

# BROADSHEET

Issue 22  
January 2013



# WELCOME TO THE ISSUE (number 22)

Coined by the eccentric media theorist Marshall McLuhan in 1964, the phrase 'the medium is the message' has probably confused as often as it's been used over the years. The clearest definition of this slogan you're likely to come across is found in Wikipedia: *the form of a medium embeds itself in the message, creating a symbiotic relationship by which the medium influences how the message is perceived*. One of a legion of his critics, the journalist Gary Wolf dubbed McLuhan 'Saint Marshall, the Holy Fool'. A fair few archivists *might* be inclined to agree, at least on the fool count. Records are records, medium aside. Right? Sharp eyed prophet or autodidactic crank, McLuhan's famously opaque slogan just might have relevance to the nature of archives and records in the digital age. When it comes to the digital record, the message or content is so enmeshed within the medium that they could be described as 'one', and yet, they are separate. Though this PDF version of *Broadsheet* might appear as one object, it is made up of many different component parts and can be accessed in more than one place, simultaneously. If you print off a copy, you are accessing the content from a paper medium but you still do not possess the whole. Would this necessarily change your perception of the content? Maybe it would if you needed to figure out how to preserve and make accessible the medium *and* its message for the next 800 + years...

We will resist launching into a McLuhanesque ramble about media and perception and turn our attention to the practical. In relation to digital continuity and preservation, to again quote old Saint Marshall, as a 'global village', we have a huge challenge on our collective hands. It is not just archivists and records managers who should be concerned with tackling issues surrounding how we create, maintain and facilitate access to digitally created data - it is the concern of all record creators and users. On 27 November 2012, the Scottish Council on Archives' 'Digital Matters' event brought together individuals from a range of public authorities to address how we can best work co-operatively to devise and adopt practical and holistic approaches to the challenge of digital continuity and preservation (page 7). If there is a message to be found in the digital medium, one might be 'don't panic, but don't relax either'.

It's a new year and we're looking forward to charting activity on the digital front, and on many other fronts as well. As always, thanks for reading and here's to an exciting 2013!

*The Editorial Team*

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The internationally renowned archives of the School of Scottish Studies, based at the University of Edinburgh, were established in 1951 for the collection, research, archiving and publication of materials relating to the cultural life and traditions of Scotland. The Sound Archive now contains over 12,000 fieldwork recordings of song, instrumental music, stories, verse, rhymes, proverbs, oral history and tradition in Gaelic, Scots and English. You can listen to many of these recordings on-line through the project [Tobar an Dualchais/Kist o Riches](#). The Photographic Archive contains thousands of images from all over Scotland and beyond. Notable collections include work by Werner Kissling in the Hebrides and Galloway and Robert Atkinson's images of the Western Isles. Ian MacKenzie's extensive ethnological record, containing both still and video footage of local customs, festivals and working life, resides alongside his portfolio of fine art photography, of which the School of Scottish Studies Archives is custodian.

MacKenzie was born in Inverness and grew up in the distillery village of Tomatin, Strathdearn. He graduated from Napier College and went on to London to obtain a masters degree in photography from the Royal College of Art. Throughout his life, his devotion to the Highlands inspired him to capture the essence of Scottish culture in his art-work, even when travelling abroad. He came to work at the School of Scottish Studies in 1985, where he was curator of the Photographic Archive for nearly twenty-five years. Aside from maintaining the existing collections, he travelled all over Scotland capturing scenes and customs on the edge of extinction.

His photos reflect his belief that there is always room for the appreciation of the important things in life that are so often overlooked. His project *ZenBends* reflected this philosophy by focusing on the quality of day-to-day life rather than the constant pursuit of a final goal.

The Ian MacKenzie Memorial Fund was established after his passing in 2009 and all proceeds go to the School of Scottish Studies Archives. A 2013 calendar with images of his home village, Tomatin, is now available (£10.00), as are posters of the *Galloping Sheep* (£6.00).

Please visit [ZenBends](#) for details and to find out more on the School of Scottish Studies Archive, please visit their [website](#). On the cover is *Galloping Sheep*, taking at Balvraid, Tomatin, in 1979.

By TALITHA MACKENZIE

*Tim is the corporate Records Manager for Grampian Police. His job involves developing, maintaining and enforcing Records Management policies and procedures and promoting a high standard of information management across the organisation.*



Police Information.

WANTED at Aberdeen, on Sheriff's Warrant, being an indispensable Witness in a case of Assault to be tried by Sheriff and Jury,

ANNIE MILNE,

**Describe Records Management in three words.** Challenging, essential, misunderstood.

**Why Records?** I started working in archives as a natural progression after completing a PhD in history. I had a lot of interaction with archivists as a researcher, but in retrospect I probably had a very one-dimensional view of how they did their jobs. In 2003 I was lucky enough to obtain a three month placement as an Archive Assistant with Stirling council, where I quickly appreciated the rewards of helping users find answers to their questions, and also had my first contact with RM. I happily accepted an offer to return to Stirling Council for a longer period the following year, and as other temporary positions followed, I decided it was essential to obtain a masters degree in IM, which I completed at Glasgow in 2006. I regard the IM profession very much as a continuum, and having attained a qualification in archives and RM it was an easy choice to move into a records management role.

**What projects are you working on at the moment?** Staff across the Scottish police are intensively engaged in preparations for amalgamation as the Police Service of Scotland, which comes into being on 1 April this year. Information management practitioners are no exception to this. As Chair of the ACPOS Records Management Group, which is the forum for RM professionals across the police service in Scotland, I have been particularly involved in coordinating the development of RM policy and procedures for the new organisation.

**Do you have a favourite record?** In addition to my responsibilities for current recordkeeping, I have custody of the Grampian Police archives. This includes a large collection of 'police informations', effectively late-nineteenth and early twentieth-century 'wanted' posters (such as the background image here), which often include a detailed description of the crime. Each of these is a drama in miniature. Luckily I don't have reason to be distracted by them on a regular basis!

**What do you feel are the main challenges currently faced by the sector?** The long-term emphasis of many records management outcomes undoubtedly makes the sector particularly vulnerable in the current environment of retrenchment. In this respect, the focus on quality RM that is at the core of the Public Records (Scotland) Act (PRSA) is both timely and very welcome.

**What do you feel are the main strengths of the sector?** Very much the corollary of the challenges faced, to me RM's key strength is in delivering a consistent medium- to long-term perspective to information management contexts that are increasingly ephemeral in nature.

**What has been the highlight of your career so far?** The opportunity to work with colleagues at a national level, both within the police service, and representing the service in contexts such as the PRSA Stakeholder Forum has been a great privilege. This has been a highlight not only because of the satisfaction of being able to make a contribution, but also because it has opened my eyes to the diversity of the profession, which is one of its great strengths as a career.





# NATIONAL MUSEUM OF ROLLER DERBY

At Glasgow Women's Library we seek to collect, preserve and make accessible the records and artefacts of women's many varied achievements. So when we were asked if we could house the National Museum of Roller Derby, the UK's first permanent collection of material dedicated to the all-female full-contact sport, we jumped at the chance!

As part of our 21<sup>st</sup> birthday celebrations, we commissioned 21 women artists and 21 women writers to create a piece of work inspired by our diverse archive and library collections to form the exhibition, 21 Revolutions: Two Decades of Changing Minds at Glasgow Women's Library. Ellie Harrison, an artist and roller derby player, was inspired by the links between the grassroots organisation of roller derby and the ethos of the library, to create a permanent legacy to a sport which is gripping the nation.

Women's Flat Track Roller Derby reached the United Kingdom in 2006, with its history in 1930s America. Roller derby was re-claimed by women involved in America's punk culture, inspired by the sports' DIY attitude. Over the past six years, an incredible 90 plus leagues have sprung up across the country including several in Scotland. Ellie worked with skaters from Glasgow Roller Derby and Auld Reekie Roller Girls, to found the museum and curate an exhibition with the aim of forging links between the library and these inspiring women. These skating curators recognised there was a vital need to capture the history of this rapidly evolving sport. Some of the curators will be well-known to the archive community. They include Cara Viola; Sharon McMeekin, Senior Project Officer with the Digital Preservation Coalition and Kirstie Meehan, Archivist at the Scottish National Gallery of Modern Art.

The team of curators spread the word amongst the derby community and donations generously started to arrive from leagues eager to have their sport commemorated and to share in the sense of collective ownership which embodies roller derby. Ellie describes the Museum as "by the skaters, for the skaters", echoing the spirit of the sport itself. The archive includes bout programmes, leaflets, patches and badges, helmets, helmet covers, stickers and merchandise, including a pair of pants! We were also really pleased to receive a nurse's uniform from the London 2012 Olympic Opening Ceremony, where a number of skaters from London Rockin' Rollers and London Rollergirls participated in the NHS on skates routine.

As the archive grew, the Library decided to make its roller derby debut and attend Chaos on the Clyde, an international roller derby tournament which took place at Kelvin Hall on 25 and 26 August 2012. Library staff cheered on competitors, soaked up the atmosphere, received donations and recorded oral histories with the participants. Material was collected from teams in Edinburgh, Glasgow, Leeds, Sheffield, London and Stuttgart.

Our most recent activity has been the Museum's first exhibition, The Revolution on Roller Skates, at Glasgow Women's Library. This gave the team the chance to showcase items from the collection to the roller derby community, Library visitors and the wider public. The exhibits chart the rise of roller derby in the United Kingdom, the structure of a league, explains how a bout works and how skaters get their derby names (a very important decision for most skaters!). For the first time, skaters have been able to see their material in its permanent home and given the attention it deserves.

**If you would like to find out more about the National Museum of Roller Derby, view the collection or are interested in making a donation please contact the GWL Archivists, Laura Stevens or Lindsey Short: [info@womenslibrary.org.uk](mailto:info@womenslibrary.org.uk)**

# UNCOVERING YOUR COLLECTIONS

What do the papers of poet Thomas Sturdy Law, the records of Braemar Knitwear Limited and the financial accounts of the 1981 Investment Club for women have in common?

They are some of the many interesting and diverse collections taken in by Scottish archives in 2011. Each year The National Archives of the UK Government England and Wales collects information from over 250 repositories throughout the British Isles about significant archival collections received over the past twelve months.

This supports our remit to record where collections are and how these collections are developed. It forms part of our continuous effort to map collecting activity, support discovery of archives and help users and archivists understand the rich collections available across the UK.

Last year 36 repositories made returns in Scotland out of a possible 47 which equates to a 77% return rate. This was a good response but with your help we hope to do even better this year. Accessions 2012 is now under way and we are looking forward to receiving more rich and varied returns from you about what you have been collecting over the last year.

For accessions 2011 there were some hidden gems such as the papers of poet George Mackay Brown. Brown was considered one of the greatest Scottish poets of the 20<sup>th</sup> century and spent his life living in and documenting the Orkney Isles. His literary papers from 1949-1996 can now be consulted at Orkney Archive.

Last year Dundee City Archives took in the annual reports and photograph albums for the Dundee Orphan Institute. The founding of the Dundee Orphanage, later known as Carolina House, is associated with the sinking in the Tay of the ferry-boat, Nelson, in May 1815. Seventeen lives were lost and many children left fatherless. Ten days later a meeting was held in the Steeple Church to establish an orphanage in the town and this would later come to be known as the Dundee Orphanage.

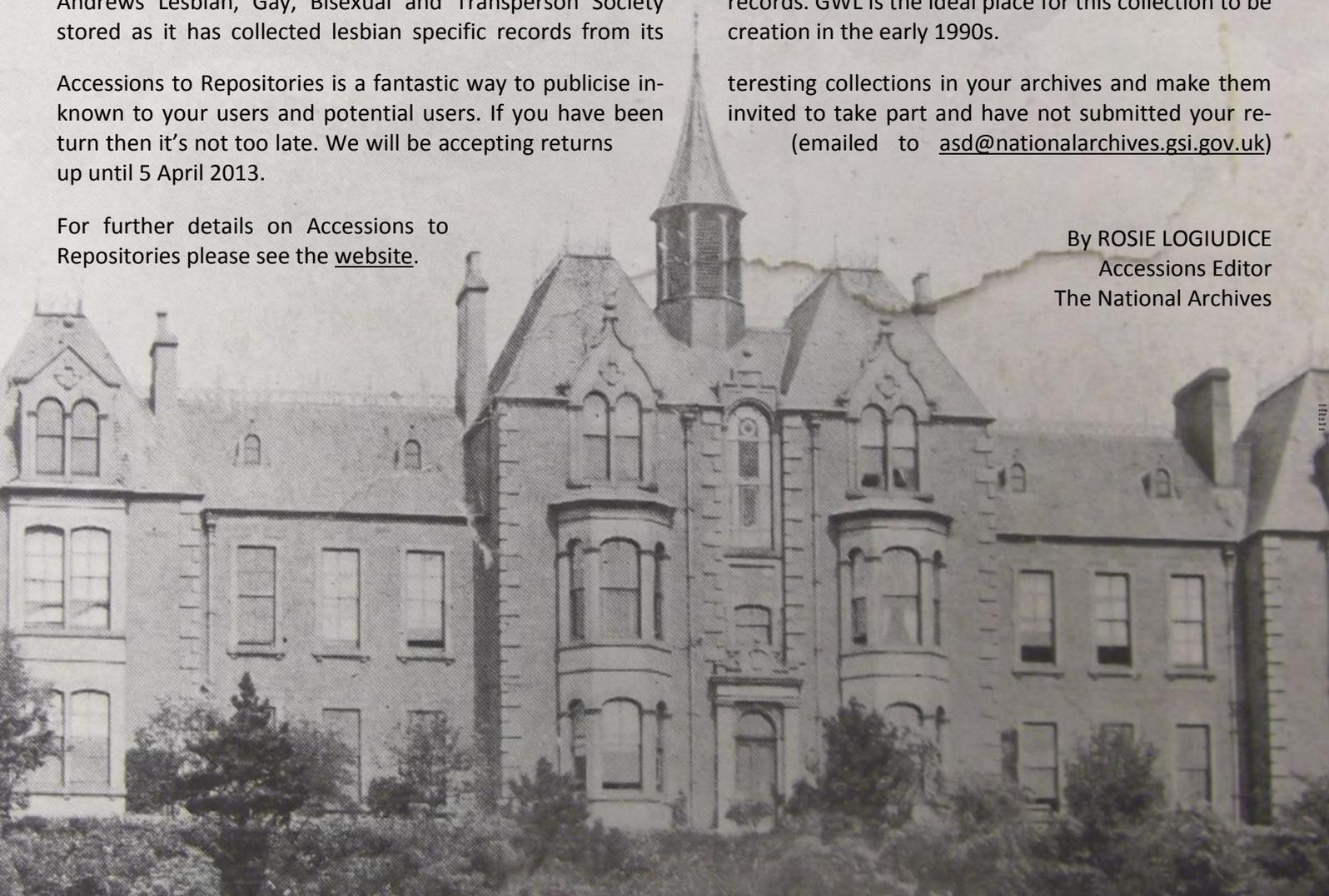
A more contemporary collection of records were deposited at Glasgow Women's Library. These were the University of St Andrews Lesbian, Gay, Bisexual and Transperson Society records. GWL is the ideal place for this collection to be stored as it has collected lesbian specific records from its creation in the early 1990s.

Accessions to Repositories is a fantastic way to publicise unknown to your users and potential users. If you have been return then it's not too late. We will be accepting returns up until 5 April 2013.

interesting collections in your archives and make them invited to take part and have not submitted your re- (emailed to [asd@nationalarchives.gsi.gov.uk](mailto:asd@nationalarchives.gsi.gov.uk))

For further details on Accessions to Repositories please see the [website](#).

By ROSIE LOGIUDICE  
Accessions Editor  
The National Archives



# DIGITAL MATTERS: LEADERSHIP AND BEST PRACTICE IN DIGITAL CONTINUITY

When, in October 2011, the Scottish Parliament debated a motion on the 'Digital Future of Scotland's Heritage', the emphasis was rightly on how digitisation is being and could be further harnessed to promote access to the nation's heritage. That debate provided a glimpse into an important segment of what is a much larger canvass, namely how we create, maintain and facilitate future access to unimaginable quantities of digitally created data.

The challenge is not simply to be dropped in the laps of archivists or records managers or – as is often mistakenly the tactic – information management experts. It is both too important and too complicated to allow for a simple answer from this-or-that discipline. Finding a solution that works demands nothing less than a new mind set, one based on co-operation across disciplines and across institutions. Doing otherwise would lead inevitably to misunderstanding, partial answers (often mistakenly dressed up as 'the solution'), wasting of valuable resources and downright inefficiency. Of course, the challenge is a huge one, but it might be best to remember a saying of Confucius: 'A journey of a thousand miles begins with a single step.'

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In regard to digital continuity in Scotland, arguably the first step was publicly taken when, on 27 November 2012, the Scottish Council on Archives organised and funded a gathering in Glasgow of sixty to tackle the challenging topic of 'Digital Matters'. What can be described as big hitters contributed their thoughts, experience and different perspectives: Mike Neilson, Director of Digital in the Scottish Government; Alice Stewart, Records Manager for Strathclyde Police; and Rachel Moffat, Records Management Services Manager at Lancashire County Council.

Mike's message was clear. Digital matters are not something simply for the experts (however defined). They are at the core of what government does and plans to do in terms of public service delivery, and therefore sit at the very heart of how our society functions. Already important, digital will grow ever more so, both for the functioning of government and for the ordinary person in the street who benefits daily from the operations of government. Mike rightly identified a vital ingredient for meeting the digital challenge – leadership from the top and professional leadership, the latter involving the harnessing to full effect of a range of skills.

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From Alice there was an exploration of the electronic document management system (EDMS) developed to support Strathclyde Police. The presentation was rooted in practical experience in meeting the issues that arise when creating and maintaining such a system, some expected, some not. No magic wand. No one size fits all. Instead, a lot of thought, and a lot of watching too, in case something goes wrong. That brought home the 'on the ground' everyday reality of business continuity in the digital sphere. It also emphasised some of the big issues that need to be tackled successfully, for example, the export and import of data in what must be a dynamic system. In the absence of the perfect solution – not something yet found by anyone anywhere – there must be a judicious focus on the mitigation of risk, on ensuring that today and tomorrow and the day after the system can 'deliver the goods' in terms of accessing the all-important information assets.

Rachel dealt with an electronic document and records management system (EDRMS) that has been in operation for some six years. From the beginning the system was seen as an integral part of a much bigger picture, a programme

aimed at service transformation, organisational change and the associated need to improve the management of information generated within and received by the local authority. There has been a proper recognition that there cannot be a separation of different formats: linkage of traditional paper records with electronic records is essential for comprehensive and efficient information management. Rachel was no more inclined than Alice to conjure up a magic wand. What was set out was about dealing with issues each and every day, about 'getting there' through sheer hard work and determination. Yes, a lot of thought was put into creating the system – for example, digital preservation gap analysis – but its operation involves the daily grind. The foundations are now sufficiently sound for the authority to be thinking in terms of ambitious developments, including business process management.

“...dealing with issues each and every day, about 'getting there' through **sheer hard work and determination...**”

Three thought-provoking presentations set the scene for the input from the attendees. Breakout groups discussed a range of digital-related issues: from success at national level to what would most help individual organisations; the realities within individual organisations, including what is already underway and the successes and challenges identified; at national level the barriers to success and how best to overcome them; actual or potential key players in working towards success in digital continuity; and the support networks for digital matters and how they might be improved.

So many telling points were made that it is impossible to list them all here. Some of them were:

- A strategic direction on digital records driven by the biggest player, the Scottish Government, in partnership with others such as the National Records of Scotland, the Scottish Council on Archives, the Scottish Information Commissioner, COSLA and the Society of Local Authority Lawyers and Administrators
- Harness the Public Records (Scotland) Act 2011 to the full in advocating digital continuity
- The production of, and consistent adherence to, a clear, concise and jargon-free message setting out the issues priorities and concerns in relation to digital records
- Communicate, communicate, communicate: consult at any and every grade and draw on the experience of everyone
- The harnessing of a range of expertise, notably in information technology and records management, and ensuring that the disciplines co-operate in achieving common objectives
- Presently 'below the radar', digital continuity and records management in general must secure the attention of top level management in terms of compliance and protection from the negative impact of losing vital information assets
- More and better communication to ensure up-to-date access to best practice (and more) information with the sector and beyond, especially in the context of the Public Records (Scotland) Act 2011
- Meeting the resource and skills gaps so that success can be achieved
- Emphasising the positive rather than the negative: for example, seeing the limited number of systems in place as opening the way to having the most up-to-date systems
- Keep an open mind and be ready to learn from past mistakes while avoiding relying too heavily on previous practice to inform the digital future

“...harnessing of a range of **expertise**, notably in information technology and records management, and ensuring that the disciplines **co-operate...**”

Reading such a list of points can either inspire dread or it can be a call to action. The feeling at the event was clear. There must now be a concerted effort to act. There must be a determination to deliver digital continuity. To achieve that objective would be nothing less than a success story for Scotland.

By GERRY SLATER  
Policy Adviser, Scottish Council on Archives

**DIGITAL MATTERS:  
LEADERSHIP AND BEST PRACTICE IN DIGITAL CONTINUITY**

# WWI CENTENARY PLANNING

The centenary of the First World War is approaching and many organisations have started planning their events and exhibitions programmes. Along with much potential for education and community engagement there is the danger of wasteful duplication of effort unless there is a willingness to share ideas, co-operate and form partnerships.

Following on from two smaller meetings earlier in the year, Friday 7 December saw over 120 people gather at the City Art Centre in Edinburgh for a networking event organised by Museums Galleries Scotland (MGS). It was based on a marketplace with 16 stalls manned by organisations including the Commonwealth War Graves Commission, Imperial War Museum, Poppy Scotland, SCRAN, Scotland's War, Scottish National War Memorial, Britain from Above and the lead bodies of the nation's archive, library and museum sectors.

Whilst delegates mingled and chatted over ideas for marking the centenary with potential partners, Scotland's only home-based First World War living history group, the Gordon Highlanders 1914-18, added colour and provided the press with their best photo opportunities as reported later in the Scotsman and Herald.

Information on everyone's plans was collected on the day and is being collated by MGS. This information will be available soon.

The Scottish Council on Archives hosted a stall and, following a call for contributions, displayed a slide-show of some wonderful documents, records and images from Scottish collections. The opportunity to hear what other organisations and individuals are planning was really exciting and inspiring. We will be sure to keep the sector informed about developments and if you have not done so already, please get in touch with your ideas and plans for 2014 by emailing [contact@scottisharchives.org.uk](mailto:contact@scottisharchives.org.uk).

For more information on the event, please contact [admin@museumsgalleriescotland.org.uk](mailto:admin@museumsgalleriescotland.org.uk) and do sign up to the Imperial War Museum's Centenary Partnership—their [website](#) is full of useful information and free resources.



IMAGE: National Records of Scotland



IMAGE: Lothian Health Services Archive



IMAGE: Orkney Council Archives



IMAGE: Falkirk Archives

# LOST CHILDHOODS

The historic abuse of children in care has hit the headlines again with the allegations against Jimmy Saville, and mistaken identity in abuse allegations in Wales. In Scotland, the experiences of adults abused as children in care were acknowledged in 2004 by an apology from the First Minister, Jack McConnell. A range of responses have been made to address the needs of victims/survivors of historic abuse. One important aspect of this has been the issue of access to personal records and information about care placements. This was highlighted by Tom Shaw's report on the *Historical Abuse Systemic Review*. He recommended urgent action to preserve historical records and improvements in records management, and his recommendations have led to the implementation of the Public Records (Scotland) Act 2011.

While the impetus for action has been the abuse of children in care, the issues are much more general and affect many care leavers. We have estimated that almost half a million people in Scotland have experienced care since the 1930s. Most are still alive today. Many will have had good experiences of their time in care and will have positive memories. Care leavers have stressed how important information about care placements and access to records is for them. It is an essential aspect of their identity, how they make sense of their lives and construct their sense of self.

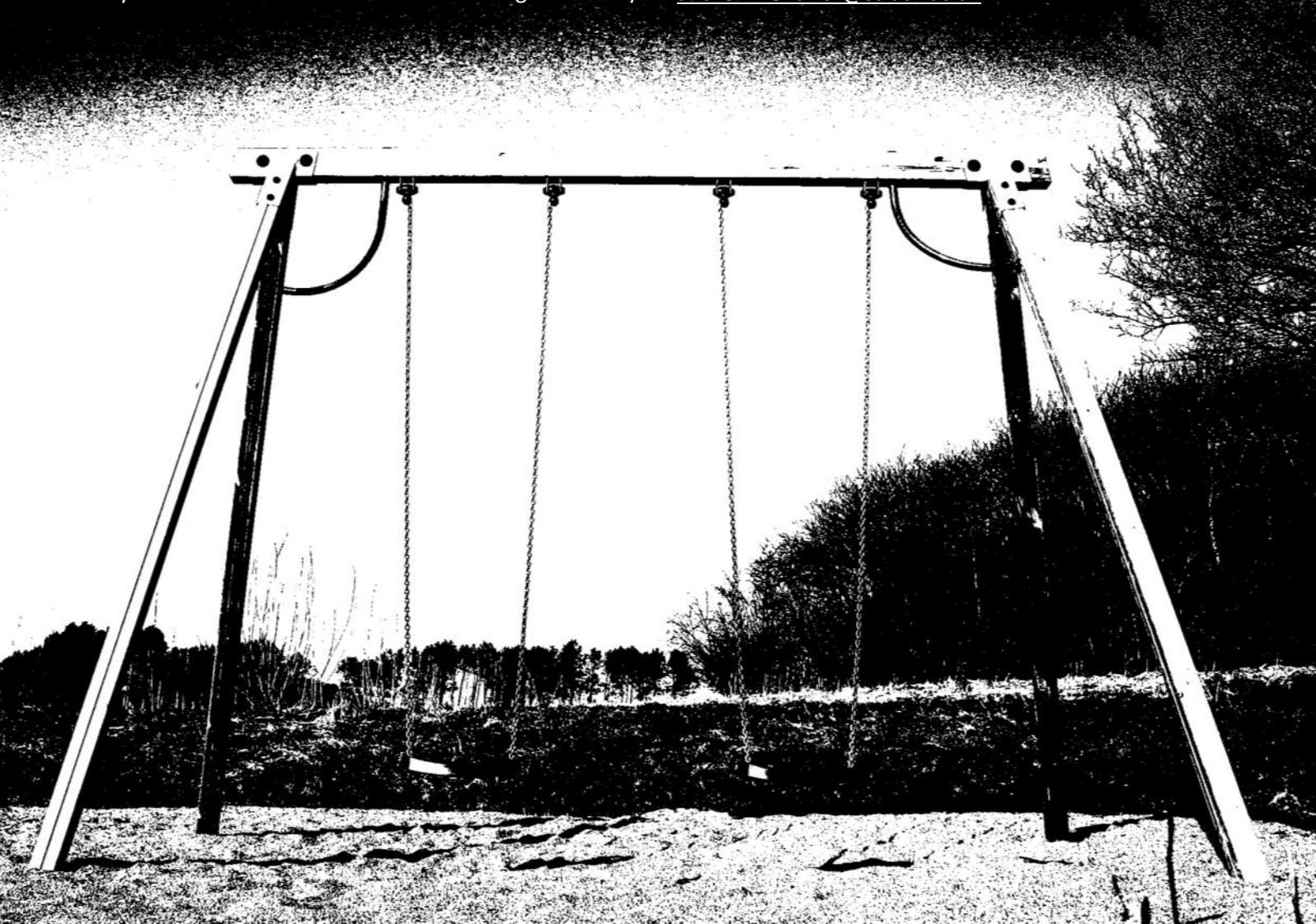
There are many difficulties in tracing this information. Often children were placed at a distance away from their family, indeed many children were sent abroad as child migrants. They

may have experienced many placements in a short period of time. Institutions and care homes have closed down and information about them has been lost. Even where agencies are still operating, information and records are spread across many different locations; some will be carefully preserved and others will be mouldering in basements and cupboards. Care leavers experience long delays in accessing records and find themselves having to make numerous phone calls. They may face the denial that they had ever been in care in a particular place. When they gain access to records they are frustrated by blacked out sections and gaps. They have to deal with the range of emotions that they experience when reading about their past.

We are trying to address these issues by developing an archive and directory of child care services and records in Scotland. A multi-disciplinary grouping made up of child care professionals, archivists, historians and care leavers themselves have come together to identify the issues which will need to be addressed and the practical steps needed to take this forward. We have linked up with the Australian Find & Connect Team who have extensive experience in this area. We realise that we are at the early stages of this project but see it as vital in addressing the needs of care leavers and the future needs of children and young people in care today.

If you have any questions or would like further information please email:

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