# Welcome to INFO 534

**Rachel Lilburn**

**Berenika Webster**

Hello and welcome to INFO 534 Introduction to Archives Management, which will be coordinated by Rachel Lilburn and Berenika Webster. This course complements INFO 535, Introduction to Records Management, which Rachel also coordinates.

Rachel has been part of the LIM group since 1992. Before joining the university, she worked at National Archives, now Archives New Zealand, as Head Appraisal Archivist, and was their first local authorities archives and records advisory officer. Rachel is passionate about improving the state of archives and records education in this country.

Before joining the university in 2004, Berenika was a lecturer and research fellow at City University (London, UK). Berenika has conducted research into records management practices in UK business and scholarly communities, and published in the area of 'professionalisation' of records management.

If you wish to discuss any aspect of the course, you can contact us by:

**Email:**        rachel.lilburn@vuw.ac.nz

                berenika.webster@vuw.ac.nz

**Telephone:**    (04) 463 5528 (RL); (04) 463 6868 (BW); for calls within the Wellington free calling area. Alternatively, call the Administration Office on (04) 463 5103, and a message will be passed on.

**Freephone:**    0800 11 62 99 (for students calling from outside Wellington).

**Fax:**         (04) 463 5446

**Room:**        EA 229 (RL);  EA 212 (BW), Easterfield Building, Level 2.

If you wish to send something by **post**, the address is:

**Rachel Lilburn** or **Berenika Webster**
School of Information Management
Victoria University of Wellington
PO Box 600, Wellington

Assignments should *not* be sent to the above address;  see the details under
'Assessment' below.  Non-assignment material being delivered by courier or in
person should go to the SIM Administration Office, EA 121, Easterfield Building,
Kelburn Campus, Victoria University of Wellington.

# Structure of the coursebook

Your coursebook is divided into two sections:  the course information section (which
should be read in conjunction with the *Administration Handbook*) in which the
contents of the INFO 534 course are discussed along with course-specific
administrative information and Internet conference or internal session details;  and
readings for each of the 12 study modules.  The course material is augmented with a
website in VUW's Blackboard online learning environment (see 'Online information'
for further details), available at

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http://blackboard.vuw.ac.nz
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See 'Online information' for more on this.

In the Blackboard site for INFO 534, you will find introductory material for each
module [under "Course Material"] to be read in conjunction with the module
readings, along with any relevant links.  In the notes, you will encounter two types of
boxes, which separate work to be done from the body of the text.  Boxes in this
format:

**Now read** Mark Greene, "The Power of Meaning: The Archival
Mission in the Postmodern Age," *American Archivist* 65, no. 1
(Spring/Summer 2002): 42–55. (Reading 3)

detail reading which you should do before continuing with the module notes. These readings are either included in the coursebook following the study module to which they apply (as in this case), or are available on the Internet. Boxes in this format:

> **?** Based on readings by Duranti and Greene, what is your initial perception and understanding of the role and the mission of the archivist? Do the writers differ in their views? If so, how?

contain self-review questions. You should consider these, and jot down your answers or conclusions, before continuing with the module text. These self-review questions will usually be discussed during the weekly session for the module.

The study notes for each module end with a section entitled 'Preparation for the weekly session'. You should make sure that you **prepare the work listed in this section, including all the practical exercises and discussion points, before the weekly session** for that module. Reading 'Preparation for the weekly session' *before* starting work on the module will help you to use your study time effectively.

## Using or quoting material from the course notes

The course notes used in the LIM programmes have been developed over a period of time, and as a result are likely to include new material contributed by the coordinator and staff involved in the current offering of the course, as well as material contributed by staff involved in earlier offerings. Every effort has been made by our academic and editorial staff to ensure that all material is correctly attributed and complies with the University's copyright license obligations.

If quoting or referring to material written for this course, you should treat it as being contributed anonymously rather than being attributable to the person delivering the particular module in which it appears, unless the authorship is clearly indicated.

# Time commitment

To achieve satisfactory grades, you should not need to spend more than twelve hours per week on INFO 534, including the time spent in the weekly session. The balance of your time should be spent reading the material in the coursebook and on the Internet, and doing your assignments and preparation for the weekly sessions.

# Course description

INFO 534 is intended to give students a broad acquaintance with two main areas in record keeping:

- the history, theories, and concepts guiding the management of records;

- the methodologies and practices underlying the acquisition, selection, arrangement and description, preservation, and use of archives.

The emerging emphasis in the literature on the relationship of the records management and archives professions to the broader discipline of recordkeeping will underlie the discussions in the above areas.

# Learning objectives

By the end of the INFO 534 course, students should:

1.      Gain an overview of the basic concepts and theories of recordkeeping, and its historical development, with an emphasis on archives administration.

2.      Be aware of the relationships between the archivist's work and the work of records managers and other information professionals.

3.      Be able to define the distinctive characteristics of records/archives in relation to other forms of recorded information.

4.      Develop an introductory knowledge of the major archives management functions, principles, and techniques.

5.      Gain an understanding of the major considerations, tools, and processes involved in organising and managing an archives programme.

6.      Be aware of the major issues facing archivists, particularly marketing and electronic records.

7.      Develop an appreciation of the ethical and bicultural considerations in the management of archives.

# General University information

Students should familiarise themselves with the University's policies and statutes, particularly those regarding assessment and course of study requirements, and formal academic grievance procedures.

## Faculty of Commerce and Administration offices

**Railway West Wing (RWW) FCA Student Administration Office:** The Student Administration Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications. To check for opening hours, call the office on (04) 463 5376.

**Easterfield (EA) FCA/Law Kelburn Office:** the Kelburn Campus Office for the Faculties of Commerce & Administration and Law is situated in the Easterfield Building and includes the ground floor reception desk (EA005), and offices 125a to 131 (Level 1). The office is available for the following:

- Duty tutors for student contact and advice.

- Information concerning administrative and academic matters.

- FCA Student Administration forms (e.g. application for academic transcripts, requests for degree audit, COP requests).

- Examinations-related information during the examination period.

Check with the Student Administration Office for opening times: (04) 463 5376.

## Student conduct and staff conduct

The Statute on Student Conduct together with the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the University's life in an atmosphere of safety and respect. The Statute on Student Conduct contains information on what conduct is prohibited and what steps can be taken if there is a complaint. For queries about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor.

This Statute is available in the Faculty Student Administration Office, or at
`http://www.vuw.ac.nz/policy/StudentConduct`
The policy on Staff Conduct can be found on the VUW website at
`http://www.vuw.ac.nz/policy/StaffConduct`

## Academic grievances

If you have any academic problems with your paper you should talk to the tutor or lecturer concerned or, it you are not satisfied with the result of that meeting, see the LIM Programme Director (Tony Hooper, `tony.hooper@vuw.ac.nz`) or the Head of School (Sid Huff, `sid.huff@vuw.ac.nz`). If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievances Policy which is published on the VUW website, at

`http://www.vuw.ac.nz/policy/AcademicGrievances`

## Students with special requirements

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities an equal opportunity with all other students to demonstrate their abilities. If you have a disability, impairment, or chronic medical condition (temporary, permanent, or recurring) that may impact on your ability to participate, learn, and/or achieve in lectures and tutorials or in meeting the course requirements, then please contact the Course Coordinator as early in the course as possible.

Alternatively you may wish to approach a Student Adviser from Disability Support Services to confidentially discuss your individual needs, and the options and support that are available. Disability Support Services are located on Level 1, Robert Stout Building, or phoning 463-6070, email: `disability@vuw.ac.nz`. The name of your School's Disability Liaison Person can be obtained from the Administrative Assistant or the School Prospectus.

## Academic integrity and plagiarism

Academic integrity is about honesty — put simply, it means **no cheating**. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity, and is **prohibited** at Victoria. The University defines plagiarism as follows:

> Plagiarism is presenting someone else's work as if it were your own, whether you mean to or not.

'Someone else's work' means *anything* that is not your own idea, even if it is presented in your own style. It includes material from books, journals or any other printed source, the work of other students or staff, information from the Internet, software programmes and other electronic material, designs and ideas. It also includes the organisation or structuring of any such material.

*Plagiarism is not worth the risk.* Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct (see above) and may be penalised severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning;

- suspension from class or university;

- cancellation of your mark for an assessment or a fail grade for the course.

Find out more about plagiarism, and how to avoid it, on the University's website, at
`http://www.vuw.ac.nz/home/studying/plagiarism.html`

## Student support

Staff at Victoria want students' learning experiences at the University to be positive. If your academic progress is causing you concern, please contact the relevant Course Co-ordinator, or Associate Dean, who will either help you directly or put you in contact with someone who can.

The Student Services Group is also available to provide a variety of support and services. Find out more at
`http://www.vuw.ac.nz/st_services/`
or email
`student-services@vuw.ac.nz`

VUWSA employs two Education Coordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and faculty delegates. The Education Office is located on the ground floor, Student Union Building, phone 463 6983 or 463 6984, email `education@vuwsa.org.nz`.

## Manaaki Pihipihinga `Mäori` and Pacific Mentoring programme

VUW offers academic mentoring for Mäori and Pacific students studying at all levels in the Faculties of Humanities & Social Sciences, and Commerce & Administration,

with weekly sessions for an hour with a mentor to go over assignments and any
questions from tutorials or lectures. Registered students can use the facilities study
rooms and computer suite, at any time, at Kelburn and Pipitea. There is also a
mature student and post-graduate network. A mentoring room will also be running at
Pipitea Campus starting January. For further information, please contact:

Melissa Dunlop
Programme Coordinator
Room 109 D
14 Kelburn Parade (back courtyard)
Ph: (04) 463 6015; email: `Maori-Pacific-Mentoring@vuw.ac.nz`

# Course schedule

INFO 534 will be held in the third trimester (October–January) of the 2005 academic year.  There will be no sessions for two weeks during the Christmas break (23 December 2005–3 January 2006).  Please note below the adjustment to the schedule in the first week of January due to the holiday schedule.

- For **open learning students**, there will be a weekly Internet conference session on Mondays, from 6.45–8.15 p.m.

- For **internal students**, there will be a weekly session on Mondays, from 2.10–4.00 p.m. in the Easterfield Building, Room EA 004.

Rather than meeting on Monday 3 January (a holiday), INFO 534 will meet at the same times on Thursday 5 January.  We will meet as usual on Wellington Anniversary Day, 23 January.

## Schedule

| Week | Date | Topic | Lecturer |
|---|---|---|---|
| 1 | 31 Oct.-4 Nov. | Theory and concepts | RL |
| 2 | 7-11 Nov. | History and management of archives and records | RL |
| 3 | 14-18 Nov. | The acquisition of archives | BW |
| 4 | 21-25 Nov. | The disposition of archives:  appraisal criteria | RL |
| 5 | 28 Nov.-2 Dec. | The disposition of archives:  appraisal techniques | RL |
| 6 | 5-9 Dec. | The arrangement of archives | RL |
| 7 | 12-16 Dec. | The description of archives | RL |
| 8 | 19-23 Dec. | Electronic archives | BW |
| 9 | 2-6 Jan. | The preservation and conservation of archives | BW |
| 10 | 9-13 Jan. | Special format archives | RL |
| 11 | 16-20 Jan. | Reference and access in archives management | BW |

12          23-27 Jan.          Marketing in archives management                    BW

# Assessment

None of the LIM courses has a final examination.  This course will be internally assessed, and there will therefore be two assignments due during the trimester.

Further details are posted under "Assignments" on the course site in Blackboard.

| Assignment | Date due | Value | Length |
|------------|----------|-------|--------|
| **1.  Project** | 19 December 2005 | 65% | 3000 words max. |
| **2.  Essay** | 24 January 2006 | 35% | 1800 words max. |

## Late assignments

Assignments submitted or postmarked after they are due will have a 10% penalty imposed unless an extension has been granted by the course coordinator. Assignments submitted or postmarked more than one week after they are due will not be accepted unless there are exceptional circumstances and the late submission has the **prior** approval of the course coordinator.

## Word count

All work submitted MUST contain a word count, easily available from your word-processing program.  The word count should appear under your name.  (Note:  your name should appear only on the back of the last page of the assignment.)  The penalty for not including your word count or going over the word count will be 5%.

## Terms

Terms are the minimum course requirements that must be satisfied in order to earn the right to be assessed for a final grade.  Students in INFO 534 are expected to attend all scheduled sessions.  Terms will be granted to students who have:

- attended a minimum of 75% of the scheduled Internet conference[1] or seminar sessions;

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[1] To be considered in attendance at an Internet conference session, an open learning student must be able to contribute orally to the session using the Internet conferencing software;  that is, the student

- submitted the two assignments required for assessment within the time allowable.

## Presentation

Details of the LIM Group's assignment policy, including presentation, will be found in the *Administration Handbook*. Any statement on penalties for lateness or word length of assignments in this course information supersedes the equivalent statement in the *Administration Handbook*.

## Submission

Remember to keep a copy of each assignment you send us, just in case the original goes astray. Assignments should be submitted as follows:

**Open learning students:**
- **Post:** To LIM O.L.—INFO 534, Library and Information Studies, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Courier:** To LIM O.L.—INFO 534, Room 121, Easterfield Building, Kelburn Parade, Wellington.

**Internal students:**
- **Post:** To LIM INTERNAL—INFO 534, Library and Information Studies, School of Information Management, Victoria University of Wellington, PO Box 600, Wellington.
- **Deliver:** To the LIM Assignment Box, Level 1, Easterfield Building. This box is cleared as soon as the Administration Office opens on the morning following the due date. Any late assignments should be delivered to the following address:
- **Courier or late delivery:** To LIM INTERNAL—INFO 534, Room 121, Easterfield Building, Kelburn Parade, Wellington.

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must have a working microphone attached to his or her computer making it possible to respond to questions, and to contribute ideas orally.

# Online information

In addition to the course material provided, you will be required to use the resources for this course which are available in the School's Blackboard online learning environment:

> `http://blackboard.vuw.ac.nz/`

The Blackboard environment will contain a Web-based forum for discussion of issues related to the course, links to sites of interest, additional readings and information, updates, etc. You should read the appropriate module web pages in conjunction with the module readings and course notes.

Details on how to access Blackboard are in the *Administration Handbook*, but if you have any difficulties logging on please contact the Help Desk, at:

> `scs-help@vuw.ac.nz`

All students will be automatically enrolled in LIM Programmes Information on Blackboard. General announcements and information will be posted here, and students should check this site regularly.

**Internet conferencing**

Distance sessions are now being conducted via the Internet using the Chatterbox application; in order to participate students will need an Internet-connected PC running Windows XP or Windows 2000, microphone, and headphones/speakers. To connect, go to the Internet conferencing page (and read the "Getting Started" information) at

> `http://www.sim.vuw.ac.nz/conferencing/`

There is also an 'Internet Conferencing' button linking to this page in Blackboard.

*Some days before your first session, and at least 15 minutes before each subsequent session, you should test your system by going to the Echo Room*. Regular classes will be held in the LIS Room; additional Discussion Rooms are available for

breakout groups, and as a "waiting room" if a class is proceeding in the main LIS room.  Study groups can use the discussion rooms out of regular class times.

For further information, follow the help links on the Internet Conferencing page; details, including screen name conventions, are also available on Blackboard under LIM Programmes Information.

### LIM Students email list

Mass communication between the school and students is via the email list.  It is your responsibility to ensure you are on the email list;  subscription is essential.

To subscribe:  send an email to

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lim_students-subscribe@vuw.ac.nz
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To unsubscribe:  send an email to

```
lim_students-off@vuw.ac.nz
```

No text in the body or subject line is required.  You will be sent a confirmation email, and must confirm the operation by clicking reply and send.  You will then receive a welcome or goodbye email.

# Prescribed text and recommended reading

There is no prescribed text for this course.  You are expected to be **diligent in completing the weekly readings** for each module instead.

## Recommended reading

Arn, Joseph V., and Paula H. Titlow. *Records Management for an Information Age*. Albany, N.Y.: Delmar, 1991

Bearman, David. *Electronic Evidence: Strategies for Managing Records in Contemporary Organizations*. Pittsburgh: Archives and Museum Informatics, 1994

Biskup, Peter, et al., eds. *Debates and Discourses: Selected Australian Writings on Archival Theory*. Canberra: Australian Society of Archivists, A.C.T. Branch, 1995

Bordin, Ruth B., and Robert M. Warner. *The Modern Manuscript Library*. New York: Scarecrow, 1966

Bradsher, James G., ed. *Managing Archives and Archival Institutions*. London: Mansell, 1988

Brosius, Maria, ed. *Ancient Archives and Archival Traditions: Concepts of Recordkeeping in the Ancient World*. Oxford: Oxford University Press, 2003

Cook, Michael. *Archives Administration: A Manual for Intermediate and Smaller Organizations and for Local Government*. Folkestone: Dawson, 1977

Cook, Michael. *Information Management and Archival Data*. London: Library Association, 1993

Cook, Michael. *The Management of Information from Archives*. 2d ed. Brookfield, Vt.: Gower, 1999

Cook, Terry and Gordon Dodds, eds. *Imaging Archives. Essays and Reflections by Hugh A. Taylor*. Lanham, MD: Society of American Archivists and Association of Canadian Archivists in association with Scarecrow Press, 2003

Cox, Richard J. and David A. Wallace, eds. *Archives and the Public Good: Accountability and Records in a Modern Society*. Westport, Conn.: Quorum, 2002

Cox, Richard J. *Managing Records as Evidence and Information*. Westport, CT.: Quorum Books/Greenwood Press, 2001

Cox, Richard J. *Closing an Era: Historical Perspectives on Modern Archives and Records Management*. Westport, CT.: Greenwood Press, 2000

Cox, Richard J. *Managing Institutional Archives: Foundational Principles and Practices*. New York: Greenwood, 1992

Daniels, Maygene F., and Timothy Walch, eds. *A Modern Archives Reader: Basic Readings on Archives Theory and Practice*. Washington, D.C.: National Archives and Records Service, 1984

Derrida, Jacques. *Archive Fever: A Freudian Impression*. Chicago: University of Chicago Press, 1996

Duckett, Kenneth. *Modern Manuscripts: A Practical Manual for Their Management, Care, and Use*. Nashville, Tenn.: American Association for State and Local History, 1975

Duranti, Luciana, Terry Eastwood, and Heather MacNeil. *Preservation of the Integrity of Electronic Records*. Boston: Kluwer Academic, 2002

Duranti, Luciana. *Diplomatics:  New Uses for an Old Science*. Lanham, Md.: Society of American Archivists and Association of Canadian Archivists, 1998

Ellis, Judith. ed.  *Selected Essays in Electronic Recordkeeping in Australia*. O'Connor, ACT: Australian Society of Archivists, 2000

Ellis, Judith. ed. *Keeping Archives*. 2d ed. Port Melbourne, Vic.: D. W. Thorpe, 1993

Ellis, Robert and Peter Walne, eds. *Selected Writings of Sir Hilary Jenkinson*. Chicago: Society of American Archivists, 2003

Emmerson, Peter, ed. *How to Manage Your Records:  A Guide to Effective Practice*. Cambridge: ICSA, 1989

Hamilton, Carolyn et. al.. *Refiguring the Archive*. Dordrecht, Netherlands: Kluwer Academic, 2002

Harris, Verne. *Exploring Archives: An Introduction to Archival Ideas and Practice in South Africa*. 2d ed. Pretoria: National Archives of South Africa, 2000

Iacovino, Livia. *Things in Action.  Teaching Law to Recodkeeping Professionals*. Melbourne: Ancora, 1998

Jimmerson, Randall C., ed. *American Archival Studies: Readings in Theory and Practice*.  Society of American Archivists: Chicago, 2000

Kennedy, Jay, and Cherryl Schauder. *Records Management:  A Guide to Corporate Record Keeping*. 2d ed. South Melbourne: Addison Wesley Longman, 1998

Kesner, Richard M. *Information Systems:  A Strategic Approach to Planning and Implementation*. Chicago: American Library Association, 1988

Livelton, Trevor. *Archival Theory, Records and the Public*. Lanham, Md. : Society of American Archivists with Scarecrow, 1996

Lytle, Richard H., ed. *Management of Archives and Manuscript Collections for Librarians*. Chicago: Society of American Archivists, 1980

McKemmish, Sue, and Frank Upward, eds. *Archival Documents:  Providing Accountability through Recordkeeping*. Melbourne: Ancora, 1993

MacNeil, Heather. *Trusting Records: Legal, Historical and Diplomatic Perspectives*. Dordrecht: Kluwer, 2000

Mitchell. Thornton W. *Norton on Archives: The Writings of Margaret Cross Norton on Archival and Records Management*. Chicago: Society of American Archivists, 2003

Nesmith, Tom, ed. *Canadian Archival Studies and the Rediscovery of Provenance.* Metuchen, N.J.: Society of American Archivists in association with Association of Canadian Archivists with Scarecrow, 1993

O'Toole, James M. *Understanding Archives and Manuscripts.* Chicago: Society of American Archivists, 1990

Pederson, Ann E. *Keeping Archives.* Sydney: Australian Society of Archivists, 1987

Penn, Ira, Gail Pennix, and Jim Coulson. *Records Management Handbook.* 2d ed. Aldershot, Hants: Gower, c1994

Proctor, Margaret and Caroline Williams, eds. *Essays in Honour of Michael Cook.* Liverpool: University of Liverpool, Liverpool University Centre for Archive Studies, 2003

Ricks, Betty R., Ann J. Swafford, and Kay F. Gow. *Information and Image Management:  A Records Systems Approach.* 3d ed. Cincinnati, Ohio: South-Western, 1992

Robek, Mary F., Gerald Brown, and David O. Stephens. *Information and Records Management.* 4th ed. New York: Glencoe, c1995

Schellenberg, Theodore R. *Modern Archives:  Principles and Techniques.* Melbourne: Cheshire, 1956

Shepherd, Elizabeth and Geoffrey Yeo. *Managing Records: A Handbook of Principles and Practice.* Bodmin, Cornwall: Facet, 2003

Smith, Milburn D. *Information and Records Management:  A Decision-Maker's Guide to Systems Planning and Implementation.* Westport, Conn.: Greenwood, 1986

Stewart, Jeffrey R. and Nancy M. Melesco. *Professional Records and Information Management.* 2d ed. Woodland Hills, CA: Glencoe McGraw-Hill, 2002

**If you wish to do further reading, refer to the Select Bibliography, which is available under 'Course Resources" on Blackboard.**