



Western Cape
Government



Cultural Affairs and Sport

How to organise, manage and care for your archive:
A guide for community organisations in South Africa

This guide to archiving for community organisations has been compiled by the Western Cape Archives and Records Service (WCARS) Cape Town, South Africa. This guide has been made available free of charge as part of WCARS public programming activities. It is made freely available for non-commercial use, display, broadcast, performance and distribution. Attribution in the event of copying, display, broadcast, modification or reuse is requested.

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How to organise, manage and care for your archive:

A guide for community organisations in South Africa.

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Part Five

More useful information and resources to help you.

The following section contains addenda with useful practical information on certain tasks, as well as a guide to some of the technical terms used in archiving. There are also internet-based resources for further reading on certain topics.

Addenda

Addendum 1: How to make a quick box list.

Addendum 2: How to draw up a collections management policy.

Addendum 3: Information to include in a pro-forma donations agreement.

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Glossary

Resources

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Addendum 1: How to make a quick box list

Making a box list is a good way to begin describing (or cataloguing / indexing) the archive contents. Making a box list helps in the following ways:

- It gives overview of the contents of the box.
- It allows you to make a quick assessment of any major issues with the condition of the material, or determine any special storage needed because of its format (e.g., photographs, textiles, audio-visual or digital material).
- It allows you to identify material that might be particularly significant for research, and it enables you to spot any material that might need special access restrictions.
- When material is listed, it allows you to take physical and intellectual control of it – it is like stock control in a shop.
- A box list lets you know what you have. It acts as a safeguard to help you to know exactly what you are making available to researchers to consult.

You will need:

- Pencils and note paper, or computer device to draw up the list with.
- Clean hands to handle the records; and, a clean, dry area to work in.
- Enough time to work uninterrupted for a good length of time.

Begin the listing by assigning a box number to the box and give the box contents a descriptive title. If the contents of the box relate to other boxes you have already listed, use the same title you have previously assigned and provide a sequential number that follows on from the previous box. If there is no existing numbering sequence to make use of, consider creating a temporary number, for example, "New Box 2/May2024". Later the temporary number can be converted into an assigned number for wherever the records are fitted into the existing organisation of the archive.

Number and briefly list the contents and any dates associated with the individual items in the box. Label boxes with pencil or with slips of paper inserted in the boxes. Never use sticky notes or labels on archival records themselves as they cause damage. Use slips of paper to label bound volumes (books).

A simple listing task can also give you a chance to clean your storage area and check for evidence of any pests.

Information you will need to list:

- Box number or volume number.
- A unique source/reference code for group/collection unit
- Title or subject of contents (person, event, place, etc.).
- Number of boxes.
- Box contents dates starting from xxxx and ending xxxx.
- Types of documents (e.g., printed forms, badges, books, photographs, etc.).
- Notes on problems:
 - For example, poor condition of materials, disorganised contents, missing or damaged items.

Addendum 2: How to draw up a collections management policy

What to consider

There are many ways to create policies. Each archive has its own unique set of circumstances and challenges it needs to respond to. Policies need to be tailored to the individual circumstances and requirements of an archive. There is no one-size-fits-all policy, but there are broad considerations and requirements that need to be included in a policy document.

The policy document is not an end, it needs to be implemented. It needs to guide how the work of the archive proceeds. All policies need should speak to one another, so that the combined policies support the work and mission of the archive. Policies need to be updated on a regular basis, or if circumstances change significantly.

Information to include in a collections management policy

1. Mission, vision, and history

This section is often used as an introduction to the rest of the policy document. It sets out the mission and vision of the organisation, institution, community group, congregation, etc. Policies, plan and procedures need to support the mission and vision of an organization, institution, congregation.

If an archive does not have a mission or vision statement of its own, the functioning of the archive will reflect that it supports the parent organisation's mission and vision (and the preservation of its history and activities).

A brief history of the organisation, institution, community group, congregation, etc., is useful to include here. Archive activity typically begins much later than the start of the organisation, and its history is often a little bit different to that of the parent organisation. Writing down the history of the archive itself can be useful in helping others to understand why some materials are in the archive and others are not.

2. Statement of authority

This section summarizes those roles and responsibilities of staff and the management or governance board. An outline of how legal and financial matters are to be handled should be placed here. Relevant legislation (e.g., *South African National Heritage Resources, Act 25 of 1999*; *South African Disaster Management, Act 57 of 2002*) can also be listed. This includes both national and provincial legislation, as well as any city bylaws (e.g., *City of Cape Town's Community Fire Safety By-Laws, 2002*).

3. Code of Ethics

A code of ethics is a set of principles that guide the conduct, decision-making and behaviour of staff, management, volunteers, and governing authority. This section establishes values and ethical standards that enable the archive to fulfil its institutional mission and how best to serve the archive's stakeholders. Stakeholders include any group that has an interest in the archive's activities and collection. They can range from community members and diaspora, alumni or

past-pupils, researchers, volunteer cohort, etc. Each archive should develop its own institutional code of ethics, specific to its operations and needs.

4. Scope of the collection

This is a broad description of the archive's collections and an explanation of how and what the archive will acquire and how the records are to be used. This section can include a brief history of the records. This section could also include a review of the strengths and weaknesses of the archive's holdings, which can set guidelines for growing and developing the holdings to fill any gaps and omissions that the archive has.

5. Types or categories of collections

Some archives can have a mix of a library, archive, and museum type collections. With a corresponding mix of documents, books, and objects. All these items need to be managed and cared for as part of the larger collection of different materials. In this section, explain how the different types of records or collections are used, acquired, managed and cared for.

Other types of collection categories include collections that are used solely for education / exhibition purposes, or solely for research. Other types of collection categories include items that are permanently part of the collection (permanent), and items that are held on loan (temporary loan or long-term loan) or by an agreement with another organisation.

6. Acquisitions/Accessioning

Acquisition is the act of acquiring an item for the archive. Accessioning is the formal act of legally accepting an object(s) into the collection. It is important that acquisition/accession policies are written with the archive's mission in mind. The archive must ensure that each accession enhances or strengthens the collection, and that it can be properly cared for, stored, and used. Include any legal or ethical obligations or restrictions concerning collection acquisition (e.g., appraisals, gifts, exchanges).

This section outlines the specific criteria and decision-making process for adding items to the collection. Having a formal accession/acquisitions policy will help to build a strong collection that reflects the archive's mission (or support the mission of the parent organisation). It also helps to minimise any misunderstanding between potential donors and the archive.

7. Deaccessioning/Disposal

Deaccessioning is the opposite of accessioning. It is the permanent removal of an item from the collection. It is most usually associated with museums and libraries, rather than archives which tend to permanently retain records once they are acquired.

There are many reasons for deaccessioning objects or records. The process can be controversial, as the popular understanding of an archive, library or museum is that collection materials are kept in perpetuity. However, the practice is a part of collections stewardship for some archives, and a way for the archive to refine its collection.

It is important to understand the legal and ethical implications of deaccessioning and write a policy that helps the archive be transparent and accountable to its stakeholders. It is important to clearly outline the specific criteria for removing an object from the collection, as well as the decision-making process. Moreover, this section should be explicit about the methods and

means of disposing of an object and include a statement about how the proceeds will be used.

8. Loaned materials

Loans are means to share information and resources with other archives and the communities they serve. Loans are mostly used for temporarily acquiring items for an exhibition. With the ease of creating digital surrogates, providing a digital surrogate instead of the original is something to consider, balanced against the risks that a loaned record could be exposed to.

This section of the policy will outline the conditions covering the temporary transfer of records (but, not their ownership) from or to another archive or institution. Matters to include are information about loan approval and acceptance processes, loan fees, documentation of the loan, insurance and monitoring. If relevant, an archive can information about restricted items (i.e., items not permitted to leave the museum except under special circumstances).

If an archive is to borrow records and other kinds of materials from institutions, should include information on how they will manage and care for the records and objects under their temporary care.

9. Records without any information or context (orphans)

Items that are "found", with no information as to how they have come into the archive or their relevance to the rest of the records in the archive need specific guidelines as to how they are to be managed. Dealing with "orphan works or records" has become an important issue with the digitisation of collection materials and the placement of images of item on the internet. This section addresses how the archive will handle items with an unclear origin in its holdings.

Ideally, each orphan item or record needs to be researched and as much as possible needs to be found out about it. The research needs to be documented, and forms part of the archive's own record of their attempts to locate either a previous owner or establish if there are copyright or privacy rights attached to the item.

10. Conservation and collections care

There are many factors that affect the quality of care for archival records. As custodian, an archive must properly preserve and care for collections they hold. Actions to be taken include protecting the records from deterioration, harm or loss. Archives are encouraged to address the following in their collections management policy: storage, temperature, relative humidity, pest control, conservation, handling of objects, disaster planning and location inventories.

11. Insurance and risk management

Risk management is a major part of the archive's responsibility to minimize any potential problems or dangers to the collections. This section is an overview of the archive's approach to safeguarding the collection (e.g., fire detection and suppression, security) and the types of insurance coverage provided. A more in-depth disaster plan accompanies the collections management policy.

12. Documentation of the holdings: records and inventories

An archive's inventories and finding aids of the archive are an important documentary source.

Without documentation about the holdings, it is difficult to prove what the archive has custodianship of. In this section archives reference the types of documentation is created about the holdings is outlined. Additional information can include what information is contained in each record group / collection, the parties responsible for maintaining and documenting the records and any procedures for documenting the records and back-up systems. Museum staff are encouraged to commit to periodically checking inventories in order to ensure that an object's supporting information is secure and can easily be retrieved.

13. Access

This section explains who has access to the records and why, and what the safeguards to ensuring that the materials are carefully handled and are not lost or stolen. When compiling this section, assess staff capacity, existing physical facilities, preservation considerations, and awareness of legal issues (e.g., access for persons with disabilities, donor privacy, access to information legislation, protection of private information, copyright and fair usage legislation and conventions). Be aware that this is an area where ideas are constantly developing as issues arise or new technologies come to the fore.

14. Legal and ethical considerations

There are many laws regarding the ownership and protection of heritage resources that can have bearing on how archives need to consider their legal obligations as stewards of the kinds of materials that fall under the category of "heritage". Archives usually state compliance with local, provincial and national laws that affect collections or collecting activities.

Other legal matters can also come into play, including financial and accounting standards legislation. The management of charitable or non-governmental organisations. The collection of personal information and data is also increasingly coming under legal oversight and may also require addressing,

It is important that archives be aware of ethical concerns regarding employee conduct, conflicts of interest, selling items from the collection or restoring certain objects. Other ethical considerations that may need addressing include the use of racist and pejorative language found in records, or the description / depiction of activities now understood to be socially harmful and/or racist (e.g., photographs of individuals posing in "blackface"). Heritage collections are increasingly reviewing the language used to describe collection materials for social biases and making appropriate changes. A statement on harmful language or a policy on language may be a good idea if there are many items in the collection that reflect these biases.

15. Intellectual Property

This section addresses the acquisition of copyright for accessioned materials and the adherence to existing intellectual property laws, including: trademark, fair use, electronic use, licensing, image use, commercial use, royalties and fees, reproductions, visual artist's rights, privacy, etc.

Consider including a statement about whether photography or filming in the archives and collections storage area(s) or of specific objects is permitted; and if so, under what conditions. Any filming in the archives or storage areas needs to be supervised by archives staff to ensure that materials are not mistreated during the filming process. For more information on filming at archives, please see the resources section.

16. Review and revision of the archive's policy documents

A collections management policy is an active document that should always reflect the actual work practises of the archive. Policy documents should be regularly reviewed and updated as circumstances change. Some archives include a regular review schedule for policy documents and their associated standards and procedure documents. It is fairly standard to review policies every five years to assess what may have changed enough to warrant a revision of the policy document.

17. Glossary

To familiarize all staff, management, volunteers, and governance board with the collections management policy, including a glossary of terms can be helpful. A glossary is typically put at the back of a policy document.

Addendum 3: Information to include in a pro-forma donations agreement

Organisation letterhead (logo, address and contact details, and NPO registration number, if there is one).

Categories to be filled in on the agreement:

- Name, address and contact details of donor.
- Name, address and contact details of person donating materials, if this differs from the donor. Indicate relationship to the donor (e.g., family member, etc).
- Name, address and contact details of person accepting donation on behalf of organisation /community archives.
- Indicate relationship of the donor to the organisation, for example: a former student, society member, congregant, etc. Try and find out the dates the person was involved with the organisation or its activities.
- List or briefly describe the items being donated, a more comprehensive listing can be made later and attached to the pro-forma document (see below).

Make tick-boxes for the following statements to be explained to donor:

- Acknowledgement from the donor that all relevant family members have been consulted on the donation and agree with it.
- Materials pertaining to the activities of the organisation / community group are accepted, with limited resources and space, only items relevant to the organisation /community group can be accepted. Any items deemed not relevant to the organisation / community group will be disposed of. The donor must indicate that they are agree with this and should be given the opportunity to remove any items before final hand-over.
- Materials donated to the archives may be digitised and images / information placed on the internet. Donation of the materials implies consent to allow the archives to digitise and place images /information on the internet.
- Transfer of intellectual property rights: any other usage rights are to be transferred to the archives on donation of the materials. This excludes rights to the works of others, such as letters written to the donor by others, included in the materials donated.

Space for signatures of both the donor (or their representative/ guardian) and person accepting on behalf of the organisation / community group should be provided on the pro-forma document. Signatures should be dated.

Attach the following information / documentation to the pro-forma form:

- Attach all correspondence about the donation to the pro-forma agreement document. Screenshot and print out any SMS or messaging service communication (e.g., WhatsApp and Telegram, etc.)
- List of materials being donated. A detailed list can always be compiled later and added to the documentation.
- List materials not selected for the archive, briefly state why, and indicate how they were disposed of (e.g., given to Hospice, Cafda, Oasis or similar organisation, sent for recycling, or discarded, etc.).

- Follow-up email / letter of thanks for the donation sent. Send a copy / scan of the pro-forma document as confirmation of donation to the donor / or their appointed guardian-representative. No need to include any attached information like lists, etc.

Addendum 4: Objects information recording and description

Basic information for each object

Object identification information

- The source / reference code, if part of a larger collection / group.
- The object's assigned object number.
- The number of objects acquired associated with the object number.
- The type of object, or objects.
- The title or name of the object.
- A brief description containing sufficient information to identify each object, or group of objects, and any separately numbered parts. The description should be enough to allow identification in the absence of the object number (including, e.g., a simple name, measurements).
- Any other number and other number type (e.g., a number allocated by another organisation before the object was acquired, or an older number the archive assigned in the past).

Acquisition information

- The method of acquisition (for example, purchase, donation, exchange, etc.) . Try to use standard terms for these.
- Name and contact details of the source of the acquisition:
 - If a person who has donated or sold the items, include their address and contact details.
 - If the acquisition was from another source, document the details.
- The date of acquisition by the archive.
- The acquisition register number.
- The transfer of title form number, if separate from entry form - Transfer of title number.
- Note any conditions pertaining to the acquisition.
- The reason for the acquisition.
- Any additional information about the acquisition of the object that may be useful to keep a record of.

Accessioning new acquisitions

Include the following information:

- Entry number
- Object number
- Date acquired
- Who it was acquired from
- Basic descriptive information, including:
 - object name,
 - title (if relevant),
 - brief description.
- Any other important historical information about the object, or group of objects.
- Any other relevant notes.

Any other relevant information as additional notes, including:

- Object history note:
 - Object history and association information This is information about the history of the object, or group of objects.
- Object use information:
 - This is information about how the object should be acknowledged / credited if it is very exhibited or displayed, or an image of it appears in a publication.
- Credit / acknowledgement notes:
 - The acknowledgement that should be used when the acquisition is displayed and published. This is known as the credit line.
- Use restriction notes:
 - Any restriction(s) on the use of the object(s). For example, that an object (or group of objects) may not be loaned, only accessible by staff, or not accessible by external researchers).
 - Also include the date from when the restriction applies from, and when the restriction on use ends, or if the restriction is permanent.
 - Any other information about the type of restriction(s).
- Object owner's contribution information:
 - Any additional contextual information received directly from the acquisition source or former owner if the object.

Try to note down all available information associated with each object, or group of objects at the time of collecting, particularly where objects are removed from their context. If the objects were a gift, send a letter or email of acknowledgment of the donation to the donor. In the letter of acknowledgement of donation, include the relevant object numbers assigned to the donated objects, as well as information about how they can access the items in the future, when visiting the archive.

Accession registers

If you use traditional accession registers, they should be bound, on archival paper, with numbered pages. They should be filled in, in permanent ink, in accession number order.

Addendum 5: Accessions record checklist

The accessions record will need to include the following information:

- Institutional accession information
 - The archives' own accession number and date of accession.
- Donor details
 - Contact details for the donor and address.
- Terms of accession
 - Any correspondence about the purchase, donation, or loan.
 - The purchase, donation, or loan agreement.
 - Documentation about any restrictions.
 - Relevant legal documentation if the donation was part of a bequest (e.g., a copy of the original will).
- Content of the accession
 - Title (for example, "The Smith Collection", "The Ngobo Papers").
 - Unique reference / source number for the collection / group.
 - A brief description of the contents of the accession. IF the donor cannot provide this, then a list drawn up by the archives can be enough.
 - Dates that the accession covers. If an exact start and end date cannot be located, a more general description can suffice (e.g., 1980-1999)
 - How much there is: how many boxes, how many books, how many letters, etc.
 - The physical condition of the materials. Note any damage or contamination by pests, dirt, or mould.
- Access restrictions
 - Note any access restrictions, and what they are. It is also important to note the absence of any restrictions just in case there are any queries later on. For any accessioned materials discovered in the archives marking any access restrictions as "unknown". The archives will then need to take a decision as to how to deal with materials that are unknown in terms of any restrictions: it may choose to presume that those marked "unknown" are assumed to have no restrictions on them.
 - The archives may have to take additional decisions on material that is of a racist, pejorative or that potentially qualifies as hate-speech. These decisions (and any research undertaken to arrive at this decision should be documented and added to the accessions record.
 - Permission to transfer materials to another archive, library or museum.
 - Permission to dispose of unwanted materials.
- Copyright
 - Did the donor hold copyright to the materials acquired? If so, was the copyright transferred to the archive.
 - Document any copyright transfer agreements and include any original contracts or legal documentation on copyright matters.

- Include copyright transfer for scanning, and the placement of a scanned image on the internet, as well as the use of materials for exhibition purposes.
- Include any research into “orphan” works. Orphan copyright works are materials with a presumed copyright, but with no information as to who may hold copyright. It is the responsibility of the archive to research the orphan work to either find the copyright holder, or to determine that copyright does not exist, or that the copyright owner cannot be located. In the event of a dispute over copyright, this research can help protect the archive from charge(s) of copyright violation.
- Privacy and protection of personal information
 - Any agreements or declarations regarding the protection of personal information.
 - A declaration by the archive to comply with existing legislation and policy on the protection of privacy and personal information relating to donors.
- Return of loaned material
 - Document the return of any material placed on loan.
 - Information will need to include the title, how much material and the dates the material covers, as well as the condition in which the material was returned.
- Disposal or deaccessioning of material
 - Document the disposal or deaccessioning of any material that is not kept by the archive.
 - Document the decision to dispose or deaccession the material, include any research that may have been conducted deaccession.
 - If the archive ceases to operate, what is to be done with the material.

Addendum 6: Archival appraisal scheme for community organisations.

The following is an outline of the kind of records that could be found in community organisations, religious communities, NGOs, etc., that have historical significance for the future. This outline can be used as a template to organise and arrange the current records created by present-day functions and activities, those created and stored electronically (“digitally born” records).

This template will help you to distinguish between different types of records and identify those of historical significance that should be retained for inclusion in the archive appraisal scheme. It can also help in drawing up a file plan.

This template was adapted from the original source: *Keeping it simple: Introductory archival guidance for voluntary small sector organisations*, Available: <https://www.voluntarysectorarchives.org.uk/wp-content/uploads/2013/03/Short-guidance-draft-publication-v.1.pdf>, accessed January 2023.

Important general information about the archive

When appraising an archive collection record the following:

- the date of the establishment of the organisation,
- a description of its activities,
- major events in its history such as moves to new premises,
- prominent campaigns and members.

General description of the group / collection

Include information about the size of the collection, the format, languages of the material as well as how the collection is arranged physically and intellectually. Details of any available supplementary inventories or finding aids (for example, old card indexes that are no longer added to) should be included and of any published histories of the organisation.

Categories of records that should be retained

- Governance documents: organisation constitution, property records, policy and subject files, etc.
- Financial records: Finance and resources, annual accounts, trust accounts, fundraising, appeal accounts and literature, etc.
- Administrative records: annual reports, membership records, minutes of governing bodies, trust deeds, deeds, case files, visitor books, inventories, logbooks, library accession registers, calendars, etc.
- Personnel and staff records: personnel files for key members of staff.
- Publicity and media: publications, newsletters, and magazines, press releases.
- Events and festivals: invitation cards for events, records of festivals and special events including invitation cards.
- Correspondence
- Scrapbooks and newspaper cuttings.

- Personal papers

Archives drawn exclusively from official sources without a personal dimension would only provide a partial perspective on an organisation's activities and it may be appropriate to receive the personal papers of activists, donors, officials and volunteers if they provide additional information about the organisation's culture, operations and policies. These include:

- Diaries
- Correspondence (including e-mails)
- Study notes
- Photographs
- Newspaper cuttings

Addendum 7: How to catalogue and organise library-type publications: books, magazines and pamphlets.

All library-type materials are catalogued according to a formula. Different types of publications have differing formulas. The broad categories of library publications are monographs (books), serials (newspapers, journals and magazines) and pamphlets (small or thin publications that could be lost on the shelf and are usually stored separately from larger books and serials).

Books

The following information is needed to create a catalogue record for a book. Book catalogues are arranged chiefly by the author's surname. Books are arranged on the shelf using an alpha-numerical code (see below for more information on how that is created).

- Author names (Surname, First name).
 - If there is more than one author, note the different author names in the same way and create cross references in your catalogue for each author.
- Book title (the full title if a short title; shorten the title if it is very long).
- Year of publication (and edition, if republished).
- Place of publication (city and country, if there is more than one city with the same name, for example Durham in North Carolina in the USA, and Durham in the UK).
- Publisher (company name).

Library books are organised by subject, and then by the author's name.

Library books are organised alphabetically by the first three letters of the author's surname (or the first three letters of the first author's surname, if there is more than one author). For example, "WAL" for "Walker", "GOV" for "Govender", "RAD" for Radebe, etc. For surnames that make use of "de", "van" or "van der" a shortened version is usually used, for example, "VANS" for "Van Schalkwyk"; or "VANR" for "Van Rensburg" and "VDM" or "VD MER" for "Van Der Merwe" (which ever is chosen, needs to be consistently applied).

A numerical code is created that reflects the subject matter. The most commonly used numerical classification system is known as the Dewey Decimal System (DDC). It is used in most school and public libraries. It uses 10 broad subject areas that are further divided into more specialised aspects of the broad category:

- 000 - Computer Science, Information, & General Works
- 100 - Philosophy and Psychology
- 200 - Religion
- 300 - Social Sciences
- 400 - Language
- 500 - Science
- 600 - Technology
- 700 - Arts and Recreation
- 800 - Literature
- 900 - History and Geography

Together with the author's surname and the numerical code, library books can be given a coding like "310 SEP". Books are then arranged according to the number and then the three letters of the author's surname. This alpha-numerical code is referred to as the "shelf mark", as this is where the book will be filed amongst all the others. There is quite a bit of information available on the internet on the system, which can help you to use it for your own library materials.

Much larger libraries and libraries with narrower subject areas (for example, engineering libraries) may devise their own numerical coding to better accommodate the in-depth subject matter in their library. There is nothing stopping you from devising a numerical system that better suits your collection of books, just as long as there is some sort of list or guide to the numerical system you have devised that will help a staff member or researcher navigate your system.

Serials

Serials are publications like magazine and journals, that come out on a regular basis. This can be daily (like newspapers), weekly (magazines and newspapers), monthly (magazines and journals), quarterly (reports and journals), or annually (journals, reports and annual conference publications). Serials are extremely diverse. They include scholarly journals, popular magazines, newspapers, newsletters, annual and statistical reports, directories and yearbooks.

Many serials do not have a title page. The title found on the cover or at the start of the text. Most serials have some sort of numbering system to keep track of their publication frequency. It is these numbers, as well as the dates they are published that distinguish the individual issues.

Serials are issued continuously, but over time they can change. Some cease to exist, others merge with other serial publications, some change the frequency of their publication. Sometimes they change their appearance, changing the size of the publication (or become electronic publications). The information presented on them may change. These changes may be reflected in changes in the title, issuing body, form of numbering, frequency, size and physical appearance.

The following information is used to create a serial catalogue entry:

- Serial title (e.g., "Farmer's Weekly").
- Frequency of publication (weekly, monthly, quarterly or annually).
- Date of Publication (for example, "10-17 May 1989", or June 2022", etc.).
- Volume and issue numbers.
- Note any gaps in publication, as well as any special issues.
- List all of the volumes and issues that the archive has.

Serials are also given an alpha-numerical coding, usually the DDC classification number and the first three letters of the journal's title. As certain words occur quite frequently in journal title, for example the word "journal". If the first word is "journal", it can be dropped and the first three letters of the next word used. This avoid many serials having the same 3-letter designation of "JOU".

As serials are different types of publications, and because in their traditional printed form, they are soft and floppy items, they are usually not interfiled with books, but separately filed on other

shelves away from books. They can be kept in boxes to keep various volumes and issues together. Boxes will need to be labelled with the details of the contents.

Pamphlets

Publications are usually classed as “pamphlets if they are small and thin, and are unable to stand upright on their own. They are usually are under a certain number of pages, 50 or 100 pages (or less), depending on where individual libraries draw the line. Pamphlets are usually filed separately from books and serials. Pamphlets can be boxed to keep them from getting lost and damaged.

The following information is needed to create a catalogue entry:

- Author names (Surname, First name).
 - If there is more than one author, note the different author names in the same way and create cross references in your catalogue for each author.
- Book title (the full title if a short title; shorten the title if it is very long).
- Year of publication (and edition, if republished).
- Place of publication (city and country, if there is more than one city with the same name, for example Durham in North Carolina in the USA, and Durham in the UK).
- Publisher (company name).

If there is no author name to be found, publications are either assigned “anonymous” as an author or are assigned the name of the organisation that published the pamphlet (for example, “Council for Scientific and Industrial Research [CSIR]”) as “author”.

Labelling library materials

Write the assigned shelf mark on the inside of the front cover of the book (along with the accessions number assigned to the book) in soft pencil. Write the alpha-numerical code for pamphlets and serials on the top right-hand corner of the cover or first page.

Sticking sticky labels on library materials can cause damage to fragile materials. A good compromise is to use “flag” style labels. These are long strips of paper placed in a book or other library-type item. Part of the paper strip sticks out the top of the book, where the label can be written out, or a printed label can be stuck to.

Another option is to take a strip of paper that is long enough to wrap around the book, and tuck into the front and back cover. The label can be written onto this paper. Another version of the same idea is to use a plastic strip wrapped around the book, where a sticky label can be placed.

The adhesives on sticky-backed pressure sensitive labels over time cause damage to the paper or other library material that they are stuck to. The adhesive also ages and fails to stick after a time, leading to loss of the label. Try to avoid using these if you can.

Glossary

Acid-free materials	Acid-free paper, card and board does not contain any acidic compounds that can damage documents, books and other archival materials. Acid-free materials may have an alkaline buffering included to ensure that the material remains non-acidic over a long period of time. Acid-free materials may also not have any lignin present. Acidity is measured and expressed using a pH scale. pH (potential Hydrogen) is a measure of how acidic or alkaline a substance is. The pH scale is a range from 0 – 14; number 7 is neutral; number 1-6 is acid; number 8-14 are alkaline. The further a reading is from 7 the more acid / alkaline it is.
Alkaline buffering	Alkaline buffering (or an alkaline reserve) is when an alkaline substance often added to storage materials to counteract the acids that may form in the future and to help absorb acids from records or objects. See entry on “archival quality materials”
Archive	The building where records are kept, as well as the organised body of archival records. Archive (or repository) is also the largest organisational unit used when organising archival records. It represents the first level of description and organisation for the records held by an archive. “ Archive ” is used interchangeably with the term “ repository ”.
Archival quality materials	Protective enclosures and storage containers should be made of materials that are strong, durable, and chemically stable. Enclosures should be tailored to the size, condition, and use of the items being enclosed. Archival quality materials for storage are at minimum acid-free and have little or no lignin present and may also have an alkaline buffer present.
Accessioning (of records)	<p>New materials are brought into the archives through the accessioning process. Accessioning occurs when materials are physically and legally transferred to an archive.</p> <p>Accessioning has functioned as the process of acquiring new materials, as well as integrating them into the existing holdings. Part of the accessioning process is to organise materials into related groupings (arrangement) and to record any relevant information about the materials (description), as well as the updating of finding aids and accession registers to reflect the new materials.</p>
Accrual	Archival materials acquired by an archive that are part of a larger existing collection are sometimes referred to an “accretion” or an “accrual” for accessioning purposes.

Accrual is also the integration of new materials into already-organised archival materials. This accrual happens during the **arrangement** and **description** phase of **processing** new materials.

Appraisal (of records) This is part of the accessioning process where the archival materials are assessed and, depending of their content and condition an archive will decide what to keep and what can be discarded.

Arrangement (of records) Archival arrangement and **description** are important tasks by which archivists organise, administer and control materials in archival **holdings**. The work of arrangement and description is an ongoing process consisting of a series of inter-linked activities that organise the new materials into related groupings (**arrangement**) and record any relevant information about the materials and their context (description_.

Collection A “collection” is basically the same thing as a **group** of archival records. It is the most basic and broadest unit of organisation of records within an archive. It is used to help divide an organisation's archival records into collections of records associated with the various functions of an organisation. Records are organised around the various sections, department or offices of an organisation (and their function), for example, administration, fundraising, finance, public education, etc. It is the second level of archival **description**.

The use of the term “**group**” originated within government archives and still tends to be used by state (government) archives. The term “collection”, which reflects the same kind of division as group, tends to be used by non-government archives.

Conservation Conservation treatment and repair seeks to halt the damage that has already been done to historical documents and objects, and to prevent further deterioration. There is a range of treatments, ranging from surface cleaning to intensive chemical treatments and washing baths aimed at halting chemical degradation of paper, inks and pigments. The modern approach favours “stabilisation.” Stabilisation is the halting of any further loss or damage to a record. It does not seek to restore it to an assumed or imagined original condition.

Custody (archival custody) Archival custody is the control of **records** based upon their physical possession and legal transfer to the archive. Most usually this means the custody of archival materials at an archival repository.

Overseas sources on archives often refer to custody as “title”. The “title deed” is the contractual arrangement or letter of

transfer /donation to the archive. The title and the title deed are the proofs of ownership (and therefore, of legal custody-) of the documents held in the archive.

Digitisation

Digitisation is the conversion of text, pictures, or sound into a digital form that can be processed by a computer. Scanning is the process of converting existing paper-based (or analogue) records into digitised format. Scanned copies are considered to be surrogates, and not a replacement for the original paper-based version.

Description (of records)

Archival description is the process of organising, analysing, and listing any information about materials kept by an archive in its **holdings**. The aim of archival description is to help to explain the context and communication systems of the archived documents to researchers and future archivists. It is a dual process of both cataloguing archival materials, and of creating archival **finding aids**. As work continues on the archival materials, the archivist expands and updates the information captured in the finding aids.

Destruction (of records)

Records not selected for retention may be **disposed** of. In some cases, these records may be destroyed. Destruction of sensitive and confidential personal and organisational information may be preferable than simply placing them in the standard rubbish disposal system. Destruction methods include incineration and shredding.

Disaster

A disaster is an unplanned event of varying magnitude that has the potential to severely disrupt the work of the Archives, and to cause damage to its holdings. Disaster preparedness involves planning ahead to respond to a disaster so that the resulting response can be that much faster and more efficient.

Disposal (of records)

Records not considered for retention may be disposed of. In many cases this can take the form of **destruction** (such as shredding or incinerating of materials). Disposal is part of **records management**. Disposal decisions are guided by the **file plan** as well as organisational policies. However, disposal routines need a certain amount of flexibility built into them to allow for making a considered judgement on whether to dispose of certain record(s) or not.

“Disposal” may also include transferring materials to other institutions or offering them as donations. Any decisions to donate or transfer materials must be documented for future reference. Donors must be informed in advance of a donation that any materials deemed to not be of historical significance will be disposed of at the discretion of the archives.

Electronic record	An electronic record is any information created, used and retained in a form that only a machine or computer can read or process. Electronic records include: video cassettes, DVDs and CDs, email, text messages, and records that exist on portable media, such as memory sticks, etc.
Enduring value	A similar concept to that of " historical significance ". These are records identified for archiving due to the information they contain that helps to understand / document an organisation's functioning, activities and relationship with the community it serves or represents.
Ephemera	Ephemeral records are records not considered to be of enduring value or historical significance . They may be disposed of entirely, or only one example retained. Judgements may need to be made with certain materials that may have interest for future researchers when deciding to dispose of records.
File	"File" is a unit of organising archival records. It is the fourth level of organising archival records. It comes after the archive / repository (first level), the record group / collection (second level, and series (third level). There are different ways of organising files: chronological, alphabetical, a combination of chronological and alphabetical, or subject-based arrangement of the files.
File plan	A file plan is a tool for an archivist or records manager to help manage current (or "active") correspondence records. It is a classification scheme that describes the different types of files, how they are identified, where they should be stored, how they should be indexed for retrieval. A file plan also identifies records for retention and periodic disposal. A file plan reflects an organisation's functions, activities, and tasks – as well as overall mission.
Finding aid	A finding aid is a list of records or a group of records. The finding aid is the inventory list compiled of the records or group of records. Finding aids are used by researchers to find and select materials that are of interest to them in answering their research query. Think of them as a catalogue to the documents held in an archive. A finding aid usually has a short introduction to the history and context of the records. A finding aid "describes" the contextual and structural information of an archival collection.
Group (of records)	The designation of "record group" is used to help divide an organisation's archival records into the broadest and largest units. These units are associated with the various functions of an organisation. They are organised around the various sections, department or offices of an organisation (and their function), for example, administration, fundraising, finance, public education,

etc. "Record group" is a designation applied to the sorted records during the **arrangement** and **description** phase. Record groups are based on the structure of the organisation and divide records created by an organisation into the organisational areas and functioning. Record groups are updated when organizational changes occur. Record groups and subgroup names are based on the current name of the office, section or department within the organisation.

The term "group" originated within government archives and still tends to be used by state (government) archives. The term "**collection**", which reflects the same kind of division as group, tends to be used by non-government archives.

HEPA vacuum

HEPA vacuum machines are fitted with a HEPA (High Efficiently Particulate Air) filter. HEPA filters ensure that small particulate matter does not exit the vacuum machine but is trapped inside the machine. The use of these filters is recommended from both a cleaning and health and safety perspective, as it ensures mould spores and other small particles are removed and do not circulate in the working environment. These filters are now standard on good quality domestic vacuum machines as well as those for commercial applications.

Historical significance

Historical significance (or, "historical value") is the importance of records that justifies their preservation because of the evidential information they contain. This is not about whether the person, people, or organization that created the collection were/are famous, but about how they have contributed to their communities. Materials do not have to be old or perfectly organized.

Holdings (of records)

Archival holdings refers to all of the materials held by an archive. All of the materials held by an archive have been selected for their historical value to be preserved and made available for research in an archive.

Housing (of records)

How archival materials are stored appropriately in folders, sleeves, envelopes, boxes, etc. to preserve them long-term and protect them from deterioration or damage.

Inherent vice

"Inherent vice" refers to how something was made or manufactured that causes damage or deterioration of a record. It is the counter-point to external causes of damage to a record, as it is something present inside or as part of a record that causes harm. For example, many kinds of paper have acidic compounds that were added during the original manufacture of the paper. These acidic compounds made the paper chemically unstable. Over time, the acidity present in the paper will break down the cellulose fibres that the paper is

composed of. The resulting damage is cumulative, the paper visibly turns yellow and/or brown and the paper itself becomes increasingly brittle and prone to breakage.

Intellectual control

Intellectual control (or, intellectual organisation) is the organising of documents in the archive and the creation of aids to assist in the location of archival materials held by the **archives**. It includes the creation of catalogues, **inventories / finding aids**, or other guides that help researchers locate materials relevant to their interests.

Item

An "item" is the smallest unit of archival organisation, sometimes referred to as "document" level or unit. It is the fifth level of organising archival records, coming after the **archive / repository** (first level), the record **group / collection** (second level), **series** (third level) and **file** (fourth level).

An item or document is usually an individual letter, memorandum, report, photograph, or sound recording. Archival records are rarely organised to this level of description, due to the sheer number of records that require **description** and listing in **inventories**.

Inventory

An inventory has two roles in the archive (1) it is the finalised list of archival records that have been acquired by the archive. Inventories are created for the different **groups** of records. Inventories are used both to show what the archive holds in its custody. Inventories also are used (2) as guides to the archive for staff and researchers who want to know where to find a particular record. When inventories are used as guides to find a particular record, they are referred to as a "**finding aid**".

Legal custody (of records)

Legal custody is the legal transfer of archival materials to an archive by means of a donation agreement / letter or transfer agreements, as well as other forms of acquisition including: gift, bequest, purchase or acquisition. It is the act of taking physical and legal custody of archival material and documenting that receipt in a contract, or donation agreement, or letter indicating transfer or bequest.

Lignin

Lignin is component found in the cell walls plants. Its function in nature is to assist with water transport, mechanical support and resistance to various stresses experienced by the plant. When the plant has been used to make paper, the lignin present in the paper is a source of **acidity** and the development of acidification of paper.

Metadata

Metadata is "information about information". Although we are most familiar with metadata as the information that accompanies the creation and modification of a digital file, any kind of catalogue, index or **finding aid** is a form of metadata,

even if it is on paper. For digital records it is the information about the file, when it was created, how it has been modified, etc. Metadata information can be added to record the details of the original document that was scanned, in the case of a scanned image.

Migration (of records)

Electronic and digital-based **records** are preserved through the migration of files and data (including metadata) to newer generations of computing software and infrastructure. Unlike paper-based documents, there is little that can be done to preserve the medium (e.g., plastic film, electronic files, etc) in order to prolong the life of the record. Currently, the only way to ensure the preservation of an electronic record is to migrate it to another medium.

Plastic degradation

Plastic “disease”, or the degradation of plastic-based media is a preservation concern for archives. Plastic degrades overtime, often rendering access to information contained on media such as film, fiche, DVD and CDs impossible. Plastic degradation is considered to be an irreversible process about which very little can be done to prevent it. Storage in cold conditions (between -4 – 10 can help delay the degradation process). Preserving the information held on plastic media required the information to be **migrated** to another media, most usually a computer file.

Preservation

Preservation is the act of preserving something for the future. Within the context of an institutional preservation programme, preservation refers to any and all actions taken to ensure the continued survival, or to extend the life of an item / object.

Processing:

Processing is the preparation of archival materials for use through the **arrangement** (organization) and **description** (cataloguing) of the collection. It is part of the **accessioning** of new materials received by an archive.

Records Control Schedule

Also known as the “**Schedule of Other Records**”. The Records Control Schedule is the filing system for current records *other than correspondence*. Non-correspondence records are usually organized by document type, including: minutes, photographs, registers, publications and follows a similar organizational structure as the file plan. The use of the Records Control Schedule is part of **records management**.

Record (archival record)

Archival records are materials created or received by a person, family, or organization, public or private, in the conduct of their affairs that are preserved because of the **enduring value** contained in the information they contain, or as evidence of the functions and responsibilities of their creator. Archival records generally refer to documents, rather than published materials. However, archival holdings may contain these. A record may be in any format, including text on paper or in electronic formats,

photographs, motion pictures, videos, sound recordings – as long as it has informational value.

Records management Records management concerned with the care and organisation of records before they reach the archive, while they are still actively used in offices of the organisation. It is the systematic control of records throughout a life cycle – from creation, through a lifetime of use and eventual **disposal** or **transfer** to an archive **repository**.

Records office Records offices are where current records of an organisation are kept. The records here are also organised and managed so that information can be retrieved efficiently.

Repository: The building where archival **records** are kept, as well as the organised body of archival records. Used interchangeably with the word "**archive**". It is also the largest organisational unit used when organising archival records. It represents the first level of description and organisation for the records held by an archive.

Restoration "Restoration" is both an older term for conservation repair and treatment, as well as an approach to the repair and treatment of cultural heritage. As a concept, it is now outdated. It is more than just repairing and treating the damage to historical documents and objects. It goes further: it attempts to return ("restore") the document or object to the state in which it was when it was first made. The modern approach in conservation treatment and repair is to stabilise rather than restore. Stabilisation is the halting of any further loss, harm or deterioration.

Selection Archives do not keep everything. Not all **records** contain evidence of **historical significance** or value, and these records may be considered for disposal. Archivists select for retention according to the criteria in a **file plan** or in a collections management policy that addresses what materials the archive will acquire, and what will not be taken on.

Series "Series" is the third level or unit of organising archival records. It comes after the **repository / archive** (first level) and the **group** or **collections** (second level). It is the most important one in terms of the **arrangement** and **description**. Series are created with a common denominator, often record types (minutes, reports, circulars, correspondence); or activities (the smaller tasks associated with finance and administration, like procurement, orders, human resource management, etc).

Once the series are determined, their order needs to be determined within the group. You may have ten series, but one of them must come first in terms of physical containers and in terms of listing in the finding aids. The sequencing can move

from the most important series, the ones closest to the purpose of the records creators, to the least significant records. The sequence can also be arranged from the general to the more specific.

Schedule of Other Records Another term for the Records Control Schedule, see the entry for "**Records Control Schedule.**"

Transfer Transfer is the formal process of placing documents that are no longer in everyday use in an organisation or office to the archive. It is a formal and legal process whereby the records identified for keeping in the archive (**selection**) are withdrawn from the office's current files. The records identified for transfer are then listed. The intention to transfer the records is communicated to the archive in writing, along with the list of records identified for transfer. The formal process creates a record of the transfer of the files. The archive also formally accepts the transfer, by acknowledging the transfer in writing. A mutually agreeable date is set for the physical transfer of the record to the archive. Once the records have been received at the archive, the records become the legal and physical responsibility of the archive.

Resources:

Further advice on preservation topics:

- The British Library has several resources, including Basic preservation for library and archive collections; building a preservation policy; cleaning books and documents – these are available in pdf format for downloading from:
<https://www.bl.uk/conservation/guides>
- Canadian Conservation Institute (CCI). *Notes on collection care and preservation*. Available: <https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes.html>
- North East Document Conservation Centre (NEDCC). *Preservation leaflets*. Available: <https://www.nedcc.org/free-resources/preservation-leaflets/overview>
- United States of America, National Park Service. *Conserve O Grams: Museum collection preservation*. Available:
https://www.nps.gov/museum/publications/consveogram/cons_toc.html#:~:text=What%20are%20Conserve%20O%20Grams,issued%20for%20an%20indeterminate%20period .

Further advice on collection management topics:

- Cathey, B. *Insuring the future of our past: a brief guide to selecting or starting an archival program*. The State Historical Records Advisory Board of North Carolina, 2003. Available: https://files.nc.gov/dncr-archives/documents/files/2003_insuringour.pdf
- International Council on Archives (ICA) *Guidance for the preparation of archival descriptions*. Available: <http://www.ica.org/en/isadg-general-international-standard-archival-description-second-edition>
- Note, Margot. *Access in archives: the fundamentals* *Archival Management* [blog], 10 August 2020. Available: <https://www.margotnote.com/blog/2020/08/31/access-in-archives#:~:text=Access%20is%20a%20set%20of,copyright%20status%2C%20among%20other%20issues>.
- National Archives (United Kingdom). *Archive Principles and Practice: an introduction to archives for non-archivists*, 2016. Available: <https://cdn.nationalarchives.gov.uk/documents/archives/archive-principles-and-practice-an-introduction-to-archives-for-non-archivists.pdf>
- Society of American Archivists. *Typical usage guidelines in archival repositories*, 2022. Available: <https://www2.archivists.org/usingarchives/typicalusageguidelines>

A good breakdown of the different levels of organising archival records:

- Note, M. *Levels of archival arrangement: a primer*. Lucidea.com blogpost (27 January 2020). Available: <https://lucidea.com/blog/levels-of-archival-arrangement-a-primer/>

Further advice on policy-writing:

- American Museum Alliance. *Developing a collections management policy*, 2012. <https://www.aam-us.org/wp-content/uploads/2018/01/developing-a-cmp-final.pdf>
- Margot Note. *Archival Collection Policies: Writing the Best One for Your Needs*, 2019. <https://lucidea.com/blog/collection-policies-writing-the-best-one-for-your-needs/>

There are many examples of archival collection policies available on the internet. Larger libraries, archives and other organisations that have archives have put their collections management policies online. Take a look at examples and take from them what is useful to your situation. Below are just a few examples available:

- Heriot Watt University Museum and Archive. *Museum and archive collections management and development policy*, December 2020. Available: <https://www.hw.ac.uk/documents/collections-management-policy.pdf>
- Texas State University. *University Archives: Collection management policy*, 2017 <https://www.univarchives.txst.edu/info-donors/collection-management.html>
- University of Leicester. *Archives Collections Management Policy*, 2020. Available: <https://le.ac.uk/library/about/policies/archives-collections>

Further advice on codes of ethics for archivists (for policy-writing)

- Australian Society of Archivists. *Code of ethics*, no date. Available: <https://www.archivists.org.au/about-us/code-of-ethics>
- International Council on Archives (ICA). *Code of ethics*, 1996. Available: https://www.ica.org/sites/default/files/ICA_1996-09-06_code%20of%20ethics_EN.pdf
- Society of American Archivists (SAA). *Core values statement and code of ethics*, 2020. Available: <https://www2.archivists.org/statements/saa-core-values-statement-and-code-of-ethics>
- United Kingdom and Ireland Archives and records association. *Code of ethics*, 2020. Available: <https://static1.squarespace.com/static/60773266d31a1f2f300e02ef/t/6082c97ac1fa88333ca028b1/1619183995112/Code+Of+Ethics+February+2020+final.pdf>
- United Kingdom Archives. *Code of conduct for researchers at the National Archives*, no date. Available: <https://cdn.nationalarchives.gov.uk/documents/code-of-conduct.pdf>

Further advice on dealing with “orphan works”.

- United Kingdom Archives. *Orphan works: guidance for archive services on reasonable searches to identify rights holders*, 2021. Available: <https://cdn.nationalarchives.gov.uk/documents/archives/orphan-works-guidance.pdf>
- United Kingdom Government. *Guidance on orphan works: diligent search guidance*, 2021. Available: <https://www.gov.uk/government/publications/orphan-works-diligent-search-guidance-for-applicants/orphan-works-diligent-search-guidance>
- Barbara L. Voss and Megan Kane. *Re-establishing context for orphaned collections a case study from the Market Street Chinatown, San Jose, California. Collections: a journal for museum and archives professionals*, Volume 8, Number 2, Spring 2012, p. 87–112. Available: <https://rowman.com/WebDocs/8.2%20Voss%20and%20Kane.pdf>

Further advice on the digitisation of archival holdings:

- International Federation of Library Associations (IFLA). *Guidelines for digitization projects for collections and holdings in the public domain, particularly those held by libraries and archives*, 2002. Available: <https://www.ifla.org/wp-content/uploads/2019/05/assets/preservation-and-conservation/publications/digitization-projects-guidelines.pdf>

Further advice on filming activity in archives and other heritage collecting organisations / institutions.

- United Kingdom National Archives. *Terms and conditions for filming at The National Archives*. Available: <https://cdn.nationalarchives.gov.uk/documents/filming-terms-and-conditions.pdf> ; and, <https://www.nationalarchives.gov.uk/about/press-room/filming/>
- National Archives, United States of America. *Rules for filming, photographing, or videotaping on NARA property facilities*. Available: <https://www.govinfo.gov/content/pkg/CFR-2021-title36-vol3/pdf/CFR-2021-title36-vol3-sec1280-42.pdf>
- National Archives, United States of America. *Photography policy [Archives website statement]*. Available: <https://museum.archives.gov/photography-policy>
- State of Florida [USA], Division of Library and Information Services. *Filming policy: State Archives and Records Centre*. Available: <https://dos.myflorida.com/library-archives/archives/visit/filming/>

Further advice on racism and social bias in collections

- Disability History Museum [Conway, Massachusetts, USA]. *What issues of language arise from the historical study of disability?* [website FAQs]. Available: <https://www.disabilitymuseum.org/dhm/lib/FAQ.html>
- National Archives, United States of America. *Statement on potentially harmful content*. Available: <https://www.archives.gov/research/reparative-description/harmful-content>
- South African Government. *National Action Plan (NAP) to Combat Racism, Racial Discrimination, Xenophobia and Related Intolerance*, c 2019. Available: https://www.gov.za/sites/default/files/gcis_document/201903/national-action-plan.pdf
- University of Los Angeles, California (UCLA). *Thoughts on conserving racist materials in libraries*. [Preservation blog], 2020. Available: <https://www.library.ucla.edu/blog/preservation/2020/09/29/thoughts-on-conserving-racist-materials-in-libraries>
- Washington State University [USA]. *Acknowledgment of bias and harmful content*. <https://libraries.wsu.edu/masc/acknowledgment-of-bias-and-harmful-content/>
 - This website has links to additional resources for assistance with harmful content / language relating to sexual orientation, race, land restitution, etc.
 - Doing an internet search for “statement on harmful content in collections” will bring up a number of statements by libraries, archives and museums regarding the presence of harmful content in collections and how they address the matter.

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**Western Cape
Government**