

arc magazine

July &
August '22

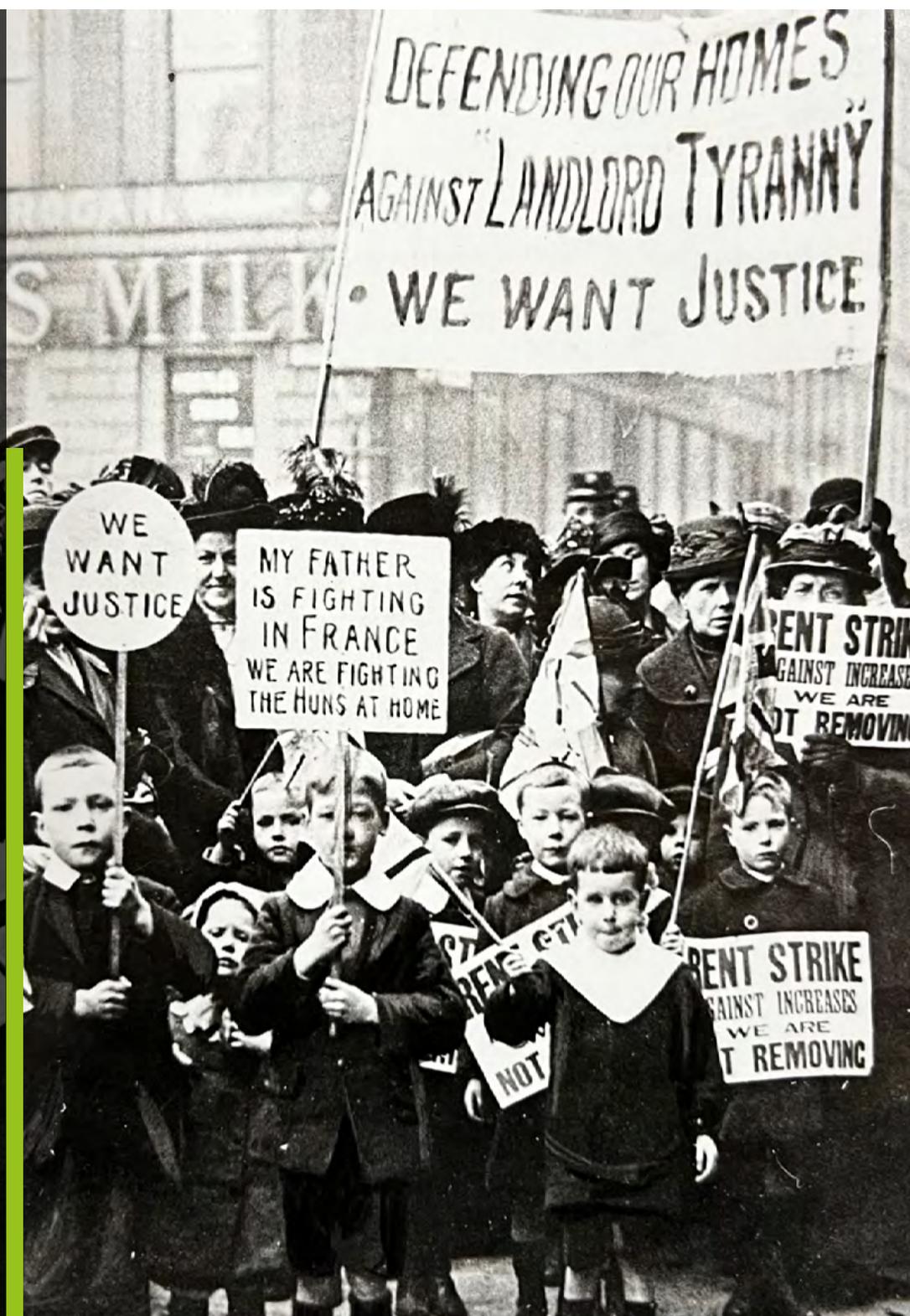
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Welcome

arc magazine

July & August 2022 edition



Welcome to the July/August edition of *ARC Magazine*. In this edition the pandemic and its effects are still at the forefront of many people's minds. Should we be returning to how we did things before March 2020, or are there adaptations that we'd like to be here to stay? We have both sides of the coin with *Opening Lines* focussing on the importance of in person placements for conservation students, which the National Library of Scotland has now been able to restart; and Bob Thompson tells us how expertise gained during remote working is being used to continue to authenticate documents and raise the profile of the archive service at Reckitt Group Ltd. Meanwhile Rachel Mitchell is looking further back to traditional document registries and asking if Microsoft 365 could enable a return to them, but in a digital form.

Elsewhere in the magazine we explore a global approach to ethical archives and have an update from the ARA Environmental Sustainability Group on their four areas of work. Plus, I speak to Chloe Anderson-Wheatley about her approach to records management in the Falkland Islands Government and how she also fits in two ARA committee roles

and a part time PhD.

If you're coming to the ARA conference at the end of August, we have details of the keynotes and some programme highlights - there should be something for everyone. Ancestry are the premier sponsors again this year and Peter Goodwin explains how working as a digitisation operative for them can be beneficial for gaining contacts and experience for a career in archives.

Thank you to all of the contributors to this edition, it's fantastic to see so much going on across our whole sector, from conservation, records management and archives. I hope you enjoy the magazine, if you have ideas for future features or want to submit a news feature, please email us at arceditors@archives.org.uk

Annabel

Annabel Valentine
ARC Joint Editor





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Photograph of protesters during the Glasgow Rent Strikes, 1915 © National Library of Scotland (Acc.5959/45)



Opening lines

Julie Bon, Head of Collections Care at the National Library of Scotland, and **Lizzie Willetts**, conservation student, discuss the importance of a return to in person placements for trainee conservators.



The National Library of Scotland's Collections Care team has always been active in supporting conservation students and emerging professionals. Before the pandemic our conservation studio in the George IV Bridge building in Edinburgh welcomed a steady stream of UK and European book and paper students. We are open to learning and teaching within the team and it is one of the Library's strategic objectives to 'encourage and support research, learning and discovery'.

The national lockdowns due to the COVID-19 pandemic meant that our planned programme of student placements at the Library had to be cancelled. This was disappointing but a practical placement, involving hands-on work with our collections, simply was not possible remotely. Once we were able to return to work, we were keen to restart our programme and ensure the Library continues to provide the experience and support conservation students need. After enforced time away from the bench and limited opportunities for practical experience, it is even more important that students and recent graduates are supported by host institutions in this way.

To that end, we were delighted to be able to welcome Lizzie Willetts on placement from West Dean College of Arts and Conservation in February 2022. Lizzie's work ethic, determination and drive ensured that the placement went well and that she was able to make the most of all the opportunities on offer. The positive impact that Lizzie had on our team was also

palpable. It was clear that team members had really missed the injection of enthusiasm and curiosity that placement students bring, and it was great to see how willing everyone was to be available to assist Lizzie with different projects and treatments.

For the Library, this experience has cemented for us that we have a key role to support the next generation of conservators. As an employer it is important to know that students are able to access opportunities for practical experience, on top of what is possible on their course, and it is hoped that these opportunities will continue to open up now that the sector is returning to something close to

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Lizzie Willets, placement student, and National Library of Scotland Kickstarters Ryan Millar and Sophia Somerville, working with Mackinnon collection items at the National Library of Scotland. © National Library of Scotland.

From the Board

Lisa Snook

reflects on her time as Chair of the ARA having completed her term in office.



normal. At the Library we are excited to welcome more students in the summer and hope to rebuild a vibrant programme of student placements in the future.

Lizzie tells us more about the benefits of her placement at the National Library of Scotland:

The first project I undertook was surveying and rehousing photographic material from The MacKinnon Collection. This wonderful collection, recently acquired in collaboration with the National Galleries of Scotland, depicts Scottish life between the 1840s and the 1940s. While the photographs and albums were being digitised for greater accessibility and improved preservation, conservation was involved to box them for safe storage at the Library. I was delighted to participate in a project which brought together my interests in both historic books and photographs, and gave me practical exposure to early photographic techniques such as daguerreotypes, ambrotypes and autochromes which I previously only had theoretical knowledge of.

While measuring the bindings for rehousing we simultaneously conducted a condition survey to anticipate future conservation work for the longevity of the collection. This was carried out in conjunction with Sophia Somerville and Ryan Millar, who had started working at the National Library under the government's Kickstart scheme and

whose infectious enthusiasm made light work of surveying nearly 150 albums!

My work placement overlapped with the preparation and opening of the 'Treasures' exhibition, a fortunate coincidence allowing me to understand the hard work that goes into such an endeavour - not to mention the excitement of seeing a Gutenberg Bible come through the conservation studio! I also had the opportunity to have my own conservation work on display by repairing and mounting a poster for the 'Words of Refuge' exhibition case outside the Library's reading rooms.

My time at the National Library of Scotland was so rich and varied, and I am deeply grateful to the team for involving me in as many projects as possible. From spending time with the preventive conservator, to seeing how sustainability goals are influencing innovation in book housing and exhibition cradles, the placement provided vital professional development after the impact of COVID-19. I would like to give my sincerest thanks to the whole team at the National Library of Scotland, but particularly to Julie Bon and Claire Thomson for organising and supervising my placement and passing on their skills and knowledge. I am revitalised returning to my studies!

It has been two years since I became Chair of the ARA Board, three years since I joined the Board as Vice Chair, and it has been a really busy few years! My time on the Board has been challenging, thought-provoking, interesting and immensely enjoyable and I wouldn't have wanted it to be any other way.

In the last few years the world has been impacted and influenced by the COVID-19 pandemic, Black Lives Matter and the war in Ukraine and ARA is no different. We have seen temporary archive service closures, furloughs, uncertainty, job insecurities and members have, quite rightly, questioned ARA's approach to diversity and inclusion. They have also asked how we can support colleagues in Ukraine.

I am very proud of the achievements of ARA over the past few years and feel very privileged to have played a small role in this. Work on diversity and equality has continued and has been

strengthened by the introduction of a team of Diversity Allies, a group who came together to specifically take forward this work and to be critical friends to the ARA staff and Board. We recognise that there is still a long way to go, and are committed to continuing this important work.

Despite the restrictions of the past few years, new sections/groups have been established by committed and enthusiastic volunteers, including the Section for Archives and Museums and, more recently, the new Environmental Sustainability Record-Keeping group. These have been formed by members in response to their needs and interests, showing the ambition and willingness of members and the flexibility of the organisation. I have been lucky during my tenure to be invited to attend a number of meetings of officers, nations, groups, sections and regions to meet members, to find out more about their activities and to hear their feedback. I have really enjoyed being part of these meetings and am grateful for the warm welcome I received.

The Board has also been looking forward to the next few years, with the development of a much-needed Strategy to direct the activities of the organisation until 2025. Similarly, work has taken place to implement recommendations from the Governance Review undertaken by the Board in the autumn of 2020. Since then we have assessed the skills of Board members and identified areas of strength and where there may be gaps, and this fed directly into amendments to the Constitution to allow co-opted members to both fill any skills gaps and to increase the diversity of Board members. The portfolio structure of the Board has also been updated to encourage more cross-working and to increase sustainability.

All this work has taken place behind the scenes, but has made an impact on the way that the Board works. Perhaps the most visible

changes over the past few years, though, have been the changes in communications. Communicating with members and with those outside the sector, has been an area of work that ARA is keen to improve, and we have recently seen the launch of a new website that is much clearer and more accessible as well as a new-look ARC magazine. Both have received positive feedback from members. Externally, ARA continues to advocate for the profession and to highlight our work.

Plans are in place to further improve communications, with a strategic communications plan, as well as to prioritise diversity and inclusion work, continue advocacy within and outside the sector and to provide an organisation that is sustainable for the future and that will fulfil member needs. I know that the organisation is in great hands, with a dedicated team of ARA staff, Board members, volunteers and officers as well as all the members, I owe all of them a great deal of thanks for their support, commitment, passion and hard work. The Board relies on volunteers from the sector to function, and I urge anyone considering standing for the Board to do so. The benefits are clear; from contributing to the development of our professions, learning more about the working of ARA, meeting new people, developing skills and using existing skills and knowledge. I have experienced all of this and more. I wish the Board, and ARA, all best wishes for the future. I'll be watching with interest!



A message from our new Chair

For the last two years, not much has been 'normal' in the world, and ARA has been no different. Lisa's reflection on her time as Chair really does highlight the way in which ARA has worked hard to continue moving forward, but at the same time supporting members and the sector through a difficult period. My task here however is to underline the contribution that Lisa herself made to those achievements. The ARA Board is a wonderful gathering of colleagues from different disciplines who put their mind to all of the tasks before them: the Chair's job is to harness all of the ability, willingness and potential, and channel and lead that into outcomes. Lisa so ably did that, and led us through many difficult issues (reprofiling our annual budget three months in a row was perhaps one of the most difficult times we've had!). Doing all of this remotely on Teams meetings, with only one face to face meeting in two years, reinforces the commitment Lisa has had to ARA - and we are thoroughly grateful for all that she has done. We're going to miss her on the Board (we tried to persuade her to stay in some way!), but we are really pleased she will be continuing with a number of roles in ARA. The great thing about ARA is that you can do your stint in some way, 'retire', and always come back to do something else. We all owe Lisa grateful thanks for her contribution over the last three years, and I look forward to working with her again in the near future.

Andrew Nicoll, Chair, ARA

CONFERENCE UPDATE



A first look at our 2022 Conference Programme - there is something for everyone.

The ARA Conference Committee has been busy over the last few months putting together a very exciting and wide-ranging conference programme. This will be a conference that has something for everyone whether archivist, records manager or conservator.

Keynotes

We can now announce two of our three keynote speakers:

Our Thursday keynote will be David Smith, Deputy Director - Knowledge and Information Management at the Department for Levelling Up, Housing and Communities, and Government Head of Profession for Knowledge and Information Management Professionals.

Zoë Reid, Keeper of the National Archives of Ireland, will be our Friday keynote and will also deliver an extended session on Thursday on her work with the Michael Collins diaries.

In a recent interview with Annie Starkey for Conservation Today,

Zoë revealed what it's like to be the first conservator to be Keeper of the National Archives of Ireland and how the skills of a conservator can be useful to the institution:

"We can all identify problems, but for conservators our role is essentially all about solving problems or trying to ensure that problems don't arise or escalate, that whole area of risk mitigation in disaster planning. If you think about it, as a conservator everything we work on is unique, historic and important, there may be thousands of documents in a collection but each one is important to somebody. They might all be physically the same - in terms of the format, and the conservation process might be the same, but there is that element of uniqueness to them all. And ultimately our processes are to support and help the archive provide access to the records. As conservators that understanding informs how we approach a problem, we have to see it from quite a few different angles. As part of our ethical training we

are taught that when we problem solve we have to research and information gather, to be able to articulate and be confident about the choices and decisions that we make.

We have to interrogate our solutions and be comfortable with going back over them, if they're not working, to identify where they need to be reformatted or reshaped. Also, another really important skill that we have as conservators is that we complete projects. We have to, because if we don't complete then access is going to be denied and we're not providing that service to the public. It's those kinds of skills I'm hoping to bring."

Zoë also talked about the subject of her Thursday presentation, the Michael Collins diaries: "[the] next big thing is the conservation of the Michael Collins diaries. When I say big, I mean in terms of profile, but actually the diaries are really small. There are five pocket dairies from 1918-1922, the last entry that we have is for 6th

ARA Conference 2019. © ARA.



August 1922, he died in the Irish Civil War two weeks later. Meeting the family when they donated them to the State and handling them for the first time was something really, really special. There is such interest in these dairies, as we are coming to the centenary of his death there is a bit of pressure to do a good job but I thought if I'm going to leave conservation I'm going to leave it on a high by doing something as amazing as that. I am delighted to say that the first paper that I will be presenting on the project will be to the ARA Conference in Chester."

You can read edited highlights from Annie's interview on the ARA website [here](#).

Programme highlights

Other highlights from the programme include:

Dr Jaghit Singh of Environmental Building Solutions Ltd giving a talk on *Mould in Archives and Repositories - preventing and solving conservation, health and legal issues*, a must attend for many delegates.

Another must attend is Emma Dadson's *Effective disaster recovery: how to train your team* - we only need to look at the world around us to know that when disaster strikes we are often not as well prepared as we would like to be.

Thursday is the day for all things Microsoft in the Information Governance stream with talks on: *Automating the governance and digital preservation of long-term Microsoft 365 records and content* (Gareth Bennett, Preservica, Abingdon), *Microsoft 365 Records Management in the Post Covid era* (Sarah Fennah, Leadership Through Data), *Governing Microsoft Teams* (Rob Bath, Intelogy, London; IRMS, St Albans). Followed by a panel

with the above three speakers on Microsoft 365.

As well as Zoë Reid's keynote and seminar, conservators have many other treats in store including a 60 minute workshop with Victoria Stevens on *Stitches (just) in time: textiles in archive history and conservation* as well as presentations on leafcasting, washing a 17th century print, a panel session on conservation qualifications and training, Bishop Cosin's Library, the Dickens Fellowship Scrapbooks project and much more.

Of interest to all will be a number of sessions looking at the record-keeping implications of COVID-19: *Creating a COVID-19 Public Inquiry Archive: the challenges of cataloguing Public Health Wales NHS Trust's pandemic response* (Katie Finn and Martin O'Brien, Public Health Wales, Cardiff), *Personal recordkeeping during the COVID-19 pandemic: some personal reflections on what this means for family archives* (Francis Garaba) and *The lessons of the 1918 Influenza Pandemic were forgotten - how do we overcome the challenge of not forgetting this time?* (Toby Green, Coherent Digital, Paris, France) as well as a panel session: *Challenges, Changes and Choices in COVID and Post-*

COVID Recordkeeping Education. For those applying for, or reviewing, accreditation the lessons learnt from this period are examined in the Wednesday panel: *When nothing is standard, what use is a standard? Experiences of Archive Service Accreditation during the pandemic*.

There is a strong international contingent to this year's programme with speakers from: China, Botswana, USA, Falkland Islands, Ireland, Poland, France, Portugal and Malta. The panel on *Preserving diverse stories in challenging times - comparing Community Archives across Europe* with contributions from the UK, Portugal and Poland looks particularly interesting, as does the contribution from Charles Farrugia of the National Archives of Malta: *National Archives in post-Covid times: the challenges of memory projects*. Friday also sees the launch of the Section for Records Management and Information Governance's *Think BIG (Better Information Governance)* campaign.

Follow [@ARAConf](#) for more programme updates and highlights.



ARA's 2022 AGM – 17th June 2022

Each year ARA needs to hold an AGM in order to comply with company and charity law and to continue with its business and plan effectively.

In order to allow members a better opportunity to ask questions and be involved we once again held the AGM online. The meeting on the 17th June was attended by 18 people and after voting approval of the previous AGM minutes, the following resolutions, that had been previously voted on by members, were agreed:

Resolution 1

To receive the Annual Report of the Board of the Archives and Records Association (UK and Ireland) for the year ended 30th September 2021.
For 166, against 1, abstain 3.

Resolution 2

To receive the Annual Accounts and Balance Sheet of the Archives and Records Association (UK and Ireland) for the year ended 30th September 2021.
For 166, against 1, abstain 3.

Resolution 3

To re-appoint PKF Francis Clark LLP as auditors for the financial year ending 30th September 2022.
For 163, against 3, abstain 4.

Resolution 4

IT IS RESOLVED THAT the regulations contained in the printed document produced to the meeting and for the purposes of identification initialled by a Director of the Company be and are hereby approved and adopted as the Articles of Association of the Company in substitution for and to the exclusion of all existing Articles of Association of the Company (Special Resolution).
For 156, against 11, abstain 3.

Voting was conducted independently by UK Engage.

The Special Resolution (Resolution 4) will, in summary:

- Allow for either 12 elected directors and 2 co-opted directors (if the Treasurer is an individual member) or 11 elected directors and 3 co-opted directors (if the Treasurer is co-opted)

- Mean that “up to” three positions on the Board are open for co-option of non-members for terms of two years, renewable twice for a maximum term of six years.
- Mean the size of the Board will be eleven elected members and “up to” three co-opted - a maximum potential of fourteen.
- Open the Honorary Treasurer role as one of the three eligible for co-option.
- Mean that any co-option will be based on demonstrably improving skills or improving diversity.
- Add the term limits for elected Board members to the constitution - they are currently set by the Board. These will be two years for the Chair and three years, renewable once, for elected Board members, the Vice Chair, Honorary Secretary and Honorary Treasurer (if not co-opted). There will be some flexibility for the Chair's term in exceptional circumstances for an extension of up to one year. (On two occasions in the last eleven years the Chair has had to do longer terms - 9 months and 4 months.)

The current board now comprises:

Chair	Andrew Nicoll
Honorary Treasurer	Stephen Scarth
Honorary Secretary	David Powell
Board Members:	Julie Bon, Ruth McLeod, Jenny Moran, Elizabeth Thompson-Macrae

Andrew Nicoll thanked all the members of the board who stood down at the AGM: Lisa Snook, Maria Castrillo, Jason King, Andrea Waterhouse, Karyn Williamson, all of whom have made significant contributions to the association and to the good governance of ARA.

The revised articles of association can be found [here](#).

Changes to ARA Together

We started ARA Together as a way of supporting our members and colleagues in the sector during the early weeks of the COVID-19 pandemic. It has now become much more than just an online community. Our website and regular events have provided a space for sharing information and ideas. Through ARA Together we have also been able to extend beyond our membership to the widest reaches of the record-keeping sector and also to people working in related areas such as culture, heritage, history and academia. As we learn to live with COVID-19 we are refocusing our ARA Together programme towards this wider connection and away from the forum and regular calls that we instituted during the lockdowns of 2020 and 2021. We will no longer be holding the regular monthly calls and will instead run ad hoc online events on specific topics as well as regular ‘meet the Board’ events. We will also be saying goodbye to the Discord channel for calls, chat and exchange of ideas. Many members reported difficulty in accessing calls and use of the forum has dropped dramatically since the end of lockdown restrictions. We are exploring different ways in which people can communicate with each other online and will update on this when we have a better solution. We will continue to update our [From the Sector](#) and [Stay Engaged](#) web pages with latest news and events from the record-keeping sector. If you have an idea for an online event under the ARA Together banner please get in touch with Deborah Mason at deborah.mason@archives.org.uk

Meet the Environmental Sustainability Group

In our last issue of ARC Magazine, we reported on the launch of the ARA Environmental Sustainability Group on Earth Day 2022. The purpose of this new group is to advocate for environmental sustainability in the record-keeping sector and to provide the tools and resources to help members enact this professional duty to the environment. A duty that is outlined in the ARA code of ethics, 'Insofar as it is within their power to do so, members [of the ARA] should minimise the adverse effects of their work on the environment'.

Georgina Robinson initiated the setting up of the group after undertaking a study into climate action and UK record-keeping. The study found that many UK information professionals felt they had a professional duty to the environment, but found there were many barriers to action, including limited knowledge about sector-specific climate action and little support from professional bodies. Another barrier to action, hinted at in the wording of the code of ethics by 'within their power', is that we do not always have the power to take climate action in our workplace.

The group aims to challenge these barriers and to equip members with the knowledge to enact and advocate for climate action in the record-keeping sector.

Aims and Objectives

Following a call for applications to the new group, the assembled executive committee met for the first time on the 5th May 2022 to discuss the Terms of Reference. The main aims of the group relate to four areas: research, training, advocacy and collaboration.

Research - The group aims to research sector-specific climate risks and impacts. This will include researching the environmental impact of analogue and digital record-keeping practices and how negative impacts can be mitigated, and researching how to ensure the safety of our collections by responding to environmental changes and disaster planning.

Understanding that some people in the record-keeping sector feel that they do not have the power to implement climate action in their workplace, the group also aims to identify and provide resources on the best means of communicating the significance of environmental sustainability and climate action to both external and internal stakeholders, including senior management.

Training - The group will aim to provide training to members of the ARA and the wider record-keeping sector by hosting lectures, workshops and training events to facilitate knowledge sharing on the intersection between records and the environment.

Advocacy - To advocate and encourage consideration of environmental sustainability and climate action in the workplace, the group will:

1. Raise awareness of existing 'green' standards, strategies and best practice
2. Advocate for environmental sustainability to be factored into future sectoral standards and guidelines
3. Raise awareness of the potential for archives to aid research into climate change and work with stakeholders to encourage their preservation and access
4. Deliver research and advocate for environmental sustainability through publicly accessible means, e.g. through social media campaigns.

Collaboration - Finally, the group will aim to aid and collaborate with other groups and sectors in research, training and advocacy of environmental sustainability and climate action.

Find out more and meet the committee on our website [here](#). Get in touch - If you would like to know more about this group, please contact ARAenvironment@archives.org.uk You can also follow the group on Twitter [@ARAEnvironment](https://twitter.com/ARAEnvironment)



Spotlight on you? A new initiative from the Explore Your Archive team

The Explore Your Archive (EYA) team has been working behind the scenes to launch a new initiative designed to provide dedicated promotion for record-keeping services that have a story to tell, but limited access to promotional digital platforms. **Spotlight** is an online exhibition space, hosted on the EYA website, where archives, records managers or conservators can use the EYA platforms to promote and focus on any aspect of their work or collections. Any service can provide content which will then be published on the exhibition pages for four months. During this time, a dedicated blog will also be posted about the service and numerous posts on all the EYA social media channels will also promote the content. The service will be featured in ARA Today mailings promoting upcoming content.

The first Spotlight service is Pembrokeshire Archive, and the content for the pages has been provided by Elliot MacMillan who is an Archives and Local Studies Assistant with the service. He is also an EYA volunteer. One of the key aims of Pembrokeshire Archive when they reopened in September 2021, after being closed for eighteen months, was to expand their online and digital reach. They saw the new EYA Spotlight feature as a great opportunity. Using Elliot's experience, they could both expand their digital reach and explain to people how they can use the service to research their family history. Elliot chose a family history and a house history research example that he had previously completed, as well as a third example based on a colleague's time tracing their own family history. Although specific, these examples



were chosen as a way of providing easy-to-follow guides that show the usefulness of different source types in the archives. It is hoped that readers will gain a better understanding of how to conduct family history research and be inspired to start, or to continue, their own research journeys.

If you would like to get involved in Spotlight the process is easy. Any service that wants to be featured can send an email to eya@archives.org.uk and you will then be sent: a template to be completed, a link to a private Onedrive folder (to upload any images and other content you would like to use), as well as information on your launch date and the deadline for the content to be received. The

EYA team will work with you to make sure you're happy with the content and promotional plans over the four months.

Montage of documents from Pembrokeshire Archives © Pembrokeshire Archives



Front of Pembrokeshire Archives building © Pembrokeshire Archives

TRAINING

Professional Development News

Diversifying the workforce - employer insights

In December 2021 we invited employers in the UK and Ireland to take part in a short survey with two objectives. The first was to promote two ARA initiatives aimed at supporting new career opportunities within the sector. The second objective was to better understand recruitment approaches across the sector. Only 57 employers responded, so the results are not representative. They do however offer some insights into approaches taken by some employers.

Supporting new career opportunities

The survey helped promote two new career opportunities funded by The UK National Archives. We've enabled five assistant level staff to study one module from an ARA accredited postgraduate programme. Congratulations to those individuals from Bristol City Council, Church of England, Norfolk Record Office, Shakespeare Birthplace Trust and South West Heritage.

We will also commit to support the new Level 7 Archivist and Records Manager apprenticeship, due to be launched in 2023, by working with employers to offer five paid work experience opportunities. We hope that paid work experience will help reach under-represented communities, and successful candidates can then apply for an apprenticeship. This initiative will be progressed once the new apprenticeship is launched. Of the 57 employers who responded, only 5 per cent have recruited a Level 3 Libraries, Information, Archives Services apprentice, but 21 per cent are considering recruiting one over the next 12 to 18 months. 36 per cent of respondents are considering recruiting a Level 7 Archives and Records Manager apprentice when launched.

Employment

Of the 57 responses, a third were local authorities and 21 per cent were universities. Government and private sector organisations formed the remaining group.

Between January 2020 and October 2021, 44 archival roles and 12 digital archival roles were advertised. 12 employers advertised a records management role and nine employers advertised a conservation role. Of the 57 employers, 86 per cent were responsible, or partly responsible, for the recruitment of staff, but just 10 per cent were involved in their employer's recruitment policies and processes.

Despite the competitive job market, one rural employer struggled to attract suitable candidates. Their response was to develop and grow their own talent by introducing a trainee scheme. Following a model similar to apprenticeships, the scheme combines archival work while studying part-time for a distance learning Archives and Records Management qualification with the University of Dundee. Another employer has used a Business Management Graduate Apprentice to work within their Information Governance team.

Employers were asked where they placed recruitment adverts for the posts they are responsible for. This is perhaps the most important consideration when recruiting. It was disappointing that just over 70 per cent of employers who responded to the survey used industry Listservs, but only 22 per cent use national job sites and only 7 per cent use local press adverts. These results are not representative, so we need to be cautious in how we interpret them. However, a reliance on Listservs will have the unintended consequence of hiding many of the sector's jobs away from the mainstream employment market. If work opportunities cannot easily be found by a more diverse range of applicants, then we will struggle to diversify as a sector. It was therefore positive to see evidence from employers supporting the Level 7 apprenticeship of using alternative communication channels, such as promoting vacancies in search rooms and through local community group channels. Making the commitment to diversity, and targeting adverts for vacancies, is to be encouraged.

We also asked employers whether they used inclusive recruitment practices in the recruitment process. 77 per cent of respondents confirmed that they did, with one employer avoiding traditional recruitment pathways by designing a behaviour-based interview process. This resulted in a significant increase in annual interns from a more diverse background.

Finally, the important issue of pay: from the 57 employers who responded, 71 per cent of salaries were determined by internal pay grades and structures, 18 per cent were decided by senior managers and 16 per cent use ARA salary recommendations.

Ethical Archives

Rosa Cisneros is a professional dancer, curator, dance historian, Romani studies scholar and peace activist. She currently works at Coventry University's Centre for Dance Research where she is one of the ethics leads. She has over 20 years' experience as a professional consultant. In this article she has collaborated with **Ellen Engseth**, curator at the Immigration History Research Center Archives and Head of Migration and Social Services Collections at the University of Minnesota Libraries, USA, to explore how LabDays methodology can reach across continents and help to unpick and explore ethical considerations relating to archives and their collections.



Ethical practices and social responsibility continue to be important to archival institutions. Where these two considerations intersect we find critical thinking that facilitates change. These active conversations taking place in the archival and record-keeping professions in the UK are also taking place among international colleagues and have become global. Conversations around ethics are by nature wide-ranging and diverse, but we also find great commonality and shared interests. For example, a question centred in ethics might ask how a culture - and its manifestations through, for example, song and dance - is documented by the creators and participants themselves, rather than those capturing records with a lens from outside that culture. This is the sort of question discussed in the Ethics and Archives conversations hosted recently by the International Council on Archives Section on University and Research Institution Archives (ICA-SUV) through a number of collaborations and co-operations.

Building upon their vibrant conversations and successful 2021 conference, 'Archives, Ethics and Society', the ICA-SUV recently commissioned a project on Ethics and Archives, which took place from January to March 2022. This

project was initiated and developed by a team of the Section's executive committee to continue conversations beyond the conference setting and to further engage with international colleagues of university and research institutions, as well as with others. This led to four different English and Spanish conversations, where archivists discussed the concepts, practices and language within three themes: Archives, Ethics and Communities; Archives, Ethics and Civil Society; and Archives and Ethics in Practice. The project will also provide a digital resource to be made available via the ICA-SUV website.

With funding support from the ICA Programme Commission, I was brought into the project as a consultant to lead the discussions. I had recently joined the Europeana Foundation Equality and Diversity Task Force and am chair of its committee, and I also lead on a

number of EU funded projects that make dance, archives and education accessible to vulnerable groups and ethnic minorities. In undertaking the ICA-SUV ethics project I was able to bring from my experience as a dancer, curator, dance historian and Romani studies scholar a conceptual grounding in debates around decolonising dance, archives and practice research and from my consultancy work I could ensure that ethical and equitable practices were maintained.

I had worked with LabDay methodology on a number of other projects as a way of engaging key stakeholders directly into the research, for example in the Culture Moves Europeana Generic Service project and the WEAVE Project, and I proposed it as a methodology for the ICA-SUV project. LabDay methodology enables communities to engage with project activities and to

**Archives, Ethics and Communities;
Archives, Ethics and Civil Society;
Archives and Ethics in Practice**

Definition	Contestation
<ul style="list-style-type: none"> • Empathy The ability to understand and share the feelings of another. • Outreach An effort to bring services or information to people where they live or spend time • Custodian A person who has responsibility for taking care of or protecting something 	<ul style="list-style-type: none"> • Empathy The ability might be perceived by the person who gives, but not the person who receives it. • Outreach The effort means that the person is outside the live & time of the people receiving it. • Custodian The responsibility might include the perception to be a keeper or guardian in an exclusive sense



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Faisal Rehman
Keystone Foundation,
India

identify experts who could co-create materials and inform research. It is a method that goes beyond more transactional focus groups as it engages and inspires participants to embed themselves in research. The LabDay framework is underpinned by Communicative Methodology (CM), a sociological method that aims to cross social, cultural and linguistic boundaries to enable open, egalitarian dialogue between researchers and participants; it creates a collaboratively held space where all voices are acknowledged and valued. Stakeholders can reflect together on their needs, desires and various forms of participation. This bottom-up approach enables cultural communities themselves to become a driver for the outputs and changes they wish to see.

Why did LabDay lend itself to the ICA-SUV Ethics and Archives project? Since the team was keen to include voices from across the globe, we needed to find a method that would be inclusive and could allow for a free interchange of ideas where all participants had an equal voice, whilst also being a call to action. LabDay has a flexibility built into it as it gives space for individuals from multiple backgrounds to share their experiences and to offer solutions to a “problem”, or gaps in understanding, and brings forward case studies and other ways of knowing. LabDay also relies on what has been termed as a provocation, which could be thought of as an open-ended invitation to explore, wonder, spark interest, stimulate thought and encourage questioning. The aim of the provocation is to inspire and to encourage dialogue, share thoughts and ideas on a topic. As the basis for the Ethics and Archive project, the team decided to curate four LabDays, two in English and two in Spanish. This approach allowed us to reach across continents and

invite multiple voices, opinions and expertise, and meet our inclusivity and accessibility goals. Guests, or presenters, were nominated by the team, and I engaged with each ahead of time to explain the concept of the LabDay. In order to allow for an initial exploration of the three themes amongst our invited participants, the first two LabDays, of the four, were closed events. These were then followed by two widely publicised public LabDays. In these public events, the team introduced the Section's earlier work on ethics and provided a framework for the conversation. The LabDay structure allowed the presenters to share their thoughts and provocations, offer key case studies on the three themes and expand on the conversation instigated in the first LabDays, as well as inviting broader discussion.

Each session had this basic programme:

- Opening slide with music
- Introduction to the LabDay and project
- Round of introductions by the participants
- Short 5-10 min presentation considering the themes and provocations
- Discussion and Q&A - next steps/ call to action
- Conclusion

The presenting guests for the online English language LabDays were archivists from India, South Africa and Scotland; other participants joined from Canada, Cyprus, Germany, Greece, India, Jerusalem, Nigeria, Portugal, Spain, the UAE, the UK and the USA. At the Spanish language LabDay presenters from Argentina, Colombia and Spain were joined by participants from Argentina, Colombia, Portugal, Spain and South Africa. The

sessions were held online because we wanted to make it possible to have a wide global participation.

Based upon comments received when requesting feedback and assessment, the Ethics and Archives project's LabDays were a great success. Participants spoke and wrote of changed thinking as a result of the conversations:

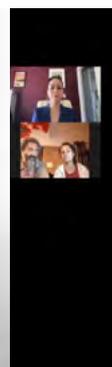
Has the LabDay changed your thinking about how we can contribute to or critically approach 'archives and ethics'?

- "Yes! I got some great insight and I feel like I am on the right track with my professional development training and bringing these larger questions and concerns around research ethics to my colleagues"
- "Yes, specially the importance of taking into account the stakeholders of the archives, namely, the communities"
- "It is important to realise that ethics is a noble concept, however a concept that does not necessarily work out the same way for everybody in their settings, exposures and understanding."
- "It confirmed the need to change"

The project's conversations confirm that there is significant interest regarding ethics, and a desire for conceptual and thematic discussion, as well as action. The data and feedback reveal there is much to learn from each other, and that listening to international and intercultural case studies and first-hand experiences are essential to transformation. Advancing ethics in relation to archives depends on operating from a place of respect, within inclusive conversations, and where archivists with different lived experiences have the opportunity to explore and offer provocations on ethics and archives. In order to create inclusive conversations, it is also important to look at the wide range of options we can use to bring people together in conversation - alongside traditional spaces such as conferences and seminars, methods such as LabDays can unlock new potential and take our thinking forward in different ways.

THINKING THROUGH ARCHIVING INDIGENOUS KNOWLEDGE

- Our approach is to think of lifeways and holistic perspectives as comprising **Traditional Cultural Expressions (TCEs)** rather than compartmentalize aspects of their lives into 'archival collections'
 - Essential to develop interconnections and stories between archival objects - recordings, text, photographs, videos, artefacts, etc.
 - Recognition of Indigenous Knowledge Systems as collectively held by communities, rights over which are determined by traditional governance and sensitivities.
- **Intellectual Property Regimes** in India rarely account for community knowledge ownership, making communities vulnerable to exploitation and appropriation. Some current legislations have only limited concepts of benefit sharing.
- **Community Protocols** are critical to any archiving exercise! Reverting the research gaze and looking at communities as primary custodians, owners and proprietors of knowledge documents - they decide how & where knowledge flows, exists, and persists.
- **Oral Cultures** inherently exist as retellings, re-narration, and are constantly evolving. All archive architectures have to account for this.
- Archives are not of 'history' and not a 'museumization of indigenous knowledge' but a documentation of intangible **knowledge in continuum** - with its transmission and transformation.
- Untransferability of the idea of the digital archive for indigenous communities. Important to **customize archival technologies** for pre-literate communities, use low cost technologies and multilingual vocabularies. Nuanced user interrelationships and hierarchies are needed in the digital and physical database to safeguard knowledge within their groups. Need for differential access and use.



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Microsoft 365: is it a digital 'registry'?

In this article **Rachel Mitchell**, an associate from Leadership Through Data, looks at whether Microsoft 365 provides a digital registry.



Hopefully some of the readers of this magazine, like me, will remember the times of formal registries in the organisations they worked in. You may be lucky enough to still have them, but many were disbanded. They were formidable places to approach as a young person, new to the organisation. Often policed by members of staff who were fabulously knowledgeable about records management and archives, but formidable. You may very well have been one of them!

You were taught how to do records management and archiving of files. Woe betide you if you used the wrong colour file cover for the content: green for confidential, red for secret, buff for standard classification; I can still remember. I spent my Friday afternoons filing my documents away for the week. It was quite cathartic to sit and work through the process and also to shred the material you didn't require. This arrangement was excellent for people of our profession including information governance officers, records managers and archivists. It was training by osmosis, a constant drip of best practice and refresher training if you got something wrong.

Files were given unique identifiers and had file sheets that explained the contents. Only the material we needed to retain was kept as it was too arduous to add all the document details to the file for anything not really worth it. Then computers came along. We all tried for a while to print off and file emails and reports on hard

copy files in the way we were taught but a couple of hours on a Friday turned into all of Friday, then despair! The volume we were pumping out digitally via email and in WordPerfect was too great and then the digital records management kicked in, or did it? Did your organisation dictate the digital file structures and practice in the same way they dictated their hard copy registry practices? I know where I was, they didn't - content increased and we no longer had 'File Friday'.

So what has all that got to do with Microsoft 365 (M365)? Back in the first days, weeks and months of digital record creation and management we quickly gave up trying to keep on top of content. Now we have a much larger digital footprint and many, many more records. I have seen and attended presentations about many migrations from old file shares to SharePoint as part of M365. People trying to 'control the uncontrolled' and I am sure that is not new to you reading this article.

My question is why do we expect people to suddenly have the time to revert to old registry practices? So, it's time for honesty here:

- Do you go through all your emails and make sure they are saved to the relevant file share or SharePoint folder? I don't.
- Do you have time to label each piece of information you save to SharePoint with the retention? I don't.
- Do you still have the culture in your organisation, akin to 'File Fridays', and the compliance

checkers that pull people up if your colleagues are not complying? We don't.

So how can we maintain the quality of our records management whilst not stopping the day job? The answer is to use the automated records management tools in M365 and get the applications to be your digital registry.

A first step though, before we get into the technology, is to make sure that your existing policies, specifying retention, metadata and business classification, are all up to date and that you are happy with the content. These policies will provide the foundations upon which the M365 environment will be built, they will give you the assurance that the right controls are applied to the right content.

“ Back in the first days, months and weeks of digital record creation and management we quickly gave up trying to keep on top of content. ”



“ Within M365 you can also share the burden of the records management function by empowering your Information Asset Owners, or equivalent, to be more accountable for their own information



Then there are many tools that can be employed within your organisation, if you work with your IT department and get the right permissions:

- You can specify who can create repositories in your M365 tenancy to first control the digital sprawl
- You can classify your data using Term Sets - centrally controlled metadata which could link to your business classification scheme
- Once you have corralled your users into controlled repositories you can then manage those repositories with Retention Policies and/or Labels that can be as automated as you choose, to help you with disposition
- You can set the equivalent of the coloured hard copy file covers to denote sensitivity or security classification using sensitivity labels with or without automated encryption
- You can label something as a record which makes it immutable

All of these features, and many more, are available 'out of the box' but they are licence dependent, with M365 E5 licences required for many of the advanced features.

Within M365 you can also share the burden of the records management function by empowering your Information Asset Owners, or equivalent, to be more accountable for their own information by giving them the Site Owner roles in SharePoint. With the appropriate training they can manage their information, but you set the ground rules.

Want to learn more? We will be exploring the tools available in future articles and blogs on the ARA website, so watch this space... There is also an excellent course called Microsoft 365 SharePoint for Records Management run by Leadership Through Data (LTD), one of the UK's leading providers of training for information and records managers and others in the record-keeping sector.

LTD run a number of relevant courses and offer a 10 per cent discount to ARA Members using code ARA10 on their website here:
www.leadershipthroughdata.co.uk

Rachel Mitchell joined LTD in 2022 and is a highly experienced information governance professional with a proven track record in both data protection and records management with the mantra 'making it easy to do the right thing'.

As a serving Data Protection Officer and Information Governance lead with a Masters in Information and Records Management she can help you translate theory into practice. Rachel has worked in information and its subset of intelligence since 1998, providing information solutions to public authorities, latterly in the health and social care sector.



How Can You Work Remotely Using Paper Archives?



Bob Thompson is the GxP Archivist for Reckitt Group Ltd. In this article he asks ‘How can you work remotely using paper archives?’ and reveals how archivists proved their worth during the pandemic.

Reckitt Group Ltd as an organisation develops and manufactures high-end health, hygiene and nutrition products, which are recognisable globally. Principally my role lies within the Health business unit, as the custodian and guardian of GxP materials, relating to the organisation’s ‘over the counter’ medicinal products.

‘GxP’ stands for ‘Good Practice’ wherein the ‘x’ is the interchangeable discipline. The ‘Good Practice’ series of professions seeks to provide companies with operating guidelines, to prove traceability and accountability to regulatory authorities. Documentation is crucial to GxP. It is an exciting sector to be a part of, as the highly regulated environment means that good records management (known as Good Document Practice or GDocP) is at the heart of all the work done at Reckitt. This means that all records are valued for their legislative and legal ramifications.

It’s been over two years since we went into the first COVID-19 lockdown in the United Kingdom. It’s a strange recollection to me, as it simultaneously feels like yesterday and a million years ago. Indeed, remembering the pre-pandemic world seems to be like reminiscing about a completely different era.

On site in Hull, we have a proud tradition of investment and innovation. Reckitt and Sons began business over 200 years ago, before moving to the Hull site in 1840, where such landmark products as Dettol and Lemsip were developed. Following in that spirit of innovation, we in the Research & Development (R&D) Archive team saw the COVID-19 restrictions as a challenge to be conquered, rather than an impassable wall to be bypassed. Indeed, I would argue that we came out

with greater power and control than we previously wielded in the business.

As the GxP Archivist at Reckitt, I am responsible for a paper only archive, containing data from all aspects of R&D and GxP life. The system consists of a purpose-built archive for the long-term storage of paper and that paper is accessed, referenced and accessioned via an archive database. The system is managed via numerous Standard Operating Procedures (SOPs), some of which we own and control, as well as other SOPs which are owned by the various teams on site. These additional SOPs mention our processes, so that they know when and how to archive their completed work. The system has remained paper-centric, as that

Bob Thompson,
Senior GxP
Archivist at
Reckitt Benckiser
Group PLC.
© Bob Thompson

“ This process allows for more flexible and remote working, as well as maintaining document authority via the watermarking process. ”



The watermark lets the user know that this data has been archived, retrieved and scanned; that there is an actual 'Archive' in the business and not just a SharePoint folder called 'Archive'



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has been the culture of recording transactions, decisions and results for a long time. There had been no real call for digital records prior to the advent of e-signatures and a forced move to remote working due to the pandemic.

Supply critical work was allowed to continue at site throughout the pandemic, as the manufacture of Dettol, and other such cleaning products, had granted the workers in the adjacent factory Key Worker status. However, no staff were furloughed and the majority of people were required to work from home, in-line with government guidance, which presented the challenge around how to get critical GxP documentation to those that needed it. Riding the line between compliance and pragmatism, we developed a digital watermarking system - with the aid of Adobe Acrobat Pro - that enabled us to simultaneously provide our customers with clearer documentation authority and clarity, as well as allowing us to retake our role in the document life cycle, as we quite literally stamped our mark on the process.

A further benefit of this system, and the inclusion of the digital watermarks, is that the archive 'journey' is now visible to the document viewers. The watermark lets the user know that this data has been archived, retrieved and scanned; that there is an actual 'Archive' in the business and not just a SharePoint folder called 'Archive' or rooms full of forgotten boxes in the basement of an old office building.

The different types of digital copy that we now make available to our users are based on what they need the material for. Broadly speaking, is it simply for reference, or is it for inclusion in auditable work, such as a GxP work pack? A GxP work pack is an auditable document that is used when testing and developing new products, and which will eventually lead to the creation of a new product that will be manufactured for mass production and market sale. The higher the quality required, the more time we quote to produce the copies and the more thorough our checking. These digital copies are shared via email or Microsoft Teams meetings and we have updated our SOPs to include this new 'remote viewing' process.

Although increasing numbers of workers are now returning to site, we are still aiming to make our digital copy process 'the new normal', maintaining control of our records and the various digital surrogates derived from them. This process allows for more flexible and remote working, as well as maintaining document authority via the watermarking process. It also allows us to become more familiar with the contents of the records themselves, allowing the archive team to build their expertise and to be able to offer more than just a records storage/retrieval service, but to become GxP records experts ourselves. We like to look at it as a success story from within the difficult time of the pandemic and a first step into truly digital working.

Digitisation projects can open the door to paid work in the record-keeping sector

Our online conference in 2021 was a great experience for delegates who could dip in and out of sessions and get on with other tasks in the gaps in between. In a conference venue that time is usually spent networking and visiting exhibitor stands. To replace some of that chat they might have had with delegates we have asked our premier conference sponsor Ancestry to write a series of articles looking at how they work with archive service providers.

In this second article **Peter Goodwin** shares his experience of working with archive services during his tenure at Ancestry and explores some of the benefits that a digitisation project may bring, beyond preservation and access, particularly to those seeking paid work in the record-keeping sector.



My team and I are responsible for taking unique, often fragile, original records and turning them into digital records. I am very fortunate that I get to visit archives and repositories all over the world to meet with the archivists and conservators to get to know the collections they curate and help reveal the stories that they hold. For me and my team it is a privilege to be part of both the preservation of these original records as well as providing global access to them online.

Digitisation can bring many advantages to an archive, such as collection preservation and access, income generation, awareness and user engagement. These are powerful motivators especially when considered in light of the experience of the last two years where physical access to reading rooms and documents has been restricted. The benefits of digitisation are well documented within these pages and elsewhere, and the shared experience of this closely knit sector is of great benefit to all. It is with this collaborative spirit that I am keen to share my experiences from the digitisation projects that Ancestry has undertaken to highlight the perhaps lesser-known or un-considered benefits of such an undertaking. At Ancestry we have a flexible approach to document capture, by which I mean we will use the right tool for the job and where occasion necessitates we may use digitisation vendors. However, imaging at Ancestry is predominantly done by Ancestry. This is important on a number



of levels, not least because of our relationship with the archives we work with - whose duty of care to their collections is paramount. It's also a great opportunity for us to learn from archive professionals; the archivists, conservators and reprographic operatives, as although record types may be similar from collection to collection, document format and condition can be very different, which makes our job both challenging and fascinating. This close working relationship provides opportunities for mutually beneficial collaboration. The goals of a digitisation project should be well thought out before commencement. One often overlooked outcome though, is developing experienced, motivated and trusted digitisation operatives.

National Maritime Museum Master and Mates digitisation project © Ancestry



National Maritime Museum Master and Mates digitisation project © Ancestry



Lancashire Record Office digitisation project © Ancestry

National Maritime Museum Master and Mates digitisation project © Ancestry

Depending on the size of a project, we would usually recruit digitisation operatives who are local to the host archive. The recruitment of this role is one of the most crucial factors in the entire operation for imaging management, so we take great care in recruiting the right people and we will only start a project when we have them. The remote digitisation operative's job is not only to produce high quality images to production targets but also, as they are the face of Ancestry within the archive, to maintain and strengthen the partnership we have with the host archive.

The primary ability that we look for when recruiting for a remote digitisation operative role is a sense of purpose. A strong understanding of the value of the task they are undertaking, namely: creating high quality digital surrogates that can be accessed globally whilst at the same time preserving the valuable and fragile original record. In our experience, candidates that understand the importance of the role use it as strong motivation for maintaining productivity levels during what can be a repetitive process; turning a page and taking a picture again and again.

Given that we value sense of purpose above all else we always enquire of the host archive if they know of anybody who may be interested. This has two benefits. Firstly, people who volunteer or have worked at an archive understand precisely the importance and value of digitisation, preservation and access to the content. Secondly, individuals who already have a pre-existing relationship with the archive may give the host archive an additional level of comfort and we can sometimes retain staff that have come to the end of an internal contract. When it is time to start the recruitment, we share the link to the job advertisement with the archive to pass on to anyone that they think may be interested.

With the focus of recruitment being a strong sense of purpose, we also look for individuals with not just pre-existing archival and, specifically, digitisation experience, but also those that are keen to pursue careers in the heritage sector, as they will also likely have that strong sense of purpose. To that end we have had a lot of operatives who move directly into employment within the heritage sector or who have subsequently studied on the Archive and Records Management course, as well as those who move on to digitisation vendors and paper conservation courses. Additionally, some of our operatives have subsequently been employed by the host archive. This has happened most recently at The UK National Archives and prior to that at Rigsarkivet, in Denmark, where our team was taken on to run an internal digitisation project.



Digitisation can bring many advantages to an archive, such as collection preservation and access, income generation, awareness and user engagement.

This approach has yielded some exceptional individuals over time, and it is no accident that our core imaging team, who all started as Digitisation Operatives, have been with Ancestry for over ten years and have all previously worked in archives.

We recruit individuals who are motivated by heritage and the role attracts people with a wide range of experience from archive professionals to those trying to find a way into what can be a difficult area to find paid work. Although it is a job in an archive, usually in a windowless basement (which is actually ideal for image capture), it is not an 'archive job'. However, it is an opportunity for experience and networking for those wanting to explore a career in heritage and, for the more experienced, an opportunity to give back. The latter sometimes surprises me but then it is testament to the strong motivation that heritage can engender in all of us. Indeed, how many 'retired' archivists do we know that are still making significant contributions to the sector? It is a privilege to meet and work with these people as well as being a very small part of their career path. Heritage is a relatively small community of often long tenured individuals, and it is great to meet and reconnect with them, sometimes years apart.

If you'd like to learn more about working with Ancestry, or discuss a potential project, please do feel free to contact my colleagues Kristian Lafferty (klafferty@ancestry.com) or Rhona Murray (rmurray@ancestry.com). If you are coming to the ARA Conference in Chester you will also be able to meet with us in person at our exhibition stand.

Archives: Wigan & Leigh win the national Archive Volunteering Award for 2022



David Mander, Chair of ARA Northern Region presenting the award to the team at Archives: Wigan & Leigh. Photo courtesy of Archives: Wigan & Leigh

The Archives and Records Association took the opportunity of Volunteers' Week to announce that the *Revealing Wigan Archives* project by Archives: Wigan & Leigh had won the national Archive Volunteering Award 2022.

The Archive Volunteering Award is given each year to projects which demonstrate how archives have supported volunteers in the previous 12 months. The awards are supported by the Archives and Records Association (who also administer the awards), The UK National Archives, the National Records of Scotland, the Public Record Office of Northern Ireland and the Welsh Government.

Due to the COVID-19 pandemic, the 12 months up to May 2022 limited the opportunities of many archives' volunteers. Despite this, the ultimate winner, Archives: Wigan & Leigh, put forward an outstanding application for their *Revealing Wigan Archives* project. Their volunteer-centred approach to the reorganisation of the volunteer offer alongside the opening of their refurbished building, which brought numerous benefits to the service, the volunteers and the local community, was an impressive achievement in any year, without the added complications of operating within the restrictions of the pandemic.

Sally Bevan, Archive Volunteering Award judging panel member, says:

"The award panel were impressed with the management of the project, together with its well thought out design. It is a very sustainable model, incorporating a diversity of heritage roles that enables volunteers to develop their skills in a wide variety of ways, both on-site and on-line. The judges commend the dedicated work of the volunteers, which has had a positive impact on the local community, helping to develop a sense of pride in the local area and its history, and raise the profile of the service. The project is a real ray of sunshine during difficult times."

Local archives and record offices protect and preserve local culture and heritage. They can engender pride of place and bring the community together. Through volunteering opportunities they give a diverse range of people the chance to celebrate and share local stories. All these aspects were seen in the *Revealing Wigan Archives* project which made the archives more accessible, more inclusive and more welcoming to visitors.

You can read more about the winning project and the award [here](#).

Microsoft Privacy Customer Advisory Board

Microsoft, in partnership with the Information and Records Management Society (IRMS) are now laying the foundations for the formation of the Privacy Customer Advisory Board (CAB). This is in line with the development of the Microsoft product Priva, described as 'a privacy management solution that proactively identifies and helps protect against privacy risks, empowers employees to make smart data handling decisions and automates and manages subject requests at scale'.

The aim is to enable Microsoft to have proactive conversations with IRMS' network of information governance and data privacy professionals in order to shape a product that supports the work of its intended users wherever they are in the world. Although the biggest uptake of Priva is currently in Europe due to its more advanced privacy regulations, the emerging focus on data privacy is now gaining global attention.

The IRMS' position, together with their community of information professionals, at the current CAB and at this new Privacy CAB remains as a critical voice which speaks 'truth to power'. They see this as the best way for them to forge a very productive partnership with Microsoft and to benefit the community they support.

IRMS hope that other technology companies in the information management technology space consider the same productive and collaborative partnership with their community.

If you wish to join the Privacy CAB to help proactively shape this product, which you might already be using, planning on using or thinking of using, email imtech@irms.org.uk.

The Community Archive and Heritage Group's 2022 Conference



The Community Archive and Heritage Group's (CAHG) Conference will be held in Galway, Ireland from 15th to 17th July this year. It sees a return to a face-to-face conference in the glorious setting of the National University of Ireland in Galway, set in the beautiful countryside of the Wild Atlantic Way. This year's theme is inspired by the concept of *meitheal* (the Irish word for a work team, gang or party) and explores community connectedness, collaboration and mutual support. In the spirit of *meitheal*, CAHG are co-hosting with a number of Irish organisations - Irish Community Archive Network, National Museum of Ireland, Galway County Council and Hardiman Library NUI Galway - to bring you not just a fascinating and informative conference, but an amazing social and cultural programme too.

The generosity of these Irish partners means that many of the social events are free or heavily subsidised, including a full day coach tour on the Sunday: 'Insights to the Heritage of Connemara – the People and the Place.'

The keynote speakers for the conference are: Professor Breandán (Brendan) MacSuihbne, presenting "'Dear Father and Mother': The Kerby A. Miller Collection of Irish Emigrant Memoirs and Correspondence' and Professor Elizabeth Croke, professor of Heritage & Museums Studies, Ulster University.

There is also a full programme of talks, seminars and workshops on the Saturday as well as the CAHG Awards ceremony.

The Galway International Arts Festival will also be in progress during the period of the conference, providing all sorts of activities and events outside of the conference programme.

Full programme information and details of the conference can be found on the conference website where you can also register and book accommodation.

CAHG Conference will be held in Galway, Ireland © Shutterstock





Orton and Spooner community banner on display in the Engineering Fun: The Story of Orton and Spooner exhibition 2022. © National Fairground and Circus Archive, University of Sheffield Library

The Orton and Spooner Collection project at the National Fairground and Circus Archive

In 2019, the [National Fairground and Circus Archive](#) received a grant from the [National Manuscripts Conservation Trust](#) to preserve drawings and plans from the Orton and Spooner Collection.

Orton and Spooner were one of the most significant British fairground ride manufacturers between the Victorian era and the middle of the twentieth century. Their archive chronicles the evolution of popular entertainment and ride manufacturing, and captures the key technological advancements and socio-political events of the nineteenth and twentieth centuries.

The conservation project has been the catalyst for a holistic approach to preservation, digitisation, access and discoverability, and has enabled the archive to create links to hard to reach audiences normally outside their remit.

Through one strand of the project they have developed two new partnerships. [Ignite Imaginations](#), a charity that uses art to address

Arts and crafts workshop by the Confucius Institute at the National Fairground and Circus Archive, February 2022. © National Fairground and Circus Archive, University of Sheffield Library



Women from Shipshape Community group working on the Orton and Spooner community banner, 2022. © National Fairground and Circus Archive, University of Sheffield Library





Children and parents from the Confucius Institute community on the Engineering Fun: The Story of Orton and Spooner exhibition tour, February 2022. © National Fairground and Circus Archive, University of Sheffield Library

social issues and bring culture to those that would otherwise miss out, were invited to create a banner inspired by the collection. Textile artist Sian Thomas worked with [Shipshape](#), a wellbeing community group mainly attended by women of South Asian background. The women used the archive and their experience of the fairground to create a colourful banner that is currently displayed at the end of project exhibition.

They also worked with the Confucius Institute in a cross cultural partnership, delivering arts and crafts workshops to children and parents from the Chinese community in Sheffield. The workshops were delivered during the Chinese New Year and fused entertainment and learning through the power of the archive in a day of fun, cultural exchange and creativity. These partnerships

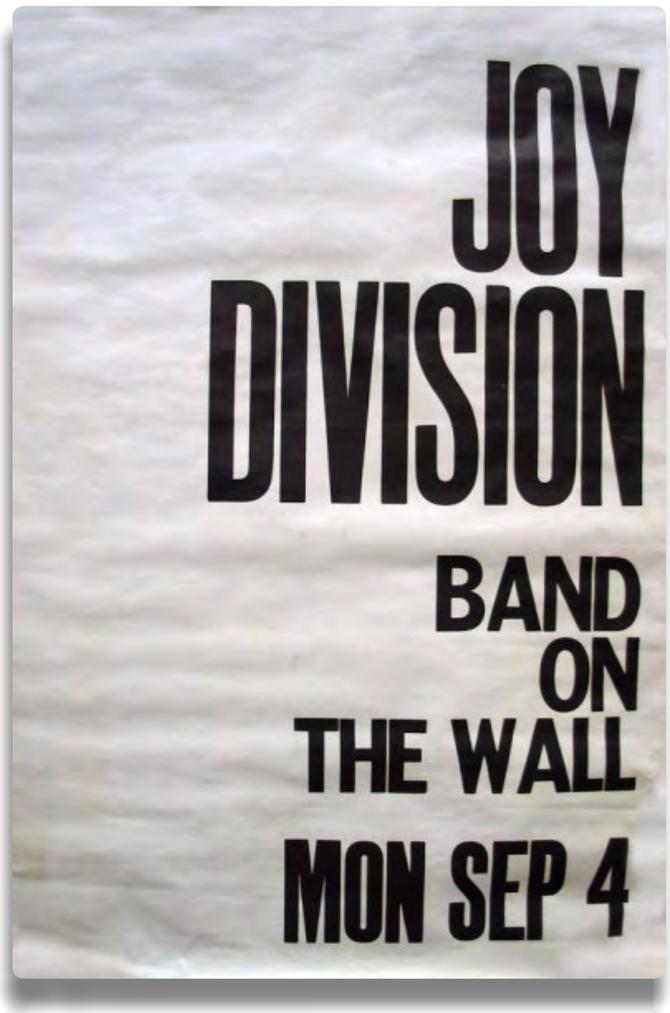
are part of their ongoing commitment to develop links with their communities and engage new audiences.

There is more information about the [Orton and Spooner](#) project and the [exhibition](#) on the archive's webpages.



Echoes from the Attic at Band on the Wall

Band on the Wall is a music venue located in Manchester's historic market district, sitting on the periphery of the Northern Quarter and Ancoats, an area that housed the printing of broadsides and where Engels and Marx contemplated the plight of the working classes. It has stood on the same spot for over 200 years and has played a distinctive part in the musical landscape of the city.



Poster for a Joy Division gig at Band on the Wall, 1978. © Archives, Band on the Wall



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Remembering Ian MacDougall (1933-2020) at the National Library of Scotland

In April 2022 the Archives & Manuscripts team at the National Library of Scotland were pleased to be able to launch the first in a new annual series of public talks to commemorate the work of Ian MacDougall, in partnership with the [Scottish Labour History Society](#) and the [Scottish Working People's History Trust](#). Ian was a pioneering oral historian and researcher who worked closely with the National Library from the late 1960s onwards. He played a central role in documenting the lives of Scottish working people, and in saving the records of the Scottish labour and trade union movements from destruction during a period of rapid deindustrialisation. Among the 100 separate archive collections he helped to identify and

place at the National Library are the surviving personal papers of Keir Hardie and the 'hero of Red Clydeside' John Maclean, as well as the records of dozens of Scottish trade unions, from plumbers to painters and miners to musicians.

The inaugural lecture, 'Listening to people speak: The value of oral histories of working people', was given by Professor Lynn Abrams, Chair of Modern History at the University of Glasgow, and will be published in a future issue of *Scottish Labour History*. In future years this series will bring together archivists and historians to pay tribute to Ian's legacy and to reflect on contemporary issues in the study and practice of Scottish labour history.

Photograph of protesters during the Glasgow Rent Strikes, 1915
© National Library of Scotland (Acc.5959/45)



Backchat



Annabel Valentine talks to **Chloe Anderson-Wheatley**, Records Manager and Policy Officer at the Falkland Islands Government, about staying connected, advocating for records management and taking on roles and projects outside her day job.



Can you tell me a bit about your career so far and how you got into records management?

I have been involved in the profession for ten years, from when I first volunteered at my local archives in the Falkland Islands while undertaking my A levels. I completed my undergraduate degree and then, funded by a Commonwealth Scholarship, moved straight to the postgraduate degree at UCL whilst gaining practical experience along the way.

My initial experience with records management came from my first post-qualification role in the Falkland Islands Government (FIG). Prior to my employment, FIG had no formal procedures in place to manage records and my position was initially Policy Assistant with no record-keeping responsibilities. However, I reviewed the situation and with support from senior management, I was promoted to a newly created position as Records Manager and Policy Officer in 2019. I have since continued to implement a records management programme across all twelve government directorates.

What is the biggest challenge you've faced in your current role?

The biggest challenge has been to advocate for the importance of records management across the whole organisation; to gain support for policies and for compliance with procedures. This included presenting the case to senior management and the



Chief Executive and working with government staff to review and improve current procedures. Working with staff from all government areas to create an advocacy group has been a superb way to develop my advocacy skills and disseminate the key points to provide further support to other staff.



Your work is based in the Falkland Islands, do you have any tips for staying connected with the wider profession for anyone else working in a more remote location?

Being a member of ARA and getting involved in the sector is one of the best ways to stay connected. The circulation of relevant news via ARC Magazine, ARA Today and the various groups and sections ensure that you get up to date information on what is happening in the sector. For me, going an extra step and joining an ARA committee has allowed me to make new connections and feel that I am contributing to the sector despite my distance.

More recently I have also found that using my network and reaching out to other professionals is an invaluable way to feel part of the record-keeping community. It has been the connections I made through ARA and the sector that has stopped me feeling isolated and really supported me through the past five years.

You're speaking at the ARA conference this year, what motivated you to submit a paper for the first time?

Over the past five years I have grown both as a professional and a person. I have gone from a newly qualified graduate who had little practical experience in records management, to an ARA and IRMS accredited records manager with senior level responsibility. I feel that it is the right

The Secretariat, Falkland Islands Government, Stanley.
Copyright Chloe Anderson-Wheatley

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Prior to my employment, FIG had no formal procedures in place to manage records
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time to reflect on how and what I have been able to achieve for FIG. Arguably more importantly, I want to be able to share with my colleagues, peers and friends some of the lessons learnt from this growth and development both for me and my work.



What do you hope to gain from attending the conference in person this year?

Networking. As a remote professional the opportunity to actually see people face to face is very exciting and has been an issue for me since long before COVID-19. There are so many people whom I have not seen since my postgraduate course and those whom I have only known remotely on a small screen. The online ARA conference last year was the first time I attended the ARA conference. I was inspired by the variety of talks, the knowledge and passion of the speakers and the way that the whole sector came together. The in-person experience of the ARA conference is one which I want to surround myself with, and not just watch from a distance.

You were recently elected Chair of the Section for Archives and Museums (SAM) and you are also on the committee for the Section for Records Management and Information Governance (RMIG). What do those roles involve and what benefits do you gain from holding those posts?

As Chair of ARA SAM it is my role to lead the committee forward and ensure that we deliver on our objectives to provide support, training opportunities and advice for those with interests in archives, museums and galleries. A really exciting part of the role is to support the Committee members themselves, through our regular meetings, so that we can discuss ways to develop the Section and provide new learning opportunities for the members. I am still finding my feet with this role after only recently taking this over from Charlotte Berry, who set up the group in 2019 and has achieved so much. Over the next three years I am really looking forward to working with the committee and the membership to build on this incredible success.

Due to other commitments, I am a committee member without portfolio for ARA's RMIG section. This has provided the flexibility to get involved

where I can and offer my assistance to the committee members. In the past year it has been a great opportunity to provide support for their Think BIG campaign and plan for their involvement in ARA conference 2022.

I think no matter what role you have on a committee, the benefits are huge. At an individual level you are able to develop your own skills and experience which can help when you apply for jobs. I have been able to feel more connected to the sector and gain a better insight into the internal operations of ARA. Being part of both committees has been such an enjoyable experience for me and one of the best decisions of my career so far.

On top of that, you're also studying part time for a PhD. What does your research focus on?

My research explores how the archival records of the Falkland Islands provide a framework for preserving and constructing the national identity of the Islands, from the point of British colonisation in 1833 right through to the turn of the 21st century. This research will examine the records held in the Jane Cameron National Archives to not only show how archives support the identity and history of the Islands and its people but also how this identity has evolved over time to the Falklands becoming a self-determining British Overseas Territory. I am studying the records from the National Archives in the Islands and across various institutions in the UK to reconceptualise the concept of national identity through the lens of archival structures. This will hopefully allow me to provide a unique contribution to current debates on nationalism and formation of national identity; British colonial Empire and the developing administrative relationship between Britain and its territories; and the role of archives to preserve and construct identity and sense of belonging.

Stanley from the sea © Shutterstock

And finally arc magazine

Our next edition of the **ARC Magazine** is due out in September/October 2022 so look out for it in your inboxes. If you have any content suggestions for future editions, please email ARC Magazine arceditors@archives.org.uk



All our back issues are now on our new TownsWeb hosting platform [here](#)



aratoday

Meanwhile, ARA Today, our electronic members' bulletin which contains all the latest ARA and industry news, is circulated on the first Wednesday of each month. Please send any content suggestions for future editions of ARA Today to deborah.mason@archives.org.uk.

ARA 2022 CONFERENCE



CHESTER
31st August to
2nd September 2022