



International
Council on
Archives

International Council on Archives

SUV Conference 2007
Dundee • Scotland

Archives, Records and the User



Foreword

From the Principal and Vice Chancellor of the University of Dundee

I am delighted to welcome you to the City and the University of Dundee.

The University and Dundee city share a rich heritage – the University was founded in 1881 as University College Dundee through public subscription and this generosity has continued ever since. We are particularly delighted to welcome you all in the 40th anniversary year of our incorporation by Royal Charter - we were affiliated as a College of St Andrews University until 1967 - and in a year that has seen us welcome Her Majesty the Queen to open our new education and teaching facility and participate in a memorable ceremony of celebration and thanksgiving.

Dundee has a rich and varied history, to which the University has contributed since 1881. We have worked closely with the city of Dundee in developing an innovative cultural quarter and we are a founding partner in the Dundee Contemporary Arts Centre which has attracted international artists, such as Olafur Eliasson and developed the printing of the Great Book of Gallic. The University is also a close working partner with the award-winning Dundee Repertory Theatre, Scotland's only ensemble theatre.

The University is home to the UK's first UNESCO Centre of Excellence and the College of Life Sciences was awarded the Queen's Anniversary Prize 2005 for work in drug discovery and development with six of the world's largest pharmaceutical companies. Scientist magazine consistently ranks the University of Dundee as one of the top workplaces in the world for scientists and the top location for post-doctoral scientists.

The University's mission is vested in the pursuit of truth and the transfer of knowledge and learning. The University Archives records its corporate memory and helps to ensure its historical durability and its capacity to redefine continuously its relationship with a changing world. We are enormously proud that our archives team have established a strong teaching programme in archives, records management and family history as well as being the guardians of such diverse collections as the Peto Photographic Collection (which has garnered world-wide publicity) to work on the collections at Glamis Castle and the Scottish Drawn Evidence archive.

On the occasion of his recent honorary graduation Seamus Heaney framed us as a University 'with its feet on the ground and its head in the clouds' and we fully aspire to this credo.

Enjoy the conference and your time in the City and the University.

Sir Alan Langlands FRSE
Principal and Vice Chancellor



ICA / SUV Conference 2007
Programme

MONDAY 13 AUGUST

- 10.00-5.00** Registration, Apex Hotel
11.00-1.00 Science Sub-Group meeting - River Room, 9th floor, Tower Building, University of Dundee
2.00-4.00 Steering Committee meeting - River Room, 9th floor, Tower Building, University of Dundee

EVENING EVENT:

- 6.00-8.30** City of Discovery: a night of music, poetry and history.
 Introduced by Professor Chris Whatley, Vice Principal, University of Dundee
 David Kett, Local History Centre, Dundee Central Library
 'William McGonagall'
 Iain Flett, City Archivist, Dundee City Archives
 'Dundee from quill to quark'
 Elisabeth Flett, singer and fiddler
 Performing music from the Wighton Collection held at Dundee Central Library
 Followed by wine reception
 D'Arcy Thompson Lecture Theatre, Tower Building, University of Dundee.

TUESDAY 14 AUGUST

- 9.00-9.15** Welcome
 Dr David Duncan, University Secretary, University of Dundee

- SESSION 1: THE NATURE OF ARCHIVES IN THE 21ST CENTURY: CHANGES AND CHALLENGES
 Chair: Pat Whatley, University of Dundee

KEYNOTE SPEAKERS:

- 9.15-10.00** Archives in Scotland and the world: an international perspective
 George McKenzie, National Archives of Scotland
- 10.00-10.45** The 'scope and content' of today's universities: what 21st century archivists should expect
 Megan Sniffin-Marinoff, Harvard University
- 10.45-11.15** Coffee (stalls and exhibitors will be in the refreshment area throughout the day,
 see later in the programme for details)

PANELS:

- 11.15-12.15** Do we know how we differ?: university/science archives across the nations
 Chair: Susanne Belovari, Tufts University, Boston
 Gatis Karlsons, University of Latvia; Juliane Mikoletzky, Vienna University of Technology; Lucia Maria Velloso de Oliveira, House of Rui Barbosa Foundation, Brazil; Samar Mikati Kaissi, Archives and Special Collections, American University of Beirut/Jafet Library, Lebanon
- 12.15-1.00** The changing nature of university archives
 Marian Matyn, Central Michigan University
 Maria José Justo Martín, Historical University Archives of the University of Santiago de Compostela, Spain

- 1.00-2.00** Lunch

- SESSION 2: CULTURE AND EVIDENCE: IDENTIFYING AND UNDERSTANDING DIFFERING USER NEEDS
 Chair: Caroline Brown, University of Dundee

KEYNOTE SPEAKER:

- 2.00-2.45** Identifying and understanding differing user needs
 Maygene Daniels, National Gallery of Art, Washington, D.C.

PANELS:

- 2.45-3.45** Identifying and serving users
Rachel Hart and Norman Reid, University of St Andrews
Portia Vescio, Michigan State University
Ellen Swain, University of Illinois
- 3.45-4.15** Coffee
- 4.15-5.00** Users and the internet
Lucia Maria Velloso de Oliveira, House of Rui Barbosa Foundation, Brazil
Christopher Prom, University of Illinois

EVENING EVENT:

- 6.00** Visit to St Andrews. Bus departs Apex Hotel
- 7.30-9.00** Wine reception, buffet and music.
Hosted by University of St Andrews, Lower College Hall

WEDNESDAY 15 AUGUST

- SESSION 3: THE ARCHIVAL WORKFORCE: NEW USERS, STAKEHOLDERS AND SKILLS
Chair: Peter Anderson, National Archives of Scotland

KEYNOTE SPEAKER:

- 9.00-9.45** Archives and the media: the challenges for the 21st century
Nick Barratt, historian, writer, broadcaster

PANELS:

- 9.45-10.30** Who are 21st century archivists? Managers, promoters, diplomats or technicians?
Siobhan Convery, Aberdeen University
Norman Reid, University of St Andrews
- 10.30-11.00** Coffee
- 11.00-12.00** New users, stakeholders and skills
Elaine Penn, University of Westminster
Jane Stevenson, Archives Hub, University of Manchester
Sonia Yaco, Wisconsin Historical Society
- 12.00-12.45** Staffing archives: the international perspective
Anne Barrett, Imperial College, London
Richard Szary, North Carolina University
Gatis Karlsons, University of Latvia
Magnús Guðmundsson, University of Iceland
- 12.45-1.45** Lunch

AFTERNOON EXCURSION:

- 1.45-5.30** Dunkeld and Edradour Distillery, Pitlochry. Bus departs Apex Hotel

CONFERENCE DINNER AND DANCE:

- 6.45-late** Fingask Castle, Rait, Carse of Gowrie, Perthshire. Bus departs Apex Hotel
After dinner speaker: Professor Tom Devine, University of Edinburgh
Scotland's tartan identity: myth or reality?

THURSDAY 16 AUGUST

SESSION 4: SOCIETY, MEMORIES AND HISTORIES
Chair: Ann Jones, Heriot-Watt University, Edinburgh

KEYNOTE SPEAKER:
9.30-10.30 Orwell in the archives: memory, politics, and records
Randall C. Jimerson, Western Washington University

10.30-11.00 Coffee

PANEL:
11.00-12.00 Memory and history
John Benson, queerupnorth Festival Archives
Dr Allan Beveridge, Queen Margaret Hospital, Dunfermline

12.00-1.15 SUV Annual General Meeting
Presentation by David Leitch, Senior Programme Manager, International Council on Archives, Paris

1.15-2.15 Lunch

SESSION 5: THE IMPACT OF NEW TECHNOLOGIES ON RECORD KEEPING
Chair: Helen McLaughlin, University of Melbourne

PANEL:
2.15-3.30 New technologies and standards
Victoria Peters, University of Glasgow
Rebecca Schulte, University of Kansas
Alan Bell, University of Dundee

SESSION 6: ARCHIVISTS AND PUBLIC AFFAIRS

KEYNOTE SPEAKER:
3.30-4.15 University archivists and public affairs: towards a new archival public programming
Tom Nesmith, University of Manitoba

CLOSING REMARKS:
4.15-4.30 William Maher, University of Illinois

EVENING EVENT:
6.30-8.30 Wine reception, Discovery Point Antarctic Museum, Dundee
Guest speaker: Professor Charles McKean, University of Dundee
The forgotten seaport: using archives to change perceptions of Dundee

FRIDAY 17 AUGUST

FULL DAY EXCURSION:
Loch Lomond and Highland Perthshire

Speakers and papers

TUESDAY 14 AUGUST

SESSION 1: THE NATURE OF ARCHIVES IN THE 21ST CENTURY: CHANGES AND CHALLENGES

KEYNOTE SPEAKERS

**George McKenzie, Keeper of the Records of Scotland
(Chief Executive of the National Archives of Scotland)
Archives in Scotland and the world: an international perspective**

I will be talking about Scotland's archives, based on my role as head of The National Archives of Scotland, and putting this in the context of international developments in archives. Scotland is a part of the United Kingdom, but with a devolved Parliament and government handling an increasing number of issues. When it joined with England to form Great Britain in 1707, it retained its distinctive law, education system and form of church government. These have helped to form the archives we preserve today, which are an important aspect of our common identity.

The world around us has changed dramatically in the past 20 years, and so has the world we work in. The traditional concerns of archivists remain. We still select, preserve and give access to records, but technology, customer demands and financial constraints all mean that we need to work differently. There are challenges, certainly, one of which is to defend the validity of what we do. But there are also immense opportunities, to reach out to new audiences and new communities, in ways that were unimaginable only a generation ago.

George MacKenzie has been Keeper of the Records of Scotland since January 2001. Before that he was Director of External Relations in the NAS and worked on the Scottish Archive Network, an Internet-based project combining catalogues, online reference services and digital images. He is a member of the Programme Commission of the International Council on Archives (ICA), with responsibility for co-ordinating projects on electronic records and archive automation. He worked for ICA as Deputy Secretary General in their Paris office for two years, 1995-1996, where he was responsible for the professional programme. He carried out missions to Bosnia and Herzegovina for UNESCO, advising on the protection of archives. He has also carried out consultancy work on archives for ICA, UNESCO, and the World Bank.

**Megan Sniffin-Marinoff, Harvard University
The 'scope and content' of today's universities: what 21st century archivists should expect**

As the world evolves, most colleges and universities are evolving with it. A review of recent literature on trends among academic institutions worldwide not only reveals changes that traverse nations but also hints at distinctions among different regions and cultures. This talk will explore some of the changes taking place in academic institutions and how this change may affect the work of college and university archivists in the coming century. A deeper understanding of the broad changes in the academic sector should help practicing archivists plan for the future. Such understanding can also help to define a broader agenda for international organizations like the ICA/SUV which needs to reach out to a constituency that should be recognized as being as varied as it is alike.

Megan Sniffin-Marinoff has been Harvard University archivist since 2004. Prior to that she was librarian and deputy director of Radcliffe's Schlesinger Library, where she moved after working as head of Archives and Special Collections at the Massachusetts Institute of Technology. She has also worked at Simmons College as archivist and was a professor in the Simmons Graduate School of Library and Information Science. Megan has been president of the New England Archivists (NEA), and has served on the Council of the Society of American Archivists, the Commonwealth of Massachusetts Archives Advisory Committee, and the International Council on Archives.

SESSION 1 PANEL: DO WE KNOW HOW WE DIFFER?: UNIVERSITY/SCIENCE
ARCHIVES ACROSS THE NATIONS

**Chair: Susanne Belovari, Tufts University, Boston
Speakers: Gatis Karlsons, University of Latvia; Samar Mikati Kaissi, Archives and Special Collections, American University of Beirut/Jafet Library, Lebanon; Juliane Mikoletzky, Vienna University of Technology; Lucia Maria Vellosos de Oliveira, House of Rui Barbosa Foundation, Brazil**

This panel examines how archivists and record keepers differ between institutions and across nations. It examines how these differences are reflected in our national, institutional, legal, and professional contexts and practices. The archivists presenting come from a range of backgrounds and countries and will add their personal and professional experiences to the debate.

Susanne Belovari is the Archivist for Reference and Collections at the DCA, Tufts University, Medford, MA. Prior to that, she was archivist and restitution historian for the Jewish Community of Vienna, Austria (IKG). In addition to Holocaust restitution research and case studies, Susanne designed a new archival framework for a new IKG archives, closed down by National Socialists in 1938. She processed recently discovered Holocaust records and registry material and collaborated with the United States Holocaust Memorial Museum and the Genealogical Society of Utah to have records microfilmed. She also participated in a complete inventory of IKG archival records at the Central Archives for the History of Jewish People, Jerusalem. Susanne Belovari holds a Ph. D. in comparative sociology/history, an M.A. and an MLS from the University of Illinois at Urbana-Champaign. She is a member of the steering committee of ICA-SUV (2006-2010), a member of SAA, NEA, and the Cataloging Working Group of the International Shoah Archivists Working Forum.

Gatis Karlsons is a historian, records manager and archivist. He graduated in 1999 from the University of Latvia with an MA in history. In July 2007, Gatis accepted the challenge of becoming Vice Director General of Latvian State Archives. Previously he was a director of the Recordkeeping Department at his alma mater, taking responsibility for the management of the records created by 31 000 university students and staff. Since 2003 Gatis has been a Vice Chair of the Technical Committee for Museum, Archival and Library Standards at Latvian Standard, the national organisation for standards. Gatis has been involved in various national archival, records management and history projects, including: the collection policy of the State Archives of Latvia, the Regulations of the Latvian Cabinet of Ministers of 2002 on Archiving and Appraisal of Electronic Records and the elaboration of a new Archives Law (still ongoing). As Vice Chair of the Standards Committee, Gatis has participated in the adaptation of standards ISO 5127 Information and documentation: Vocabulary and ISO/TS 23081-1: 2004 Metadata for Records, and has led the adaptation of ISO 15489: 1 Records Management. As a member of the board of the Latvian Society of Archivists he headed the drafting of occupation standards for archivists and records managers and amending the Latvian Classification of Occupations by including the occupation of records manager. As a historian, he has published several articles on maritime history. The professional interests of Gatis Karlsons focus on records management and appraisal, and the legal issues of access to archives and information.

Samar Mikati Kaissi was born in Beirut, Lebanon, 1959. She earned a B.A. in Business Computing from Lebanese American University in 1980. In 2001 she worked as Library Assistant for Archives. She graduated from Simmons College, Boston, USA with M.S. in Library Science with Archives Concentration in 2005. Samar is member of the Beta Phi Mu Honorary Society. She did internships at Harvard Archives and Tufts University Archives and has occupied the position of Archives Librarian at the American University of Beirut since 2005. Samar attended the 25th MELCOM International Conference in Saint Joseph University, Beirut Lebanon in 2003, the 2nd Symposium of NHPRC in 2004, and SAA Conference in Boston in 2004. She is currently supervising several digitizing projects at AUB Archives including AUB Electronic Theses Project, and Digitizing AUB Photo Collection, in addition to cataloging of AUB Poster Collection and AUB Archives.

Juliane Mikoletzky is head-archivist of the Archives of the Vienna University of Technology. An historian by training, she has worked as a research assistant at several German universities and in a regional business archive. She is a member of the Steering Committee of the Austrian Archivist's Association and part of a working group engaged in setting up an archival training programme. A member of ICA/SUV since 1996, she is chair of SUV for the period 2006 - 2010. She has published and edited several books and numerous articles and review articles on social and economic history, history of technology, university and educational history.

Lucia Maria Velloso de Oliveira has a B.A. in History (1986) and in Archival Science (1992), an MBA in Business Administration and Management (2001), an M.S. in Information Science (2006), with the dissertation The user as agent in the process of transfer of archival informational contents and is currently reading for a PhD in Social History for the University of São Paulo. She was a civil servant in the National Archive (Presidency of the Republic of Brazil) until 1994 and since then has worked at Rui Barbosa's House Foundation, where she has been the head of the Historical and Institutional Archival Service since 2002. She has also been the President of the Brazilian Archivists Society since 2004.

SESSION 1 PANEL: THE CHANGING NATURE OF UNIVERSITY ARCHIVES

Marian Matyn, Central Michigan University

Collect, preserve, and fund raise: the changing nature of the Clarke Historical Library at Central Michigan University

My paper will discuss how the Clarke Historical Library at Central Michigan University has changed and developed over the last 50 years from a mainly unrecognized and unused, hidden research library to a widely recognized public relations and development tool for the university. There are many reasons for this change, which I will discuss in my paper, as well as what these changes imply for the future of the Clarke and other similar historical libraries and archives.

The Clarke is a university archives, a local history library, and an archives, specializing in the history of Michigan, children's literature, and CMU. It also functions as a local government records depository library for the State of Michigan. When founded in 1954, the Clarke was considered a research library for advanced researchers, preferably PhDs. The library was located in a remote room and was basically off-limits to most students and the public. Museum artefacts were part of the Clarke's collections because there was nowhere else to store them at the time. The library had its own small printing press and connected mostly with historians and bibliophiles, although groups, including school children, were welcome for brief presentations. Its display cases were few, and most CMU students never knew the Clarke existed.

Fifty years later, the Clarke has become a very important tool for CMU's public relations and development staff and for university, library, and Clarke fundraising. Its expensive, lush reading room and exhibit area on the first floor of the Park Library as well as its in-depth, ascetically appealing website attract many students, their parents, and members of the public, bringing in new donors, collections, and supporters for CMU and the Clarke on a daily basis.

Times have changed the role and prominence of the Clarke on campus, as they have the role of other U.S. college archives. Reasons for this change are many and include:

- funding cuts from state and national sources which have forced the Clarke, Park, and CMU to pursue funding from a variety of grants and various co-operative, cost-sharing relationships;
- politics both on- and off-campus;
- changes in university development policies and procedures at CMU;
- changes in the role of the library director from librarian to development god;
- the impact of the Internet and websites, particularly as they relate to the increased demands and expectations of the public;
- the development of undergraduate classes at CMU requiring the use of primary research;
- the requirements that student teachers must use primary resources in college to be able to teach students how to interpret them in Michigan schools; and
- changes in the library world, specifically with computers, off-campus classes, and the nature of the diverse, multi-tasking roles librarians and archivists have now compared to 50 years ago.

Marian Matyn is the Archivist and an Assistant Professor at the Clarke Historical Library, Central Michigan University, Mount Pleasant, Michigan. She earned her B.A. in history and M.I.L.S., with a concentration in archives administration, from the University of Michigan. Previously, she worked at the Chester County Archives in West Chester, Pennsylvania; the Hagley in Wilmington, Delaware; and the Pennsylvania State Archives in Harrisburg. Besides giving numerous presentations and workshops, Marian has published articles and a Michigan archival directory. Currently, she is on sabbatical researching Michigan circuses and carnival.

Maria José Justo, Historical University Archives of the University of Santiago de Compostela **The Importance of outreach and new technologies**

Since its beginning the Historic Archive of the University has been tightly bonded with the University as a whole and has played an essential role in all fields of education in Galicia. It contains documents that are older than the Archive itself and includes documents created by the very founders of the University. The University was founded in 1495.

In the 1980s the archive achieved its highest level of institutional support with a restored independent building and its own funding. Since then it has been a dynamic growing institution which is developing a database system along with the use of the internet. This increased activity includes censuses, deposits, donations and acquisitions made by the university itself, including documents from the Santiago civil government monasteries, fraternities etc.

Knowing of the existence of a wide range of interesting materials and documents, the archive embarked on a policy of outreach with the various owners of documentary sources using the appropriate strategies of approach with important public and private institutions. It is necessary for the University to have a varied acquisition policy: donations, deposits and purchases. Recommendations for acquisitions normally come from the archives itself, and the archivist is the one who has the relationship with the owners either directly or indirectly. In its outreach policy the archive has contacted private companies including banks, the fishing industry, maritime transport, and mining among others which has allowed for the incorporation of documentary sources of these industries. The University follows the same process to acquire family and personal archives.

The new technologies of information (TIC) have opened multiple possibilities for the archivist and permit access via the internet to digital images and data. At the moment a new Internet version in Java of its on-line database is being presented in response to user demands that should greatly improve the service.

All these changes have modified the profile of the user who in the past was only interested in University materials but now has a wide field of information to research from.

María José Justo Martín graduated in History from the University of Santiago de Compostela. She did doctoral courses and thesis at this university under the title "The Notaries Institution in Santiago (16th to 19th centuries)". She has been a member of "Cuerpo Facultativo de Archiveros" since 1986. She was Director of the Historical Archives of Pontevedra and has, since 1987, been Director of the Historical Archives at the University of Santiago de Compostela. She participated in the development of the Strategic Program of Information and Communication Technologies of the University of Santiago. She is a member of the Teaching and Training Section for Archivists of the ICA and also of the "Institut International d'Histoire du Notariat". She has headed the project to digitalise the University archives and transfer them online. María José Justo has led and attended several professional courses and conferences on issues relating to archives and she written several articles in magazines and journals.

SESSION 2: CULTURE AND EVIDENCE: IDENTIFYING AND UNDERSTANDING DIFFERING USER NEEDS

KEYNOTE SPEAKER

Maygene Daniels, National Gallery of Art, Washington, D.C.

Considering archives and users in the internet age

In the past decade, the digital revolution and internet have caused a fundamental shift in the relationship between archives and users. To understand this shift, this presentation reviews users of archives over time and techniques and technologies that archives have adopted to serve them in the past and present. It concludes by considering how to evaluate archival services in the internet age and possibilities of what the future may hold.

Locating Collections

Traditionally researchers have found archival materials through a mixture of knowledge and common sense, clues from footnotes, and other tools. Although some, especially older, researchers, continue to use these resources, overwhelmingly new researchers use on-line search engines such as Google and Yahoo. At their best, traditional free-text finding aids, especially folder-title lists, work admirably on-line, with some caveats. However, this very success calls into question the effectiveness and need for proliferating description and content standards.

Access to Documents

Archivists have long sought ways for researchers to study documents outside the research room. Publications of selected documents and microfilms of entire series have been traditional approaches. Similarly in the digital age, institutions are publishing individual documents and, in a few cases, entire series on the internet. Although this dramatically enhances access, sometimes, but not always, the internet environment obscures the document's context and content. Digital access is likely to increase, but is unlikely to replace the research room.

Copies and Permissions

Researchers need copies of documents for study and reference. Unquestionably digital technologies are an impressive advance, but the ease with which digital copies can be altered and distributed are on-going concerns. Uncertainties concerning copyright ownership and other rights and permissions in the digital age also complicate efforts to assist users.

Evaluating Success

Because users of internet resources often are invisible, standard metrics for measuring success are not likely to be informative. Instead, archivists should consult users, encourage feedback, and occasionally become researchers themselves.

The Future

To this point, digital technologies and the internet have revolutionized the way that archival information and documents are presented to users. In the future, this static model is likely to evolve as interactive technologies provide personalized information and enhance communications between reference archivists and researchers.

Maygene Daniels has been chief of Gallery Archives at the National Gallery of Art, Washington, DC, since 1984. Previously she was an archivist at the United States National Archives. She is a member of the bureau of the ICA Section on Architectural Records and previously served as chair of its predecessor, the Committee on Architectural Records. She also has served as president of the Society of American Archivists and the Academy of Certified Archivists in the United States.

Rachel Hart and Norman Reid, University of St Andrews

Who are our users and how well do we serve them?

Between 2008 and 2010, the University of St Andrews Library will undertake a major programme of extension and refurbishment, in an effort to create a library which can more effectively cater for the teaching and research needs of a major international-class academic institution in the 21st century. It is currently recognised that the existing building, designed in the 1960s, is too small, and is not capable of supporting the increasing range of activities demanded of a modern research library.

A notable feature of the development will be the creation of a new Special Collections Department, incorporating new reader, staff and storage facilities. The provision of a new Special Collections Department within the redeveloped Library, providing facilities of a nature and quality previously unattainable, is seen as an opportunity to effectively re-launch the Department, and move it on to a new plane of activity. To that end, extensive user consultation is currently being undertaken in order to inform the planning process. It is thus hoped actively to influence the design not only of the building, but of the services offered within it, by direct consultation with those who will be its primary users. The decision to enhance the Special Collections facilities as part of the Library redevelopment was largely based on a significant body of opinion expressed by the academic community during which the potential for greater use – undergraduate, postgraduate, and academic research – and the paucity of current facilities, were highlighted in discussions with several academic schools.

The paper gives a brief overview of the current status and work of the Department, and of the current status of the development plans. It reports on the analysis of user records, to identify who our users are, and to comment on any surprises which the user analysis throws up. Finally, the results obtained from the user survey itself are analysed, and comments made regarding the lessons we must learn about the effectiveness of the department's activities to date, and how we should plan for a more user-driven agenda in the future.

Norman Reid and Rachel Hart are respectively Head and Deputy Head of the Special Collections Department of the University of St Andrews Library. As such they have overall responsibility for the management, promotion and use of the University's rich collections of rare and early printed books, manuscripts, photographs and muniments (as the institutional archive is known). Both archivists, there are a further 12 members of staff within the department, including specialists in printed books and photographs, project archivists, search room supervisors, and reprographic technicians. Both Rachel and Norman (as well as other members of the department) have significant teaching roles within the University, and contribute widely to other areas of work in administrative information (including Records Management) and Library Management.

Portia Vescio, Michigan State University

Understanding today's students

User statistics at the Michigan State University Archives and Historical Collections show that undergraduate students comprise almost half of our onsite users. In order to provide effective reference service, instruction, and outreach toward this group of researchers, it was necessary to have a better understanding of the characteristics and information seeking behaviour of these students.

One way of understanding the current generation of students is to look at past generations and see how each group differs in values and life experiences from the other groups. This paper will take a look at the events, inventions, and cultural shifts that provided each generation of Americans their own characteristics and values. The four generations in focus will be the Traditionals or Swing Generation, born between 1927 and 1945; the Baby Boomers, born between 1946 and 1964; Generation X, born between 1965 and 1976; and Gen Y or Millennials, born between 1977 and 1997.

Special attention will be paid to Gen Y, who are the majority of university undergraduates encountered at MSU today. This generation is the first to be born and raised in the digital era and as a result they have a reliance upon computers and the Internet that is unlike other generations. An examination of their information seeking behavior shows that when Gen Y does research they turn to the Internet first. As professional archivists we know that not all information in or about our collections is on the Internet, and that much of the information found online is not necessarily correct. Once we understand how this group of students does their research, we must ask ourselves how we can improve our service to meet their research needs. The paper concludes with a description of some efforts made at MSU, as well as some suggestions for future projects.

Portia Vescio is the technical services archivist at the Michigan State University Archives and Historical Collections. At MSU she is responsible for processing collections, providing reference services, outreach, instruction, and maintaining the collection of University serials. She received her bachelor's degree in chemistry from the Massachusetts Institute of Technology. She changed career paths and earned her master's degree in library science, with a specialization in special collections from Indiana University in 2000. Before working at MSU, Portia was a manuscripts librarian for the Rio Grande Historical Collections at New Mexico State University.

**Ellen Swain, University of Illinois
University of Illinois' Student Life and Culture Archival Program**

This presentation addresses how the University of Illinois' Student Life and Culture Archival Program has transformed its reference role to meet new interdisciplinary needs of faculty and students at the University.

The University of Illinois' multi-disciplinary initiative, Ethnography of the University (EUI) trains faculty from the humanities, physical sciences, and social sciences to teach courses focused on an examination of the University of Illinois through an ethnographic lens. By examining topics concerning place and campus community, students gain primary research and analytical skills that often are missing in the undergraduate curriculum. The Student Life and Culture Archival Program is a central advisor and participant in the EUI by serving on its Advisory Board, training faculty on archival research and sources, and hosting and providing research support for EUI classes.

The presentation will describe how the Student Life and Culture Archival Program is supporting this new, "one of a kind" interdisciplinary research initiative. Specifically, EUI has transformed the Archives' reference service into a proactive and collaborative endeavour. Through the creation of on line research guides, participation with faculty in class assignment planning, and provision of classroom lectures on archives and university history, the Archives has become an active, collaborative partner in shaping students' education and learning.

Ellen D. Swain is Archivist for Student Life and Culture at the University Archives, University of Illinois at Urbana-Champaign (UIUC) where she administers the Student Life and Culture Archival Program, an endowed program dedicated to documenting student experience nationally and at UIUC. Her research and writing focuses on student documentation strategies, oral history and outreach programming as well as student use of archival materials. She is an active member of the Society of American Archivists and the Midwest Archives Conference having held a number of offices.

SESSION 2 PANEL: USERS AND THE INTERNET

Lucia Maria Velloso de Oliveira, Historical and Institutional Archive Service, House of Rui Barbosa Foundation

What has changed in relation to the user and the use of the information after the internet: the experience of a research and cultural Brazilian institution.

This paper presents data concerning new uses and new users, such as observed in the Historical and Institutional Archive Service of Rui Barbosa's House Foundation (Fundação Casa de Rui Barbosa/FCRB), since the launching of the institution's website, in 1997.

Founded in 1930, FCRB houses a varied documental typology with several types of collections and it enables different kinds of users to have contact with these collections. Its relevant role as preserver of part of the country's history is well acknowledged.

The methodology used for research has been focused on literature review and on the analysis of archive documents produced and stored in our Archival Service, in particular concerning the consulting process of its documents. The methodology used to prove the research hypotheses has followed two empirical lines. The first has surveyed and analysed archival documents dating from 1997 to 2004, referring to the consulting process. The second one has involved interviews with representatives of the most frequent kinds of users of the Service.

It has been possible to identify that the most frequent user is the internal one (researchers and other people who work in the institution) in search of information for the development of their technical activities and for the decision making process. The second most frequent user (external) is the professional historian. There are signs of relevant changes in the external user profile, in so far as more and more cultural industry professionals and architects become users of archival information.

Among the various specific kinds of archival information use, the most frequent we have identified is the use of information to subsidize the process of decision making, followed by the use of information as a source for the elaboration of academic work.

The results achieved in this research show that in the Archival Service of FCRB the greater visibility of the collections, made possible thanks to the diffusion of information about the archives on the internet, has brought about changes in the context of customer services. Archival information has started to be more and more consistently used for cultural production. Documents belonging to our institution, which at first were used merely in the decision making process, have started to be considered as sources for academic research, for cultural ends and as evidence.

The widening of range of users and uses of archival information indicates the need for the revision of processes, in such a way that we can better handle the new information needs.

Lucia Maria Velloso de Oliveira – see Tuesday 14th August Session 1 for biography.

Christopher J. Prom, Assistant University Archivist, University of Illinois at Urbana-Champaign Understanding On-line Archival Use through Web-Analytics

For years, archivists have conducted user surveys, gathered reference statistics, and consulted informally with the users of archival records and manuscript collections. In nearly all cases, our information about users' needs and preferences, as well as their information-seeking behaviors, has been generated by direct contact with users, either via formal or informal conversations, surveys, or experiential research.

However, online archival databases, image repositories, and other electronic sources have opened our collections to new audiences and have provided traditional users a way to access materials without an archivist's mediation. Furthermore, web analytics tools provide a way to study user behaviors in an unobtrusive fashion, by allowing archivists to gather anonymous statistical information about users and the actions they take while using our web sites. Used in conjunction with other, more traditional information points, web analytics can serve as a jumping off point for a new understanding of users and user behaviors.

In-house analytics tools and freely-available commercial analytics programs can help any archives understand how users arrive at our web sites and use our on-line resources. For example, the initial trail of a web analytics program that the University of Illinois Archives implemented showed that:

- Over 12,000 'unique' users visited our website in July 2007; 2,271 were returning visitors
- Collection records were viewed 15,087 times (11,164 "uniquely")
- The vast majority of visitors entered directly to a collection description and never saw our home page
- Nearly 900 users downloaded a finding aid, however, only 49 emailed the archives with a question or to request access
- If users cannot directly access information (as opposed to simply browsing collection descriptions), they leave the site almost immediately
- Google 'keywords' can help identify items for immediate digitization or other access enhancements
- Cataloging and EAD encoding is much less important than maximizing search engine results

Based on the results of this trial the University Archives will be reformulating its web presence and services; results from the reformatting will be reported at a future time, but the following elements are suggested elements in the redesign:

- Increased emphasis on contextual information
- More integration of digital information resources (not just finding aids)
- Conversion of PDF finding aids to HTML
- Redesigned home page
- Better use of html <title> element

Christopher J. Prom Christopher J. Prom is Assistant University Archivist and Assistant Professor of Library Administration at the University of Illinois, where he is responsible for managing digital projects, supervising archival processing, and overseeing records management functions. His research interests concern the ways in which archival users seek information relevant to their needs and how they use electronic tools. Chris was the recipient of a 2003-04 National Historic Publications and Records Commission fellowship and was also a 1997-98 Fulbright fellowship. Dr. Prom holds a PhD in History from the University of Illinois, where he wrote a dissertation regarding mutual aid societies in late-Victorian Britain, and he also studied at the University of York (United Kingdom).

WEDNESDAY 15 AUGUST

SESSION 3: THE ARCHIVAL WORKFORCE: NEW USERS, STAKEHOLDERS AND SKILLS
KEYNOTE SPEAKER**Nick Barratt, historian, writer, broadcaster**
Archives and the media: the challenges for the 21st century

This paper will be looking at how the use and portrayal of archives on television has changed over the last decade; examining from beginning to end the process of creating a history show for TV, using 'Who Do You Think You Are' as an example; looking at the impact of the show on audience expectations, not just of the genre of history concerned but also the providers of source material, in particular archives and libraries; examining future trends; and discussing ways in which archives and libraries can be more proactive in dealing with media demands and managing public expectation.

Dr Nick Barratt obtained his PhD in state finance and fiscal history from King's College, London in 1996. He then worked at the Public Record Office, now The National Archives, from 1996-2000 before leaving to work as a specialist researcher at the BBC, whilst establishing Sticks Research Agency. Programme credits include 'House Detectives', 'Invasion', 'Omnibus' and the BAFTA-nominated 'Seven Wonders of the Industrial World'. Since 2002, he has moved into presenting, including the triple-BAFTA nominated 'Who Do You Think You Are', 'History Mysteries', 'Hidden House History' and 'So You Think You're Royal' on television, and 'Tracing Your Roots' for Radio 4. Publications include 'Tracing the History of Your House' (National Archives), 'The Family Detective' (Ebury) and two 'Who Do You Think You Are' volumes (Harper Collins), as well as numerous academic articles and volumes on medieval history. He writes a weekly column for the Daily Telegraph and, as Chief Executive for Firebird Media, runs an online personal heritage resource called Nations' Memorybank.

SESSION 3 PANEL:
WHO ARE 21ST CENTURY ARCHIVISTS? MANAGERS, PROMOTERS, DIPLOMATS OR TECHNICIANS?**Siobhan Convery, Aberdeen University**
Norman Reid, University of St Andrews
Who are 21st century archivists?

This paper explores the increasing demands placed on archivists within the higher education sector to mediate between their collections and an ever-expanding list of current and anticipated users and uses. These pressures distinguish the university archivist from colleagues in other sectors and bring with them challenges of prioritisation of workloads and, it is argued, a quite distinct skills set requirement.

Higher education in Scotland is defined by an emphasis on teaching, learning, research and enterprise. Archivists in the sector are increasingly expected to play their part, using their collections to support these efforts, through internal promotion and on-line catalogues, but also directly through contact teaching using primary sources. This does not necessarily demand a subject specialism, as teaching can cover multiple disciplines or even be interdisciplinary in conception, but it does require an understanding of current approaches to teaching and learning, a standing and credibility within the university, and a willingness to adopt a collaborative approach to interpreting collections.

The HE sector is also a very competitive environment with recruitment and retention now at the top of most university agendas. Increasingly, institutions seek that which individuates them from the competition - a 'unique selling point' in marketing jargon - and for the ancients there is a growing awareness of the value of their cultural assets, in particular their older collections of rare books, artefacts and manuscripts. From alumni talks to fund-raising campaigns, from academic recruitment to promotional literature, from exhibitions to corporate entertainment, the archivist is called upon to deliver an ever more sophisticated promotional programme. But to properly interpret and contextualise collections in these diverse ways requires a professional input and distinct communication skills, skills which will be increasingly required of newly-qualified archivists.

Siobhan Convery is senior curator at the University of Aberdeen in charge of the University's extensive historic collections of manuscripts and archives. A graduate of both Glasgow and Liverpool universities, she was deputy archivist at Aberdeen City Archives for nine years before taking up the post of university archivist at Aberdeen in 2003. A registered member of the Society of Archivists, Siobhan has served on numerous national committees, as well as being involved in the establishment of the Scottish Council on Archives. Norman Reid - see Tuesday 14th August Session 2 for biography.

Elaine Penn, University of Westminster

Archives: an evolving profession – how do you keep up?

This paper will examine the role of Continuing Professional Development, or CPD, within the Archival Profession. It will look at the changing nature of our profession (from strong-room custodian to on-line gatekeeper), our records (from paper and parchment to jpegs and blogs) and our archive users (from local visitor to global net-surfers). The changes are not just technological – political agendas emphasising the rights of individuals to data protection and information access have radically altered the environment in which we work. I will argue that archivists need to evolve in order to keep up with all this change. And not just to keep up, but to lead and direct it too. The paper will also look at ways in which this can be achieved, given the increasing demands on our time and resources. I will discuss some examples of CPD schemes within the profession, in particular; the UK Society of Archivists' Registration Scheme which has been in existence since 1996. I shall also look beyond our sector; into related fields such as libraries and museums, to see what examples of good practice there might be elsewhere. This paper will also raise a few questions: for example, do we actually know where we want the archive profession to be going? And if so, do we know how to get there? These are questions we need to be able to answer if we want to ensure the continuing survival of our species.

Since qualifying in 1997 Elaine Penn has worked in both the private and public sectors in the UK as records manager and archivist. She is currently archivist at the University of Westminster, a post-1992 British university with a long history of providing technical education and social activities in London. She manages and develops the archive collection of institutional records and deposited collections and oversees the implementation of information compliance and records management across the University. Since 2000 she has been a member of the UK Society of Archivists' Registration Sub-Committee, and is currently a mentor and assessor on the Scheme. Whilst committed to her own continuing professional development, she has interests outside the profession and is currently taking an evening class in beginner's Russian.

Jane Stevenson, Archives Hub

Web 2.0 for archivists: sharing, participation and collaboration

Web 2.0 is a term that is currently widely used as a means to characterise the latest developments within the World Wide Web. But how much of what we hear about has any substance and how much is hyperbole? In this talk, Jane will introduce the main concepts and drivers behind Web 2.0 and talk about some of the tools and services that fall under this banner. She will look at examples such as blogs, wikis, social tagging and social bookmarking and she will consider particular examples of Web 2.0 services that are relevant for the information community and look at ways in which the Archives Hub has adopted Web 2.0 technologies. She will highlight the risks of adopting some of these technologies whilst acknowledging the importance of maintaining an awareness of the latest developments in technology and engaging with the wider community through the most appropriate means.

Jane Stevenson is based at Mimas (www.mimas.ac.uk), a national data centre at the University of Manchester. She is currently the Archives Hub co-ordinator (www.archiveshub.ac.uk), responsible for managing the day to day work programme, development and maintenance of the Archives Hub. She previously worked at the University of Leeds on a research publications database and virtual science park. From 1996-2000 she was the Curator of Manuscripts and Archives at the Royal Institute of British Architects. Jane is the training officer for the Society of Archivists' Data Standards Group, the Chair of the Society of Archivists' Training Officers Sub-Committee and a member of the Education Training and Development Committee.

Sonia Yaco, Wisconsin Historical Society

Archivists and technology

Archives are at a strategic crossroads. As a profession with a long history, it is easy to rely on our fine tuned skills for appraising, describing and providing access to our collections. However, in so doing we are putting ourselves at risk. Archivists cannot afford to let their professional abilities stagnate while the world of technology continues to evolve at an ever-quickenening rate. The lack of technical skills among archivists bars us from utilizing a variety of new technologies that can be used as tools for processing and better access into our collections. Technical tasks ranging from Web page design, to EAD encoding, setting up components such as style sheets and SGML/XML/XLS/HTML parsers for publishing EAD on the Web are increasingly needed to insure archives are visible to users. Additionally understanding new technologies like podcasts and voice recognition software will help us to increase access to our collections.

In this talk, I will present the results of two pilot studies that address technological issues that affect archivists. The first segment of the talk is about a study I conducted at the University of Wisconsin – Madison, evaluating the potential for using voice recognition software in the appraisal and transcription of oral history tapes. Automatic computer transcription of spoken word material could revolutionize archivists and researchers intellectual access to this material. Audio content, now hidden in sparsely described catalog records, could have key word indexes automatically created with voice recognition software. Low cost transcripts could be used by archivists evaluating and describing spoken word material as well as by researchers seeking to understand the content of tapes before visiting a remote archives. A second segment of the talk will look at the results of a survey I conducted with sixteen archives in the United States examining barriers to the implementation of EAD. One of the major findings from that survey is that there is a gap between the technology needed to encode and publish EAD and the skills of many archivists. What resources institutions use to bridge these gaps will decide the future of our profession. We can either develop better technical tools and expand archivists' technical skills or we can outsource all archival tasks that require technical knowledge and in so doing marginalize our profession's control over the future.

Sonia Yaco is a reference archivist at the Wisconsin Historical Society. She holds a Masters of Arts degree from the School of Library and Information Studies at the University of Wisconsin – Madison. For the last twenty years Ms. Yaco has been the president of Anlex Computer Consulting LLC in Madison, Wisconsin, United States, which specializes in indexing and retrieval software for digital and textual information management for libraries and archives.

SESSION 3 PANEL: STAFFING ARCHIVES: THE INTERNATIONAL PERSPECTIVE

Chair: Anne Barrett, Imperial College, London

Speakers: Magnús Guðmundsson, University of Iceland; Gatis Karlsons, University of Latvia; Richard Szary, North Carolina University

This panel will look at the issues of staffing archives from the perspective of archivists from a number of different organisations and countries. It will aim to foster debate on how we recruit to the profession, the skills, qualifications and experience that we look for in staff, and the methods that we employ to attract and retain suitable candidates.

Anne Barrett has worked in science information for 27 years and has been Archivist and now also Corporate Records Manager at Imperial since 1989. She is a member of the British Standards committee on ISO 15489, Records Management and of the committee which revised BS5454, the standard on storage and exhibition of archival material. As a Director of Archives for London she represents AfL on the Board of the MLA London (Museums, Libraries and Archives Council) part of the UK Government Department for Culture, Media and Sport. Currently her thoughts are turning to the cultural bid and the place of archives in the 2012 Olympics celebrations and, closer in time and place, to Imperial's Centenary celebrations in 2007.

She also works on Women in Science at Imperial from a historical perspective and has been engaged in writing a thesis on part of Imperial's 19th century work: Lectures to Working Men, for some time. Her association with the ICA and SUV goes back to 1994 and she has served on the Steering Committee and also been Chairman of the Science Archives Sub-Group. She organised (with Renata Arovelius) the ICA/SUV Annual Meeting 2001 : Exploring Electronic Records: Sharing Problems and Solutions Across the Archival and Scientific Worlds, venue: Imperial College

Magnus Gudmundsson has a degree in history and geography from the University of Uppsala in Sweden (BA) and University of Iceland (MA), and a diploma in Archival Studies from the University of Stockholm. Magnus has been the head archivist and records manager at the University of Iceland since 1988. He has been the chairman of the Icelandic Records Management Association, editor of its newsletter and a part time teacher on records management at the University of Iceland. Magnus has written four books on industry and regional history and several articles on archives and records management studies. He has been member of the board of the Nordic university archive group from 1991 and ICA/SUV from 2005.

Gatis Karlsons – see Tuesday 14th August Session 1 for a biography

Richard V. Szary is currently Director of the Wilson Library and Associate University Librarian for Special Collections at the University of North Carolina at Chapel Hill. He joined Carolina in 2006 after serving as Carrie S. Beinecke Director of Manuscripts and Archives and University Archivist at the Yale University Library. Prior to joining Yale in 1988, he was on the staff of the Smithsonian Institution for 13 years in the Archives and in the Office of Information Resource Management. Szary received his B.A. degree in history from DePaul University in 1972, and his M.A. degree in Asian studies from the University of Illinois in 1974.

He served as chair of the Society of American Archivists' Committee on Archival Information Exchange from 1988-1990, as chair of the program committee for the 2006 SUV seminar in Iceland, and currently serves on the SUV Steering Committee. He was named a Fellow of the Society of American Archivists in 2000.

THURSDAY 16 AUGUST

SESSION 4: SOCIETY, MEMORIES AND HISTORIES

KEYNOTE SPEAKER

Randall C. Jimerson, Western Washington University
Orwell in the archives: memory, politics, and records

The nightmare world for those concerned about history, memory, and recordkeeping is perhaps best represented in the writings of George Orwell. In his totalitarian dystopias and in his essays, Orwell warned against powerful rulers who controlled their subjects, in part, by hiding or distorting the truth through destruction or alteration of records. The only means for preserving accurate accounts of the past, Orwell argued, was through reliable records and human memory. Although he never directly addressed the issue of archives per se, his writings about the necessity for authentic written records clearly embed Orwell in the realm of archives. His perspective and his commitment coincide with subsequent efforts to demonstrate the centrality of archives to modern society and the dangers of a world without access to reliable information about the past and present.

The sequence of Orwell's reasoning about history, records, and memory can be summarized briefly, based on essays he wrote between 1939 and 1948:

1. In a totalitarian state propaganda replaces honest reporting about current and past events.
2. The web of lies produced by the rulers obscures the truth and challenges the very concept of objective truth.
3. The first recourse to establish what actually occurred is through authentic records.
4. In order to control popular thought totalitarian leaders can either destroy or falsify records.
5. Once this occurs only the memory of eyewitnesses can re-establish a truthful account of events.
6. Personal memory is fallible and can be challenged or undermined.
7. By controlling both memory and records the leaders can control the past and turn history to their own purposes.

In *Animal Farm* Orwell outlined his concern for the politics of memory. In 1984 he examined in detail the dangers of deliberate purging of records to hide the truth. As Orwell reminded us, the very act of remembering can be a powerful political statement. What we remember, and how we form and preserve our memories, defines us as individuals, as members of various social groups, and as a society. For Orwell memory, both personal and collective, provided the only antidote to totalitarianism. The political act of defiance required both personal memory and the corroborating evidence of authentic and reliable records. Orwell found his answer to the dangers of political repression in the archives.

Randall C. Jimerson is professor of History and director of the graduate program in Archives and Records Management at Western Washington University in Bellingham, Washington. He is a Fellow and past president (2004-2005) of the Society of American Archivists. He is editor of *American Archival Studies: Readings in Theory and Practice*, and author of *The Private Civil War: Popular Thought During the Sectional Conflict*. From 1979 to 1994 he was university archivist and director of the Historical Manuscripts and Archives Department of the University of Connecticut Libraries.

SESSION 4 PANEL: MEMORY AND HISTORY

John Benson, queerupnorth International Festival Archives;
'Gathering the Queer Spirit': oral history and queerupnorth

The gay, lesbian, bisexual and transgender community in Manchester is very proud of its traditions and heritage and has been responsible in recent years for the transformation of a derelict area of the city centre into a bright and vibrant place with all the features that you would normally get in a village or small town. Manchester is now very proud of its gay village and, indeed, members of its community are prominent among the city's leadership. It has been in this context that queerupnorth began as a small element of 1992's Manchester Festival and went on to become an event in many respects unique in the world. Like most cultures that have grown through adversity, the LGBT community's story lends itself particularly well to oral history, since there is little of it available in the way of the official record, as officialdom has, until very recently, disapproved. Gathering oral history with the artists, staff and audience of queerupnorth has been a marvellous opportunity to collect the stories of an alternative culture as the festival, and the community it represents, has grown through oppression and misunderstanding into pride and an evolving sense of its place in the artistic calendar and the community as a whole. John Benson will describe the place of oral history within the queerupnorth Archive Project and use some examples of the material collected.

John Benson is currently the Project Archivist at queerupnorth International Festival in Manchester: queerupnorth is Europe's biggest gay and lesbian arts festival, founded in 1992. He has previously held positions at Lancashire Record Office and with the Lancashire County Library, and, perhaps unusually for an employee of queerupnorth, used to be a Methodist Local Preacher.

Dr Allan Beveridge, Consultant Psychiatrist, Queen Margaret Hospital, Dunfermline
What became of Arthur Conan Doyle's father? The last years of Charles Altamont Doyle

This paper examines the fate of Arthur Conan Doyle's father, Charles Altamont Doyle, a Victorian illustrator, who spent his last years as an asylum inmate. Based on new archival research, it looks at the reasons for his institutionalisation and what befell him during his stay. It will consider Doyle's claim that he was wrongfully confined and also the suggestion that his family were responsible for having him committed. Finally, the paper will examine the nature of Doyle's condition and the creative work he produced whilst an asylum inmate.

Dr Allan Beveridge is a Consultant Psychiatrist at the Queen Margaret Hospital in Dunfermline. He is an assistant editor of the British Journal of Psychiatry, where he edits the "Psychiatry in Pictures" series. He is an assistant editor of History of Psychiatry, where he is the Book Review Editor. He is the editor of a new online Books and Psychiatry project, run under the aegis of the Royal College of Psychiatrists. He has numerous publications including book chapters on such subjects as the history of psychiatry, ethics and the relation of the arts to mental illness. He has written about Robert Fergusson, James Boswell, Dostoyevsky, Iain Crichton Smith and Charles Altamont Doyle. In 2006 he was awarded a Wellcome clinical leave research grant to study the early writings of R.D. Laing.

SESSION 5 PANEL: NEW TECHNOLOGIES AND STANDARDS

Victoria Peters, University of Glasgow
Pulling ourselves together: the case for reuniting archival descriptive theory and practice

This paper will draw on the work of the UK Arts and Humanities Research Council funded project, 'Empowering the User: the Development of Flexible Archival Catalogues' to consider the impact of new technologies and recent theories of the nature of archives on archival descriptive practice in the UK.

The paper will highlight recent theory on the nature of the record and the nature of provenance, and examine how much influence these have had on archival descriptive practice in the UK. It will argue that, although there are valuable examples of their influence, these are, as yet, isolated. Theory has been slow to percolate down to the practising archivist and have any effect on established cataloguing practice.

The paper will also examine the impact of new technology. It will argue that, although the benefits it has brought, such as the ability to share data and to reach much wider audiences, are considerable, technology in the UK has, for the most part, not been utilised to address the issues raised by the theorists. Practice and theory have largely developed separately. The paper will argue that it is time to pause and take stock of the rapid developments of the last decade and examine whether our finding aids are as effective as they might be. It will suggest that now is the time to question our whole approach to archival description. To do this, it is essential that we draw theory and practice closer together so that each can inform and influence the other.

Victoria Peters is the researcher on the Arts and Humanities Research Council funded project, 'Empowering the User: the Development of Flexible Archival Catalogues', at Glasgow University, where she has worked since 2001. Her earlier career has included posts at a range of repositories including Warwick University, London Metropolitan Archives and Lambeth Palace Library. She is currently chair of the Society of Archivists' Data Standards Group and a member of the International Council on Archives' working group developing a standard for functions. She is also a tutor for Glasgow University's MSc in Information Management and Preservation.

Rebecca Schulte, University of Kansas
Data warehouses and archives: challenges and opportunities for University archivists

Universities in the 21st Century are complex and complicated institutions. Not only are records generated documenting academics, student life, and athletics as in years past but also business practices that would be considered routine for any multi-million dollar corporation. Data warehouses are fixtures on many college campuses and offer challenges as well as benefits to record keeping routines. Two questions will be explored during this presentation - What are the values of data warehousing in a university setting; and, what are the values of data warehousing to archival and records management practices?

Rebecca Schulte has been University Archivist at the University of Kansas in Lawrence, Kansas since August 2004. Previously she was Head of Reader Services at the Kenneth Spencer Research Library from 2001-2004 and was Assistant Curator of the Kansas Collection, the regional history library and archive of the University of Kansas from 1985-2001. In 2004 she was awarded a National Historical Publications and Records Commission Electronic Records Research Fellowship. She is also bibliographer for the Wilcox Collection of Contemporary Political Movements, one of the world's largest collections of United States Left and Right Wing political materials.

Alan Bell, University of Dundee

Content, Creation or Conflict: what might web 2.0 mean for record keepers?

The world wide web and the technologies supporting it have evolved so rapidly that the term web 2.0 has entered common use. The web is no longer 'the best magazine you ever read'. It has become something you can interact with. The user is no longer a simple consumer of content. Web 2.0 has turned everyone with a computer and something to express into content creators.

This second age of the web offers record-keepers unprecedented opportunities to connect with their users, both internal and external through the use of new and interesting methods of communication. The record-keeper can use content creation tools to disseminate information cheaply and easily throughout their organisation, their user-base and beyond.

Inevitably, although web 2.0 creates new opportunities for record-keepers it is also creating new questions. If anyone can create content how much of that content should record-keepers attempt to capture? Are social networks as relevant to today's society as the letter was to the 19th century? Should a blog be treated in the same way as a diary? What happens when your corporate users abandon desktop-clients and move to web applications; when Microsoft Word and your company server is replaced by Google Docs and servers completely outwith your control?

This short presentation will introduce delegates to some of the many different facets of web 2.0 and raise some of the questions above in the context of these examples. Discussion between the panel and the floor will help to refine the questions record-keepers face and may begin to codify some of our responses.

Alan Bell is the University of Dundee's Records Manager and Information Compliance Officer. He is responsible for the implementation and maintenance of the University's systems for records management and compliance with information legislation, such as the Data Protection and Freedom of Information Acts, and the provision of specialist advice and training in these areas.

He is a Programme Leader in the Centre for Archive and Information Studies and has written content for, and tutors, modules on information compliance. He serves on various professional bodies including two committees of the Society of Archivists and represents the University at the Scottish Higher Education Information Practitioners Group.

SESSION 6: ARCHIVISTS AND PUBLIC AFFAIRS

KEYNOTE SPEAKER

Tom Nesmith, University of Manitoba

University archivists and public affairs: towards a new archival public programming

This paper examines the increasing role that archives have been playing in public affairs in recent years. It will consider how that role might be expanded in new ways to address the fundamental challenge archives face of gaining greater support from their communities. A new style of public programming is emerging in various countries that reflects these new approaches and the paper will conclude with suggestions for how this emerging role might be further developed, particularly by archivists in university archives.

Dr. Tom Nesmith is an Associate Professor and founder and director of the University of Manitoba's master's program in archival studies in the Department of History. He was also an Associate Dean of the Faculty of Arts at the University of Manitoba (2001 to 2004). Prior to establishing the program in 1990, he had been an archivist at the then National Archives of Canada since 1978. He served as general editor of *Archivaria* from 1984 to 1986. He received the Association of Canadian Archivists' W. Kaye Lamb Prize for 2005 for the *Archivaria* article that most advanced archival thinking and scholarship in Canada. He has published widely on archival education and on archival theory and practice, including as editor of and contributor to *Canadian Archival Studies* and the *Rediscovery of Provenance*.

Stalls and exhibitors

The following stalls and exhibitors will be in the refreshment area throughout Tuesday 14th August.

The Centre for Archive and Information Studies, University of Dundee

The Centre offers a range of distance learning educational programmes in archives, records management, digital preservation, information compliance and family history. Courses range from 9 weeks to full postgraduate degrees and can be taken from anywhere in the world.

www.dundee.ac.uk/cais

The National Archives of Scotland / Scottish Archive Network

The NAS, based in Edinburgh, is the repository for Scotland's national archives. The Scottish Archives Network has led large scale digitisation projects and its website provides information about Scottish archives, educational resources and a searchable online catalogue with details of over 20,000 collections held by 53 repositories in Scotland.

www.nas.gov.uk www.scan.org.uk

Preservation Equipment Ltd

Preservation Equipment Ltd supplies products for archival storage, preservation and conservation.

PEL brand name products have been developed with assistance from professional conservators, librarians, curators and archivists. The company delivers to major institutions worldwide.

www.preservationequipment.com

Ex Libris

The Ex Libris Group is a global provider of software solutions for libraries and information centers. Its products aim to provide technological solutions for managing and accessing physical and digital collections and information.

www.exlibrisgroup.com

Borders

The Borders group has more than 1,200 stores around the world, selling books, music, movies, stationery and other entertainment items. A number of books relating to Scotland and Scottish history will be available on this stall, including ones authored by speakers at the conference.

www.bordersstores.com

Caledonian Gifts

Caledonian gifts offers original, top quality Scottish gifts drawing on local products and ingredients.

A range of items will be available at the conference and others can be ordered through their website.

www.caledoniangifts.co.uk

Sponsors and thanks

The Centre for Archive and Information Studies at the University of Dundee would like to thank all those who have helped with the organisation of the 2007 ICA/ SUV conference. Particular thanks go to:

THE ORGANISING COMMITTEE

- Anne Barrett, Imperial College, London
- Siobhan Convery, University of Aberdeen
- Karl Magee, University of Stirling
- Norman Reid, University of St Andrews
- Megan Sniffin-Marinoff, Harvard University, Boston
- Juliane Mikoletzky, Chair, SUV section, ICA

SPONSORS OF THE CONFERENCE

- Dundee and Angus Convention Bureau (Karen Tocher, Tracy Duncan and staff)
- National Archives of Scotland
- Preservation Equipment Ltd
- Ex Libris
- Scottish Records Association
- Borders & Books etc
- Penguin Books Ltd
- Conservation by Design who generously sponsored a bursary

THE UNIVERSITY OF DUNDEE, in particular

- Staff of Archive, Records Management and Museum Services
- External Relations (Joan Concannon and staff)
- Design Services (Tara Wainwright and Gordon Keir)

RENTON LEADBETTER, EVENTS MANAGER, FINGASK CASTLE

THE APEX HOTEL, DUNDEE (ALISON MCKENZIE AND STAFF)

SPEAKERS AT EVENTS

- Professor Tom Devine
- Iain Flett
- Elisabeth Flett
- David Kett
- Professor Charles McKean
- Professor Chris Whatley

And finally, special thanks go to speakers and chairs in all the conference sessions

Events and excursions

Events during the conference are either within walking distance of the conference venue and city centre hotels or bus transport is provided.

MONDAY 13 AUGUST

6.00-8.30pm City of Discovery: A night of music, poetry and history.
D'Arcy Thompson Lecture, Tower Building, Perth Road, University of Dundee
Followed by wine reception and canapés

TUESDAY 14TH AUGUST

6.00pm Bus leaves Apex Hotel for St Andrews
7.30-9.00pm Wine reception and buffet, Lower College Hall, University of St Andrews
9.00pm Bus returns to Dundee

WEDNESDAY 15TH AUGUST

1.45pm Bus leaves Apex Hotel for excursion to Dunkeld and Edradour Distillery, Pitlochry.
Return transport is provided

6.45pm Bus leaves Apex Hotel for conference dinner, Fingask Castle.
Return transport is provided

THURSDAY 16TH AUGUST

6.30-8.30pm Wine reception and canapés, Discovery Point, Dundee

FRIDAY 17TH AUGUST

Excursion to Loch Lomond and Highland Perthshire.
Full details of times will be given to those delegates who have reserved a place.

A number of taxi firms operate in and around Dundee including Dundee Tele Taxis (01382 669333).



Information and contact details

If you have any problems during your stay please phone

- **Pat Whatley** **07814 396274**
- **Caroline Brown** **07814 396338**

If you cannot contact them, staff at Archive, Records Management and Museum Services, University of Dundee (01382 384095) will be able to help.

The conference venue is the Apex Hotel (tel. 01382 309330, fax 01382 202102) at City Quay, a short walk away from the city centre. Staff at the hotel hold 24 hour emergency telephone numbers of conference organisers. Internet access is available at the hotel, please ask a conference organiser for details.

Registration will be at the Apex Hotel on Monday 13th August from 10.00am to 5.00pm and then throughout the conference.

Other conference accommodation, the Hilton Hotel (01382 229 271) and the Travelodge Dundee Central (0871 984 6301) are a short distance from the Apex Hotel.





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