

BROADSHEET

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ISSUE 19



e-magazine of the

SCOTTISH COUNCIL ON ARCHIVES

WELCOME TO THE ISSUE (number 19)

2012 has been an exciting year so far for the Scottish Council on Archives and, with harvest fast approaching, many of our projects and initiatives are beginning to 'bear fruit'. We could continue to wax lyrical about 'gathering in the corn' or 'sowing seeds', but instead Issue 19 focuses on some 'pick 'o' the crop' achievements (last agricultural reference, we promise!).

The Scottish Council on Archives has a new visual identity to support its growth and ambition as the leading advocate for archives and records management in Scotland. Proudly emblazoned on this month's cover, the new identity is interesting, colourful and representative.

Dr Irene O'Brien, Chair, said: "We've come a long way since we were founded over 10 years ago at the outset of a devolved Scotland. Our work is now firmly focused on supporting the profession and encouraging understanding of the archival assets of Scotland. We are in the process of becoming a new Scottish Charitable Incorporated Organisation (SCIO), and we needed a more recognisable, open and modern look."

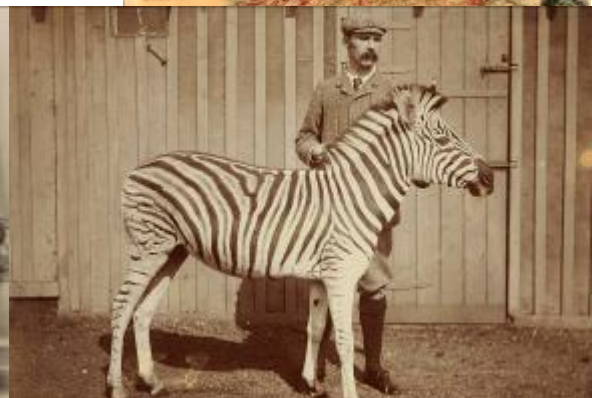
The new visual identity reflects and promotes the Council's guiding principles of leadership, partnership and access, and represents the 'never-ending stories' of the archives and records of Scotland. Archival text and images will be inserted into the shape for specialist campaigns or projects, from education to ancestral tourism. From now on any organisation working with the Council will be able to apply to use the single colour identity to acknowledge support. Read more on Page 3.

We just have enough space to mention the launch of ARMS, an important quality improvement online tool, invite services to participate in an archive visitors survey and announce developments on a National Sound Archive for Scotland, before dedicating the rest of this edition to the recent Archives and Records Association's annual conference.

As always, thanks for reading!
The Editorial Team

www.scottisharchives.org.uk
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SCOTTISH COUNCIL ON ARCHIVES LAUNCH NEW IDENTITY

The Scottish Council on Archives has launched a cutting-edge new website: www.scottisharchives.org.uk. The site features YouTube clips, guest bloggers and an array of images and documents showcasing the wonderful and varied collections held

across Scotland. Many of our professional tools are now available in a more user-friendly way. We even have a dedicated sign-up feature so you can keep up to date with activities and announcements (and never miss an edition of *Broadsheet*!).

Not content with a new website, we also have a dynamic new look. Collaborative working is central to many of our activities and our new visual identity is no exception. It is composed of a number of elements based on three core ideas of the never-ending story of archives, the past, present and future of Scotland, and the cross of the Saltire.

The visual identity is flexible and you will see it in a number of formats and variations. From medieval manuscripts to contemporary records, we aim to showcase Scotland's dynamic collections.

The version on the front cover of this issue of *Broadsheet* utilises some great images and records (pictured above, clockwise from top) from Perth and Kinross Council Archives, National Records of Scotland, the University of Edinburgh, the Scottish Jewish Archives Centre and Glasgow City Archives.

Edinburgh-based design agency [Project](#) developed the new identity in partnership with the strategic consultancy [Forman & Partners](#). We would like to thank the many services, users and stakeholders for their contributions to the identity and to our website.

"We believe the new website and logo together represent an innovative product for, and by, the sector that illustrates the creativity, dynamism, accessibility and fundamental importance of Scotland's archives and records." Dr Irene O'Brien, Chair, Scottish Council on Archives

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*Wow! Elegant,
modern, clean*
Archives and
Records Association

Looks great
Lloyds Banking Group Archives
(Edinburgh)

*Trendy and very
engaging*
Archives Awareness Campaign

Fabulous
University of Edinburgh,
Centre for
Research Collections

Impressive
Stirling Council Archives

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ARCHIVES AND RECORDS MANAGEMENT SERVICES

Quality Improvement Framework

We're pleased to announce the launch of the Archives and Records Management Services (ARMS) framework online tool. Developed in partnership with Quality Scotland, and with endorsements from the National Records of Scotland and the Scottish Information Commissioner, ARMS is a flexible management tool that can provide you with the support necessary to focus on key outcomes and performance indicators right across the full range of archives and records management services. Especially important in the context of the Public Records (Scotland) Act 2011, it assists in securing the necessary improvements in records management and in maintaining and building on those improvements.

The framework outlines key outcomes and performance indicators for archives and records management services. It has a clear message—efficiency is best served by drawing together scarce resources and expertise into a single integrated archives and records management service. Where such integration is impractical, in-house expertise should be harnessed to the full. This can be especially important when settling the terms of reference for a consultancy or when working with a consultant.

It is a flexible tool as the user is free to choose the service area (or areas) of most immediate importance to the organisation—ARMS is not prescriptive. It is designed to meet the varied needs and 'on the ground' realities of services that exist in many sizes and models:

- Those operating as standalone archives and/or records management services can choose the performance indicators best suited to their services. Some tailoring of performance indicators may be required for non-integrated archives and records management services.
- The Framework also applies regardless of size, though again some tailoring of its application may be required to address the needs of smaller services.

Learn more about the background of ARMS, how it can benefit your organisation, and how it works in practice by taking a virtual tour:

<http://tinyurl.com/frameworktour>

2012 ARCHIVES VISITOR SURVEY: CALL FOR SCOTTISH SERVICES TO REGISTER

The Scottish Council on Archives is pleased to announce that they will be covering the cost of registration for any Scottish archive service wishing to participate in the 2012 Archives Visitors Survey by PSQG and CIPFA Business Ltd.

The Scottish Council on Archives is committed to supporting the sector in gathering robust qualitative and quantitative evidence to demonstrate the economic and social impact and benefit that archives deliver to a variety of stakeholders. In the current climate of financial constraint, providing evidence to justify the value and cost of service provision is more important than ever. The 2012 Archives Visitors Survey by CIPFA Business Ltd. offers a means of gathering reliable evidence to help make the case for maintaining, improving and recognising the value of archive services in the midst of increasing competition for resources. We would strongly encourage all Scottish archive services, regardless of size, to take up the opportunity to participate in the survey process.

As you will be aware, this survey follows the recent launch of the draft Archive Service Accreditation Standard, developed in partnership with archives sector stakeholders across the UK. The purpose of the survey of visitors to UK archives in 2012 is to enable you to demonstrate your value at a time of exceptional financial constraint. Again, we strongly encourage all Scottish archive services to participate in this year's survey.

To register to participate in the 2012 Archives Visitors Survey, simply email CIPFA Business Ltd with the details of the Scottish archive service:

socialresearch@cipfa.org

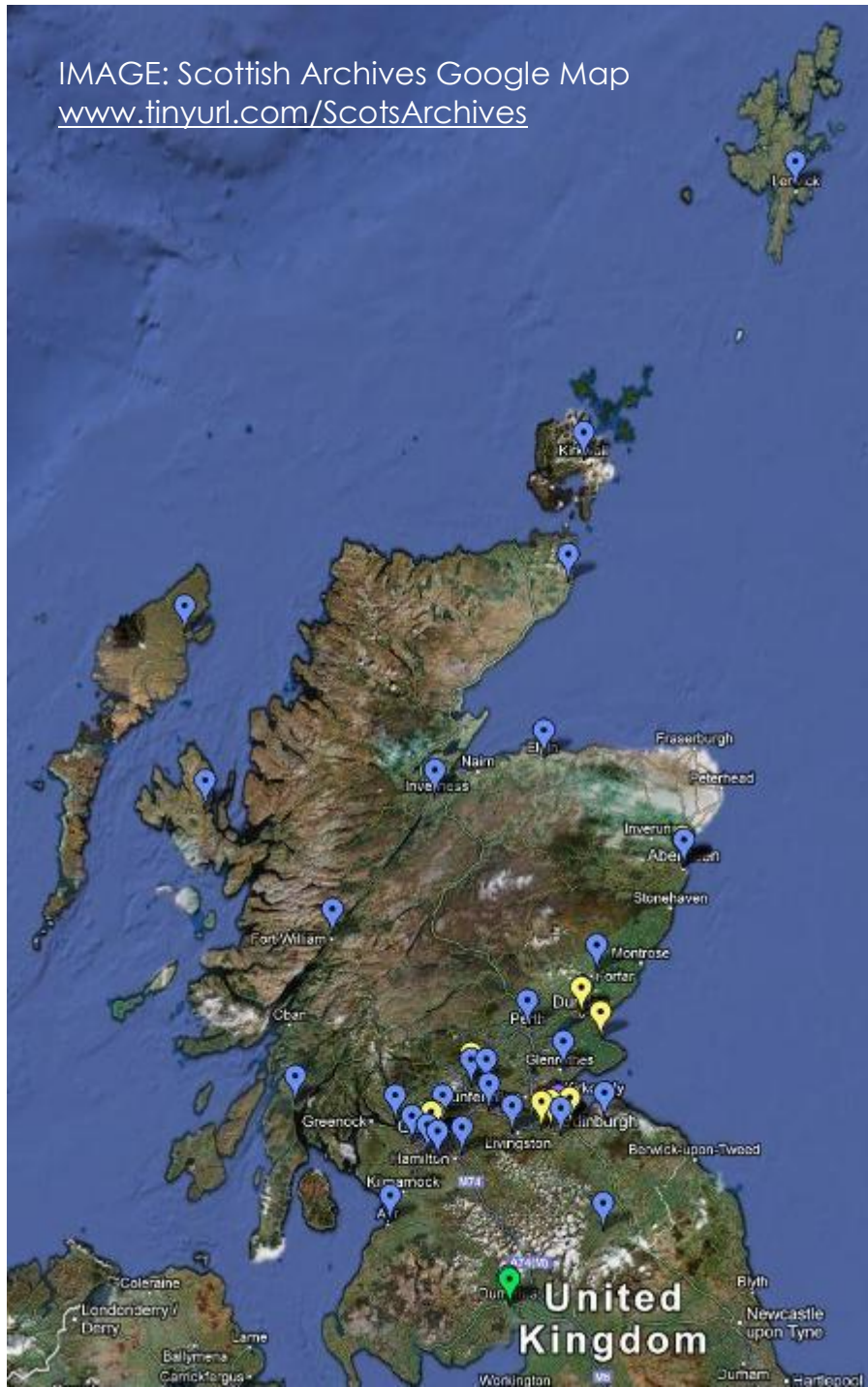
CIPFA is aware that the registration fee for all Scottish services wishing to participate in the survey will be covered by the Scottish Council on Archives and will provide you with the necessary information to conduct the survey within your service(s).

The survey will run from Monday 1 October through to Friday 30 November 2012 inclusive. Archives wishing to register in order to access the survey guidance and associated materials can do so until Friday 26 October, although registering earlier will provide more flexibility in selection of a survey window.

Please note that all services interested in registering to participate in the survey are advised to do so no later than Friday 26 October 2012.

“...the Scottish Council on Archives is committed to supporting the sector in gathering robust qualitative and quantitative evidence to demonstrate the economic and social impact and benefit that archives deliver to a variety of stakeholders.”

IMAGE: Scottish Archives Google Map
www.tinyurl.com/ScotsArchives



REPORT DEALING WITH THE CLEAN UP: the 2009 Cologne Disaster

I am rather ashamed to admit that I have not attended the Archive and Records Association's conference since it was held in Edinburgh – in 1995! A grand total of 17 years. Yet I have continued with my archival career. My responsibility as mum was probably the main consideration in my lack of presence. Additionally, my organisation has been recently advised that attendance at professional conferences will not be funded so I was very thankful to be successful in obtaining a bursary to attend in Brighton, courtesy of the Scottish Archive Network.

However, as attendance beckoned the reality of organising school uniform, planning the out of school club rota, shopping and the myriad of other family commitments - combined with the prospect of two days out of the office and three days of travel (not to mention two days staying with my sister's mother in law!) - I began to wonder, would it all be worth it? The answer was, undoubtedly, yes...

Having met a family from Cologne whilst on holiday in Paris, and having discussed with them the shocking events of the collapse of the Cologne Archive in 2009, I was excited at hearing the latest from Bettina Schmidt-Czaia, of the Cologne Archive. In the tragic event that claimed two lives and lasted no more than a few minutes, 30km of records were damaged after the Archives collapsed - Bettina spoke of the immediate emergency rescue mission, and also of the massive conservation task to date.

Her advice on managing such a crisis was that we cannot predict catastrophe; however it is worth making the emergency services aware of our specialist needs. Good packaging, storage, documentation, indexing and pagination have been crucial to the rebuilding process. It will be a huge task with about 30-40 years of salvage and restoration ahead. Every item needs dry cleaned; all are polluted with alkaline dust. All will be digitised. Costs are in the region of 300-400 million Euros.

Put simply though, nothing could have been saved or preserved without the help of others. The event has brought together experts and some 1800 volunteers from throughout Europe, America and Australia. The contents of the Archive are now in the care of 20 institutions throughout Germany. Cooperation with suppliers of technical services, such as freeze drying facilities and digitisation, has proved life saving for the records. Furthermore, universities are assisting with research based projects in conservation and providing courses or technical training. Social networks have provided funding and support through the gathering of restoration donations and keeping alive the participation of the citizens of Cologne.

The general response of Conference delegates was, naturally, one of sympathy and admiration. However, there was also recognition that whilst we have not witnessed a catastrophe of this kind, many archival services had suffered a 'virtual crisis' in terms of experiencing cuts in budgets and losing staff. Just what would be the response in own locality if a disaster were to affect our service? Does it have to take a crisis like the one in Cologne to bring the plight of archival services to the attention of our employers?

In such circumstances, Bettina has shown that it is true that fantastic partnerships can be made – wouldn't it be great to make them without having to deal with the clean up?

By PAMELA McINTYRE
Ayrshire Archives



REPORT

Rule Number One: Talk About Archives

By JENNY DUFFY
National Records of Scotland

The sun was shining when I arrived in Brighton on the Thursday morning of Conference. It was fitting therefore that the first speaker, 'Readers or Customers? Innovations in User Services', was Heather Briston, all the way from the University of California in Los Angeles. Heather gave an inspiring talk on innovation in archives; the important message being that successful innovation depends neither on the size of your organisation nor on the amount of money you have. In fact, you often see the best examples in small archives where there has been no option but to be innovative!

The key to innovation is people and sharing ideas within the sector, and also between other professions. The importance of leadership that encourages a certain amount of risk was highlighted, and the audience let out a collective sigh of envy when we learned that Google allow staff to spend 20% of their time just thinking. However, Heather encouraged us all to realise that innovation can be part of our daily activities - being innovative doesn't have to mean doing something big.

Continuing the theme, Eleanor Gawne showed how innovation and change at the National Maritime Museum has seen the archive service benefit the museum. The drive to improve the visitor experience and broaden the relevance of the collections to a wider audience has resulted in archives becoming more prominent and accessible, complementing and supporting the other collections. Archives can support the increasingly visible role of museums as research facilities; digital images of collections are becoming widely available to view in designated research areas within the museum space.

The session ended with a talk from Sue Breakell of the University of Brighton Design Archives. Sue discussed the use of technology to reach a wider audience, such as Twitter and Flickr to spark discussion and see what is popular. Sue's talk ended with an interesting and salutary discussion on the perception of 'archives'. The term 'archive' is now frequently used as a synonym for 'collection', and it is essential that we communicate better with those outside of our profession to ensure the true meaning is appreciated, understood and, above all, that what we do is valued as highly by those outside the profession as it is by those of us within it.

One of the recurring themes throughout was the need to talk about archives; to talk about our profession, to both archivists and non-archivists, in order to improve our profile and to create an environment where innovation is possible.

The conference itself provided me with a wonderful opportunity to meet archivists from all over the UK. It was encouraging and comforting to discover that archivists from all over the UK share the same wishes, anxieties and passion for our profession that I have always found so evident north of the border.

It really is good to talk...

CONSERVATOR'S PERSPECTIVE

“...the wide range of talks, combined with practical workshops, presented many thoughtprovoking and challenging concepts...”

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The conservation section at the ARA Conference covered a number of areas ranging from individual projects, to risk assessment, storage environment and housing. Furthermore, there were practical sessions on parchment repair and leather treatment, moulds, audio formats, stationery binding, and digitisation. We were a relatively small group which provided lots of opportunity to discuss and share experiences.

In her lecture 'Decision making in Conservation', Jane Henderson (Cardiff University) presented a talk focused on the highest standards of conservation practices. It reminded me of the importance on continuous professional development as a critical part of our conservation work.

Dr Caroline De Stefani, Conservator and Studio Manager at the London Metropolitan Archives, presented an interesting project relating to the Great Parchment Book (1639) and the role of effective working relationships and partnerships. Many unconventional techniques they used to make the digitalization process successful.

Lara Meredith, Book and Archive Conservator from the Leather Conservation Centre delivered a fascinating practical session. We were using organoleptic testing and a simple pH test for acid deterioration in leather - a common problem in the archive collection. Her practical demonstration also suggested that chemical identifying analysis of the physical material might give information about types of leather. The workshop continued with Linda Barone, Senior Conservator from the East Yorkshire Archive and Local Studies Service, who showed a technique of producing remoistenable tissue to conserve vulnerable paper - a method developed by practitioners in the USA.

Tony King, Conservator from Essex Record Office talked about the conservation of a Kalamazoo Binder and focused on the question concerning what represents a record. This talk prompted many questions and interesting debate surrounding the more philosophical elements of conservation.

The wide range of talks, combined with practical workshops, presented many thoughtprovoking and challenging concepts – some I agreed with and others perhaps less so. After my first ARA Conference I know why people invest their time and money to attend – it really is worth it. Conferences are one of the best professional development opportunities, as they allow you to step outside your day-to-day work and gain a wider perspective.

By ELZBIETA GORSKA-WIKLO
Preservation Manager, University of Glasgow
(IMAGE: Elzbieta at one of the conservation workshops)

THE KING IS DEAD, LONG LIVE THE KING: is the **Digital Future** Really so Bleak?

On the 30th August this year I was lucky enough to attend the Archives and Records Association Conference after winning a bursary through the Scottish Archives Network. I was particularly interested in hearing Steve Bailey's (Senior Adviser, JISC infoNet) paper entitled 'Archivists and Records Managers: a case of 'The king is dead, long live the king?'' because I was keen to hear Steve's thoughts about the future for archivists and records managers.

The presentation's initial focus was on how our ability to create records now outstrips our ability to manage them. Therefore, in the digital age perhaps it is more important to be able to provide a competent search facility to locate records rather than ensuring competent organisation. In my experience in records management it is true that people do not always ensure the best record keeping conventions are followed when organising their digital records. However, I'm still not convinced that records managers ought to give up the fight for promoting useful and helpful organisation of records. Getting people to think about how they should organise their records ensures they also think about exactly what it is that they are creating. Not to mention ensuring it is accessible whilst maintaining security. Even if we did away with good and useful organisation of our records they still, for example, need to be labelled correctly to ensure a computer search would be able to identify them.

The recent developments in technology of Cloud computing seems to be everywhere and many members of staff in organisations are embracing this new opportunity. This presentation was the

first time I had heard other issues being discussed, such as the environmental impact of Cloud computing. The fact the Cloud allows users to store their records on a remote network creates the illusion that these records are not physically having an impact on the world. However, they are being stored on remote servers that have both a financial and environmental cost. If

we imagine these networks of remote servers as a country, according to Green Peace figures they would have the fifth largest energy consumption. It is always interesting, and extremely important, to see our work and sector presented as part of a wider debate—in this particular case, one concerning environment and sustainability—and to consider the broader impact.

Steve went on to predict a bleak future ahead for record keeping because of the challenges archivists and records managers now face with digital records. It was suggested that perhaps it was time for us all to admit defeat and hand over the keys of the digital records kingdom to the IT specialists. As Steve suggested, maybe we should stick to what we are good at which is managing hard copy records.

I feel, like many others who had questions at the end of the presentation, that perhaps collaboration between record keeping specialists and IT professionals may be the ideal solution to such modern day challenges. I am truly hopeful that this alternative is the answer, otherwise I feel I may have picked a career with a very short future...

By AMY ROBINSON
University of Glasgow

INTERVIEW

Caroline is the Programme Leader for the Archive and Family and Local History Programmes offered by the Centre for Archive and Information Services at the University of Dundee.

Furthermore, as Deputy Archivist at the University Caroline is responsible for acquiring, preserving and providing access to the collections.

Having served on a number of professional bodies in Scotland, the UK and internationally, she is currently Chair of the Conference Committee of the Archives and Records Association UK and Ireland.

CAROLINE BROWN

Describe Archives in three words.

Not just history

Why Archives?

Like a lot of people I wasn't sure what I wanted to do after studying history at university. I spent a few years teaching English overseas then, when I decided to return to the UK, looked for something to do that interested me. I discovered that I had managed to go through my entire university course without realising what archives were and how fascinating and important they could be so decided to re-train and begin a career in the profession.

What are the highs and lows of your position as Conference Committee Chair?

The highs have got to be helping to provide an environment where people can listen to stimulating presentations, meet and talk to colleagues and feel enthused by and proud of what they do. I'm struggling with lows but perhaps it would be not having time to go to all the sessions, particularly those in the parallel conservation stream.

Did you enjoy this year's conference – any highlights?

Yes I did enjoy it which is always quite surprising if you are helping to organise something! This year there was a great mix of speakers so it is difficult to pick out favourites. The two keynotes, David Wallace on Wikileaks and Tony Ageh on the BBC Archives, were engaging and challenging, the workshops provoked some good discussion, the hotel was lovely, and the Scottish contingent proved themselves to be the best salsa dancers at the conference.

What do you feel were the key messages and sentiments from Brighton's speakers and discussions?

We've received some really useful feedback from dele-

gates. A lot of the comments mentioned the atmosphere, being able to share experiences, to interact with others and to listen to speakers from a range of different areas. I think this positive atmosphere has to be one of the main things we will take away from Brighton. Key messages revolved around the themes of the conference – progression and innovation, collaborating and forming partnerships, and approaching our roles in imaginative and creative ways. I know a lot of people went home wondering how they could incorporate happiness into their services, how to see new technologies as opportunities rather than challenges and how to refuse to take no for an answer.

What has been the highlight of your career so far?

Realising that archives exist and being in a position to show other people why they are important. I am lucky enough to be able to do this practically through promoting and providing access to our collections as well as by providing training and education to students studying at the Centre for Archive and Information Studies and in other departments in the University.

Do you have a favourite item or record?

An impossible question for an archivist to answer! I often show people our asylum records just because they are such a good example of the different reasons why archives are kept. The case notes of patients are consulted by family historians, people wanting to find out about their own medical conditions, and researchers in history, geography, creative writing, medicine and philosophy. They would even be useful for meteorologists as there are records comparing the weather conditions with patient's physical and mental health. Archives aren't just history.



The last day of the ARA Conference started with a number of presentations given by experts in their respective fields. The morning session's title of 'The New Digital Landscapes' proved apt as various professionals from the London School of Economics (LSE) demonstrated their approach towards applying traditional principles of authenticity and trust to digital collections held at LSE. Issues dealing with authenticity and trust will always be pertinent to archivists, but it was enlightening to see the practical solutions and workflows associated with born digital records.

Jane Stevenson is well known for her excellent work on setting up the Mimas run Archives Hub and her excellent talk on the endless possibilities created by the world of linked data proved a real highlight of the day. One of the real strengths of archives is their potential to make connections and create narratives. The information age is a real opportunity for Information Professionals to engage with cutting edge discussions currently surrounding linked data.

'Archivists can often feel uncomfortable with accountancy issues.' The National Archives Programme Manager, Louise Ray, set the tone for the afternoon session on funding and supporting services. The budgetary challenges facing services are well documented and apparent to everyone in our profession, but Louise's speech reminded us that value cannot simply be derived from profit making. Reaching new audiences can be equally valuable. Archivists should be confident in their ability to understand users when compared to other cultural organisations.

After welcome news that the Heritage Lottery Fund budget will be increasing, Sam Collenette of Warwickshire County Council demonstrated the importance of seeking new opportunities by engaging with new partners; in whatever shape they may take. She suggested that early involvement by record offices in community based projects can bring benefits all round. The expertise available at offices like Warwickshire, that we as archivists take for granted, is invaluable in ensuring the quality and legacy of community bids.

The day provided many fascinating insights into not just the challenges facing the archival profession, but also solutions!

The day provided many fascinating insights into not just the challenges facing the archival profession, but also solutions! It was encouraging to hear and see the apparent enthusiasm to tackle the familiar problems of budget, backlogs and changing user needs, whilst also confronting the challenges posed by the wider digital world. Attending the last day of this year's conference has only wetted my appetite for more, and I hope to attend all three days in Cardiff 2013!

By CHRISTOPHER FRYER
Dumfries and Galloway Council

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AND FINALLY...

National Sound Archive for Scotland

Thanks to recent funding from the Scottish Government, the National Library of Scotland is working towards the development of a National Sound Archive for Scotland, in conjunction with Tobar an Dualchais/Kist o Riches. This will provide an excellent opportunity for organisations to be part of an exciting new development and potentially make their holdings more widely accessible.

In the development of the National Sound Archive for Scotland, NLS and Tobar an Dualchais are being guided by a steering committee with representatives from the School of Scottish Studies (University of Edinburgh), Glasgow Caledonian University, the National Records of Scotland, Museums Galleries Scotland, the Scottish Oral History Centre, the Scottish Council on Archives, the BBC and the British Library.

The aim is to create a distributed national archive, with a small team providing digital access to content, while the original archives remain with their current owners.

As a first step, the pilot team are undertaking a scoping exercise to map the sound archives that exist in Scotland, and would be very grateful if holders of sound archives would complete a simple survey which can be accessed at <http://www.smart-survey.co.uk/v.asp?i=53667grgsm>. Whether your archive is large or small, they are interested in hearing from you.

If you would like further information about the project, please get in touch with Mairead MacDonald on md2.smo@uhi.ac.uk or on 01471 888600.