RecordKeeping

News for Archivists and Records Managers

Contents

Introduction

Welcome to the first issue of *RecordKeeping*, a new publication from The National Archives for archivists, records managers and all involved in caring for archives and records. *RecordKeeping* will contain news and articles from The National Archives which we hope you will find useful, interesting and relevant to your daily work.
It replaces *RM News*, the *Places of Deposit Bulletin, the HMC Newsletter* and *Archivista,* and brings together all our advice and news for our professional audiences in one publication.

There are many reasons for creating this new publication. Firstly, the formation of The National Archives in 2003 cemented our role as a centre of expertise on all aspects of archival and records management, from the preservation of ancient manuscripts to the management of modern electronic records and everything in between. Since then we have been developing our advisory role to new audiences as well as existing ones, through the work of the Records Management Advisory Service, the Client Managers, the Historical Manuscripts Commission Advisory Service and our Digital Preservation Department. The news of a restructure within The National Archives to form a new, single National Advisory Service (see page 5) reinforces our commitment to help and advise all custodians of records and archives.

Like many of you, we are seeing the lines between records management and archive management becoming gradually more blurred, particularly in this electronic and digital age. Increasingly, archivists and records managers need to be aware of developments in both areas of work and in many cases there is a lot of overlap between the two. Indeed, in many organisations one person has taken on the role of both archivist and records manager.

In other organisations, the roles of records manager and archivist are separate but both colleagues work closely together. In yet other organisations, the requirements of information legislation have meant that many people are finding themselves responsible for records management for the first time, and are eager for advice and guidance.

While of course there are many elements of work where archivists and records managers still differ – both are highly specialised skills – we know that many of you will be interested to know what is happening at the other end of the records lifecycle. We know that you are interested in sharing best practice, learning from each other's experiences and gaining a wider overview of what is happening in the profession. The aim of the publication you are now reading is to bring together all of The National Archives' news, advice and guidance to our professional colleagues working to manage archives and records. As an organisation with proven expertise in both archives and records management, The National Archives is in an excellent position to bridge the gap and help to inform the current debates.

We hope that you find *RecordKeeping* an interesting and useful read. We realise that not everything we print will be relevant to all of you, but we believe that archivists and records managers are essentially allies with the same interests at heart – and this publication hopes to embody that principle. Do let us know what you think.

Catherine Redfern and Mary Wills Editors
recordkeeping@nationalarchives.gov.uk

Record keeping has been split into sections. *TNA Update* will give you news on our work and projects; *Record keeping News* contains information from the archives and records world; *Case Studies* are practical examples of specific projects; and *Standards and Guidance* will update you on the latest best practice guidance.

We aim to publish *Record keeping* quarterly

TNA update

The National Archives new website

www.nationalarchives.gov.uk
The new National Archives website includes lots of new features and has been completely redesigned. It aims to be friendly and easy to use, providing all users with an opportunity to find out more about The National Archives, the records in its care and gain access to a wide range of our online services.

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Homepage

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Homepage of the Services for Professionals section

3
News & Events section of the Records Management section

The homepage has a clean, spacious look, which allows easy access to the mass of information and services available as well as the latest news from The National Archives.

We have designed a menu bar across the top of the homepage, which appears throughout the website. This is split into the key areas of the website. Under each heading another menu appears below with more detailed options.The headings are:

About Us : General information about The National Archives (TNA)
Visit Us : How and when to visit TNA either at Kew or at the Family Records Centre in Islington, London
Exhibitions and Learning Online : Education and online exhibitions and services
Getting Started : How to start your research
Search our Collections : Links and guidance to TNA's various online catalogues and services
Search other Archives : Links and guidance to other online catalogues
Services for Professionals : Information and guidance for archivists, records managers and government departments
News : TNA news as well as details of new document releases
Shop : Bookshop and record copying services
Business Services : Publishing, licensing and venue hire.

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The National Archives is the central advisory body on the care of records and archives in all media from creation to long-term preservation. The 'Services for Professionals' pages contain information for owners and custodians of records, archivists, special collections librarians, records managers and conservators.

This area of the website includes access to:

- advice to records managers across central government, on the life cycle of public records, from creation through to destruction or transfer to The National Archives or Places of Deposit
- publications, guidance and advice on the management of electronic records
- advice and information on the preservation of records created in all media
- advice and information for custodians and owners on all aspects of the long term care of and access to records

- information on policies and legislation that relate to or have an impact on archives and records management
- a database holding information on archival resources, initiatives and projects that are planned, ongoing or completed
- a list of the most appropriate contacts for information and advice for professionals.

We do welcome your feedback - if you do have any comments or questions on the new website, please e-mail us at: webmaster@nationalarchives.gov.uk

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National Advisory Services

TNA is making changes to meet future challenges

The National Archives (TNA), formed by the bringing together of the Public Record Office and Historical Manuscripts Commission, is just over a year old. Already it is recognised as a truly national organisation. We believe that by a degree of restructuring we can do yet more to maximise the value of our services to communities, nationally and internationally.

One very visible change is the creation of the new TNA National Advisory Services, which brings together the advisory services to public authorities, archivists, records managers and private owners across the country presently offered by the Historical Manuscripts Commission and the Records Management Advisory Service. A new head of department, who will be a member of TNA's management board, is to be appointed.

Other changes in The National Archives
TNA has recently commissioned a Fundamental Review of ICT and Electronic Services Delivery, which has highlighted the need to streamline our systems architecture, governance and procedures. To ensure a seamless flow of selected digital records from government departments to TNA and on to the public, taking full advantage of new technological opportunities, there will be a director of e-TNA, with overall responsibility for Records Management Department, Digital Preservation Department and ICT Department. A new post, head of TNA Online, is being established to take forward TNA's online services and strategic marketing.

Consultation on a Framework of Archival Standards

Framework of Standards for archives

Summary

On 28 November 2003 The National Archives (TNA) launched a consultation exercise on proposals for a new framework of standards. Our intention was to develop such a framework in order to inform the inspection and advisory services that TNA offers. Responses to the consultation have given strong support to our proposal and we are now preparing to pilot test the Framework.

Aims and objectives

The principal aim of developing the Framework was to ensure that the best possible advice and guidance is available from TNA to all who share our concern for the care and preservation of records and archives. We are keen to ensure that our standards are useful and relevant to all archive services, record-holding bodies, and owners and users of archives and other records.

Summary of the consultation responses

The consultation period ended on 27 February 2004. We received 83 consultation responses from archivists, professional bodies, associations, user groups and regional agencies.

A summary of responses is as follows.
- Respondents were in favour of a 'framework of standards'.
- TNA is the appropriate body to establish such a framework.
- The framework should be developed from existing, accepted standards.
- The framework should cover records and archives in all formats.
- Management of current records should be included in the framework.

A summary of respondents' views on the use of such a framework:
- the framework should be flexible and useful to all types of archive service
- the framework should be useful to archive creators and owners
- the framework should allow for validation by both internal self-assessment and external assessment by interested bodies
- TNA inspections and visits should remain an essential part of the validation process.

The list of standards which will inform all TNA's archival inspection and advisory services has now been published on our website[1]. This list of appropriate standards and best practice guidelines has been derived from respondents' suggestions. Additionally, we are revising the existing HMC *Standard for Records Repositories,* which will refer to each of the standards and guidelines on that list and will become TNA's main archival standard publication. These two products will together be known as TNA Framework of Standards.

Next Steps

We discussed our plans with the Audit Commission on 14 May 2004, and with the Museums, Libraries and Archives Council (MLA). MLA has already indicated its willingness to refer to the Framework where archival standards are concerned, for example in the application of their *Benchmarks for Collections Care* assessment tool.

Respondents indicated that TNA should have a streamlined, appropriately skilled advisory and inspection team to implement and maintain the Framework. We are now in the process of establishing a new advisory service within TNA which will carry out these roles.

TNA is about to implement the Framework, with one of the first phases being a series of pilot test inspection visits. Particular attention will be given to the applicability of the Framework to all archive services, and to private sector archive custodians to the extent that they would find this helpful. In order that the Framework is sufficiently flexible to apply across the board, care is being taken not to set the standards of acceptability at too low a level. Respondents were clear that a 'minimum standard' would not help to drive up levels of provision in offices which had only basic facilities. Instead, the Framework incorporates the concepts of broad approval and excellence.

Existing PRO and HMC recognition of archive services will remain valid on an interim basis until a further review is undertaken of individual cases under the new Framework.

Related work on the development of a methodology for auditing records management functions will be taken forward during the current year. The revised standard is due for completion by September 2004.

All enquiries relating to the development of the Framework of Standards should be directed in the first instance to Steven Jones, The National Archives, Kew, Surrey, TW9 4DU.

steven.jones@nationalarchives.gov.uk

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[1] The framework can be found at www.nationalarchives.gov.uk/services/archives/framework

National records and archives legislation

Update on public consultation on proposed national records and archives legislation

On 29 August 2003, The National Archives launched a public consultation on proposed national records and archives legislation. The paper asked questions about future legislative provision for the needs of archive users and of public sector bodies that produce records and archives. The consultation asked whether legislation should establish a duty to keep and manage records, and if so to whom this duty should apply. Digital records, potential guidance and compliance regimes, and the provision of archives services at local and regional levels were also core topics which the paper raised for discussion.

The closing date for comments was 21 November 2003. Since then, TNA has been reviewing and analysing the responses. We received over 250 responses in total from a wide variety of respondents, including central government departments, local government, regional archives councils, individual archivists and records managers and groups representing archives users. The great majority of responses not only answered the questions posed, but provided further incisive, well-considered comments. Regardless of whether the individual responses supported proposals for a new legislative regime, the breadth and depth of the response indicates that the wider archives and records management community shares TNA's view that a review of current provision is both necessary and timely.

In actual fact, a clear majority of respondents were in favour of the proposals set out in the consultation paper. Analysis demonstrated a consistent support rate of 70-75% of respondents in favour of each proposal, with only 5% not in favour (the remaining 20-25% represents those respondents who chose not to answer any given question).

As one might expect, 'the devil is in the detail'. There was greater consistency in the responses to those questions which related to proposals in principle (e.g.

Question 1: *Should legislation establish a duty to keep and manage records that can serve as evidence of policies, procedures, actions and decisions, applying broadly to all bodies subject at present to the Public Records Acts?*) than for those questions which asked about how proposals might then be implemented in practice (e.g. Question 18: *Who should be responsible for regulation of compliance at local and regional levels?*).

The responses also highlighted a range of concerns not specifically addressed by a direct question in the consultation paper. For example, concern was expressed that provision for private archives must not be damaged by any new provision for official records. Several respondents also drew attention to the need to include audiovisual and other formats which are neither digital nor conventional paper documents.

The most frequently voiced concern related to resources. Many respondents stated that although Freedom of Information and Data Protection regimes should have prompted action to ensure that effective records management systems and procedures are in place, this has not happened consistently, frequently due to a lack of resources. The issue of lottery funding was also a key concern, with many respondents at a regional and local level pointing out that while statutory archives services might be less prone to budgetary cuts than discretionary services, they might also be ineligible for the lottery funding which is currently a key source of income.

A full report on the consultation responses was made available on the TNA website on 18 March 2004. The analysis is currently being developed into a revised set of proposals on records management and archives in the public sector.

Jo Kirkham, Information Legislation Project Officer, The National Archives

This article was first published in the Society of Archivists' ARC Newsletter.

TNA Update

Diversity Register

To improve our awareness of what other archive services are doing in this field and to help us understand the diversity issues that are being addressed in the regions and localities, we have been gathering information about Cultural Diversity, Social Inclusion and Learning & Access projects and initiatives that have taken place in UK archive services over the past six months. National initiatives, such as the *Diversity Festival* and smaller projects, such as the Southampton City Council Oral History Unit *Asian Women's Project*, have all been incorporated. With a brief detail outlining each project or initiative, it is hoped that this register will become a valuable resource for both TNA staff and archivists interested in the range of such projects being developed.

For further information please contact Rachel Bell, rachel.bell@nationalarchives.gov.uk

Regional desk

We have established a regional desk at the Family Records Centre (Myddelton Street, Islington, London EC1R 1UW) where TNA's regional team members can meet their counterparts from the English regional agencies and others who have to travel some distance. The desk was inaugurated at a reception at the Family Records Centre on 10 May 2004 where representatives from the regions and home countries were present.

We continue to build strong links with the regions. In September we were very pleased to be able to host at Kew a meeting with Chief Executives of the regional agencies for Museums, Libraries and Archives, which we hope will become a regular event. TNA is now planning to work with at least some of the regions to take forward pilot programmes for digital preservation and for tackling backlogs of archive cataloguing.

Implementation of Freedom of Information in Places of Deposit

Introduction

The implementation of the Freedom of Information (FOI) Act 2000 will have a profound impact on places of deposit for public records, and on the public records bodies that transfer records to places of deposit for permanent preservation. Public records are held by places of deposit on behalf of the Lord Chancellor, who expects The National Archives (TNA) to ensure that suitable arrangements are made by places of deposit for their compliance with the FOI Act where it relates to these records.

TNA, in partnership with other government bodies and places of deposit for public records, has been developing procedures, forms and guidelines to promote and support this aim. This work is being led by staff in TNA's Archive Inspection Services Unit.

Context

Part of TNA's role under FOI is to act on behalf of the Lord Chancellor to help ensure that places of deposit for public records are able to operate in compliance with the FOI Act as regards their arrangements for the receipt of public records and their subsequent storage and access. TNA must also work to ensure that government bodies that transfer public records to places of deposit for permanent preservation are doing so in ways which ensure both their own compliance with the Act, and which support the places of deposit in their compliance efforts.

Aims and objectives

Two deliverables from TNA's FOI implementation project relate directly to deposited public records:

- the production of transfer, deposit and presentation procedures and forms relating to Part II of the Lord Chancellor's s.46 Code of Practice
- the production of procedures for use by places of deposit in dealing with FOI requests about information in their deposited public record holdings.

These areas will relate closely to the existing provisions set out in s.66 of the FOI Act and to the two Codes of Practice under ss.45 and 46.

Completion of this work will result in one publication incorporating both deliverables – a TNA guide for the places of deposit and government departments as regards their responsibilities under the FOI Act with respect to public records in their care.

The publication will not be a prescriptive step-by-step guide to procedures and practices, as every place of deposit and government department will have widely differing circumstances which dictate that the publication has to allow for a degree of flexibility in its implementation. Instead the publication will set out the legal position and responsibilities that the departments and places of deposit have as regards public records and FOI, will specify certain behaviours which should be adopted in order to carry out these responsibilities, and will offer guidance on how these behaviours might be achieved. Such guidance will include model forms, workflow diagrams and so on.

Method

These are not deliverables which TNA could 'do to' our external colleagues, but must rather be achieved with your support, guidance and leadership. Consequently a representative working group of individuals from outside TNA was drawn together in January 2004 to assist in drafting and reviewing the deliverable products, both at group meetings and by correspondence. The group includes representatives of places of deposit from local authorities, museums and galleries, health services and specialist areas, and from government bodies (or their agents) which most commonly transfer public records into places of deposit e.g. Court Service and National Health Service agencies.

TNA staff with particular FOI or public records management expertise have also contributed to the group, drawing on their experience of ongoing projects that form part of TNA's own FOI implementation activities.

The first part of the guidelines – those for Places of Deposit to use in handling enquiries for information in public records – are now available in draft form on our website: www.nationalarchives.gov.uk/news/stories/30.htm.

Subject to the approval of TNA's FOI project board we hope to issue the final guidance towards the end of Summer 2004. Implementation activities will include TNA staff attending meetings during the latter part of 2004 to help embed this publication and the guidance it will contain.

Further Information

If you would like further information about this ongoing project please contact Steven Jones, The National Archives, Kew, Surrey, TW9 4DU,

steven.jones@nationalarchives.gov.uk

Accessions to Repositories 2003

In December every year, we contact over 250 major collecting institutions for information on their main accessions of the previous twelve months. Just under 200 institutions have responded to the 2003 review, telling us about acquisitions as varied as a single vow of chastity made before a 13th century Archbishop of Canterbury (Lambeth Palace Library) and the entire business archive of Eagle Star Insurance Co Ltd (Guildhall Library).

The information is added to the National Register of Archives, and will also appear separately on our website (see www.nationalarchives.gov.uk/accessions for last year's returns). Thirty-three thematic digests of the material are produced and published in academic journals. The complete accessions information for 2003 will go live soon.

Digital Preservation Services

Traditionally, readers have come to the public search rooms of The National Archives to view records written on paper and vellum, retrieved from repositories where the holdings are measured in terms of kilometres of shelving space. Yet within the next few years, the majority of users will be accessing our records over the Internet, and we will be measuring our holdings in terabytes and petabytes.

The impetus for this culture change comes both from the government departments whose records we preserve and the researchers and members of the public who consult them. The government's 1999 White Paper Modernising Government set two important targets: firstly, that all new government records should be stored and retrieved electronically by 2004 and, secondly, that all government services should be available online by 2005. The 2000 Freedom of Information Act provides a further incentive. Its requirement for all departments to respond to requests for information within 20 days can only realistically be met using electronic storage and retrieval methods. At the same time, there is an ever-increasing demand for online access to our holdings. Delivery of records across the World Wide Web allows to us reach new audiences and encourages new uses for those records.

The future of public records is therefore electronic. These records are increasingly 'born-digital', and often they have no paper analogue so that they can only be preserved in digital form. To meet this challenge, TNA has established the Digital Preservation Department to provide in-house expertise on the long-term preservation of electronic records to complement our established expertise in the preservation of traditional records. Digital Preservation Department is responsible both for managing TNA's own Digital Archive, and for providing technical advice and guidance on digital preservation issues to the wider community.

The Digital Archive

Our Digital Archive, which became operational in April 2003, was developed to provide long-term, secure storage for 'born-digital' public records held by TNA, and to make them publicly accessible. A key requirement of the system was that it must conform to the standards set by the e-Government Interoperability Framework, and be easy to update and extend as new technologies emerge. As such, it uses open standards and technologies wherever possible, including extensive use of Java and XML. The system stores electronic records with their associated preservation metadata.

We have adopted a tape library-based system, which can provide storage for up to 100 terabytes of electronic records in any format, including documents, emails, websites, sound, video and databases.

Security is an important consideration, both to ensure that we preserve authentic and unchanged copies of the records, and because some records are currently closed to public access. We therefore have two discrete systems – a master system which stores all records and is completely isolated from all other systems and an open system, which replicates only the open records, and is available from our public search rooms in Kew.

Our initial goal was to develop a storage system with simple on-site public access. A number of specific terminals have been made available in our public search rooms, allowing members of the public to search for and view electronic records. In the longer term we plan to develop a full, web-based public presentation system. A professional historian who visited the present system had this to say:

"The Digital Archive at Kew is, hands down, the best I have ever used. While I understand its holdings are still somewhat limited, I cannot begin to say how impressed I was with your overall approach. The collections are simple to access and easy to use. Most importantly, the materials are treated like any other historical records, albeit in a different format. This may sound like an obvious point, but it is one that I find many archivists tend to overlook. All too often, the technical issues seem to overshadow the more fundamental question of how such records should be preserved and made available for researchers."

"The Digital Archive at Kew is, hands down, the best I have ever used."

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The UK Central Government Web Archive

One entirely new type of electronic record is the website. The invasion of Iraq, the enlargement of the EM, falling UK crime rates, local flood warnings, Council Tax increases and low flying military aircraft are just a few of the myriad topics covered by government websites today. The Internet has transformed relations between citizens and the government by allowing the government to speak directly to citizens over the heads of the media, and to make its message easily accessible. The Web is much richer than older means of communication such as official publications or leaflets; a ministerial statement on a complex situation can be given in full, accompanied by a picture of the minister looking gravely or benignly statesmanlike, and of course can be delivered to the citizen sooner. Animations and online games help to create the image that the government wishes to portray of itself; some American government websites already have 'kids' pages'. And citizens can be invited to state their views by sending the Prime Minister an e-mail message.

n the long term, these websites will be of immense value to historians because of the vivid picture of all areas of government that they embody, and because they put on record what the government is saying to its citizens. In the shorter term, citizens could sue the government on the grounds that the advice given on a government website was wrong. TNA is taking responsibility for seeing that these records are collected and preserved, in accord with other national libraries and archives around the world who have taken up this challenge. As a first step, Digital

Preservation has set up a new project to archive a selection of websites, through a one-year contract with the Internet Archive.

The Internet Archive is a non-profit organisation that was founded to build an 'Internet library,' with the purpose of offering permanent access for researchers, historians and scholars to historical collections that exist in digital format. Based in the Presidio of San Francisco, the Internet Archive has been harvesting the World Wide Web since 1996, to create one of the largest data collections in the world. This web archive contains over 100 terabytes of data and the collection is growing at a rate of 12 terabytes per month. Sweeping across the whole Web, the archive has already has a back catalogue of UK Government website snapshots that The National Archives (TNA) will be acquiring in due course.
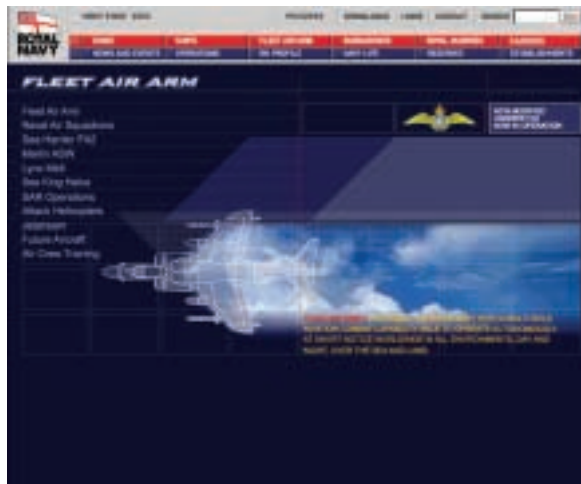
Our initial contract with the Internet Archive covers the systematic archiving of a carefully selected representative sample of websites, based on a new selection policy. The most important websites where the information changes most rapidly are archived once a week. Others where the content is relatively static are archived once every six months. The strategy is flexible to meet changing circumstances, to track the development of major domestic or international events and to provide more frequent snapshots at times of importance to specific departments, such as the period around the Budget for HM Treasury. The Hutton Inquiry is a new site that was added to the list immediately because of its topical interest. TNA is committed to the long-term preservation of this collection, and besides the copy

held by the Internet Archive a copy is being stored in our own Digital Archive. The project began harvesting websites in September 2003, and is currently collecting 54 different sites. We have already collected over seven million web pages, and are adding 225,000 new pages every week. The archived websites are being made publicly available on the Web at www.nationalarchives.gov.uk/ preservation/webarchive, hosted by the Internet Archive's Wayback Machine, and via the Internet Archive website (www.archive.org). Access to the collection is free of charge, both from the Web and from TNA's public search rooms at Kew. Users can see what a selected website looked like on a selected date.

The archive provides a common access point for all the departments covered, and this benefit will increase as the range of websites is expanded over time. The total number of UK Government websites is estimated at close on 3,000 including single-issue sites such as those of government inquiries. A guide to all these sites will be of great value to researchers.

PRONOM

Electronic records are not new. Government departments have been creating data files since computers were introduced in the 1960s. The rapid progress of technology and especially of office applications, and other uses of personal computers, has led to a proliferation of data formats and to their equally rapid extinction as new ones have replaced them. The material of some ancient records is such that they have survived despite long periods of neglect. If today's digital records are neglected they will not survive, because the ability to

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www.nationalarchives.gov.uk/preservation/webarchive

interpret old formats will be lost. This problem has been much discussed among the library and archives community and has given rise to a level of pessimism over the prospective loss of valuable records of the digital age. In fact, the preservation of digital records is perfectly practical so long as early action is taken, and TNA is taking the action needed through its preservation programme.

The correct interpretation of records has always required knowledge of the language in which they were written, and sometimes of other subjects too – medieval penmanship, for example. Fortunately, enough of this knowledge has survived that we can make sense of most of the records that have come down to us. Modern technology has further complicated the problem of interpretation by making the viewing of records dependent on hardware and software environments whose own longevity is doubtful. Just as interpretation of the 1086 Domesday Book depends on the dictionaries and grammars for medieval Latin painstakingly compiled by long-dead scholars, interpretation of contemporary electronic records in the future will only be possible if the necessary methods and tools are compiled, documented, and preserved now.

We are tackling this issue with our PRONOM system, a web-enabled database of information about the technical dependencies of electronic records and file formats, including hardware, software and operating systems. PRONOM was launched on the Web in February 2004, and is freely available at www.nationalarchives.gov.uk/pronom. Users can perform a variety of searches for

information on file formats, and the software products required to read and write those formats. This information is useful not only for archives and libraries, but for anyone who has collections of computer records to preserve.

Considerable effort has been devoted to the collection of information for PRONOM. Digital Preservation staff have undertaken intensive research and liaison with major software developers in order to create an initial data set. Microsoft and Adobe have been particularly helpful in this regard. The system currently holds details of about 550 file formats, 250 software products and 100 vendors, and records are being added on a regular basis. We also actively encourage the submission of new information for inclusion on PRONOM, and an online submission form is provided for this purpose.

Technical documentation of file formats is not easy to acquire, particularly after they become obsolete. The need to establish reliable, sustained repositories of file format specifications, documentation and related software has been recognised as an international issue and a White Paper for a Global Digital Format Registry was published in February 2004 by a working group on which TNA is represented.

The PRONOM system is being progressively developed and there are major plans for its future enhancement. The next version will incorporate a more comprehensive range of technical information about individual file formats, linked to additional functions to perform automatic file format identification and metadata extraction. We also plan to use PRONOM to support the migration of

electronic records from obsolete to current formats. It is intended that PRONOM will develop into a major tool to support the practicalities of digital preservation.

Advice and guidance
TNA's work on digital preservation is not purely inward facing. The existence of in-house technical expertise, coupled with practical experience in the management of a large-scale digital archive, adds a new dimension to the advice and guidance that TNA provides. Digital Preservation Department provides a range of guidance notes and technical papers on specific aspects of digital preservation (available at www.nationalarchives.gov.uk/preservation/advice) and is working closely with colleagues in our Records Management Advisory Service on guidance relating to the sustainability of electronic records. In addition, we are particularly focussing on how TNA can best support digital preservation at a regional and local level.

Jeffrey Darlington, Digital Preservation, The National Archives

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The National Archives wins Pilgrim Trust Digital Preservation Award

The National Archives beat off competition from around the world with the first all-purpose Digital Archive designed to store electronic Government records in perpetuity. More information is available at www.nationalarchives.gov.uk/news

RecordKeeping news

CyMAL: Museums, Archives and Libraries Wales

CyMAL: Museums, Archives and Libraries Wales was established on 1 April 2004 as a new policy division of the Welsh Assembly Government, and is located in Aberystwyth.

CYMAL will have 25 members of staff, mainly specialists from the three domains. This new division represents a significant investment by the Assembly in the development of local museums, archives and library services in Wales. CyMAL will provide effective policies to enable local museums, archives and libraries to meet the objectives of the Welsh Assembly Government through delivering services that support and develop people and their communities. CyMAL will support services which:

- are easy to access and open to all
- are developed via partnerships
- engage and connect with people
- break new ground and encourage new audiences
- adopt agreed quality standards.

CyMAL will work collaboratively to deliver strategic, cross-cutting agendas. It will develop close working relationships with key stakeholders such as Archives Council Wales, MLA and The National Archives (TNA). The CyMAL Advisory Council will be chaired by the Minister for Culture, Welsh Language and Sport. It will have twelve members and will meet three times a year. It will provide the Minister with advice on CyMAL work programmes and contribute expertise in specific policy areas. There will be four ex-officio members of the Council, including the Chair of Archives Council Wales.

CyMAL's prospectus was issued in May. It outlined three work programmes.

- **Investing in Knowledge Management:**
  Objective: To develop capacity in local museums, archives and libraries to extend access to improved information services and collections in Wales for all.

- **Investing in Access and Learning:**
  Objective: To support museums, archives and libraries in providing a broad range of learning experiences, using collections, resources and services which encourage people to engage in learning.

- **Investing in Excellence:**
  Objective: To improve the management and quality of services delivered by museums, archives and libraries in Wales.

The three domains of archives, libraries and museums will be accorded equal status and sector-wide work will be balanced with work specific to the needs of individual domains. Areas of work with particular relevance to the archives include developing an advice and support service, initiating a small grants scheme, supporting the development of Archives Network Wales, considering the recommendations of the MLA Archives Task Force Report, piloting the Inspiring Learning for All Framework, developing new audiences through Archives Awareness Campaign 2004 and reviewing the management of Section 60 schemes[1].

The contact point for archives is Eluned Jones, the Archives Development Advisor who previously worked for Archives Council Wales as the Archives Development Officer for Wales and developed the National Archives and Records Strategy for Wales (now in final draft stage). In July 2004, Mary Ellis, former Chair of Archives Council Wales, joined CyMAL as Head of Collections. Formerly the Director of the Archives and Records Management programme at the University of Wales, Aberystwyth, Mary has also worked for the Historical Manuscripts Commission and has been instrumental in many of the initiatives undertaken in the Welsh archives domain over recent years.

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[1] Local authority archive services in Wales have to present a scheme for their service to the National Assembly for Wales under the auspices of Section 60 of the Local Government (Wales) Act 1994.

Archive Awareness Month 2003 – Report

Archive Awareness Month 2003, held in September 2003, was the first co-ordinated effort by the archive domain in the UK and Ireland to address the issue of its low profile. We have recognised this as a critical issue for many years but this was our first-ever collective attempt to do something about it on a large scale. AAM had two main objectives, the first of which was general consciousness-raising of how archives are relevant today – we wanted people to value and appreciate what we do even though they may not have been active users. The second was about active participation by a broader range of people – we encouraged our existing user base and main non-user groups, of the under 24s, black and ethnic minorities and higher education students, to participate in events. The primary message was about perception.

The campaign was spearheaded by the National Council on Archives with the generous support of TNA, Resource, Micromedia and the Society of Archivists and the NCA is grateful to all these bodies and to the many other supporters of AAM. Above all we should thank the archive sector throughout the UK and Ireland which rose magnificently and in great style to the challenge. Over 460 events happened. From the Northern Highlands to Penzance, from Cork to Lowestoft, over 200 archives brought history to life,

through plays and re-enactments and even cook-ins as well as exhibitions and open days. It was not just archives public and private which took part, but also museums, libraries, community groups, family history societies, theatre groups and dance companies. They ranged from the Scottish Brewing Archive to the Rambert Dance Company; the Salt Museum, Cheshire; the Generalate Archives of the Servants of the Mother of God, Brentford; the Crimlisk Fisher Archive, Filey; and the Ipswich Transport Museum.

Launched at the Royal Geographical Society on 8 September 2004, the National Campaign focused on the deliberately vibrant theme of love and hate, and one third of the events also drew on it, creating new and very innovative ways of looking at the records. We wanted to choose a theme that would be about universal emotions that are experienced by everyone across time and background, that would allow us to concentrate on the human stories that archives tell, that would be relevant to all types of archives whatever their medium, and be different and more controversial from what might be expected. Additionally we wanted a theme that would appeal to the media and did not replicate similar awareness month campaigns in the cultural, information or heritage sectors.

The central team, Katie Norgrove and Fiona Cameron, with the support of The National Archives Press Office and Marketing Team, developed the logo and coordinated AAM branding; produced and distributed nationally produced promotional material (balloons, leaflets and posters); organised the national launch event at the Royal Geographical Society; developed and coordinated the national press campaign on the theme of 'Love and Hate'; created and managed an online events listing; and are now carrying out an evaluation of the campaign and building future plans.

The website – www.aamsept2003.com
 – was our main means of communicating with the public, and giving everyone the chance to find an event happening near them, and included a variety of web resources including a stereotype breaking quiz and the interactive 'London Love it or Hate It' section (to be archived by London Metropolitan Archives). In August, even before AAM was launched, website hits were running at 50,000 a week and soon doubled in the first week of September, a new visitor accessing the site on average every 50 seconds. The website was thus critical to disseminating the message as well as supplying information.

1

everyonehasahistory,andwe'vegotabitofyours

2

archive awareness month

The National Campaign created substantial interest from the press and media. The press cuttings have flown in – over 200 in the first week alone, including a page in The Times about Bristol Record Office which would have cost £13,000 had it been placed as an advertisement. Metro, which has a wider and larger circulation than any of the broadsheet newspapers, ran daily 'this day in history' slots UK wide. There were numerous appearances of archives on TV and radio, including the London School of Hygiene and Tropical Medicine's 5 minute piece on London Tonight and Radio 4's The Message: a 30 minute programme on archives and the media. The BBC ran a daily feature 'On This Day' at http://news.bbc.co.uk/onthisday/default.stm. There is great potential for a long term and very fruitful relationship with TV and radio broadcasters who are beginning to look to us as a sector for exciting stories from the records.

Evaluation

We undertook an extensive evaluation programme to test the extent to which we met our objectives. The key findings were:

Raising general awareness of archives

- AAM print coverage reached a circulation of over 53,000,000
- AAM Weighted Advertising Value Equivalent was £823,000. This figure represents how much it would have cost to place the editorial that was achieved for free
- 73% of articles conveyed our key messages
- Only 1% of articles mentioned 'dust'
- As the campaign launched, the AAM website was receiving a unique visitor every minute.

The volume of coverage received, twinned with the fact that nearly three quarters of that coverage conveyed our key messages, would suggest that AAM had an effect on raising general awareness of archives in a positive way.

Encouraging non-users

The AAM Central Team encouraged all organisations involved in AAM to evaluate responses from members of the public who participated in events and a nationally developed evaluation form was distributed for this purpose. This form contained a mixture questions designed to elicit quantitative and qualitative information. 1020 responses were received from 35 organisations. The evaluation data was independently analysed.

The evidence shows that:

- 41.2% of AAM participants had not visited an archive before compared with 18.5% of usual visitors[1]
- the average age of AAM participants was 55 whereas 57.5% of usual visitors are over 55
- 2.48% of AAM participants described themselves as non-white compared with 1.6% of usual visitors.

Conclusion

AAM succeeded in its objective of attracting non-users to archives. Those attending events had a younger and more diverse profile than the usual visitor to UK archives, but only marginally so.

Challenging Perceptions of Archives

In order to test whether AAM events had succeeded in challenging some common perceptions of archives, the evaluation asked participants what the word 'archive' made them think of and whether the

event had made them think about archives in a new way. The analysis of the comments revealed that 40% of participants thought that the event they attended had made them think about archives in a new way.

The following quotes give a flavour of the change in perception as a result of AAM.

What does the word archive make you think of?

"Tea stained, rough edged masses of bureaucracy stored in the depths" Male, 17, a first time visitor to archives who attended 'Invitation to a Hanging' at Shropshire Archives.

"Old and dusty and in the past." Female, 46, a first time archive visitor to the National Archives of Ireland Open Day.

"Hidden away" Male pupil, 14, in reaction to an AAM display by Salford Diocesan Archives at St Theodore's High School, Burnley.

"I still find it hard to relate the actual word to anything", Female, 42, who attended the 'Smugglers' talk at Bristol Record Office.

Has the event made you think about archives in a new way?

"They've taught me that obscure and distant information is neither inaccessible nor unobtainable" Male, 17, a first time visitor to archives who attended 'Invitation to a Hanging' at Shropshire Archives.

"Now friendly, open and willing to assist" Female, 46, a first time archive visitor to the National Archives of Ireland Open Day.

3

4

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[1] Percentages quoted for usual figures are taken from The Survey of Visitors to British Archives, Public Services Quality Group of the National Council on Archives, Oct-Nov 2002.

3
Seeing a Westminster school turn into the School of Pick-Pocketing from Oliver Twist, as the notorious 'Devil's Acre' in London was brought back to life by Westminster Archives.
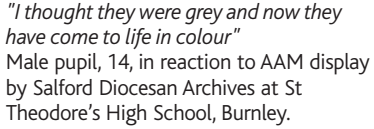
4
Shaking hands with infamous spies from the past, from a medieval impostor to a wartime special agent at The National Archives Kew (an event which attracted 2,600 visitors including 1,000 kids).
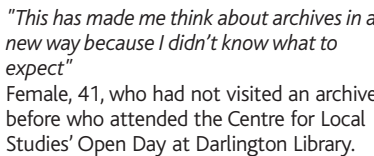
5
Seeing how the first Irish photojournalists captured a tenants' protest, as the strong arm of the law used battering rams to evict people, at the National Library, Dublin.

6
The British Antarctic Survey screened film footage to staff.

7
Hearing the tales of Tom Crean, a nineteenth-century Antarctic survivor at the National Maritime Museum.

"I thought they were grey and now they have come to life in colour"
Male pupil, 14, in reaction to AAM display by Salford Diocesan Archives at St Theodore's High School, Burnley.

"This has made me think about archives in a new way because I didn't know what to expect"
Female, 41, who had not visited an archive before who attended the Centre for Local Studies' Open Day at Darlington Library.

"There is a very human dimension to archives. It is about people and it is for people"
Gerry Ball, 70, first archive user who attended a 'Writing a Parish History' workshop at Salford Diocesan Archives.

"It's not just old stuff. It means a lot more not just to the individual but to communities to develop or preserve their local area"
Pauline Edwards, 37, who attended the Family History workshop at the National Monument Records Centre.

"Latent knowledge"
Susannah Oliver, 38, who visited behind the scenes at Cornwall Record Office with her family and friends.

"Learning and understanding"
Female, 15, who attended the Open Day at Wolverhampton Archives and Local Studies.

AAM had a significant and measurable impact in challenging and changing the perception of archives by 40% of those who participated in events.

Further evaluation results
The analysis of evaluation from participants also revealed the following:

- 98% thought AAM was a good idea
- the events scored a better quality rating than those secured from general visits to archives – 72% rated Very Good compared to 52.6%
- 20% had attended more than one AAM event
- of those that responded, the most popular suggestion for improvement involved better publicity and advertising – 54.5%
- 81.4% described their purpose in visiting as leisure/recreation/fun compared to 63% from general visits to archives
- most found out about events from local publicity (58%) or directly from the host organisation (22%), not from the AAM website (3.5%)
- 74% use the Internet, similar to 77% of usual visitors to archives
- there were more women (57.5%) than men (42.5%) a turnaround from the profile of usual visitors to archives; (45.8%) and (54.2%).

Evaluation from organisers of events
The Central Team provided all organisations taking in part in AAM with an evaluation form to gauge their views on whether AAM has been a success. 63 responses were received. These were independently analysed and showed that:

- over 475 events was considered a great achievement and compared very favourably against 'competitive' months
- the capacity issue in archives can be overcome with support, drive and enthusiasm
- stories from the records are the key to gaining interest in what our archives have to offer
- promotional months can have lots of spin-off effects that can lead to longer-term benefits such as new partnerships, ways of working and ideas
- those that took part would like to see AAM happen again but are divided as to whether they should be every year or every other year;
- September is maybe not the best month
- a national website is no substitute for a printed directory of events or a telephone hotline
- earlier planning with access to small grant funding is key
- as a sector, archives need to think more laterally in engaging new audiences.

8
Meeting David Wilson, 'the Real Cracker' who solves crimes with archives at Bristol Record Office.

9
AAM was about internal customers too, allowing archives to raise their profile with all stakeholders whoever they are.

The Savoy served up an archive banquet for its 114th birthday to hungry staff.

10
Finding out what a condom and a paper clip had to do with the discovery of DNA at King's College, London.

Evaluation from the Central Team

In terms of the national marketing and PR campaign, anecdotal evidence from the Central Team suggested:

- Objectives
  It would be best to separate out more clearly the public consciousness raising from the month long celebration of event. There needs to be more clearly defined objectives for both

- National exposure
  - A promotional link to a national TV programme and a large partner is essential to generate greater public awareness

  - Celebrities are interested in archives but planning well in advance is critical to engaging them

- Professional advice
  Archives need the help of media professionals

- Content
  Media are interested in the human stories within archives not the organisation that holds them

- Recognition for AAM
  It is much more important to gain media exposure for archives that portrays them positively than brand recognition for AAM

- Scope
  AAM should seek to engage more community-based organisations.

What next?

Plans for 2004 are gathering pace! Archive Awareness Campaign is building a relationship with a flagship BBC Family History series that will run from mid-October to mid-December. This offers us a great opportunity to gain from some mass-market exposure. For more information, please contact: Lucy Fulton, Archive Awareness Campaign Officer on 020 8392 5376 or by email lucy.fulton@nationalarchives.gov.uk

Katie Norgrove, NCA Policy and Development Officer

Archive Awareness Campaign 2004

Archive Awareness Campaign 2004, coordinated by The National Council on Archives, The National Archives and MLA (Council for Museums, Libraries and Archives), is now an ongoing campaign and is set to inspire! Local and regional archives across the UK will be holding fun events to raise awareness of archives among the public and the Central Team based at The National Archives will be targeting black and minority ethnic communities, under-24s and higher education students. The Central Team – Lucy Fulton and Katie Norgrove, supported by the Press Office at The National Archives – will coordinate activity, provide support for regional and local archives and carry out an exciting national media campaign around the theme, Routes to Roots. Archive Awareness Campaign will also be getting involved in a new BBC Family History series planned for this winter, with archives running events and offering stories under the themes of the series. Following a key period of activity from October to December this year, the campaign will be evaluated and long-term trends mapped. The Archive Awareness Campaign website is up and running at www.archiveawareness.com If you would like more information about Archive Awareness Campaign or would like to get involved, please contact Lucy Fulton on 020 8392 5237 or email lucy.fulton@nationalarchives.gov.uk

RecordKeeping News

Rising demand for archive services?

There has been much discussion recently about perceived trends in Record Office user numbers. Although the general trends seem positive, there has been limited comparison of Record Offices' long-term user numbers and the national picture is unclear.

The Public Services Quality Group (PSQG) is keen to identify a small number of Record Offices which have a long statistical record of their annual user numbers. Lancashire Record Office, for example, has 64 years of annual user statistics showing almost continual growth. Comparison of these figures with those from other Record Offices could provide a picture of demand over time. Such a picture could be useful in a number of ways, from proving that growth in archive usage has been stable and continuous, to demonstrating that investment in archives results in sustained growth. It could also be used to help predict future usage and see if patterns of usage emerge across the sector.

If your Record Office has kept long-standing records of its annual user numbers, whatever the trend they indicate, please contact Steven Jones. steven.jones@nationalarchives.gov.uk. Dependent on responses, this issue will be on the agenda of future PSQG Steering Group meetings.

Private archives

Sarah Tyacke, Chief Executive of TNA, became Historical Manuscripts Commissioner in April 2003 by means of a Royal Warrant which entrusted her with all the functions vested in the former HMC Commissioners. The ex-Commissioners serving at that point became members of the new Advisory Council on National Records and Archives (ACNRA), so the private sector is clearly represented on the new Council. The Commissioner has begun occasional consultations with members of ACNRA on private archives issues, and two owners of private archives have recently been appointed to ACNRA: Viscount De Lisle and Catherine Maxwell Stuart, in succession to the Earl of Scarborough and Althea Dundas Bekker. We were extremely sad to hear of the death of Lord Scarborough in March this year.

Launch of the Bernie Grant exhibition and archive catalogue

Following initial advice from TNA, and the provision of financial support by the Heritage Lottery Fund, the archive of the late Bernie Grant MP has been listed by a project archivist working for the Bernie Grant Trust over the past year. This culminated in the launch of a major exhibition based on his papers and hosted by his widow, Mrs Sharon Grant, held at Bruce Castle Museum at the end of March 2004, together with a demonstration of the online catalogue, which is also available on A2A. The event was attended by a number of government ministers, including Harriet Harman and David Lammie, together with former HMC Commissioner Lola Young, and a strong contingent from the local Tottenham community. Norman James was a co-opted observer on the project board and he and Rachel Bell attended the launch together with other representatives of A2A and the Community Access to Archives Project (CAAP) at TNA. Our contacts in this field have continued to facilitate the work of other departments at TNA within the world of ethnic and other community archives.

Case studies

Moving Here – spreading the word

The *Moving Here* website **www.movinghere.gov.uk** records and illustrates the migration experience to England over the last 200 years of Caribbean, Irish, Jewish and South Asian communities. It provides free access to nearly 200,000 digital items provided by over 30 heritage organisations throughout England and offers individuals the opportunity to contribute online stories of personal migration.

Spreading the word – the marketing mix

It is easy to forget that *Moving Here* www.movinghere.org.uk was launched in January 2003 as a site under construction. It had a small but growing catalogue of digitised items, an opportunity to add stories and only a glimpse of the rest of the eventual learning resources. Even though it was a soft launch, the first piece of dynamic marketing, an A5 tri-fold leaflet, was produced early in the project's lifetime. This got the project and the URL into the public arena. By targeting our key communities we were also able to use it to encourage contributions to the stories part of the website. We needed to make sure that we had stories for the site in time for the national launch in July later that same year.

The national launch

In preparation for the press launch, just prior to the main launch event in July 2003, The National Archives' Press Office put together a comprehensive Press Pack and guidance notes for partners.

As part of the coordinated effort to launch *Moving Here* into the market place our 30 partners would distribute promotional material through their own networks. A great advantage for *Moving Here* was that this network was well placed to reach local audiences as well as the national audience of the main publicity campaign.

We had confidence in our product – we were launching a website and catalogue resource of excellence.

Press pack

Aims

- Provide a comprehensive selection of material giving easy access to information on *Moving Here*.
- Gain media exposure.
- Accelerate press and public awareness of *Moving Here*.

Tips

- Include press release with key message and prepared articles for syndication, FAQs, extensive contact lists, images for publication (copyright cleared and of the right resolution) and arrangements for easy access to spokespeople.
- Be ready to roll as things can move very fast; be prepared for the unexpected requests – you can't think of everything.

The launch, at the newly opened City Hall in the heart of London, announced the arrival of the completed website. It gathered together a whole raft of people whose input had or would have real impact on *Moving Here*. From funders, partners, influencers and champions of

Moving Here to members of the community groups who had contributed stories, we hoped to secure their continued support and commitment.

We were keen to make sure that, within budget, every aspect of the event from the venue, invitations, catering and entertainment would echo our belief in *Moving Here* and give maximum feel good appeal to our guests.

Impact facts

- 310,000 page views over the first weekend that the site went live.
- To end December 2003: 130 published articles on *Moving Here* with a circulation estimated at around 18.5 million.

These phenomenal web statistics have now settled down to a steady monthly flow of traffic to the site. An interrogation of monthly web trends is beginning to show that users are spending longer on the site at each visit. An online survey, about to be repeated, tells us more about our current audience and what they think of the site.

1
Sample of Press coverage

2
e-postcards, presents some of the highlights from the Moving Here Catalogue

3
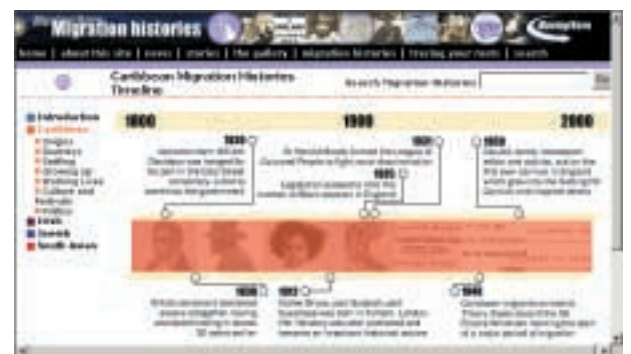Caribbean Migration Histories Timeline

The website, especially our homepage, is arguably our best advertisement. The ever expanding stories section, a news page and a new regularly refreshed site highlights section on the homepage encourage users to come visit again and explore a little more of the catalogue content each time.

The topical site highlights section showcases different material from the catalogue each month with content often, but not always, topic focused. A Web driven marketing campaign, whether sending an e-postcard, using an e-business card or visiting the site via a link from another website, continues to drive traffic to the site. Links from and to the growing number of users, networks such as *The People's Network* and listservs – an electronic word of mouth – are all building communication channels to improve *Moving Here*'s audience penetration. Additional search engine ads based on information from interrogation of web trends data and to coincide with topical news events is directing more traffic to the site.

The recently launched *Moving Here* IT Manual can now be downloaded from the site. As an adult learning tool it has the potential to draw a new audience to the website and to extend value in areas of basic skills and literacy.

2

3

4
Posters and leaflets

5

6

5
Business card sized
CD-ROM

6
Postcards, 16 different
cards

Off line marketing

But activity to promote *Moving Here* is not all web based. A programme of community projects producing touring exhibitions, booklets, music and more stories for www.movinghere.org.uk continues to raise the profile of *Moving Here* and provides invaluable tools for engaging people at grass roots level. A monthly newsletter, targeted feature articles, possible awards and accolades for the site, will all help to reinforce the product, the brand and the future of *Moving Here* as a market leader and influencer. Understanding our audience needs and showing them how they can use *Moving Here* catalogue material is a valuable part of our marketing mix. Because there is a lot of content on *Moving Here* to choose from, we are able to create additional promotional material with specific audiences in mind without too much difficulty. Activity sheets for children, recipe books, family and local history sheets are amongst a growing range of quick easy and very specific advertising for *Moving Here*. Whether attending conferences, presenting and demonstrating *Moving Here* to new audiences, holding workshops or hosting community projects, well targeted promotional material is an invaluable tool to attract interest in the website.

Much support material has been designed and produced by the central team based at the National Archives in Kew, but partners continue to include *Moving Here* as part of the promotional activity and forthcoming events calendars in their own institutions. They are encouraged to use style and design guidelines adopted by us here in Kew to reinforce *Moving Here*'s branding. Our heritage partners are an important part of our success. Business-to-business marketing to engage partners is critical to the success of maintaining a high profile, a viable distribution network and a sustainable future for *Moving Here*.

The tools we use to do this will most likely remain the same, but the mix may well change. Understanding our audience, looking at things from their point of view, interpreting trends through our Web statistics, responding to on-line surveys, opening and following up on new channels of communication, are all necessary to secure the future success of *Moving Here*.

Our aim is to deliver a product that users will want to buy into, use, continue to use and will recommend to others.

Elizabeth Lovell, Moving Here Team

Posters and leaflets
Aims
- Build brand and product awareness.

Tips
- Reinforce your identity and brand awareness by maintaining a consistency of style and colour to all your support material. Use the URL, logo, strap line and title to best effect.
- Make sure that the distribution network can support the planned activities, can be sustained and that outcomes can be monitored for efficacy.
- Make sure your material is appropriate for point of display, otherwise it won't get used.

Postcards
Aims
- Product reinforcement.
- Audience penetration.

Tips
- Increase visibility and impact with a value added A5 format printed on high quality gloss card.
- Make sure that product and branding detail is included on the card.
- Investigate extending postcard distribution network – *Moving Here* used a cinema campaign, but beware. These are difficult to monitor in spite of spectacular pick-up rates and they can be costly to implement.

Business card CD-ROM
Aims
- Build brand and product awareness amongst key influencers and champions.
- Reinforce product benefits through cherry picked site highlights.
- Provide a link to the URL.

Tips
- If you're not able to develop this in-house, it can be an expensive marketing tool so make sure it's well targeted and branded.
- Remember if your main product is a website this is a good way to display it, reinforce the brand and drive traffic from the taster version to the full online version.
- The small CD-ROM is much 'sexier' than a full sized cd but costs more to produce and contains less memory than a full sized CD-ROM.
- Useful site demonstrator if Internet access is not available.

Additional promotional material
Aims
- Target specific usage.
- Attract new audiences.

Tips
- Remember to reinforce both key messages and branding as well as your product.
- This doesn't need to be an expensive exercise – a few photocopied sheets can make a great impact as with our Spy sheet used at The National Archives Open Day.
- A Powerpoint presentation with a few images and screen grabs can be reused time and again.

How to fit a quart into a pint pot

The re-design of The National Archives' enquiries room

With the formation of The National Archives, it was necessary to find a home for the Historical Manuscripts Commission (HMC) Searchroom within the public areas at The National Archives, Kew. While the public areas are large, they are not over-generous with space. Simply finding a quiet corner and dropping the service in was never going to be an option.

Before the formation of TNA, a complete space audit had been carried out at our site at Kew, as there had been a number of capacity problems, mainly involving office space.

The architects involved had prepared a number of options, but the most favourable involved enlarging the existing Research Enquiries Room to include the HMC service. This was favourable for other reasons as well, including the desire to create a single TNA enquiry service rather than two separate services, as the skills and knowledge of each complemented the other. By bringing these together a better service could be provided to readers.

The space audit plans were only in outline form, so when it became necessary to design the new Research Enquiries Room, the same architects were engaged, due to their familiarity with the project.

Architect's brief
It was decided at an early stage that this would be an ideal opportunity to refurbish the entire space, which was essentially as it was when Kew first opened in 1977. The architect's brief therefore was not solely confined to planning the layout of the new room, but also to advise on issues such as carpets, colour schemes, lighting, furniture, etc.

Consultation
At an early stage staff and readers were asked for their views, in particular any features they wanted to be retained or, alternatively, areas for improvement. The consultation was carried out at both Kew and Quality Court, principally using posters and feedback forms.

The results of the feedback were fed into the planning at an early stage. The architects then came up with a number of proposals, based on information provided about user flows, the amount of material to be shelved and features that had to be retained or improved. These proposals were then shared with the staff, to obtain their views. With the benefit of their input, one option was chosen to be refined. The decision was not straightforward, as a number of competing issues had to be resolved – one of the most difficult being maintaining good sightlines across the room while still fitting in enough shelving, as suitable wallspace was severely limited.

Expanding the space
The existing Research Enquiries Room (RER) was located on one side of the original Kew building, between the Microfilm Reading Room and the Document Reading Room. Between the three rooms and the stairs was an area known as the Lobby. This was effectively a corridor providing access to each reading room from the stairs. It was an under-utilised space, containing an out of date duplicate set of paper series lists and some seating. It was decided that the Lobby would disappear, by taking down the wall between it and the RER, so that readers coming up the stairs would enter straight into the RER.

To the side of the RER was an extension of the Microfilm Reading Room which had been used as a dedicated area for the 1901 Census, to accommodate the anticipated demand when that census was released. Demand for the 1901 Census had reduced to the point that a dedicated space was no longer justified, and so the 1901 Census service could be absorbed into the MRR proper, as long as additional fiche readers could be accommodated. This released space for the RER to expand to one side.

The Microfilm Reading Room
The Microfilm Reading Room (MRR) has grown in business due to the policy of microfilming the most popular records at Kew for preservation reasons. However, the room was hampered by the limited amount of power which was buried in the solid concrete floor. This dictated a wasteful layout for the 80 film and fiche machines. A more efficient layout could be created if all the machines were in straight lines, perpendicular to the windows, similar to that found at the Family Records Centre. Using such a layout meant that 110 machines and computers could be fitted into the same space while creating a more spacious appearance. At the same time the location of some of the fiche cabinets, finding aids and reader printers was revised to improve user flows and reduce bottlenecks.

The tables in the MRR were standardised on one type, which created a neater appearance than previously and contributed to the better use of space. Wherever possible machines were placed on metre wide tables, which was a 25% increase on most of the previous provision.

The MRR was also re-carpeted with the same type chosen for the RER.

All the work was carried out at night and on Sundays, with the August Bank Holiday being used for the carpet replacement work.

Shelving

The existing RER had the same timber shelving that had been installed in 1977, and had proved itself to be extremely sturdy and robust. After years of service it was still presentable. The HMC shelving was not being brought from their former premises at Quality Court so additional shelving was required. A total of 750 metres of shelving had to be accommodated, including re-using existing shelving. Additional shelving was custom-built to match the existing RER six shelf units. The only difference was that the units were reduced in height to become five shelf units, as the use of the top shelf had been discontinued for many years. In addition some lower three-shelf units were specified, for areas where sightlines were important.

The new shelving was constructed from 25mm MDF with an American White Oak veneer, and solid oak lippings. The shelves are fully adjustable through the use of library strip shelf supports. The only material difference to the 1977 shelving is that MDF has replaced blockboard.

Enquiry desks

The existing RER enquiry desk was in a deteriorating condition, and approval was given for a new desk to be designed. This desk was to accommodate both Kew and HMC staff to provide the new joint service. The initial design was produced by the architect as part of the room layout, and the detail was finalised by the company that produced the new desk.

The detail of the desk was decided in consultation with staff so as to best meet their requirements.

Early on in the project it was recognised that the new room would be large, and a second staff position would be desirable. In addition it was recognised that a first-timer might be bewildered by coming up the stairs to be presented with a large and busy research room. It was decided not to create a second research enquiry desk, but instead to create a general information point that would deal with enquiries about how to make use of the facilities, and how to get to different parts of the public areas. This point was positioned immediately opposite the stairs, so that it was first to be seen by a new user. The intention was that it would deal with general queries and these are typically short in nature; so the point was designed as a kiosk, where enquirers would not be seated, and the staff would have tall chairs.

The point was positioned so that the two staff on duty had as much of a 360 degree view as possible, and also to take advantage of the sightlines through the glass walls to the neighbouring reading rooms.

Computers

One of the problems identified with the old RER was that most of the computer terminals were at the back of the room, against the windows. They were therefore the last thing users saw, after seeing paper lists and the enquiry desk, despite the fact that TNA was trying to promote the online catalogue and other services as the principal means of access to the collections.

The new layout sought to improve the situation, by better integrating computers into the room. It managed to do this to an extent, by introducing stand-up computer terminal positions in various locations. The furniture used to achieve this is essentially a central pole, to which can be attached desk tops, flat screen monitors, clamps to hold CPUs, etc., all of which are adjustable in height. The intention was that these units could accommodate two users simultaneously, one using the computer, the other to consult a paper list or other finding aid.

Where users want to spend some time browsing at a terminal, they can sit at one of the two banks of PCs on conventional desks.

The existing computers were ageing and becoming unreliable, so a complete replacement was planned. 17" flat screens were specified, fitted to adjustable monitor arms, to improve ergonomics and reduce desk clutter. The monitor arms were from the same system as the stand-up terminal units. The CPUs were mounted under the desks using adjustable webbing straps.

The paper lists

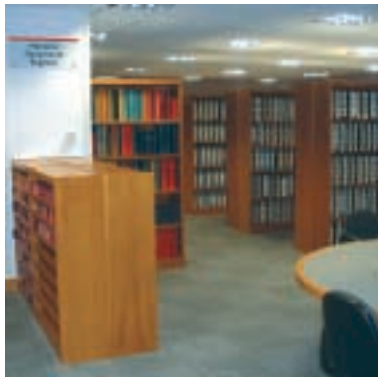The paper lists in the RER were the main set that had been in use continuously since 1977, and although remedial work had been carried as necessary, the set was looking tired, and would be out of place in a shiny new room. Over a period of several months, all the lists were copied onto good quality acid-free paper, and new binders were purchased, in red to match the new logo. The effect has been very striking.

Carpet

The existing carpets were of the broadloom type, and were wearing out, so replacement was essential. The architects provided a number of samples of carpet tiles and staff were given the chance to express preferences with regard to design and colour.

The chosen carpet was of a type designed for use in American shopping malls, but increasingly being used in Europe in large facilities such as airport terminals. It is produced mainly from recycled materials, is wheelchair friendly, and is claimed to provide a 20% reduction in leg muscle fatigue!

The extent of the refurbishment

The refurbishment works were the most extensive that had been carried out since the building opened, and included the following:

- replacement suspended ceiling system
- new lighting
- improved air conditioning
- new power cabling and outlets
- new data cabling and outlets
- removal and erection of several partition walls
- replacement of partitions between reading rooms with glass walls and automatic doors
- new carpet
- cladding of bare concrete pillars
- repainting of existing walls.

Keeping the RER open

Using the regular one week closure in December to carry out work was not an option, as this time had been scheduled for the move of the HMC service to Kew, so was in effect the deadline for the refurbishment to be completed. The works were broken into phases, so that an area in turn could be cleared and refurbished. This work was carried out over a three month period, with the existing Research Enquiries Room service moving twice in that period. In addition, the Lobby space could not be closed, as that was the only means of access to all the reading rooms, and so all the works there took place at night.

Managing the change

Responsibility for the creation and delivery of the new space was split into two. Public Services Development Unit was responsible for liaising with the architect, communications with staff and users, and selecting the finishes, colour schemes, etc. Estates and Central Services Department was responsible for managing the refurbishment works and contractors. Throughout the process staff and users were kept informed, using a variety of publicity methods. As we were able to maintain a full service throughout, it was not necessary to advise users not to visit during the works period.

Completion

The works were largely completed by the end of November, and the HMC's 500 shelf metres of searchroom materials were moved the following week, whilst Kew was shut for its annual stocktaking week. On Monday 8 December 2004 the new RER and joint enquiry service opened as planned.

Beyond the launch

Following the completion of the physical works, attention is now focussing on staff training, to allow the cross-over of knowledge between staff, so that the true TNA enquiry service will come to fruition.

Further information

For further information on the project, or materials and suppliers used, please contact me, Lee Oliver, at:
lee.oliver@nationalarchives.gov.uk

Lee Oliver, Head of Public Services Development

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Implementing ERMS at The National Archives

A government target said that all central government organisations must be able to store and retrieve their public records electronically by 2004. Here is how The National Archives implemented an Electronic Records Management System (ERMS).

Background

The National Archives, prior to the procurement of a solution, spent a considerable amount of time researching the basis on which to introduce an Electronic Record Management System (ERMS). This included considering how to establish a file plan, taxonomy and the likely user base for the solution. Proof of concept was conducted on the file plan proposals. The outcome was to create a single file plan for the entire organisation in order to facilitate collaborative working and workflow, to adopt Keyword AAA terminology for classification, and to implement the system for both document and record storage, i.e. as an EDRMS.

TNA also referenced the functional requirements for electronic records management published in 1999 to inform its own statement of requirements.

The 1999 Functional Requirements for Electronic Records Management Systems was one of the outcomes of an Invest to Save Budget project, which aimed to develop cross-government requirements for electronic records management systems and to evaluate available software products against these requirements. These requirements were themselves revised in 2002.

Procurement of a solution

Following an OJEU-compliant tendering process, TNA chose Objective Corporation and its Objective software for TNA's EDRMS solution. The Objective software was also a product which had demonstrated a capability of meeting the functional requirements for electronic records management systems in UK Government (published in 1999).

The software will be used for managing all business related documents and records and will help TNA achieve the 2004 target set by government for all newly created public records to be stored and retrieved electronically. The Objective software is an extendable product, including components for workflow and content management.

Project management and delivery approach

The National Archives staff are located at the main site in Kew, west London, with the Family Record Centre based in north London, who link into the centrally-hosted system. Use of the EDRM tool has been delivered to around 600 people, targeted at all staff who are likely to create records on behalf of the organisation. The remainder are either those who do not have cause to use IT as part of their daily work, or who are temporary and whose line manager will create any required records on their behalf.

A project was set up to roll out the tool and manage the change process within the organisation. TNA's numerous departments were divided into two phases and the delivery was in two phases. Phase 1, a pilot to a total of 80 people comprised a selection of a representative department from each of the three internal directorates, plus the Executive; this was followed by an eight-week gap for evaluation and rework. Phase 2 consisted of the remaining departments split into two groups with a two week gap between these groups.

TNA's approach to change management

We approached change management early in the project, prior to the selection of software, by engaging each business unit in the development of file plans etc. appropriate to their business requirements. A variety of communication vehicles was used including leaflets, posters, and newsletters.

A new role of Department Records Manager (DRM) was devised within each business unit to support the use of the tool. This has established an internal network with ownership and some devolved responsibilities.

Roll-out was by department so that users typically went live the day after receiving training, and no department roll-out lasted longer than two weeks. 'See and Tell' workshops were used to give Phase 2 staff advance information on the Phase 1 process.

Training and support

The training elements included a Department Briefing and Records Management, File Plan, Objective and Follow-up (Recap) Training. Each user was given a half day's training, prior to going live, in the required record management practice, followed by a half day's PC-based instruction on the use of the tool, with training sessions typically for nine people at a time. Specialist training was provided beyond this for Helpdesk staff, DRMs and System Administration.

Once users were live, 'floor-walking' was provided, whereby project team members were on hand within the department for a couple of days to assist with any procedural or technical problems. Where necessary, additional one-to-one training was provided for the duration of the project and there is additional desktop support available beyond the standard IT Helpdesk.

Technical features, interfaces, and legacy systems

TNA has, to date, primarily contracted Microsoft solutions for databases and the Objective solution is also a Microsoft-compatible solution. Users have Windows 2000 client PCs, and the Objective application is hosted on Windows 2000 servers with a SQL Server 2000 database implementation.

There are no direct interfaces implemented to other TNA systems, but Objective have been contracted to provide an XML export capability that will permit archiving to the Digital Archive at TNA.

TNA had an ERMS already in use on a restricted basis. The project has migrated data from that system into Objective. The paper registry has been closed, but there has been no retrospective inclusion of paper records in the EDRMS.

Project timescale

The procurement decision was made in December 2002. Implementation of roll-out to the pilot departments commenced in early June 2003 with roll-out completed mid-December 2003. TNA was formed in April 2003, with the coming together of the Public Record Office (PRO) and the Historical Manuscripts Commission (HMC). HMC relocated to the site in December 2003, and trained to use the EDRMS by mid-January 2004.

Post-project arrangements

Considerable work has gone in to ensuring that the EDRMS is supported on an ongoing basis. This has included integration with Information Communications Technology procedures and support model, defining and delivery training to new joiners and those whose role has changed within TNA, and handing over system administration to the Departmental Records Officer (DRO).

Issues

It was a significant effort to develop detailed internal records management procedures and the file plan, so it was essential to allow enough time to ensure that the system was tested to meet these as well as user requirements.

The types of user at TNA cover a very broad spectrum including, for example, records managers, researchers, archivists and finance and marketing professionals, so training courses and support have to take account of all these needs.

The future

Now that roll-out has completed and all business areas are aware of what an EDRMS can deliver, we have established a further change management programme to optimise the use of the system and to re-consider some of the business issues and seek to resolve these.

Further guidance on electronic records can be found at: www.nationalarchives.gov.uk/electronicrecords/function.htm

Glossary

Classification
A systematic identification of business activities (and thereby records) into categories according to logically structured conventions, methods and procedural rules represented in a classification scheme.

Content management
The process of managing the contents of a record system

Departmental Records Officer (DRO)
Person appointed by a government department or agency to be responsible for the management of the records of that organisation.

Fileplan
The full set of classes, and the folders which are allocated to them, together make up a fileplan. The fileplan is a full representation of the business of the organisation, within a structure which is best suited to support the conduct of that business and meet records management needs.

Functional requirements for electronic records management
A series of detailed requirements published by The National Archives for assessing electronic records management software.

Keyword AAA
A records management thesaurus of general terms. It provides control over the vocabulary used for titling and indexing records.

Legacy system
A computer system or application program which continues to be used.

OJEU
Official Journal of the European Union

Taxonomy
A classification system in the form of a structured list or tree with broader terms at the top.

Workflow
The movement of documents around an organisation for purposes including sign-off, evaluation, performing activities in a process and co-writing.

XML
Extensible Markup Language. An initiative from the World Wide Web Consortium defining an 'extremely simple' dialect of SGML suitable for use on the World-Wide Web.

Standards and guidance

Reviewing the Grigg system of appraisal

A year ago RM News[1] reported on the establishment of a project to review the Grigg system for the selection of records for permanent preservation. The draft Appraisal Policy was posted on TNA's website on 5 April 2004; see **www.nationalarchives.gov.uk/ recordsmanagement/selection/appraisal.htm** The consultation period ended on 30 June 2004 and the final policy will be published in August. This report outlines some of the key conclusions we have reached and the strategy we propose to adopt.

Key conclusions

1. The precise timings in Grigg and the scrutiny of files at review are unworkable for electronic records. This is because the costs of sustaining electronic records are such that it is advisable to consider at an early stage which records are migrated to new systems for storage. In addition, scrutiny of individual files and documents for content is physically difficult on screen and electronic records lack the more obvious physical clues about the context of the file or about the importance of the work being carried on.

2. The appraisal of electronic records needs to take place along a continuum, rather than at stages in a lifecycle. This means that appraisal takes place at the moment of creation (through file plans which take account of appraisal activities), at the moment of filing electronic documents (aided by consistent file and document titles) as well as at the point of migration for longer-term storage. In addition, there needs to be appropriate disposal scheduling for business purposes, which incorporates as precise archival disposition decisions as possible.

3. Some of the characteristics of electronic records apply equally to the paper records created since the 1980s. The extensive use of photocopies renders common review practices difficult e.g. top copies are not clear and so the importance of the file as a whole is harder to establish; in addition, many departments had weaker records management systems from that time.

4. The Grigg system has worked well:1st review has brought records under control and reduced storage costs for departments and, as a result 2nd review is a relatively contained and straightforward task. TNA is a compact archive with excellent catalogues and finding aids, a situation made possible by the relative smoothness of the review and transfer process.

5. For the next 20 years, effective ways of handling paper records will be crucial for both business and archival purposes and there should be no hasty dismantling of proven systems.

6. Elements of the Grigg system are being neglected and need to be reasserted for paper records. First review and good disposal schedules ensures manageable 2nd review. Grigg's recommendations for a government-wide approach to case files and datasets would aid departments in the disposition of paper and electronic records and ensure rational archival selection.

7. The Grigg system was a 'one size fits all' approach and has been interpreted so that all file series remaining after 25 years are subject to file by file scrutiny. This is very labour-intensive and several departments had been developing new methods which TNA has monitored over the year. We have found that none of the new methods is risk-free and, in the light of new demands created under recent legislation for the documentation of records work, they need to be implemented with discretion. Nevertheless, with proper analysis of departmental records series, TNA believes that each method has a place in the range of procedures open to departments to conduct 2nd review of paper records.

[1] RM News was the magazine issued by the PRO to all central government Departmental Record Officers.

The Appraisal Strategy

The strategy we are proposing is to engineer a shift to a system of appraisal that will be applicable to the new environment created by electronic records, while continuing proven systems for the processing of paper records as long as they are needed.

Three main tools will allow this to happen. First, functional or macro-appraisal will be used to provide a government – or organisation-wide analysis of records, to identify those of potential archival value prior to review, to identify areas of overlap between departments carrying out related aspects of a common function and so minimise duplication, and to identify case files with the information of most value to researchers. TNA sees macro-appraisal as of value as a technique, or initial phase, in the appraisal process. However, TNA will not be using evaluation of functions and activities recorded in documents as the key element in deciding which records are of archival value, but the collection themes in the Acquisition Policy will continue to apply.

A second tool is to analyse types of departments, record types and types of records series and classify them in such a way that a range of generic archival

disposition rules can be developed which are applicable across departments and as relevant for paper as for electronic records. For instance, we have identified case files and datasets as a group of records for which specific procedures can be adopted to provide clear rules in both a paper or an electronic context. TNA has in hand projects to consider scientific research papers and case files documenting the interaction of the citizen and the state. Agencies and NDPBs constitute a group of departments with relatively discrete functions whose records may be open to analysis along functional lines and scheduled for archival purposes, and the forthcoming policy proposes procedures to appraise their records.

Finally, we propose a method for all departments we are calling DART – or Differentiated and Targeted Review – which encourages departments to analyse all the records produced so that review is targeted on series likely to yield records of archival value. The aim is to ensure that case files, policy papers, research reports etc, as well as registered file series, are appraised in appropriate ways. The procedure is again expected to yield benefits for records management under ERMS through providing selection criteria for types of records and record series.

Implementation of these techniques will be through TNA guidance on cross-government handling of semi-active electronic records changes in the nature of TNA's Operational Selection Policies, and through changes in the day to day implementation of review.

The next steps

The consultation period is now closed, but TNA welcomes any further comments, which should be sent to:
Helen.mercer@nationalarchives.gov.uk

We would like to thank all those departments who have helped with the project, especially those participating in the various pilots: Health and Safety Executive, DEFRA, HM Treasury, DTI, ODPM/DfT, Civil Aviation Authority, Companies House and the Insolvency Service.

Developing an e-mail policy

The flexibility with which email can be used to communicate both business and personal messages, together with the lack of distinction between different types of email can cause problems with the way in which email is managed. The informality with which email is often used might give managers cause for concern as important business records could be deleted as members of staff may not be aware that email messages can provide evidence of a business activity. One way to help educate members of staff about how email messages should be managed is to develop an email policy.

The National Archives recent publication, *Guidelines on Developing a Policy for Managing Email*, is designed to provide advice to organisations that are in the process of developing an email policy. The guidance covers two main areas, how email should be used within an organisation and how email should be managed. The advice given focuses on the information legislation that public authorities should comply with, for example the Data Protection Act and the Freedom of Information Act, and an organisation's need to ensure they are fully accountable through having reliable records, including email messages.

The guidance is aimed at people who are developing email policies or providing advice about managing email messages as a record. There are detailed explanations about what should be considered for inclusion in an email policy and sample text that could be used for an email policy. The sample text provided can be copied and modified by organisations developing an email policy.

The guidance is intended to provide practical advice on managing email messages and covers topics from 'When to use email' to 'Identifying email records'. There are tips on writing business email messages, for example 'Try to use plain English', and titling email records, for example 'Use natural language and spell words in full'. There is advice on managing personal and shared mailboxes, including identifying who is responsible for managing email records. In addition the guidance also provides an explanation about why managing emails is important to an organisation and provides an argument for developing an email policy.

Eleanor Russell, Project Officer: Electronic Records Management
eleanor.russell@nationalarchives.gov.uk

A copy of *Guidelines on Developing a Policy for Managing Email* is available on The National Archives website at www.nationalarchives.gov.uk/electronicrecords/advice/

New guidance and publications – summary

Publications from The National Archives

Terms of loan (deposit) for privately owned archives

This guidance note explains how terms of loan agreements should be worded and what points should be included in any loan agreements.

www.nationalarchives.gov.uk/archives/advice

Guidelines on developing a policy for managing email

This guidance provides advice on aspects and areas that should be considered when developing an organisational policy for managing email. The guidance addresses how email can be used as a business tool for internal and external communication and how these types of email communications should be managed as records.

www.nationalarchives.gov.uk/electronicrecords/advice

Disposal Scheduling

Disposal scheduling is an important aspect of establishing and maintaining control of corporate information and record resources. This guidance gives pointers towards establishing how long information is required in different core business scenarios and also introduces a series of further guidance from The National Archives on commonly held public records where generic disposal periods can normally be identified.

www.nationalarchives.gov.uk/recordsmanagement/

Retention Schedule 12: Parliamentary Papers in Departments and Agencies

This guidance is aimed at Departmental Record Officers, Parliamentary Clerks, Ministers' Private Offices, departmental Legal Branches and other staff in government departments and agencies engaged in the formulation of policy and the drafting of Command Papers, or primary and subordinate legislation and their representation to Parliament, in advising Ministers on responses to Parliamentary reports, and in the giving of evidence to Parliamentary committees.

www.nationalarchives.gov.uk/recordsmanagement/advice/schedules.htm

Retention Schedule 13: Public Records held in Local Government and Specialist Local Repositories

This guidance is for Local Government Officers who handle public records that are either created locally or centrally, some of which are permanently deposited in local institutions under the Public Records Act because they have specific regional, local or specialist significance. This guidance draws together all the relevant retention guidelines into one package.

www.nationalarchives.gov.uk/recordsmanagement/advice/schedules.htm

Business classification scheme design

This document provides a comprehensive guidance on developing a classification scheme. The guidance deals with definitions, intellectual control and appraisal issues, EDRM issues, the approach to building a classification scheme, the main methodologies, case files and maintenance of the scheme, with a case study to provide a worked example.

www.nationalarchives.gov.uk/electronicrecords/advice/

Operational Selection Policies

Operational Selection Policies (OSPs) apply the criteria set out in the Acquisition Policy to the records of individual departments and agencies or to records relating to a cross-departmental theme.

OSP 23: Records of Britain's Overseas Representation, 1973

OSP 24: Records Relating to the Machinery of Government and the Management of the Civil Service from March 1974 to 2000

OSP 25: The Regulation of Companies

OSP 26: The Regulation of Civil Aviation, 1972-2002

OSP 28: Government Communication Headquarters and its Predecessors

www.nationalarchives.gov.uk/recordsmanagement/selection/ospintro.htm

Digital Preservation Guidance Notes

Digital Preservation Guidance Notes provide concise, authoritative advice on specific topics related to the preservation and management of electronic records. Their intended audience is anyone involved in the creation of electronic records which may need to be preserved over the long term, and those responsible for preservation.

1. Selecting File Formats
2. Selecting Storage Media
3. Care, Handling and Storage of Removable Media
4. Graphic File Formats
5. Image Compression

www.nationalarchives.gov.uk/preservation/advice/

Ancestors magazine

Ancestors, the family history magazine of The National Archives, is now available from newsagents, including all high street branches of WH Smith. From its launch three years ago *Ancestors* has blossomed from a subscriber-only, bi-monthly publication to one of the most popular family history magazines in the UK. The results of two Reader Surveys have shown very high satisfaction levels with both the content and design of the magazine, and have persuaded us to go monthly from the end of 2003. Our decision to enter the newstrade was prompted by requests for greater accessibility throughout the country from our readers. We have also been able to reduce the cover price to £3.25.

www.ancestorsmagazine.co.uk/

Economic Policy Under the Conservatives, 1951-64 – A Guide to Documents in The National Archives of the UK

Published jointly with the Institute of Historical Research (IHR). This book summarises the development of economic policy during a key period in the history of post-war Britain, and provides a guide to records in The National Archives. It provides an essential basis for contemporary historians and other social scientists to understand better the history of Britain since 1945.

www.history.ac.uk

Freedom of Information – guidance for Places of Deposit

This guidance will give advice for places of deposit for public records on how to handle FOI enquiries for information in public records and how public records should be transferred to places of deposit from public record creating bodies. Draft guidance available for comment:

www.nationalarchives.gov.uk/news/stories/30.htm

Future publications from The National Archives (watch this space!)

Realisation of benefits from electronic document and records management

This document will provide a comprehensive guide to realising benefits from an EDRM programme. The intended audience is primarily those in central government or local authority organisations who have responsibilities in or for EDRM or wider e-government programmes.

The National Archives Appraisal Policy

This policy has been developed in response to the changed conditions for records management within UK government, especially the development of electronic records. TNA recognised the need to investigate whether the Grigg system should be modernised and, if so, how.

OSP 29: Records created by the Metropolitan Police Service (MPS) and records related to the MPS created by the Home Office.

This Operational Selection Policy is intended to ensure the continuing growth and quality of an archive which constitutes a key resource for police history and a significant source for history of the capital and the nation; clarify the disposition of records between TNA, the Metropolitan Police Service historical store and the local authority Record Office (the LMA); provide guidelines on historical value for MPS to use in drawing up revised disposal schedules.

Publications from other organisations

MLA: Archives Task Force Report (Listening to the Past, Speaking to the Future)

On Wednesday 24 March 2004, MLA published the report of the Archives Task Force. *Listening to the Past, Speaking to the Future* is the result of an 18-month investigation presented to government and key policymakers into how UK archives can be better understood, looked after and used.

www.mla.gov.uk/action/archives/atf.asp

Facet Publishing: Copyright for archivists and users of archives – second edition

This fully revised and updated second edition includes recent EU legislation. This legislation will have a significant impact on archivists and archival researchers. The relationship between copyright and the applications of the Freedom of Information Act is also covered.

www.facetpublishing.co.uk

MLA: Disability Portfolio

The Disability Portfolio is a collection of twelve guides on how best to meet the needs of disabled people as users and staff in museums, archives and libraries. It gives invaluable advice, information and guidance to help overcome barriers and follow good practice.

1. Disability in Context
2. Meeting Disabled People
3. Training for Equality
4. Audits
5. The Disability Discrimination Act (DDA)
6. Inclusive Information
7. Using Technology
8. Access on a Shoestring
9. Accessible Environments
10. Outreach and Partnerships
11. Consulting Disabled People
12. Employment at Every Level

www.mla.gov.uk/action/learnacc/00access_03.asp

Society of Archivists: After the Hundred Year Rule

This document gives guidance for archivists and records managers on access to medical records under the Freedom of Information Act.

www.archives.org.uk

Standards and guidance

International standards

Among other international contacts, Dick Sargent, director of the National Register of Archives, is a member of the International Council on Archives' Committee on Descriptive Standards. This committee created, and has since been responsible for revising, the two main international standards in this field. *ISAD(G), the General International Standard Archival Description* now provides the framework within which archives are described and data about them exchanged throughout much of the world. It provides, for example, the key elements of description required to ensure that catalogues entered in networking projects such as A2A are all presented in a consistent way. From this work the Committee went on to develop a standard covering the identification and description of the creators of archives (corporate bodies, persons and families) and supporting contextual information: *ISAAR, the International Standard Archival Authority Record*. This has been greatly revised for a second edition which is to be officially launched at the ICA Congress in Vienna in August this year.

Sales catalogue monitoring

We continue to monitor the catalogues of sales of archives and manuscripts by all the major auction houses and dealers. We have also begun regular monitoring of online sales, where an increasing quantity of archival material is found. We use the information:

- to keep track of the location of significant archival material on the move
- to help to enforce the Manorial and Tithe Documents Rules (which restrict the movement of such documents) and to keep watch for sales of Public Records and parish registers
- to observe the trends in prices, which helps us to advise grant-awarding bodies
- to notify repositories of any forthcoming sales which may interest them.

In the past year, we have read over 200 catalogues from 58 different auctioneers and dealers. We notified repositories of almost 900 lots for sale that were potentially of interest to them. Of these, 51 lots were successfully purchased and 41 were bid on unsuccessfully. Some particularly interesting purchases were:

- Magdalen College, Oxford: photograph album of rowers from 1859, the year their Boat Club was founded
- Bristol University: gardening journal of Isambard Kingdom Brunel and some Brunel family papers
- Scott Polar Institute, Cambridge: Ernest Shackleton papers relating to an early feature film on the Nimrod expedition (1909-10).

Contacts and staff news

Staff changes

National Advisory Service: Historical Manuscripts Commission Advisory Services

The following new staff have joined the Department: **Rachel Bell** – Curatorial Officer, Liaison Officer for the London Region, **Michelle Foggett** – Curatorial Officer, Liaison Officer for the East Midlands and West Midlands Regions, **Mary Wills** – Curatorial Officer, Liaison Officer for the North West Region and Northern Ireland, **Michelle Kingston** – Curatorial Officer, Liaison Officer for Wales, and **Liz Brown** – Curatorial Officer.

National Advisory Service: Records Management Advisory Service

Nicholas Langston has joined the Electronic Records Management Development Unit as Project Support Officer, and **Sarah Collins** from the Client Management Unit has joined ERMDU to work on the transfer of electronic records from Government Departments to TNA.

Records Management Department

Philip Doyle, who was responsible for organising the annual Records Management in Government Conference for several years, has left The National Archives. We wish him well in his new job.

RMD Client Management Unit

Val Traylen is now responsible for DFID and the British Council and **Andrew Dyer** has taken on responsibility for the Cabinet Office and the Prime Minister's Office. **Jeremy Harley** has taken over responsibility for the Office of the Deputy Prime Minister, and **Howard Davies** is looking after DEFRA agencies.

Records Management in Government Departments – general enquiries

records-management@nationalarchives.gov.uk
www.nationalarchives.gov.uk/recordsmanagement/

Records Management outside central government

Advice on developing effective information and records management systems for paper and electronic records.
Richard Blake, Head of Records Management Advisory Service
Tel: 020 8392 5208
rmadvisory@nationalarchives.gov.uk

Electronic Records Management

Ian Macfarlane, Head of Electronic Records Management Development Unit
Tel: 020 8392 5366
e-records@nationalarchives.gov.uk
www.nationalarchives.gov.uk/electronicrecords

Information legislation

- Advice on Freedom of Information and its impact on records management and archives
- Information on proposed records and archives legislation
- Guidance on data protection and its impact on records management and archives

Susan Healy
susan.healy@nationalarchives.gov.uk
020 8876 3444 (x 2305)
www.nationalarchives.gov.uk/policy

Social inclusion and diversity issues

Including online and cataloguing initiatives and The National Archives' User Advisory group
Rachel Hasted
rachel.hasted@nationalarchives.gov.uk
020 8876 3444 (x 2531)

Conservation and digital preservation issues

Conserving and preserving paper and parchment
conservation-preservation@nationalarchives.gov.uk

Digital Preservation of electronic materials
digital-archives@nationalarchives.gov.uk

David Ryan
david.ryan@nationalarchives.gov.uk
020 8392 5257
www.nationalarchives.gov.uk/preservation

Copyright and intellectual property

Guidance on copyright and other intellectual property issues
Tim Padfield
tim.padfield@nationalarchives.gov.uk
020 8876 3444 (x 5381)
www.nationalarchives.gov.uk/legal/copyright.htm

Advisory Council on national records and archives

For information on the remit and meetings of the Advisory Council
Tim Padfield
tim.padfield@nationalarchives.gov.uk
020 8876 3444 (x 5381)

Public records in places of deposit
Advice on issues relating to the management of public records in approved places of deposit, including disposal, legislation and access

Archive inspection services
archive-inspection@nationalarchives.gov.uk
020 8392 5330 (x 2354)

Steven Jones
steven.jones@nationalarchives.gov.uk
020 8392 5318

www.nationalarchives.gov.uk/archives

Inspection of repositories and related archival standards
Advice on standards for storage and access of public and private archives, and how related issues such as Freedom of Information impact upon them

Dr Norman James
norman.james@nationalarchives.gov.uk
020 8876 3444 (x 2615)

Steven Jones
steven.jones@nationalarchives.gov.uk
020 8392 5318

Regional liaison, advice to grant-awarding bodies and sales monitoring; advice on private records
Including liaison with regional archive councils and regional agencies
Advice to all owners and custodians of non-public records
Dr Norman James
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Regional Archival Liaison
Scotland – Alex Ritchie, Senior Curatorial Officer
Wales – Michelle Kingston, Curatorial Officer
Eastern Region – Anthony Smith, Curatorial Officer
South East Region – Katherine Woolf, Curatorial Officer
Yorkshire and the Humber Region – Andrew Rowley, Curatorial Officer
North West and Northern Ireland – John Gurney and Mary Wills, Curatorial Officer
East Midlands and West Midlands – Michelle Foggett, Curatorial Officer
North East Region – Melinda Haunton, Curatorial Officer
South West Region – James Travers, Curatorial Officer
London – Rachel Bell, Curatorial Officer

Archives awareness initiatives
Advice on initiatives to promote archives
Archives awareness campaign officer
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Education, learning and access, schools and universities
Learning Curve and other online initiatives for schools
Events, exhibitions and outreach programmes for schoolchildren and undergraduates
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Academic publications and development of material for the higher education and lifelong learning sectors
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