The National Archives, covering initiatives such as the National Name Authority File, National Register of Archives digitisation project and 'Your Archives'.

The National Register of Archives contains information on the nature and location of manuscripts and historical records that relate to British history. The day hopes to showcase some of the new and exciting areas of development that are currently making the National Register of Archives a better resource. In particular there will be a presentation on the National Register of Archives digitisation project, which hopes to make 250,000 pages of National Register of Archives lists available online. The project will focus on assisting repositories who do not currently have the capacity to make lists available online.

The day will also feature an update on the development of the National Register of Archives as a

If you would like
to book a place
please contact
Rosie Logjudice on
rlogjudice@
nationalarchives.gov.uk

The National Archives is holding a 'Finding Archives Day' on 3 October 2008. The purpose of the day is to showcase how resources and services, provided by The National Archives, can help users and archivists identify and locate records outside of Kew relating to British history.

database which holds and displays archival Name Authority Files for corporate bodies, persons and families. There will be case study sessions on the use of the National Register of Archives as a research tool, and presentations on business and family and estate records, highlighting the breadth of information available.

The Manorial Documents Register identifies the nature and location of manorial records. The Manorial Documents Register is partially computerised – Wales, the Isle of Wight, Hampshire, Norfolk, Surrey, Middlesex, the three Ridings of Yorkshire, Cumberland, Westmorland and Lancashire north of the sands are available online. One of the highlights of the day will be an extended session on the Manorial Documents Register, including the launch of the Berkshire and Buckinghamshire Manorial Documents Register online.

Other sessions will cover 'Your Archives' and also sales monitoring at The National Archives. 'Your

Archives' is a site created for and by The National Archives' users. Users are encouraged to submit articles about historical records held by The National Archives and elsewhere. 'Your Archives' is based on wiki technology, which allows users to edit and create pages directly from their browser.

The sales monitoring service, operated by The National Archives, enables us to notify British archivists of manuscripts sales, which may be of interest to them.

The day will begin with a welcome by Natalie Ceeney, Chief Executive of The National Archives and will end with an open discussion with Nick Kingsley, Head of the National Advisory Services.

**Rosie Logjudice
Archives Advisor
National Advisory Services**

Sight and Sound in Religious Archives

Religious Archives Group conference 2008



The Religious Archives Group affiliated to the Society of Archivists held its annual conference at the British Library Conference Centre on

14 April 2008. The theme chosen, *Sight and Sound in Religious Archives*, afforded participants the opportunity to focus on a field that offers very immediate and striking insights into the social and spiritual characteristics of very different faith communities.

Jody Butterworth and Janet Topp Fargion spoke about the photographic and sound recordings respectively in the British Library's collections and ways in which they could be tracked down, particularly in the latter case through the Jerwood catalogue, a cross-collection online resource. Alex von der Becke spoke about the 20,000 photographs held at the Salvation Army International Heritage Centre and showed how they had always played a vital role in the way the Army publicised its mission and work. Here, cataloguing went hand in hand with picture research, an activity that had significantly increased through public enquiry and development of online services.

There followed a talk by Professor David Killingray on identifying photographic evidence of the black Christian presence in Britain, a story much neglected until recently, especially in relation to the significant involvement of the Christian churches in the early development of multi-cultural Britain. The morning session ended with an exploration by Professor Aled G Jones of photographs emanating from the Welsh Missionary Project In India 1896-1947. Images showing the diverse activities of missionaries and the way in which social attitudes coloured the shape of the Welsh mission in East Bengal in which women were particularly prominent.

The afternoon sessions then proceeded with a talk on oral history by Dr John Hargreaves on the life of Dorothy Hincksman Farrar (1899-1987), Methodist deaconess and preacher, which focused on her deepest spiritual experience and illuminated the otherwise sparse and formal official record of her career in the church. Recorded conversations, it was argued, provide an emotive insight that can never be achieved in print. The final paper by Andrew



Nicoll of the Scottish Catholic Archives considered the value of films in documenting religious activity. The examples shown film of a fete and religious processions in local parishes and of life in a junior seminary which brought alive the texture of more social aspects of Catholic life outside the official record.

In addition to the presentations there was also a guided tour of the British Library's Sound



The National Archives: COPY1/499: Wesleyan Synod, Wilkton, Somerset, 1896

Conservation Studios and reports by Rosemary Seton, Clive Field and Norman James about on progress towards meeting some of the goals set for religious archives at the previous conference in 2007. Liaison with a number of Christian and non-Christian institutions had also taken place. There remains, however, a need to build bridges with the different faiths so that access and information about religious records could be further improved.

By focussing on audio-visual media the conference was able to explore the wide range of records in these formats that may be used in research as well as to highlight the barriers to such study; the need for more cataloguing and resource discovery tools; the necessity of good storage and access facilities; and the advantages of cross-faith liaison and solutions. Those interested in the work of the Religious Archives Group may obtain further

information from its web site at <http://rylibweb.man.ac.uk/rag/>

Nicholas Coney
Archives Advisor
National Advisory Services
The National Archives

Keeping on the right side of the law: qualification in Information Rights Law and Practice

Records managers and archivists are often expected to answer freedom of information and subject access requests on an occasional or regular basis. Viewed as an addition to their daily work, many do so without recourse to a departmental lawyer, professional network or formal training.

Answering requests for information can, however, involve a multitude of legal provisions. Although some may be unique to particular sectors, an understanding of the whole is essential to ensure an organisation remains compliant. The Information Rights Law and Practice programme run by the University of Northumbria (in conjunction with the Ministry of Justice) provides specific training in this and helps develop core skills for staff handling requests for information.

Launched in September 2006, the programme is a useful way of keeping up-to-date with legal developments. Its utility is not limited to those tasked with handling requests for information on a daily basis - indeed one of the strengths of the course is that it is designed to provide both the expert and the generalist with the necessary legal background required by those involved in handling data or information. As such, the course is relevant to Information Rights, Data Protection and Information Management

Teresa Bastow, Head of The National Archives' Freedom of Information Centre will be one of the first students to complete a postgraduate course in Information Rights Law and Practice, developed jointly by the University of Northumbria and the Ministry of Justice. She considers the relevance of the course to the archival and records management community and those tasked with handling requests for information.

specialists, and those whose work touches upon these areas.

The programme consists of a total of twelve modules that can be studied individually or combined to gain a Postgraduate Certificate, Diploma or a Masters of Law degree. Five of the modules (Legal Research and Study Skills, Foundations of Information Rights, Data Protection and Freedom of Information, and Access to Environmental Information) are compulsory for the certificate. These provide detailed introductions to the main pieces of legislation governing handling requirements and access rights, and consider their interaction with other legal requirements, such as

the common law duty of confidence and the Human Rights Act. The Freedom of Information module also focuses directly on the section 46 Code of Practice for managing records. Those aiming for a Diploma must complete a further optional module, chosen from the following list:

- Freedom of information: managing records for legal and regulatory compliance
- Access to European Union information
- Data protection, confidentiality and medical issues
- Children and young people – information sharing
- Information as intellectual property

- Information in employment law
- Media and privacy law

Those wishing to continue and gain the qualification complete a dissertation on a relevant subject of their choice.

Each module builds upon the first, Legal Research and Study Skills, and the student is encouraged to critically analyse legislation, the decision notices of the Information Commissioner's Office and the Information Tribunal. As such, the first module provides the backbone of the course and informs the others. This approach ensures the course is intellectually stimulating. Access to legal databases is provided online via the University of Northumbria's learning portal while course textbooks and workbooks, complete with self-test questions, are posted to students in advance of module start dates. Most additional reading matter can also be found online, making it convenient for distant students to access relevant materials. A non-compulsory study-day accompanies each module, and is generally held in two locations: once in Northumbria and London.

Each module requires an essay of between 2,000 to 4,000 words to be completed. Commonly, these require students to 'think like lawyers' and advise a public authority of its options in a particular case. The essay questions are stretching, designed to explore various facets of legislation – often one essay comprises two or three sections. Although entailing 'extra' work, the questions posed ensure learning is fully tested. In addition to essays, students are asked to submit comments to a discussion board for each module. This is compulsory, though in some cases the comments themselves are not marked.

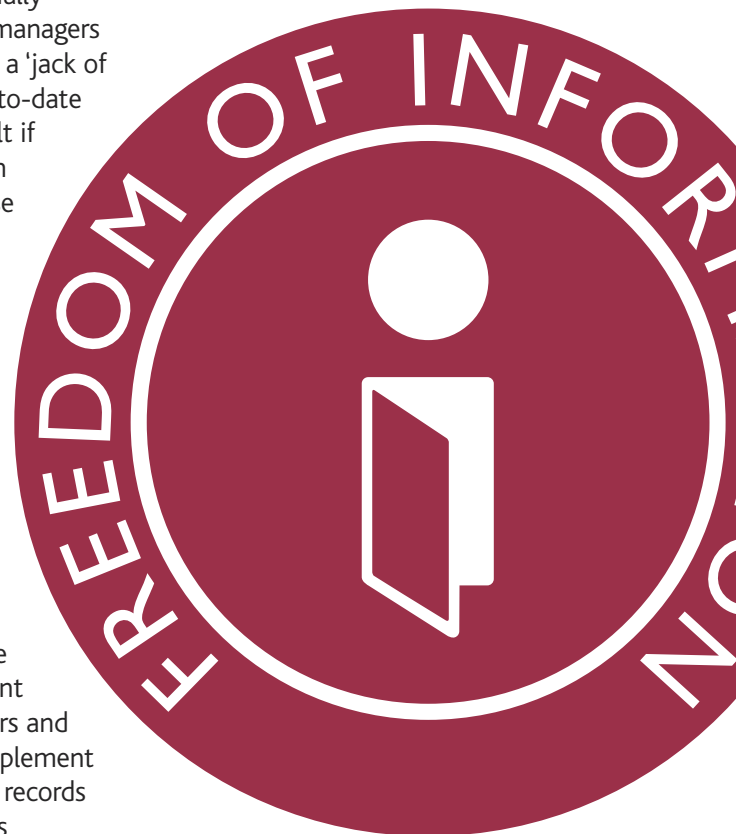
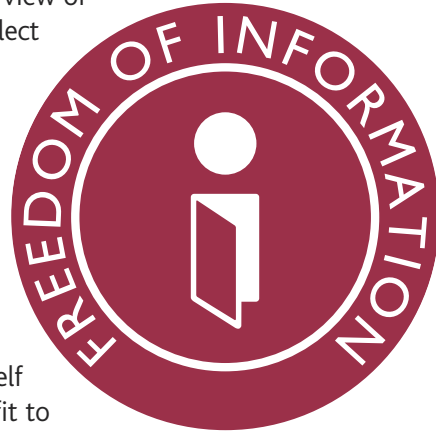
For those new to the field of information rights, the course

provides an excellent overview of significant cases and latest developments, providing a directed way to tackle a daunting task. Information rights legislation continues to raise unexpected questions such as when is information actually 'held', what is meant by 'obtained' and the course provides an excellent overview of these and a chance to reflect on current practices.

This background is essential to those dealing with access issues on a daily basis and to those whose work includes handling requests less frequently. Conversely, the course itself is probably of more benefit to this latter group, especially archivists and records managers who are required to be a 'jack of all trades'. Keeping up-to-date with case law is difficult if you do not work within access rights. The course equips staff with the skill to interrogate decision notices and encourages them to think like lawyers and consider the possible consequences of access decisions taken at the initial request stage.

Reassuringly, the course recognises the important role of records managers and offers a chance to complement these skills. Since good records management underpins information rights, an understanding of the obligations imposed by the interacting legislation helps to place the work of records managers in the wider context.

More about the course can be found using the following link: <http://northumbria.ac.uk>



Teresa Bastow
 Head of Freedom of
 Information Centre
 Records Management and
 Cataloguing Department
 The National Archives

National Cataloguing Grants Scheme for Archives

We are pleased to announce that funding for the National Cataloguing Grants Scheme for Archives has been secured for the next five years. Following a successful pilot funded by the Pilgrim Trust and Esmée Fairbairn Foundation, a group of funders have come together to achieve a further reduction in the national cataloguing backlog.

The Pilgrim Trust continue to support the scheme, and have been joined by the Foyle Foundation, the Wolfson Foundation, Goldsmiths' Company, Mercers' Company and the Gladys Kreible Delmas Foundation. The National Archives will continue to administer the scheme, while an independent expert Panel makes final decisions on the allocation of funding.

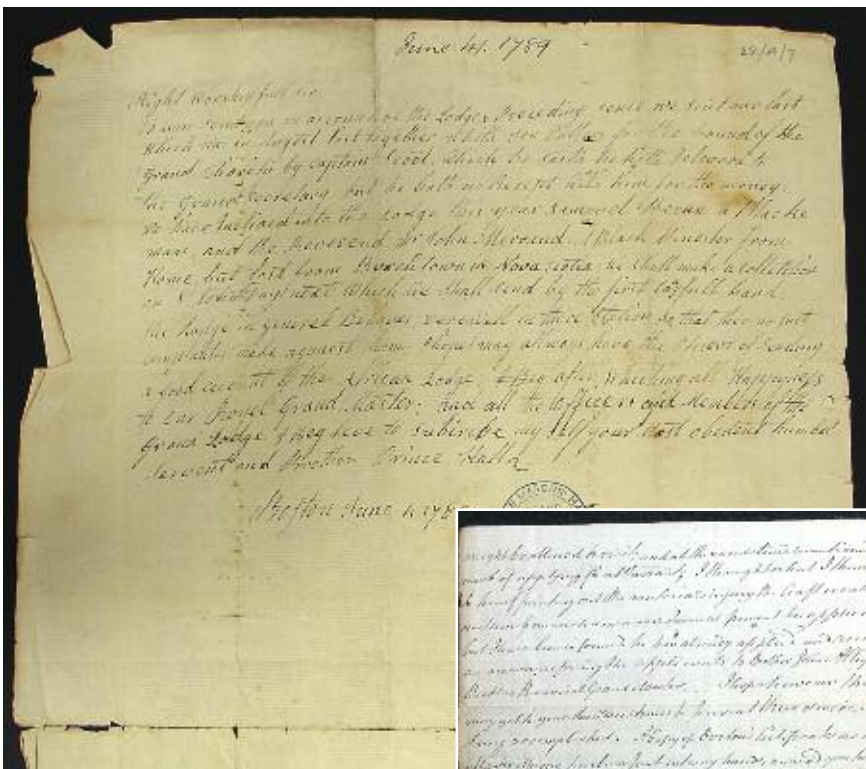
Some of the available funding for 2008 is ringfenced for applicants from areas not included in the pilot phases (Wales, and the South East, West Midlands, Yorkshire and the Humber and Eastern regions of England). From 2009, the scheme will be open to all UK applicants on an equal footing, regardless of geographical location.

Full details are available at www.nationalarchives.gov.uk/archives/cataloguing_grants_scheme.htm

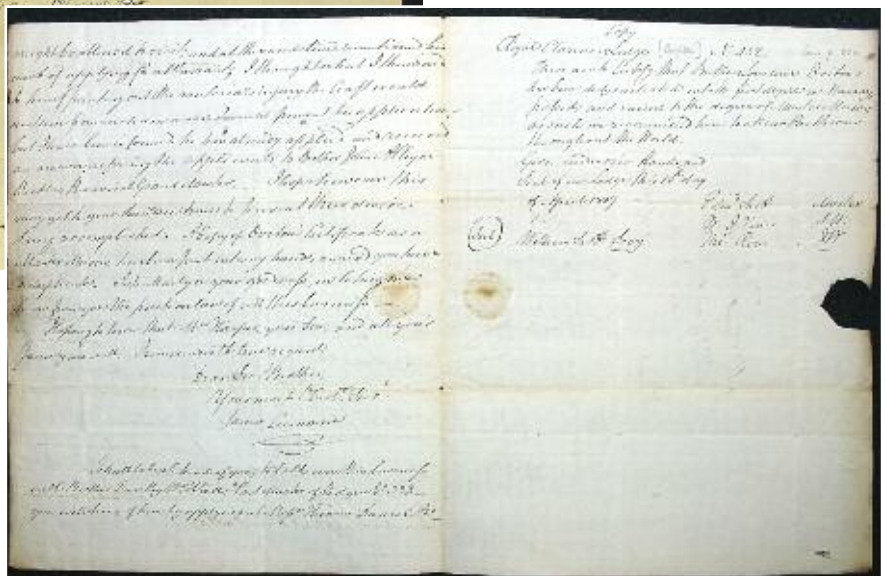
The deadline for 2008 applications has now passed.

Melinda Haunton
Programme Secretary for the National Cataloguing Grants Scheme
The National Archives

Library and Museum of Freemasonry ref: HC 28/A/7



A successful application in 2006 enabled the Library and Museum of Freemasonry to catalogue correspondence from Colonial America and the West Indies 1769-1889.



Library and Museum of Freemasonry ref: HC 23/B/23

We will be celebrating the launch of the scheme at the Library and Museum of Freemasonry on 23 July. Let us know if you would like to join us: nas@nationalarchives.gov.uk

Case studies

At The National Archives, the Department of Collection Care has had a long and very successful partnership with The National Association of Decorative and Fine Art Societies (NADFAS) and its Heritage Volunteers.



Encapsulation of photographs in polyester sleeves

Volunteers: a valuable resource

This dates back to the early nineties, when half a dozen volunteers were recruited to carry out necessary preservation work in support of the Conservation Department at Kew. Further work presented itself and in 1993, a second team was established to work alongside staff at the Chancery Lane site. They helped to clean, roll, bag and box thousands of documents, playing a key part in preparing them for re-housing when the old Public Record Office building closed. This work continued for three years

until the two groups were merged and relocated to the new building at Kew. A number of the original team are still involved.

The present operational scheme has altered very little since the mid-nineties. Our volunteers are drawn from eight different local NAFAS groups. They are divided into eight groups, which are rotated on a three-weekly basis, coming into the department every Wednesday, Thursday and Friday. They work a four-and-a-half hour day, with a one-hour lunch

break, giving us a minimum of 12 volunteer hours per week. This equates to 600 hours per year: the operational equivalent of approximately one additional member of staff. This extra 'person' makes a very significant contribution to the department's work.

A dedicated working area is provided for the volunteers, who have their own benches, tools, materials and storage space. I manage the volunteer programme, while five other members of staff within Collection Care are responsible for supervising and supporting the groups in addition to their regular duties. We rotate the work, with each acting in a supervisory role for a period of one month. Staff support is key to the effective operation of the volunteer programme.

My responsibilities include identifying, developing and managing the projects undertaken. This can involve:

- liaising with line managers, other staff and Heads of Department to identify potential projects
- examining the proposed venture and determining whether it is suitable for the volunteers
- looking at whether any of the tasks involved have been undertaken in previous projects and are part of their existing skill-base, and, if not, determining training requirements
- identifying, sourcing, pricing and acquiring all required materials and equipment
- assessing potential risk in line with The National Archives and NADFAS guidelines
- submitting a written proposal to the Head of Department, putting forward a supporting case for the project
- designing a working methodology, including a complete description of the key



Instruction on the re-sleeving of photographic material

tasks and responsibilities involved

- writing and producing an illustrated project manual, for reference by the volunteers and supervising staff
- organising a 'New Project' presentation for all volunteers and technicians, providing a forum for feedback, followed by small-scale group-by-group practical training sessions
- 'quality control' of all completed work
- maintaining records relating to all project statistics

Collection Care is staffed by conservators, who undertake complex treatments and research, and technicians who apply craft skills to their work. The function of the volunteers within the department is to carry out project work that supports the paid staff and at the same time respects their own abilities and time commitment. In the past, our volunteers have worked on a broad

variety of objects, including photographs, parchment rolls and membranes, bound volumes, modern tagged documents and flat and rolled maps. They have acquired and applied basic conservation skills across no fewer than twenty long-term projects since the early nineties, gaining a range of skills in the process. These include:

- book refurbishment, including mechanical cleaning and application of leather dressing
- re-rolling and bagging of parchment
- mould removal
- identification of material unfit for production
- re-tagging and re-housing of modern documents
- encapsulation of photographs into polyester sleeves
- mechanical cleaning and flattening of documents
- sewing encapsulated artwork into manila covers
- condition surveying

It is clearly in the interests of the department to continue to invest in this skill-base and this is approached in several ways. With each new project, I try to include a new task or put a new spin on a familiar one, broadening the range of what can be competently undertaken. We could continue simply to offer tasks we have carried out before, but this would limit the scope for future projects. When a new volunteer joins an established group, this provides the ideal opportunity to train them in document handling, while at the same time refreshing the skills of the existing group members. Effective training not only equips them to operate proficiently and with confidence, it contributes to high retention by encouraging a sense of commitment and ultimately reinforcing how much we value our volunteers.

It would be impossible to show our appreciation to our volunteers adequately, but in a small way we do what we can, offering the same perks that are available to staff.

Also, our annual 'Thank You' lunch is definitely not to be missed! What we gain from NADFAS volunteers in particular, is a 'built-in' enthusiasm for things historical, a certain amount of prior knowledge and a sense of mutual commitment. As laid out in the NADFAS Volunteering Charter, we benefit from a dedicated, self-disciplined resource and a commitment to upholding the established high standards of NADFAS.

Our volunteers are not merely an add-on to the department. Their contribution supports the work of the paid staff and makes possible projects that could not be undertaken without their involvement. To invite a Heritage Volunteer to work alongside you is to tap into an immensely valuable resource – something that is assuredly worth promoting and supporting.

Amy K Tuffnell
Collection Care Department
The National Archives

We would be interested in featuring more articles about volunteer projects in the archives sector. If you have a story, which you'd like to share, please email recordkeeping@nationalarchives.gov.uk



Mechanical cleaning of a document

Warship
Result

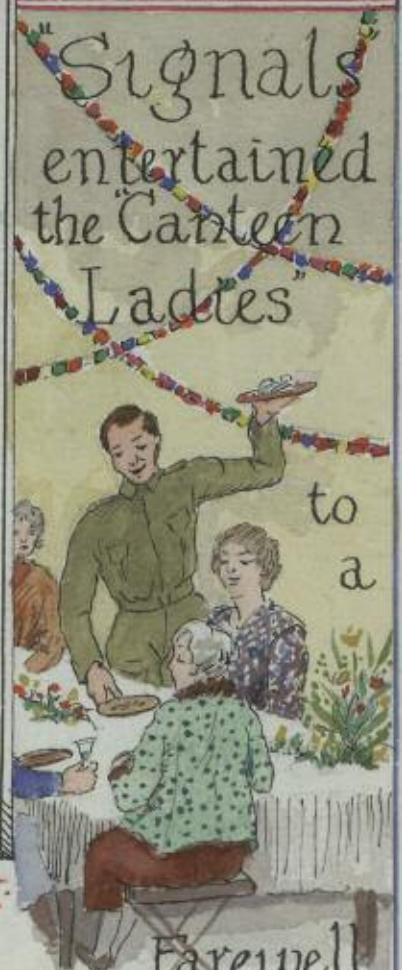
Week.
£24,245.



ALL DRESSED UP, AND SOME
PLACE TO GO!

A FINE CREW NEEDS
A FINE CRUISER
DO YOUR BIT
TOWARD
HMS. DORSETSHIRE.

Poster designed by W.I. member.



to a
Farewell
Party.



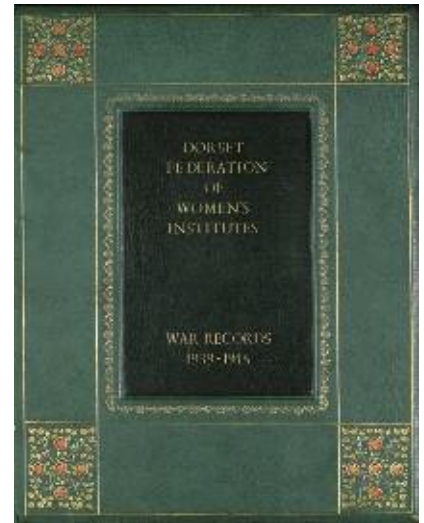
The Home Guard
were very active.



Making
Nets & Pull-throughs.

Hidden treasures brought to life

**The Dorset Federation of Women's
Institutes War Record Book 1939-1945
– an example of the impact and
potential of a national competition.**



Shortly after the end of the Second World War, the Dorset Federation of Women's Institutes decided to create a record of the role of the Women's Institutes on the Home Front. Standard art papers were sent to the Women's Institutes across the county and 82 responded.

The volume was brought together in the finest and most lavish 20th century binding in Dorset History Centre. This was made by Eric Burdett, a master craftsman, lecturer at the precursor to the Arts Institute, Bournemouth and author of *The Craft of Bookbinding: a practical handbook*, David & Charles, 1975. The title is tooled on the front, as is the surprisingly down-beat, still unidentified, quotation 'Dorset Folk don't shame their kind' on the back cover.

The intention of the Book is made clear in the introduction:

The story of women's work in Dorset during the war of 1939-1945 is a quiet story of quiet work carried on from day to day and year to year in countless villages & hamlets as well as the few towns that make up our county. It is a story of steady courage and steady purpose carried on faithfully in the home, in the factories and in the fields: in fact wherever and whenever a job of work could be done by women's hands & women's brains Dorset women came forward to do it'.

The introduction concludes:

'The records ... might be written of any other of the counties of our land and of the Institutes in them. They make brave reading

& serve both as a reminder of what was done & as an inspiration to Dorset women for generations to come.

The book is a record of what was done in one county, but no other similar record seems to have been made. It is a record for a whole generation of women in a time of war and great deeds, recording the small deeds that hold the fabric of a country together in such times and as such a representative record for the whole of Britain.

Each of the contributions is distinctive. Some are handwritten – pen or biro – some typewritten and some in calligraphy; most are in prose, some are in verse. The memories are recorded in many different ways – tales and



Master craftsman Eric Burdett

anecdotes, stories and impersonal records of activities, sketches and cartoons, drawings, paintings, photographs. They are stories of women and communities treating new, difficult and great events – matters of life and death and circumstances for which no-one was prepared – with matter-of-factness and humour, which



almost, but not quite, makes light of them.

The content, approached through anecdote as well as more general recordings, touches on all aspects of active and participative life on the Home Front. There is a range of recurring themes. First there are the evacuees arriving all unprepared for fields and a lack of cinemas. Some who turned round and went straight back to the risks of city life, others who are still here. The billeting of troops throughout the war is another regular feature: soldiers returning from defeat in France, including North Africans, those preparing against invasion

and finally those, including many Americans, both black and white units, massing for D-Day. The Women's Institutes provided entertainments, tea, baths, washing, darning and moments of normality. They knitted and made clothes for troops, children, evacuees and refugees at home and overseas. Socks, mufflers, jackets, shoes and more were supplied. They supported the war effort through a range of

collections and appeals, for an almost bewildering number of causes from HMS Dorsetshire to the Red Cross, via collections of paper and scrap. They worked in many roles – Air Raid Precautions, Women's Volunteer Service, fire watching and more – sometimes to the extent that they had to decide which of rather too many roles



they would adopt in a particular emergency. They watched the Battle of Britain and planes flying across the county to wreak havoc elsewhere. And so much was falling from the sky! Aircrew both Allied and Axis, targeted bombing at Portland and Weymouth, less so elsewhere. Tinsel streamers on other occasions were dropped to confuse early radar – naturally this was recycled straight away. Incendiaries were also a regular problem. Fortunately few were killed and damage was relatively limited. The main casualties recorded were cattle.

Women's Institutes may have a certain reputation built around 'jam and Jerusalem' and they did make tons of jam, preserves and pies during the War. But this was not just the comfortable caricature, it was serious. They were an important part of the business of providing food for the nation and were charged with this work and recognised as an important part of its success by the government.

The book was deposited in Dorset History Centre by the Dorset Federation of Women's Institutes in 1967 and has been a highly regarded part of the collections ever since. It has been used from time to time in exhibitions. It was viewed as something important, but perhaps essentially local – a local treasure.

The competition

Early in 2007, the British Library issued a challenge to the United Kingdom's public library services to 'unearth their hidden treasures and share them online with an international audience of millions.'

The 'Hidden treasures brought to life' competition – open to all library services and their partners – was co-sponsored by Microsoft, the Society of Chief Librarians and Scottish Library Chiefs. The prizes, one each for the four home nations, were to be Turning the Pages 2.0 production and hosting packages worth £10,000 available online via the British Library website for three years for each winner and a discount to acquire the new technology.

The War Record Book was selected and submitted by Dorset Library Service working in partnership with Dorset History Centre and Dorset School Library Service because it is undoubtedly important, but not solemn. It is a real treasure, but engaging and truly accessible. It is a unique historical record of women and war in Britain in the 20th century. It is iconic to a degree, with a voice, power and attraction of its own. But it makes many connections, individually, locally, nationally, internationally and across the generations. It was selected for its importance and its engaging accessibility and because it draws together stories of ordinary people in extraordinary times. It is not just Dorset history, but Britain's history.

In the end the book was chosen as one of five winners. The British Library panel described it as 'a compelling snapshot of life on the Home Front, this unique volume contains stories of evacuees, jam-making, enemy airmen, barrage balloons and the American army.' It is all that and much more.

Selections of 30 pages of this book and the other four prize-winning entries with commentaries were launched on the British Library's website in January 2008, where they may be viewed at www.bl.uk/ttp2/hiddentreasures.html

Initial impact

The award gave real pleasure, not only to the library and archive services of Dorset, but to the Dorset Federation of Women's Institutes, which was celebrating, co-incidentally, its 90th anniversary. It generated considerable publicity and raised the profile of the services and the Federation locally and further afield and to the initiation of an ambitious programme of work around the book.

There was immediate benefit to the services through the successful press and media coverage organised by the British Library, nationally and through its links with the regional press, and Dorset County Council, locally, in the run in to the competition, around the short-listing and the award itself. With the award came renewed press and media coverage, creating a real surge of interest, including an



A COW TROD ON
A MINE JUST HERE!



*East Orchard and St Margaret's Church
Hospital*

The East Orchard and St Margaret's Church Hospital held their meeting on a cold evening 26th Nov 1939 and although making very satisfactory progress this was many things in the life of the village.

The report of the meeting was read and the minutes of the previous meeting were approved. It was decided to send a letter to the R.C.M.S. and to ask for a list of the things which are needed for the hospital. It was also decided to send a list of the things which are needed for the hospital. It was also decided to send a list of the things which are needed for the hospital.

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WELCOME HOME

Charmouth.

PRODUCE STALL.

Charmouth
during the War shared
in every possible effort.
Our daily lives were
sustained by small
things as

illustrated article in the national Women's Institute magazine, with a circulation of over 200,000.

In the first few weeks after the announcement of the award, Dorset History Centre put together a display using digital images of pages from the book and 'blow-ups' of some of the more attractive illustrations, which was mounted at County Hall in Dorchester and then at the Weymouth Pavilion Theatre for a large gathering of Women's Institute members. This work has and will provide a basis for future exhibitions and displays. If there is the opportunity and funding there is potential for a touring display designed to fit into larger venues and of reduction for smaller venues. Possible sites include libraries, museums and especially village halls, given that many of the entries in the book are for smaller, rural communities.

A celebration and local launch

The three services concentrated their initial effort on creating an event (March 2008) at Dorset History Centre to celebrate the award, the launch of the book on the British Library website and to start off a programme of use, enjoyment and work centred on the book and the many ways in which it can be used.

This event was a success in a number of different ways. It brought together over 100 interested and supportive people, including Women's Institute members, depositors of other archives, educators and senior councillors and officers among many others. It was intended to promote the book and its potential and the Turning the Pages presence through the British Library and the press stories about the book and its content in four national Saturday newspapers was a real boost.

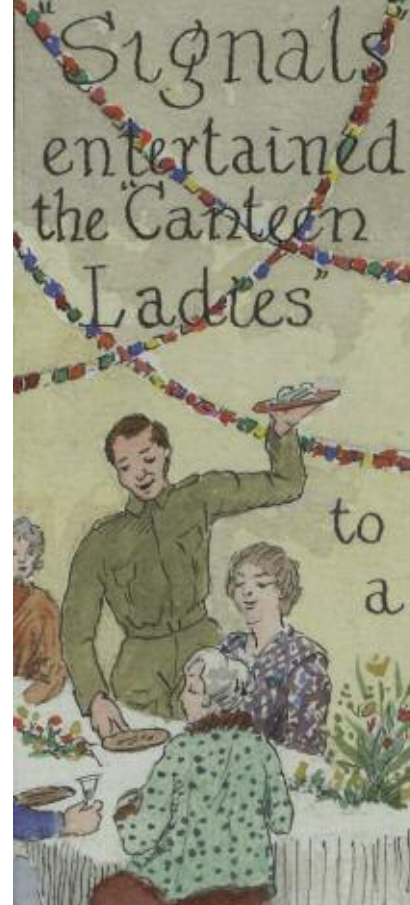
The event was opened by HM Lord Lieutenant for Dorset, Mrs Anthony Pitt-Rivers, and was a mix of different activities. The book was on display, with a more developed exhibition around it and associated Home Front artefacts and records. Office and public computers were used to give access to the Turning the Pages 2.0 version of the book through the British Library website and to a complete, though less sophisticated, digital version using DVDs.

As One Theatre (three actors) and Weymouth Footlights (junior players, or 'evacuees' for the evening) performed a series of vignettes based on the content of the book along with contemporary songs. This latter confirmed the potential of the book as a source of material for future performance art work.

Creation of a three-year programme

Dorset aims to make the most of the benefits of the national award to promote the intrinsic value and importance of the book itself and to raise the profile of the library, archive and school library services. The book's 'star' quality will be used as a focus to show how records of this kind can serve many other purposes across communities and age groups.

The ambitions behind the programme support the delivery of a number of results which, in addition to the immediate benefits from each project, will provide evidence that records and books (and culture in a more general sense) do support the wider national and local outcomes sought by central and local authorities through their various strategic aims for children and young people, older people and communities. The potential



outcomes the programme is looking to support are:

- A greater sense of place, identity and community
- Opportunities for inter-generational understanding and learning
- Cultural opportunities through exposure to libraries, museums, arts and archives
- Opportunities for family and individual learning – from literacy and numeracy to life skills
- Interesting and relevant curriculum material and opportunities

The programme will work through enjoyment and learning to achieve these outcomes. The book, as an important historical record, will be explored and promoted in its own right and through the development of a range of learning tools and other routes to discovery to make it accessible to a wider range of

audiences or markets. This work will create an extensive range of cultural, creative and learning opportunities for communities, though schools and colleges, adult, informal, inter-generational and family learning, reading, writing and literacy development, work with the arts and artists, through various forms of publication and imaginative use of the internet.

This experience will also be used to promote and find opportunities to use other 'treasures' held in local libraries and archives. It should act as an exemplar of the profile and opportunities that our history and heritage can bring to our communities.

To achieve these aims it will be necessary to exploit the skills, facilities and connections of Dorset's Cultural Services and to work with local, regional and/or national partners through individuals, organisations and the generation of external funding. The opportunities are considerable and by no means confined to Dorset. The book provides many opportunities to make national and international connections and to take this wonderful 'national treasure' out of its county of origin to a much wider world.

Next steps in 2008

Earlier this year two creative literacy packages, funded through the Renaissance in the Regions Hub, were developed around the content of the War Record Book for Key Stage 2 and adult skills. These will be trialled later in the year.

Initial work has been started with a local First School and its community to pilot the Key Stage 2 package in September. Similarly it is planned to test the adult skills package in the eastern part of the county later this year. Lesson learned will inform future development.

The book will also feature prominently in Dorset's participation in the National Year of Reading. It will be at the centre of the September Theme: 'You are what you read', which sets out to celebrate and explore cultural, personal and local identities.

Another partnership is being developed with a secondary school, a college and local museums working with Dorset History Centre, Library Service and School Library Service. If this succeeds in attracting external funding, the project would aim to draw together and integrate the use of museums, libraries and archives and the local community within the school community, show how the lives of ordinary people were, and are, influenced and changed by conflict, demonstrate that teaching history and citizenship can be made more effective by using real stories of and about real people. This is the type of work our services wish to be engaged in and the War Record book is providing an attractive focus for educational projects. In this instance the school became

aware of the book through the press coverage and approached the History Centre. After that contact and subsequent discussion, the partnership project took off. The book and its high profile provided the stimulus for the school to engage with the service.

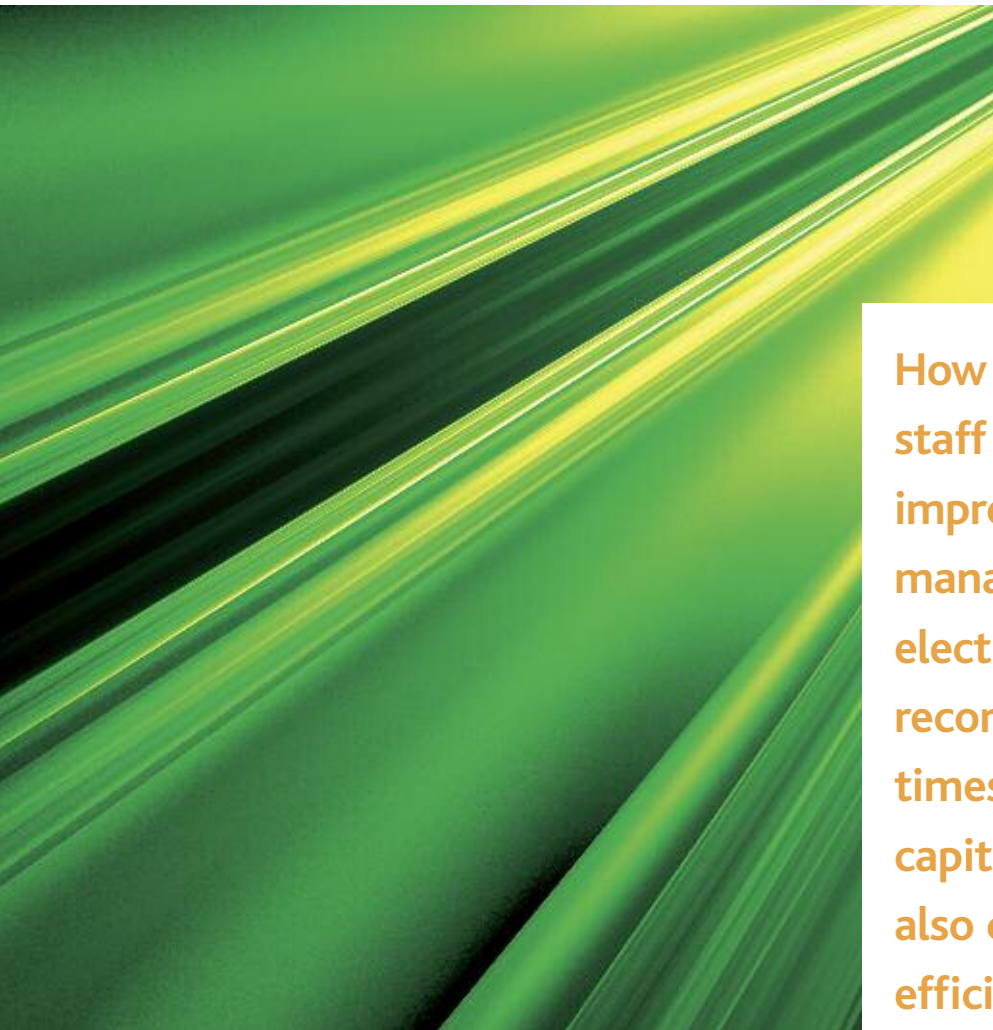
Conclusion

The British Library's competition, certainly here in Dorset, has more than achieved its purpose. A treasure has been brought from local prominence to national recognition. This has also raised the profile of Dorset's three services and the Women's Institute. Perhaps more importantly though, the stimulus of winning the award has created a momentum which will create opportunities for the constructive and creative use and enjoyment of a book or record to act as a focus for an important education, learning and outreach programme which may make a difference to the recognition and value of the contribution of culture to the needs and life of the country.

Hugh Jaques
County Archivist
Dorset History Centre



Making information manageable in Worcestershire County Council



How do you help 5,500 staff across 550 teams improve the way they manage their paper and electronic documents and records, over a short timescale with minimum capital investment while also delivering efficiencies?

This is the challenge Worcestershire County Council set itself in autumn 2005 and is the challenge the Making Information Manageable (MIM) Programme has been meeting over the last three years.

This article describes what is perhaps an unusual journey as the Council's approach to Electronic Document and Records Management (EDRM) has been one of looking at culture and practice ahead of implementing new technology. We have addressed the basics of document management, such as organising the existing Microsoft shared file system and giving guidance on good information management practice, before attempting to move to EDRM.

Information audits: knowing where you are

With any journey it helps to know your starting point. Between 2002 & 2005 a small and dedicated team of Information Audit Officers from the Corporate Information Management Unit (CIMU), conducted a complete audit of the Council's records and information. The results of the audit were used to:

- Develop a fully approved disposal policy, accessible via the intranet
- Form the starting point for a corporate fileplan
- Enhance the Publication Scheme to meet Fol requirements
- Provide evidence for approving the MIM programme

MIM Phase 1 programme aims

The MIM programme is split into parallel phases. This article focuses on Phase 1 which aims to:

- Guide staff to manage their information more securely, efficiently and with greater legal compliance
- Make better use of available space by reducing paper usage and storage.
- Support the Council's restructuring and accommodation programmes.
- Improve processes and provide a foundation for EDRM

Meet the team

The team comprises myself, as Programme Manager, 6 Project Officers one for each of the six directorates and an Audit Officer. We embody a range of skills and experience and are able to engage with managers and staff alike, to work as change agents and be credible at all levels within the organisation. Originally allied to CIMU, we also work closely with our internal IT colleagues in Information & Business Systems (IBS), which is also our current home.

Management visibility and buy-in

Early in the programme we conducted an opinion poll at a senior management conference. This helped raise MIM's profile and the results showed that managers were supportive of the need to change, but felt they didn't know how to change, didn't have the technology or didn't feel they had the time. From this we learnt it is important to give strong guidance and to make MIM visible to managers.

During the first four months, MIM was presented twice to the Chief

Officers Management Board and at least once at each Directorate management meeting. Each directorate appointed a Head of Service to take a lead on MIM.

Identifying the deliverables: the what and the how

So how are we achieving the aims of the programme? There are three key deliverables.

1. Disposal: To raise awareness of the disposal policy which is available as a searchable tool on the staff intranet and to encourage regular clear out days of both electronic and paper files. To dispose of redundant records and send semi-current records to CIMU.

2. Corporate fileplan: The corporate fileplan is at the heart of the delivery model. We decided early on that a totally imposed fileplan would fail to gain the necessary level of adoption. Instead we developed a hybrid structure that balances standardisation with localisation and the functional with the hierarchical.

The fileplan is standardised for those functions that are common to most teams such as Human Resources, Finance, Management & Administration and Project Management (collectively known as the Generics). Further work is then carried out with teams to develop and implement the remainder of the fileplan around their unique activities (known as the Specifics).

Staff are asked to use the new shared fileplan and avoid filing documents in personal areas, unless there is a justifiable business need.

3. Information management

good practice: When staff begin sharing filing space they need guidance on how to work together, for example:

- How to save documents in a way that others will understand
- How to keep track of different versions of the same document
- How to minimise the risk of accidental amendments or deletion.

Best practice guidance was developed to achieve this and ensure consistency across the Council, as shown in the box below.

Making the delivery flexible

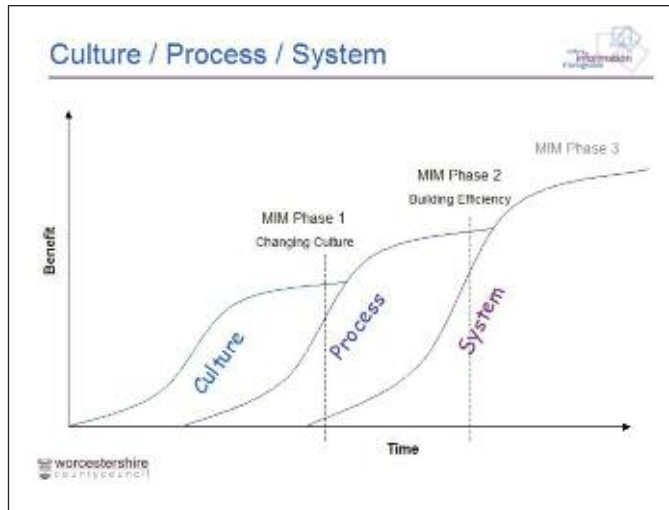
From initial pilots we knew that some teams would adapt to the new processes more quickly than others and that time was limited. We devised a 'MIM Menu', which comprises mandatory and optional elements and gives MIM Officers the discretion and flexibility to respond to local needs whilst maintaining an overall level of standardisation.

If it moves, we measure it!

Well, not quite but this is where the fun starts! How do you measure improvements in information management? How do you measure the financial return of a programme like this?

We quantify our contribution towards accommodation by measuring all the paper that leaves an office area during a clear out. This is then equated to desk space which has a standard cost. Over 1500 four drawer filing cabinets worth of paper have been removed from offices over the last two years, worth over £450K per annum in accommodation.

Improvements in efficiency are assessed by sampling and indicate savings of over 1¾ hours per team per week.



A sample PowerPoint slide used to put the Phases of MIM into context and convey the importance of considering cultural change and process improvement when implementing new systems.

'Before' and 'After' questionnaires are used to show a team's satisfaction with their own information management practices. Results have shown a marked improvement.

We are particularly proud of our duplication measure. It is easy to see large piles of disordered paper around an office, but how can you achieve a similar degree of visibility on electronic files? We use a software programme to highlight identical documents in a fileplan,

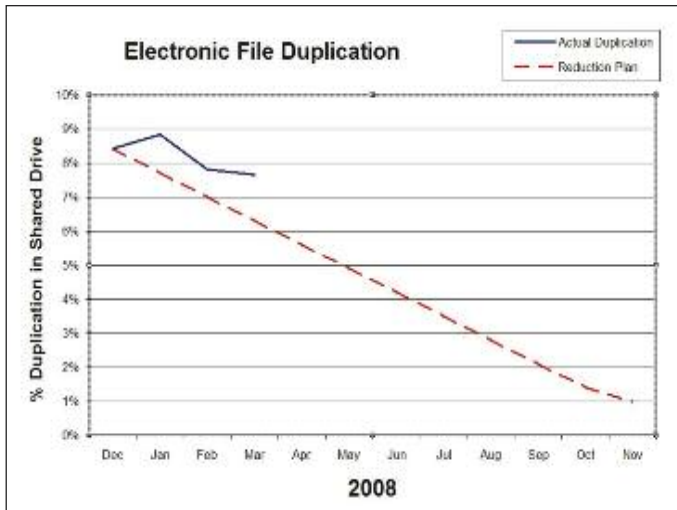
even where those documents have different names.

The presence of duplicate documents indicates problems with a fileplan or the way it is being used. Perhaps areas of the plan need renaming? Perhaps staff need more guidance on how to use it? Perhaps a shortcut should be set up between one area and another?

On more than one occasion the duplicate document analysis has

Good Practice Guidance has been developed to help staff, this includes:

- Use of sensible and consistent file naming, for example, dates in a yyyy-mm-dd format so they sort chronologically.
- Simple version control in the naming of documents eg. v0.1
- Emailing short cuts to documents in the fileplan rather than emailing round an attached copy of a document.
- The addition of footers with the file path so that printed documents can be traced to their electronic master.
- Saving documents as 'read-only recommended' to reduce accidental alteration.
- Adopting a clear desk policy.
- Harmonising paper & electronic filing schemes
- Setting up local libraries to reduce duplication of material and improve sharing of information, both paper & electronic.
- Use of double sided and compressed printing to reduce paper usage.
- Use of Outlook Out of Office assistant with additional wording to direct requests under information law to an appointed member of staff.



A graph showing the duplications across one directorate's shared drives and the reduction target. Reductions are visible in January, after the figures were first released.

staff need training. A summary report goes monthly to Directors and Heads of Service and quarterly to the Chief Executive. Teams are expected to keep their duplications below 1%. Bear in mind the average duplication level at the start of the programme was 20%!

The Council's standard training and induction courses are being reviewed and amended to align with the new practices.

Lessons learnt

And what have we learnt from our experiences?

It is important to get management commitment at all levels and to maintain awareness and momentum. Demonstrate how better information management is synonymous with improved quality and efficiency of services and link to current business drivers.

Appoint your Records Management Liaison Officers up front. It took us a while to really understand what was needed from the role and then it has taken time to implement.

Deliver a consistent message across all teams. Don't over burden staff with too much change too quickly. Try and be responsive to their current skills and ability to adapt.

The culture first model helps staff improve their information management without the barrier of learning new technology or the costs of purchasing it.

Maintaining the changes will make demands on your business and you may need to commit extra resource in certain areas.

Where next

Although the programme finishes in October, by running in parallel with Phase 1, we will have helped create the technical and organisational conditions for delivering individual

helped reluctant teams see the need for change.

Making it happen

Our delivery was closely aligned with the accommodation programme. This provided the focus for staff to engage with us and ensured the paper side of departmental moves went smoothly.

Delivery to each team follows broadly the same pattern. In the initial meeting, Officers outline the MIM principles and agree the scope from the MIM menu, with target timescales. An entry questionnaire and duplication run set the benchmark on the satisfaction and health of the current filing. Once staff are familiar with the disposal schedule they clear out their unwanted paper and electronic files.

Next, teams are allocated a unique departmental code and given the Generics section of the fileplan. Officers work with them to produce the Specifics and offer guidance on information management good practice. When the new plan is established and populated, another duplication test is run and an exit questionnaire completed.

This whole process is given a standard elapsed time of 12 weeks,

but as you can imagine, there is no such thing as a standard team. So, some take less time and some take more.... much more!

Sustaining the change

Delivering the programme to 550 teams is one thing, but sustaining the change is equally important to ensure the initial investment isn't wasted. This has had the biggest impact on CIMU who are making significant adjustments to maintain and develop the objectives of the programme as part of business as usual.

The additional responsibility of Records Management Liaison Officer (RMLO) is being assigned to over 150 staff across the organisation. RMLOs are the heroes in the change programme as they continue to guide staff in good information management when the MIM team move on. CIMU is nurturing this group with newsletters, regular forums and a thorough training programme.

In order to encourage staff to retain good practice and to keep good information management on the agenda, all new fileplans are analysed for document duplication on a monthly basis. Detailed results are passed to the RMLOs who work with their teams to assess whether fileplans can be improved or where

improvement projects that make use of scanning and EDRM / Enterprise Content Management (ECM) technology. We have already delivered a number of projects including a new paper records management system in CIMU.

Broadening the reach of MIM

Worcestershire is a two-tier authority and we have been working closely with all six local councils to help them on their information management journeys. Having completed audits for the majority we are now facilitating a delivery of MIM Phase 1 in Malvern Hills District Council, with the other five showing active interest.

We are also in discussion with the Regional Improvement and Efficiency Partnership about enabling authorities beyond the County to take advantage of what we've developed and learnt.

Summary

I hope I have conveyed the key elements of the programme and given you an insight into what can be achieved with existing technology as a foundation for EDRM. How good information management can be improved with simple tools, guidance and training in order to deliver higher quality, more efficient and more legally compliant services.

We may not have all the answers, but we have enabled Worcestershire County Council to take some significant steps on its information management journey.

If you would like to know more about the programme you can contact Jonathan Downes on jdownes@worcestershire.gov.uk



Display boards at a recent event giving guidance on managing email and using Outlook. This was the fourth in a series, each highlighting a different aspect of the programme.

Jonathan Downes
Information Programme Manager
Worcestershire County Council

The National Archives self-assessment survey: experiences of local authority archives

In this article we feature the experiences of two services: West Sussex Record Office and East Riding Archives and Local Studies.



West Sussex Record Office displays its three stars at reception

West Sussex Record Office

Probably like many colleagues, I still recall the sinking feeling I had upon receiving the first self assessment questionnaire in June 2006. With its 109 questions and 32 pages of guidance notes it made a tax return seem like a stroll in the park!

The 2006 assessment was a labour intensive exercise, but ultimately it was rewarding to have gathered together in a single document so much information about the service. For the staff involved in the information gathering, the bonus came with the award of 3-star status for the Record Office.

A clear target was thus set for 2007 – to retain our 3-star status, and it was included as an objective in our 2007/8 business plan. It also became very important for us in proving that we could maintain standards in the face of some reductions in resources consequent to the County Council's Fundamental Service Review.

The announcement of our retention of 3-star status coincided with a visit by Melinda Haunton from The National Archives' National Advisory Services department, who was able to pass on the news to the Cabinet Member with responsibility for the Record Office. We were then able to publicise our success through the pages of the County Council's staff newsletter. This in turn helped to raise the service's profile at a time of significant change in the County Council, both at officer and elected member level. It also gave the staff a sense of

achievement and pride at a time when the service was undergoing significant change.

The detailed assessment scorings for each service have also been shared among our local benchmarking group of county record offices in Dorset, Hampshire, Surrey and West Sussex. Scores have been compared and information behind those scores discussed. The scores have provided a useful focus for learning about possible areas for improvement.

Maintenance of our 3-star status

has also provided a useful degree of influence during protracted discussions over the replacement and upgrading of the record office's heating and air conditioning plant.

The National Archives self-assessment has been a very useful tool to ascertain West Sussex Record Office's overall performance and it will help us focus on improvements in the future.

Richard Childs
County Archivist
West Sussex Record Office

East Riding Archives and Local Studies

The East Riding Archives and Local Studies Service's experience of The National Archives self-assessment questionnaire has probably been a unique one because we moved into a new purpose built building between the 2006 and 2007 assessments.

We performed poorly in 2006, mainly because our accommodation failed to meet the required threshold to achieve any stars. At the time this did not worry us unduly because when the results were published we were already in the process of moving into our new building. We also knew that the low score in 2006 masked some respectable

scores in other areas. It was not necessary for us to use the assessment to advocate the case for capital investment or other resources as this had already been achieved.

We were obviously delighted to receive our 3 star ranking under the 2007 self assessment. We were able to use this achievement to

demonstrate to corporate management team, senior offices and members that the investment into the service and the new building had improved the service and created outstanding benefits. It also enabled us to demonstrate that we had achieved the top 10% performance that East Riding of Yorkshire Council had set as a target for all of its services. We were, therefore, able to use the 2007 self-assessment as a tool for advertising our success and we generated excellent publicity from publicising the results.

Ian Mason
Archives and Local Studies
Manager
East Riding Archives and
Local Studies

Corrections

We would like to make two amendments to the *Self-assessment of local authority archives 2007: the results revealed* article published in the spring 2008 edition.

Nottinghamshire Archives and Stockport Archive Service should have been included as shown in the table below. We apologise for any inconvenience caused.

		Governance and Resources		Documentation of Collections		Access	
Institution	Authorities	Score	Star	Score	Star	Score	Star
Nottinghamshire	Nottinghamshire CC Nottingham U	81.00%	***	65.50%	**	64.50%	**
Stockport	Stockport MB	48.00%	*	29.50%		46.00%	*

		Preservation & Conservation		Buildings, Security & Environment		Overall performance	
Institution	Authorities	Score	Star	Score	Star	Score	Star
Nottinghamshire	Nottinghamshire CC Nottingham U	79.00%	**	78.50%	**	72.50%	***
Stockport	Stockport MB	39.00%		55.00%	*	45.00%	

Record-keeping in Fiji: a snapshot of the Pacific

Archives in the Pacific face a number of significant obstacles. First there is the 'Tyranny of Distance' – our geographical isolation has made it difficult to stay current with industry developments, and our relative isolation from each other has deprived many of the close support and assistance needed when faced with new problems. In addition, archives and records management have traditionally been a very low priority for decision makers, and lack of training opportunities has had a negative impact.

However, despite these long standing issues, the last few years have seen a fresh impetus for archives and records management in the Fiji Islands. A number of initiatives have developed which will position the National Archives of Fiji to strengthen its services to the public and government, and raise awareness of the role records and archives play in society.

New archives facility

A brand new purpose built archives facility is due to be completed and fit for occupancy near the end of this year. The penultimate phase of construction is well underway, and National Archives staff are eagerly looking forward to seeing the finished building.

"It's a big step for us, big progress!! In terms of space it will be bigger, so more records can come in. It will be more secure for our records, and then there is the prospect of working in a new environment because we will be out of this old building," says Elenoa Delailakeba, Assistant Archivist, who has been with the National Archives for 20 years.

Built almost a century ago to cater for Government's printing department, the old building does not have facilities for storing records in newer format such as audio visual, electronic, and digital records. Nor was it built to withstand the load of row upon



The Republic of the Fiji Islands in the South Pacific Ocean is made up of over 320 islands. The National Archives is located in the capital Suva on the island of Viti Levu.

row of fully laden compactus. The strain has taken its toll, to the point where the records are being jeopardized by the building itself. To make matters worse space has run out, halting the deposit of material.

The new building will house storage facilities for records in the traditional and new recording formats, conservation and micrographic laboratories with lecture rooms and office spaces and amenities. With these provisions, Fiji's archival heritage will receive the care and conditions necessary to ensure their availability for current and future generations.

Reviewed Public Records Act

Enacted in 1970, the Public Records Act (PRA) Cap. 108 of the Laws of Fiji was becoming increasingly inadequate with its limited scope, especially in the face of the rampant technology boom of the last two decades. It became clear that the scope of the Act needed to be broadened to meet these new challenges. The Association of Commonwealth Archivists and Records Managers together with the Pacific Regional Branch of the International Council on Archives were invaluable sources of information and support in determining the necessary amendments to fit Fiji's local situation.

The review also enabled a more holistic approach to recordkeeping. Previously the Public Records Act was concerned mainly with archives. Now the range of the Act has been broadened to allow the minister responsible to regulate the administration of public records and archives all through government. This enhances the security and better preservation of public records, while providing leeway to meet the specific needs of government agencies. The penalty for breach of legislation has been raised from \$200 to \$5,000 (Fiji Dollar). An interesting development is the inclusion of a jail term provision which was added at the insistence of parliament.

National Archives Retrieval System

The National Archives of Fiji, in close collaboration with the Japanese International Co-operation Agency, has established an automated search facility for

researchers called the National Archive Retrieval System. The aim of the system is to make conducting research of National Archive Retrieval System records easier. According to librarian Salesia Ikaniwai, researchers have cut down their search time markedly. "It has definitely shortened the time taken as opposed to doing the same search manually through the indexes. Researchers make searching easier by keying in specific subjects which also allows us to determine exactly what kind of information they are looking for."

The project commenced in 2002 with the arrival of Senior Japanese International Co-operation Agency Volunteer Misako Kojima, a computer expert from Japan whose task it was to initiate a database and retrieval system as well as pass on her knowledge to National Archives of Fiji counterparts. At the end of her two-year spell Kojima San was replaced by Tomoko Naito who further developed the system, and



transferred her knowledge to a group of counterparts who continued to oversee the project after her departure in 2006.

In order to make The National Archive Retrieval System as relevant as possible, the most frequently used records were entered first; these are the Land records, Indian immigration, Her Britannic Majesty's Consul for Fiji and Tonga, Cakobau Ad Interim and Provisional Governments, and the Colonial Secretary's Office records. Input checking of records is a continuous process and so far around 10% of the total catalogues have been entered.

Improved microfilm capacity

The National Archives is again able to put archival material on to microfilm, thanks to state of the art micrographic equipment from Japan. Worth around FJ\$600,000 the equipment was made available through a Japanese Government Cultural Grant.

The microfilm equipment will contribute to the preservation of the archival heritage held in custody. "It will enable us to microfilm original documents, and release the microfilm for viewing by researchers and the general public. This reduces wear and tear to original documents, and will contribute substantially to their preservation" said senior cameraman Timoci Balenaivalu

Future directions

All in all the future of records and archives in Fiji looks brighter. But more opportunities exist and must be seized for archives and records management to assume their full role in meeting the needs of citizens.

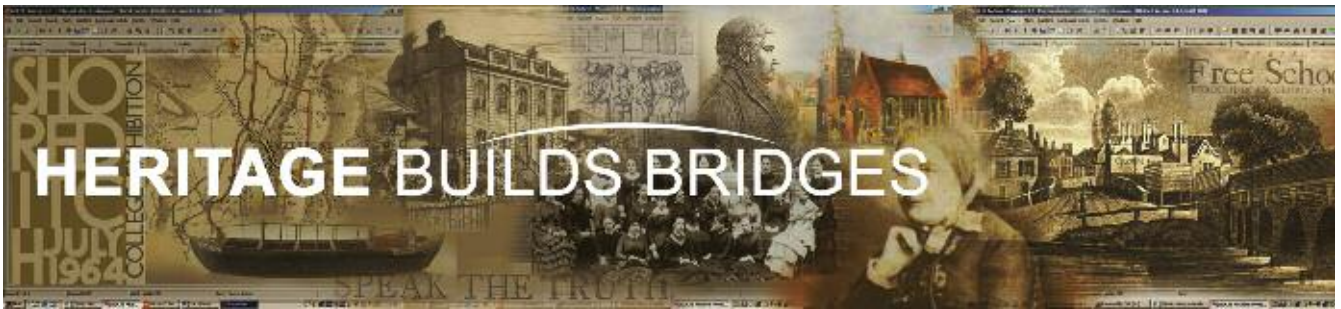
Appropriately skilled archivists and record managers with the necessary formal qualifications will go a long way to establishing relevant and lasting levels of competence to maximise service delivery and increase public

awareness. Unfortunately no training programmes or courses are available locally, and those which are available by distance learning are prohibitive by cost.

The challenges faced by developing archives are many and avenues must be pursued to address them. One of the first steps that could be taken is to identify stakeholders and initiate collaborative efforts as a building block. Established partnerships with the Association of Commonwealth Archivists and Records Managers, the International Council of Archives, and the Pacific Regional Branch of the International Council on Archives have delivered tangible results in the past and their continued support is vital for the future.

Setareki Tale and Opeta Alefaio
National Archives of Fiji





Heritage Builds Bridges is an exciting and innovative education resource using original catalogued and digitised historical archives and artefacts from the London Borough of Hillingdon, the British and Foreign School Society and Brunel University.



Doll, with ceramic face, arms and legs and long blonde hair; dressed in white broderie anglais dress, cotton socks and brown leather shoes; c1910. UXBLH:2002.00504

Following a successful bid to the Heritage Lottery Fund in 2004, we were awarded £247,500 in April 2005 and a further £54,500 in July 2007 to employ three assistant archivists, one digital technician, and to purchase IT and conservation equipment.

Our project would fully catalogue our collections onto Adlib software, digitise local museum and photographic collections and create a website resource which would interpret the collections for target audiences and enable our catalogues to be searched simultaneously. We would also promote the collections through outreach and publicity events and activities within Hillingdon and further afield and encourage people to be more involved with their heritage via increased intellectual access, volunteer work and specific educational packages.

It is perhaps a rather unique partnership. The London Borough of Hillingdon collections comprise 2,000 museum objects with a significant amount relating to Uxbridge town, 5,000 books, 2,000 pamphlets and 900 maps, covering all parts of the Borough of Hillingdon and surrounding areas, and local periodicals with records of the pre-1965 authorities as well

as non-official records such as property deeds, private deeds, private letters and records of businesses. There is also a substantial photographic collection.

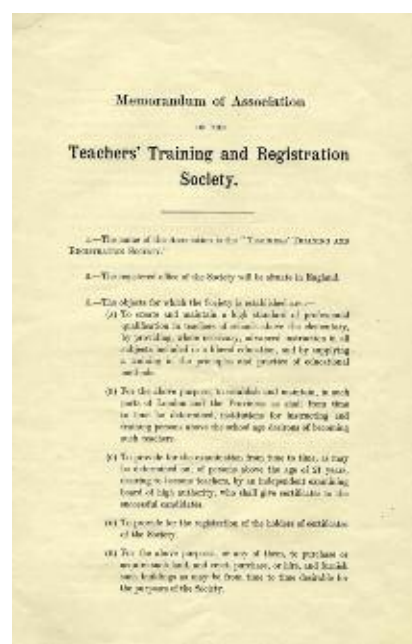
In comparison, the British and Foreign School Society and the Brunel collections are education records. The British and Foreign School Society records tell of the work of Joseph Lancaster and the foundations of the Borough Road School in 1798 for the education of the poor, which became known as the British and Foreign School Society in 1814. The collections held by Brunel are those of the Maria Grey Training College and Shoreditch College which became part of Brunel University following mergers. Shoreditch College merged with Brunel in 1981 and the West London Institute of Higher Education (itself created in 1976 by the amalgamation of Borough Road College, Chiswick Polytechnic and Maria Grey Training College) merged with Brunel in 1995.

Both collections illustrate the development of teacher training. In the case of Maria Grey College, it is the development of women teachers and teaching as an accepted profession for women whereas Shoreditch is the development of design and technology teacher training. These collections and the British and Foreign School Society include student application forms and testimonials, photographs, governance and administrative records, prospectuses and student work. Most notable are the examples of needlework, for example, of Annie Sackett, a student at Saffron Walden from 1892 to 1894.

Together, however, the collections offer a fascinating insight into the development of Hillingdon – its people and its places. They have also been combined and been brought to life very successfully via interactive educational resources for 'Victorian Childhood', Industry and Empire' and 'World War 2'.

Following the National Curriculum, items and materials from all three collections have been brought together to enable Key Stage 1, 2 and 3 children to learn about their heritage using original archives and artefacts. In the educational resources, we have used photographs, posters, objects, books, extracts from written documents from the collections. For example, in the 'Victorian Childhood' interactive education resource, we have used 'Martha', a doll from the London Borough of Hillingdon collection to take children through a 'typical' Victorian school day. Aspects of the day have been illustrated by photographs to show how her school and schoolroom may have looked, posters to show how teachers would have been recruited, objects and books to show what children during Victorian times would have been taught.

We continued our 'Industry and Empire' theme with personal stories of Amy Arnold, Jebediah Grey and Matthew O'Reilly. Amy Arnold, a teacher who trained at Maria Grey Training College in 1889 and went to teach in Lahore shows her view of the 'Empire' from extracts in the Maria Grey College Magazine, photographs, tracts and pamphlets. In the Maria Grey Magazine she writes a letter about The Victorian School and her



Images from the Heritage Builds Bridges website

experiences in Lahore. We also used items from the British and Foreign School Society collection on slavery and emancipation.

To show the development of the iron trade we used the story of Jebediah Grey, a blacksmith in about 1900. Here we used accounting records, advertisement promoting a railway between Harrow and Uxbridge in 1882, photographs, letters, an enclosure map of Cowley in 1795 against an OS map of Cowley in 1896 and trade directories to illustrate how trade grew with the development of canals and then the railways. Matthew O'Reilly, a shopkeeper who came from Ireland to England in 1845 shows how the increase in world trade saw imports such as tea and cocoa coming in to England. We used stock-in-trade



Photograph of the premises of Brownie, sack and rope manufacturers, 149 High Street, Uxbridge, 1904. UXHSB 006

catalogues, photographs of shop fronts, sales invoices and even an advertisement showing the different stages in tea production.

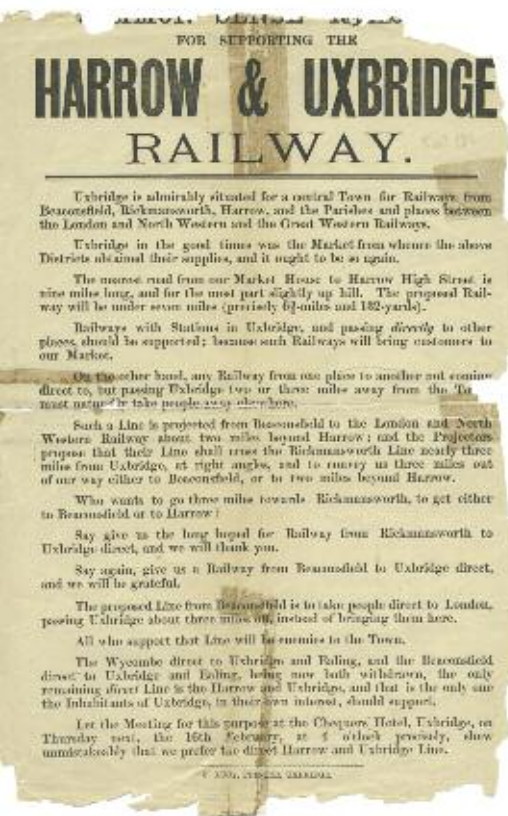
We are currently working on our last theme which is World War 2. This is aimed at Key Stage 2 and 3 children. We have developed sections on 'Home Front' and 'Air Raids' for Key Stage 2 and 'Total War' and 'Citizenship' for Key Stage 3. As with the other themes we are using material from all our collections to illustrate this section.

We have also developed two further resources to help with local history and family history searches entitled 'Using Archives'. We decided that it would be useful for people interested in researching their family and/or local history to have an introductory online guide. The guides include different types of records that would be useful for their research such as parish records, personal and family papers, maps and plans, business records, education records and workhouse and hospital records and the kind of information they would contain.

By the time the project is completed (in September 2008), it will have taken over three years. It has taken a lot more work than expected not only to catalogue the collections but to pull material together for the educational pages. We think we have produced something special that can be developed further in time. It would not have been possible to achieve so much however, without the commitment of the project team and the help of our volunteers.

Further information can be found at Heritagebuildsbridges.org.uk.

Mandy Mordue
Joint Project Manager
Head of Archives and Records Management
Brunel University



Poster advocating support for a railway between Harrow and Uxbridge, prior to a meeting to discuss viable routes at the Chequers Hotel, Uxbridge on 16 February 1882. LSC/RLW

Standards and guidance

BSI British Standards welcomes public comments on new standard on legal admissibility and evidential weight of electronic information

- Does your organisation have a policy for the safeguarding of all types of electronic information?
- Does your organisation have a procedure in place for the electronic scanning of paper documents?
- Does your organisation's information management policy cover the storage and transmission of electronic information in encrypted form?
- Does your organisation have an established procedure for the use of digital signatures?

These and many other issues are covered in a new draft standard, published today by BSI British Standards. BS 10008 addresses issues relating to the authenticity and integrity of electronic information which could potentially be used as evidence. To comment on the draft of BS 10008 Evidential weight and legal admissibility of electronic information – Specification please visit www.bsigroup.com/bs10008

Legal admissibility concerns whether or not a piece of evidence would be accepted by a court of law. To ensure the admissibility, information needs to be managed by a secure system throughout its lifetime (which can be for many years). Where doubt can be placed on the information, the evidential weight may well be reduced, potentially harming the legal case.

BS 10008 ensures that any electronic information required as evidence of a business transaction

is afforded the maximum evidential weight. The process is based on the specification of requirements for planning, implementing, operating, monitoring and improving the organisation's information management systems. Specific areas covered by the standard include:

- The management of electronic information over long periods, including through technology changes, where information integrity is a vital business
- How to manage the various risks associated with electronic information
- How to demonstrate the authenticity of electronic information
- The management of quality issues related to document scanning processes
- The provision of a full life history of an electronic object throughout its life

Alan Shipman, chairman of the BSI committee responsible for the

development of BS 10008, said, "The new draft standard is an important step in ensuring the admissibility of evidence in the UK. The draft has been developed by a wide range of experts in the field of document management as a specification of good practice. We welcome comments from anyone for whom this topic is of interest, including business managers, records managers, compliance officers and legal advisors."

BS 10008 is due to be published in September 2008.

Lucy Fulton
Public Relations Officer
BSI British Standards



Recently released useful publications

Publications from The National Archives

Academic Strategy

The National Archives' Academic Strategy sets out our plans for supporting and liaising with its academic users, including researchers in the areas of both information management and the issues surrounding the born digital record. In this context "academic" is defined as a post-graduate or post-doctoral researcher or university teaching staff, although the wider research community will certainly benefit from the outcomes of the strategy too.

The Academic Strategy seeks to engage with new academic audiences and to promote records at The National Archives to a wide range of historians and other disciplines such as social science, geography, archaeology, architecture and the physical sciences.

<http://www.nationalarchives.gov.uk/academic/strategy.htm>

Publications from other organisations

A Passion for Excellence: an Improvement Strategy for Culture and Sport

Launched at the LGA's culture, sport and tourism conference in Liverpool on 14 March 2008, this strategy paper outlines the framework for improvement in the culture and sport sector. It includes

the mechanisms and tools to support self-improvement. It clarifies the roles and responsibilities in delivering the strategy of all the major stakeholders in the culture and sport sector. This is in line with the National Performance Framework and the National Improvement and Efficiency Strategy.

www.lga.gov.uk/lga/publications/publication-display.do?id=337596

Technology Watch Report, JPEG 2000 – a practical digital preservation standard report

Written by Dr Robert Buckley, a Research Fellow with Xerox, the report looks in-depth at the new format and the challenges it has to cope with. JPEG 2000 is widely used to collect and distribute a variety of images from geospatial, medical imaging, digital cinema, and image repositories to networked images. Interest in JPEG 2000 is now growing in the archival and library sectors, as institutions look for more efficient formats to store the results of major digitisation programmes.

The report is aimed at organisations involved in the management and storage of digital information. The in-depth report will help archives, libraries and other institutions make informed decisions about JPEG 2000 format and their future storage needs.

To download a pdf of the report go to: www.dpconline.org/graphics/reports/index.html#twr0801

Responding to Change

The National Council on Archives has responded to the proposed organisational change of the Museum Libraries and Archives Council. The response can be found at <http://www.ncaonline.org.uk/advocacy/consultations/>

ICA-ISDF, a new International Standard for Describing Functions

The Committee of Best Practices and Standards of the International Council of Archives (ICA/CBPS) has announced the release the first edition of the International Standard for Describing Functions (ICA-ISDF).

ICA-ISDF will be presented in the international congress of archives at Kuala Lumpur (Malaysia) in July 2008. Thereafter, a revision of ICA-ISAD(G) and ICA-ISAAR(CPF) will proceed during the next four-year programme 2008-2012, in order to introduce changes required by the experience of the international archival community that has been using those standards.

The ICA International Standard for Describing Functions can be viewed at: <http://www.ica.org/en/node/38665>

Freedom of Information and Data Protection update

Public consultation on revised records management code of practice

10 June 2008 sees the launch of a public consultation on the revised code of practice on records management under section 46 of the FOI Act. The public consultation will last for 12 weeks and the closing date for responses is 2 September 2008.

The consultation is an e-consultation and we are not sending print copies to all public bodies (although we have a small number of print copies available on request for those who are not allowed to access websites at their workplace). The consultation paper is available on our website at <http://www.nationalarchives.gov.uk/recordsmanagement/code/review.htm>. There is also, in a separate document, a list of the questions in the consultation paper that you can download, amend to insert your response, and email as an attachment to a mailbox we have set up for this purpose, codeconsultation@nationalarchives.gov.uk.

Re-development of the Code has been led by The National Archives, working in collaboration with representatives of central and local government, the police, the NHS and higher education.

Enquiries about the revised code should be sent to the special mailbox set up for the consultation (codeconsultation@nationalarchives.gov.uk) or to Susan Healy at susan.healy@nationalarchives.gov.uk

Recent Information Commissioner's Office decisions

Those dealing with county court records might be interested to learn that the Information Commissioner's Office recently determined that information within the Caseman information system is exempt under FOIA s 32(1)(c) – see case FS50132098 at http://www.ico.gov.uk/upload/documents/decisionnotices/2008/fs_50132098.pdf

Recent Information Tribunal decisions

Case law is developing on the issue of vexatious requests. Following the Ahilathirunayagam and Hossack cases (EA/2006/0070 and EA/2007/0024 respectively) we now have the Gowers and Betts cases (EA/2007/0114 and EA/2007/0109 respectively). In the former, involving Camden Council, the Tribunal described the ICO guidance on vexatious requests as a helpful framework but urged caution in placing too much emphasis on whether the request would impose a significant burden on the public authority (paragraph 70). (see http://www.informationtribunal.gov.uk/Documents/decisions/EMcBride_vs_ICO_DeterminationWebsite0105.pdf)

Useful guidance

New guidance for FOI/EIR practitioners has been issued in the form of a booklet called *Freedom of Information and Environmental Information Regulations – Hints for Practitioners Handling FOI and EIR requests*. Originally produced by the

Ministry of Defence, it contains practical tips illustrated by cartoons.

Copies are available from ICO and online in ICO's Document Library http://www.ico.gov.uk/upload/documents/library/freedom_of_information/practical_application/foi_hints_for_practitioners_handling_foi_and_eir_requests_2008_final.pdf

Access to NHS records transferred to places of deposit

Since 2005 The National Archives has dealt with significant amounts of casework relating to difficulties in the process of consultation between NHS trusts and places of deposit over access to hospital records under s.66 of FOIA. We have recently reached agreement with the Information Commissioner's Office and Department of Health/NHS to produce joint guidance on this issue covering both process and working assumptions on the application of FOIA exemptions. We will of course be liaising with colleagues in places of deposit during this process, and if anyone has encountered issues which they would wish to see covered in the guidance, please contact Kevin Mulley at kevin.mulley@nationalarchives.gov.uk (Tel: 020 8392 5330 x2635).

A copy of the *Freedom of Information and Data Protection update*, with live url links, can be found on The National Archives website at: www.nationalarchives.gov.uk/services/recordkeeping.htm

Contacts

Contacts and staff news

Staff changes

National Advisory Services:

Ro Cemm-Evan has become Digitisation Officer;
Sam Arnold has joined as a volunteer.

Simon Dixon has left to take up a Leverhulme fellowship.
Ian Macfarlane has retired.

Records Management and Cataloguing Department:

Alex Green has become Team Leader for cataloguing in government departments;
Jane Langford is now Senior Archivist, access and authority files; **Michael Rogers** and **Sian Jones** are Information Management Consultants.

We wish them well for the future.

Contacts

Tel: 020 8876 3444
Fax: 020 8392 5286

**All staff email addresses are of the format
firstname.lastname@nationalarchives.gov.uk**

National Advisory Services

General enquiries to nas@nationalarchives.gov.uk

Advice on places of deposit and public records

Including disposal, legislation, standards for storage and access:
Andrew Rowley, Head of Archive Inspection Services x 5318

Advice on non-public records

Including standards for storage of and access to private archives, advice to grant awarding bodies, sales monitoring and liaison with regional archive councils and regional agencies:

Norman James, Principal, Archives Advisory Services x 2615

Regional archival liaison

Scotland	– Alex Ritchie
Wales	– Andrew Rowley/Norman James
Eastern Region	– Anthony Smith
South East Region	– Melinda Haunton
Yorkshire and the Humber Region	– Andrew Rowley
North West and Northern Ireland	– Kevin Mulley
East Midlands and West Midlands	– Nick Coney
North East Region	– Catherine Guggiari
South West Region	– James Travers
London	– Melinda Haunton/Rosie Logiudice

Information Resources Team

Manorial Documents Register enquiries to mdr@nationalarchives.gov.uk
National Register of Archives enquiries to nra@nationalarchives.gov.uk

Electronic Records Management

General enquiries to e-records@nationalarchives.gov.uk

Records Management outside central government

Enquiries to rmadvisory@nationalarchives.gov.uk

Advice on developing effective information and records management systems for paper and electronic records:
Richard Blake, Head of Records Management Advisory Service x 5208

Records Management and Cataloguing Department

Enquiries to records.management@nationalarchives.gov.uk

Meg Sweet, Head of Records Management and Cataloguing Department x 5315

Howard Davies, Head of Inspection and Client Management Unit x 5340

Stuart Abraham, Access Manager x 5346

Louise Craven, Head of Catalogue Unit x 5232

Teresa Bastow, Head of Freedom of Information Unit x 2407

Key contacts in other National Archives departments

Information legislation

- Advice on Freedom of Information and its impact on records management and archives, including the current review and revision of the *Code of Practice*
- Guidance on data protection and its impact on records management and archives
Susan Healy, Information Policy Consultant, Public Sector Information Division x 2305

Digital Preservation issues

Enquiries to digital-archive@nationalarchives.gov.uk

Adrian Brown, Head of Digital Preservation Research x 5257

Conservation and preservation of traditional materials

Enquiries to collectioncare@nationalarchives.gov.uk

Nancy Bell, Head of Collection Care x 5283

Copyright and intellectual property issues

Tim Padfield, Information Policy Consultant, Public Sector Information Division x 5381

Advisory Council on national records and archives

Lale Ozdemir, Secretary x 2649

Education, learning and access, schools and undergraduates

Andrew Payne, Head of Education, Interpretation and Outreach x 5319

Higher education, post-graduate and university teaching staff support and liaison

Vanessa Carr, Head of Academic Liaison x 5224

Research and Collections Development

Caroline Williams, Head of Research and Collections Development x 5323

£2.00

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The National Archives Kew Surrey TW9 4DU
www.nationalarchives.gov.uk/services/recordkeeping.htm


the national archives