

CAARA

Council of Australasian Archives
and Records Authorities

Report on Archives Survey 2007



Acknowledgements

Archives Survey 2007 has been the most comprehensive survey of archives across Australia ever undertaken. I don't think anyone expected, least of all myself, that 254 responses would be received to a 50 question survey. I am most thankful to all of the people who responded to the survey on behalf of the archival program or service within their organisation. The detail provided in open questions was truly amazing.

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Tony Leviston
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Executive Summary

Archives Survey 2007 is the first comprehensive survey of the Australian archive domain, comprising archival organisations and services across Australia. It is also intended as the first of a series of periodic surveys of the domain to be conducted every five years.

It was commissioned by the Council of Australasian Archives and Records Authorities (CAARA), a body comprising the heads of the Australian national, state and territory government archival authorities and the chief executive of Archives New Zealand. The Australian Society of Archivists Inc. and Archives New Zealand were partners in the survey.

The survey instrument was distributed to about 580 archives. There were 254 responses received: a 44% response rate. Despite the high response rate, caution should be taken in reading the survey results, as it is not certain that the respondents accurately represent the entire archive domain.

The data gathered through the survey nevertheless provides, for the first time, evidence to support long-standing assumptions made about the Australian archive domain. It also challenges some assumptions.

The objectives of the survey were to:

- measure population use of archive collections and archival services
- measure archival activities, including outreach
- identify characteristics of the archive domain as a whole, and sub-domains
- measure archives held and accessible
- describe the archive workforce, both paid and voluntary
- identify issues and challenges faced by the archive domain.

Use of archive collections and services

Many archives (82%) provide services to both internal users (people working for or associated with the organisation managing the archive) and external users, such as the general public. Internal users are more predominant in 58% of the archives surveyed. External users are precluded from a few archives, usually because of a lack of appropriate facilities and resources, or because of the sensitivity of the archival material held.

Whilst 16% of archives in this survey service internal users only, this figure could be higher in the overall archive domain. This is because the survey pool was primarily made up of archives listed in the publicly accessible Directory of Archives in Australia, which provides details of archive collections for external users.

Respondents identified a broad range of internal and external user types, and a broad range of reasons why users are interested in accessing archival materials.

The value of archives to the organisation holding them, or to the general public, is not necessarily reflected by in-person visitor numbers or email enquiries. Over three quarters of archives (77%) have less than 500 visitors in person per year, while 45% serve less than 50 visitors per year. In contrast, 15% of archives have more than 10,000 unique website visitors per year, and several archives have millions of website visitors. The results suggest there are an overall higher proportion of website visitors than in-person visitors, despite a lack of data in this area.

Archival services and activities

Despite high website visitor numbers, and increasing expectations of web-based services, many archives still offer traditional services to users in on-site reading rooms and through research enquiry and copying services.

Website services are offered by 113 respondents (44%), and are an area in which opportunities are being pursued. The primary use of websites is to help users locate archive

services, followed by provision of information about holdings (through catalogues and indexes) and research enquiry services. Provision of online access to digital archival content is still relatively uncommon (only 38% of archives with website services; and only 17% of archives surveyed).

Employees in archives mostly undertake the typical activities of

- acquisition and appraisal
- accessioning, arrangement and description
- preservation and conservation
- access or reference services
- management.

Less common are outreach activities and oral history.

Volunteers support employees across the whole range of activities, with a slight emphasis on accessioning, arrangement and description. This may reflect the result that around half of all respondents (51%) consider accessioning, arrangement and description to be the most time-consuming role or activity. Gaining control over the collection, including cataloguing and indexing, was identified by many archives as a major challenge to be handled. This correlates with the result that showed a large quantity of archive materials are not documented.

The activity of training or advising records creators about records management is undertaken by 50% of those archives with paid employees. This may correlate with the result that nearly two-thirds of archives (62%) have responsibility for digital archives, although it is not known whether they have responsibility for setting digital records policies and standards, or just have responsibility for managing digital records transferred to the archives. Over three quarters of respondents indicated they have a need or urgent need for skilled staff, technology, and policies/procedures in relation to digital archives.

Characteristics of the archive domain

Three quarters of the respondents (76%) indicated that archival activity is a minor activity of their organisation. This suggests that the majority of the archive domain is made up of what the Australian Bureau of Statistics (ABS) term 'archive services'. Less than 10% of the archive domain comprises organisations that the ABS would classify as 'archives'. The remaining 15% appear to be primarily organisations that collect archives as part of a broader collections or cultural role.

Many archives (88%) also hold other collected materials such as objects, art works, clothing, books, etc. Large government archives are an exception to this trend. This suggests that smaller organisations often collect archives as part of broader cultural collections and the differences between archives, museums, libraries and galleries are less distinct. In fact some of the respondents identified themselves as museums that hold archives, rather than archives that collect objects.

Many archives (83%) have an annual operating budget, although funding shortfalls were a challenge to be handled by some archives. Donations and grants are the next most common sources of funding. There appears to be confusion among archives about their eligibility for grants and sponsorships. Just over a quarter of respondents (28%) applied for grants or sponsorships in the three years prior to the survey, and there was an overall success rate of 83%.

Archives held and their accessibility

A large number of archives (74%) hold all types of physical formats of archives (volumes, papers, maps, photographs, film and video). A large proportion (81%) also holds digital archives.

Around two thirds of archives (66%) hold 19th century, or earlier, material in their collections.

Large quantities of archival material are held, particularly photographs, although the total amount is unknown. The amount of archives held has major implications in terms of facilities

required to store them, and resources required to describe and preserve them, and make them accessible to users.

Whilst more than one third of archives have over 75% of their collection accessible to users through catalogues, indexes or other finding aids, there are nevertheless around 10% of archives that have none of their holdings documented and accessible to users. Another 19% of archives have less than a quarter of their holdings documented and accessible. Where catalogues, indexes and finding aids do exist, they are often in electronic form or the archive is in the process of converting them to electronic form, usually a database.

Archive workforce

A total of 72% of archives employ only one person, either full-time or part-time. These are known in the domain as 'lone arrangers' – archivists working alone or with a few volunteers. Less than half of the archives surveyed (46%) are managed or coordinated by a full-time employee, and around one third (36%) are managed or coordinated by a part-time employee.

Results suggest that about half of the employees in archives have formal archival qualifications, with a further 10% studying towards a formal qualification. Those employees without formal archival qualifications may possibly have qualifications in related areas such as librarianship, history, records management, museum studies and education.

Volunteers are a major component of the archive workforce. Over half of the archives surveyed (53%) use volunteers, with 13% of archives being staffed only by volunteers and 14% have a volunteer in charge. Only a few volunteers have formal archival qualifications, or are studying for a qualification, but may have qualifications in other areas. Those volunteers with a formal archival qualification are most likely to be retired archivists or archivists working in honorary positions. Both employees and volunteers appear to rely heavily on professional development opportunities to increase their knowledge and skills.

Of concern is the finding that there are 108 archives where neither the person in charge, employees nor volunteers have formal archival qualifications.

Issues and challenges

Coping with a lack of space, and handling relocations of the archives, were the major challenges handled over the three years prior to the survey, and were also the major challenges identified for the next five years.

Future challenges also include gaining control over the collection, handling staffing changes or lack of staff, digitisation of archival materials and managing digital archives. Possible funding shortfalls are also of concern in the next five years.

From a more positive perspective, many archives also identified there may be opportunities in the next five years to improve the archive facilities, such as getting a new building. Increasing digitisation of archival materials and improving website services, were also opportunities to be explored, as well improving the management of digital archives.

Part 1: Background and methodology

Background

Council of Australasian Archives and Records Authorities (CAARA)

The Council of Australasian Archives and Records Authorities (CAARA) comprises the heads of the government archives authorities of the Commonwealth of Australia, New Zealand and each of the Australian States and Territories. CAARA was formerly known as the Council of Federal, State and Territory Archives (COFSTA). The change of name, which took effect from 1 July 2004, reflected the broad archival and recordkeeping roles of member institutions, and the inclusion of Archives New Zealand as a member.

CAARA is the peak body of government archives and records institutions in Australia and New Zealand. The aims of CAARA are to promote a sense of understanding and consistency in the management of records across its member organisations. It also has an interest in the broader state of archives in Australia.

CAARA took over collecting Australian archival statistics in 2000 from the Australian Council of Archives (ACA). The ACA was a consultative body, formally established in July 1985, open to any organisation in Australia which collected and preserved archival materials, whether produced by itself or by other bodies or persons. The ACA was wound up in 2000.

The ACA had first conducted a survey of its members in 1989 covering the year ending 1988. A survey has been conducted annually since then. Until 2001, the annual survey collected data from ACA members. Since 2002 the annual survey collects data from CAARA members only.

In 2002 CAARA agreed to conduct a periodic survey of the broader archive domain every five years. Archives Survey 2007 is the first periodic survey under this plan.

Australian Society of Archivists, Inc.

The Australian Society of Archivists Inc. (ASA) is the peak professional body for archivists in Australia. It was formed in 1975 in response to the growing number of archivists in Australia and to the increasing demand for archival skills. The Society is administered on a national basis by an elected Council. Branches and Special Interest Groups are active in the States and Territories.

The Australian Society of Archivists aims to:

- promote a professional identity amongst archivists
- promote the keeping, care and use of archives and encourage research and development in all areas of archival practice
- establish and maintain standards of archival practice and professional conduct amongst archivists, including standards of archival qualifications and professional training
- encourage the responsible use of archives including cooperating with other organisations and groups with common interests and concerns
- encourage communication and cooperation amongst archivists, their institutions and the users of archives
- publish and disseminate information relevant to the archival profession.

The ASA has conducted several surveys of its members focusing on their profile, work, education and membership activity.

Archives Survey 2007

In February 2006, CAARA and the ASA agreed to collaborate on the first periodic survey of the archive domain and decided that the survey population should be as broad as possible, including school, community and religious archives that were not previously covered by ACA surveys.

In broadening the survey population CAARA and ASA identified two initial implications:

- the need for more rigour to be applied to the survey sampling methodology, to ensure the results would be more representative of the full range of archives, and
- the need to develop a new survey instrument that would be relevant to the diversity of large and small archival organisations and services.

State Records NSW agreed to coordinate the survey on behalf of CAARA. The survey was originally scheduled for October 2006, however it was pushed back to early 2007 due to the broadened scope and limitations of resources.

CAARA was the main sponsor and funding body for Archives Survey 2007. The ASA provided the initial survey frame list from its online Directory of Archives in Australia and institutional membership list and contributed funding for the survey development. Archives New Zealand contributed funding to the survey development, on the basis that the survey questionnaire could be used for a New Zealand survey.

A reference group was established comprising representatives of CAARA and ASA to provide direction and guidance to the survey coordinator during the project. The reference group included:

- David Roberts, Director, State Records NSW (CAARA)
- Dianne Macaskill, Chief Executive and Chief Archivist, Archives New Zealand (CAARA)
- Catherine Robinson, former ASA President
- Kim Eberhard, ASA President
- John Roberts, former ASA Councillor.

Research into archival statistics

The survey coordinator's first task was to research archive and collections sector surveys in Australia, the UK and the USA. This research was undertaken to understand the context of the survey within Australia, and to identify issues and challenges of conducting surveys in the archive domain. The research also aimed to identify data standards for archive surveys.

Research showed that there had been limited data collected on the Australian archive domain. The following table lists data collections identified that cover Australian archives and archivists.

Data collection	Year	Target Population	Respondents	Focus
ACA/CAARA statistics	Annual from 1996	ACA members to 2001, CAARA members since 2002	Between 1996 and 2001 results are reported for 34 to 49 archives organised within six categories: 1) National Archives, 2) State Archives, 3) Local Government, 4) Universities, 5) Commercial and other, and 6) Collecting institutions. Since 2001 only CAARA members	Statistical information about holdings, arrangement and description, use of holdings, web access, repository buildings, staffing, and budget and expenditure ¹ .
ASA Membership surveys ²	2003, 1996, 1993	ASA members, individual and institutional	397 members (2003)	Profile, work, education and membership activity
University Archives Statistical Questionnaire 2005 ³	2005	University archives	14 universities (2005)	Statistical data, similar to annual CAARA survey
Small archives survey ⁴	2000	ASA members responsible for small archives (self-described)	64 members, from school, religious, business, charity, university and government instrumentalities	Develop profile of archives and staff. Identify needs and expectations.
Market research into the use and non-use of archives in Australia by key user groups	1996	Users and non-users of archives	300+ users and non users of archives	Why people who interpret Australia's history, culture and society use or do not use archival records as part of their research
Survey of business archives ⁵	1986	Companies established in 19 th century or listed in top 150 companies between 1900 and 1965 without an archivist or not known to deposit archives	51 companies	What archival records they kept, how they cared for them, and if they would like advice.
Survey about archival conservation	1977		33 organisations	

Table 1 Archive domain data collection

¹ Annual archival statistics from 1996 to 2005 are available on the CAARA website at <http://www.caara.org.au/Archival%20Statistics/statistics.htm>

² R Loo, 'ASA 2003 Membership Survey', *Archives and Manuscripts*, vol. 32, no. 2, November 2004, pp. 16-41. J. Davidson, A. Schwirtlich, B. Smith, 'The Australian Society of Archivists' 1996 Membership Survey', *Archives and Manuscripts*, vol. 25, no. 2, November 1997, pp. 304-327. J. Davidson, A. Schwirtlich, B. Smith, 'The Australian Society of Archivists' 1993 Membership Survey', *Archives and Manuscripts*, vol. 23, no. 2, November 1995, pp. 306-321.

³ Report provided by K Brennan.

⁴ B van Bronswijk, 'Australian Society of Archivists Small Archives Survey 2000', *Archives and Manuscripts*, vol. 28, no. 2, November 2000, pp. 11-29.

⁵ C Pritchard, 'Survey of Business Records', *Archives and Manuscripts*, vol. 15, no. 2, November 1987, pp. 139-148.

The following table lists recent data collections from the broader collections sector in Australia that have included responses from archives.

Data collection	Year published	Target Population	Archive Respondents	Focus
Conservation Survey 2006 ⁶	2006	Collecting organisations	30 archives (including 11 that identified as hybrid - both archive and either gallery, library or museum).	Conservation and preservation employment and education.
Public Libraries 2003-04 ⁷	2005	Local government libraries, national, state and territory libraries and archival service organisations.	8 national and state archives out of total 548 organisations	Detailed aspects of operations: income and expenses, employment, activities for the 2003-04 financial year.
Museums 2003-04 ⁸	2005	Organisations engaged in the operation of museums and art galleries. Types of museums in scope included archives (excluding national and state archives).	Not identified	Detailed aspects of operations: income and expenses, employment, activities for the 2003-04 financial year.
A Study into the Key Needs of Collecting Institutions in the Heritage Sector ⁹	2002	Heritage collections held in public institutions, particularly libraries, museums, galleries and archives.	66 archives out of 327 institutions	

Table 2 Data collections including archives

In a 2007 statistical overview of arts and culture in Australia the Australian Bureau of Statistics noted the limitations of their data on archives.

State specific data on archives are not available for this collection due to confidentiality requirements nor are data on the archives operated by universities, local governments, commercial organisations and collecting institutions (e.g. state libraries).¹⁰

It became clear from the research that this survey was to be the first comprehensive survey of archives across Australia.

Research into data standards indicated that there were few standards for archival data collection in Australia. Archival data standards were therefore drawn from the UK National Council on Archives Public Services Quality Group Performance Indicators Working Party (refer to footnote 19) and US Heritage Health Index project (refer to footnote 20).

⁶ Collections Council of Australia Ltd., *Conservation Survey 2006: A survey of human and financial resources in Australian conservation and preservation*, <http://www.collectionscouncil.com.au/conservation+survey.aspx>

⁷ Australian Bureau of Statistics, *Public Libraries, Australia, 2003-04*, <http://www.abs.gov.au/>

⁸ Australian Bureau of Statistics, *Museums, Australia, 2003-04*, <http://www.abs.gov.au/>

⁹ Deakin University, *A Study into the Key Needs of Collecting Institutions in the Heritage Sector: Final report 1 May 2002*, http://www.collectionsaustralia.net/files/2252/File/deakin_keyneedsstudy.doc

¹⁰ Australian Bureau of Statistics, *Arts and Culture in Australia: A Statistical Overview, 2007*, <http://www.abs.gov.au/>

A note about directories and guides

Directories of archive collections and repositories do not provide any statistical analysis, however, they are a source of basic information about archives usually for the purpose of directing users (and other archivists) to their collections.

The Directory of Archives in Australia was first published online by the Australian Society of Archivists in 1996. It was originally compiled in 1992. It comprises contact details and general information about the collection, hours of access, and rights of access. The Directory superseded an earlier ASA directory called 'Our Heritage' which was first published in 1983. 'Our Heritage' itself superseded an earlier directory from 1968/69.

The Australian archive domain

A key question in planning Archives Survey 2007 was 'What constitutes the Australian archive domain?'

The Collections Council of Australia Ltd. define 'archive domain' as one of four major domains within the collections sector: the other domains being galleries, libraries and museums. They then define an archive as an organisation whose 'core business is the collection, management and display of archives and records'.¹¹

The ASA doesn't define 'archive domain', however they do define archives.

Archives are documents created or received and accumulated by a person or organisation in the course of the conduct of affairs and preserved because of their continuing value.

The word 'archives' is also commonly used to refer to (a) the organisation, agency or program responsible for the selection, care and use of records of continuing value, and (b) the building or place dedicated to their storage, preservation and use.

*Archival documents do not come only as text on paper, but include every known form and format in which information can be fixed in the form of records.*¹²

The ASA publication *Archives Matter*, published in 2007, notes that there are over 500 archives in Australia including:

- Commonwealth Government archives
- State and Territory Government archives
- State and Territory library manuscript collections
- Archives of large city councils
- Church archives
- University archives, and special collections located within universities (business and labour archives, prime ministerial archives, regional and local archives)
- School archives, private and public
- Business archives (usually large businesses and most banks)
- Professional, political and cultural organisations archives
- Hospital archives, private and public
- Local and regional collections, including local history collections in municipal libraries, separate local heritage collections and historical society collections
- Subject based collections.¹³

¹¹ Collections Council of Australia Ltd., *op.cit.*, p. 93.

¹² Australian Society of Archivists, Inc., *The Professional Archivist*, <http://www.archivists.org.au/professional-archivist>

¹³ Australian Society of Archivists, Inc., *Archives Matter*, 2007, p. 23., <http://www.archivists.org.au/archives-matter-launched-and-available-download>

Archives Matter points out that many archival materials of local councils, churches, schools, hospitals, businesses, and professional, political and cultural organisations, are located in the collections of national, state and territory archives and libraries or in specialist university collections.

The Australian Bureau of Statistics (ABS) hasn't defined the 'archive domain' however they have defined 'Archives' and 'Archive Services' as part of the Australian Culture and Leisure Classifications (ACLCL). The ACLCL comprises industry, product and occupation classifications for the purpose of comparing and coordinating statistical data collection.

The ABS classify Archives as an industry (along with Libraries) under the broader Heritage classification. The archives class consists of:

*units whose primary function is the permanent (or long term) preservation of unique records, selected because of their administrative, financial, legal, evidential or other information value, which are generally no longer required for the conduct of current activities by government agencies, non-government organisations or private individuals. Archives provide services which include the description and preservation of archival material and the provision of archival research and reference facilities. The records may be stored and accessed electronically or otherwise.*¹⁴

Exclusions from the archives class are units mainly engaged in operating libraries (these are classed as Libraries) and commercial information storage and retrieval services.¹⁵ Units engaged in acquiring, managing and exhibiting heritage objects and artifacts are classed as 'other museums' – as distinct from 'art museums'.

The ABS have separately identified 'archive services' as a class of cultural product within the ACLCL. Archive services include:

- operation (collection, cataloguing, conservation and retrieval) services of public archives; and
- operation services of historical archives.¹⁶

The separation of archive services as a product classification recognises that while archive services are the primary products of the archive industry, such services may be provided as an output of other industries (for example, archive services within a bank).

Despite distinct professional traditions and separate statistical classifications, the organisations and services within the collections sector do not always neatly classify as archives or libraries or museums (art or otherwise). In their Conservation Survey 2006, the Collections Council of Australia Ltd. identified 'hybrid' collecting organisations: those whose 'core business is collections from more than one collecting domain'.¹⁷

For the purposes of Archives Survey 2007 the archive domain included:

- Organisations who identify as archival organisations and whose primary purpose is to manage archive collections and provide archival services e.g. National Archives, Noel Butlin Archives Centre, National Film and Sound Archive
- Organisations who manage archival collections as part of a broader collection or cultural heritage role e.g. State Library of NSW, Australian War Memorial
- Organisations who have custody of an archival collection or who provide an archival service e.g. a school/business/religious order that has its own archive.

¹⁴ Australian Bureau of Statistics, *Australian Culture and Leisure Classifications 2001*, <http://www.abs.gov.au>

¹⁵ *ibid.*

¹⁶ *ibid.*

¹⁷ Collections Council of Australia Ltd., *op. cit.*, p. 94.

Methodology

Defining purpose, objectives, and scope

Following initial research into archival statistics, the next task in developing Archives Survey 2007 was to define the purpose, objectives, and scope of the survey.

A brief discussion paper was developed for the reference group proposing the survey purpose and methodology. A draft statement of purpose and scope was subsequently developed in July 2006 for consultation among CAARA members. Extensive comments were received and a revised statement of purpose and scope was developed in August 2006 (see Appendix 1). An extract of the statement is given below.

The **purpose** of the survey is to assist:

- individual archive programs or representative organisations to advocate for funds, policy change or other support
- CAARA and the ASA to develop national strategies for addressing current and emerging issues and challenges facing archival sectors (e.g. business archives) or the domain as a whole
- the Collections Council of Australia to understand the archival domain, particularly the domain's relationship with other collections domains (i.e. libraries, museums)
- with monitoring individual or combined progress over time, and comparison with international archives.

Objectives of the survey are to:

- measure population use of archive collections and archival services
- measure archival activities, including outreach
- identify characteristics of the archive domain as a whole, and sub-domains
- measure archives held and accessible
- describe the archive workforce, both paid and voluntary
- identify issues and challenges faced by the archive domain.

Scope

The survey aims to be as comprehensive as possible within very limited project resources.

The archive domain to be surveyed includes:

- Organisations who identify as archival organisations and whose primary purpose is to manage archive collections and provide archival services e.g. National Archives, Noel Butlin Archives Centre, National Film and Sound Archive
- Organisations who manage archival collections as part of a broader collection or cultural heritage role e.g. State Library of NSW, Australian War Memorial
- Organisations who have custody of an archival collection or who provide an archival service e.g. a school/business/religious order that has its own archive.

The survey will target the entire known archive domain, aiming to obtain results from a representative sample of the domain.

Figure 1 Extract from Statement of Purpose and Scope

Defining data outputs

As a result of comments received on the statement of purpose and scope, a document outlining the proposed data outputs or indicators of the survey was developed, showing how each piece of data related back to the survey objectives. This document was circulated to CAARA members for comment in October 2006 (see Appendix 1).

Both the Statement of Purpose and Scope and draft Proposed Data Output /Indicators were circulated in October 2006 to other stakeholders including:

- Australian Bureau of Statistics, National Centre for Culture and Recreation Statistics
- Collections Council of Australia Ltd.
- Cultural Ministers Council Statistics Working Group, and
- Collections Australia Network.

Once the survey purpose, objectives, scope and data outputs were finalised, work commenced on building the survey frame (survey pool) and designing the questionnaire.

Building the survey frame

Target population

As noted above, the Statement of Purpose and Scope defined the archive domain to be surveyed as:

- organisations who identify as archival organisations and whose primary purpose is to manage archive collections and provide archival services
- organisations who manage archival collections as part of a broader collection or cultural heritage role
- organisations who have custody of an archival collection or who provide an archival service.

These organisations were in fact not just the survey pool, but were the target population being studied. Ultimately, the objective of the survey was to describe, measure and characterise these organisations.

Organisations that provide commercial archival consultancy, supply, or storage services, and archival educators, were not considered as belonging to the target population, and were therefore excluded from participating in the survey.

Survey frame

Although the target population had been defined, it was recognised that there was no complete list of archival organisations and organisations operating archival services in Australia. A similar issue had been recognised as far back as 1983.

We do not really know how many institutions there are that are collecting 'archives and manuscripts'.¹⁸

It was agreed that building a complete list (although desirable) would not be possible within the project timeframe and resources.

Existing sources were therefore used to compile a list of the known organisations in the archive domain. The initial survey frame list was built by the ASA in October 2006 using entries from the Directory of Archives in Australia, published online by the ASA, supplemented by additional (non duplicate) organisations that were listed as institutional members in the ASA membership database. The consolidated list comprised 638 entries.

The ASA advised, when supplying the list, that the entries from the Directory of Archives in Australia may not be accurate. This was because organisations are responsible for updating their own information in the directory. As organisations were to be communicated with by

¹⁸ P Brunton, 'Review of Our Heritage: A directory to archives and manuscript repositories in Australia', *Archives and Manuscripts*, vol. 11, no. 2, November 1983, p. 172-3. Our Heritage was replaced by the Directory of Archives in Australia in 1996. It was this Directory that became a key source of data for building the survey frame.

email, this was a crucial piece of information needed. Unfortunately, email addresses were missing for about half of the 638 entries and the accuracy of the remainder was unknown.

A process of gathering the missing email addresses was undertaken by an administrative assistant from State Records NSW during October and November 2006. To save time, email addresses already supplied with the list were not checked for accuracy. It was decided that an early email communication would be used to identify out of date email addresses (through delivery failure messages), and these would then be corrected before the survey opened. No entries were removed from the list, even in a few cases where the organisation or archival service no longer appeared to exist.

Further additions to the survey frame occurred as a result of initial publicity about the survey. Ten additional entries were added to the list, making a total of 648 entries entered into the survey software prior to the survey opening.

During the period the survey was open (31 January to 2 March 2007) additional entries were added to the survey frame in the survey software. These were archives that found out about the survey through colleagues, the aus_archivists listserv posting or articles in the ASA Bulletin. In effect, this partly addressed concerns about limiting the survey to the known organisations in the Directory of Archives in Australia and ASA institutional membership list. Twenty-five additional organisations were added, giving a final total of 673 entries.

Sampling methodology

Initially it was anticipated that archives, other than the major institutions, would self-select whether they would participate in Archives Survey 2007. The ASA President called for participation in the survey in the February 2006 issue of the ASA Bulletin.

It was later thought that either a census should be conducted of the target population or a random sample of the target population should be surveyed. Given the diversity of archives, a combination of approaches was also considered.

The initial survey frame list was supplied to Robert McEntyre, Director of Robert McEntyre and Associates, who was engaged to assist with the survey methodology and questionnaire design. Table 1 shows Robert's analysis of possible segments of the population and their number in each state and territory.

This analysis highlighted the large proportion of schools (21.5%) and historical societies and clubs (21.2%) within the survey frame.

The analysis also showed that a high proportion of responses would be needed from most segments for the data to be considered statistically valid and representative.

It was decided that all archives on the list would be surveyed, although responses would not be mandatory. Furthermore, archives not on the list would be able to participate if they became aware of the survey.

SEGMENTS	NSW	VIC	SA	WA	QLD	ACT	NT	TAS	TOTAL	% of Total
Education - Schools (private generally)	46	37	12	15	17	7	0	3	137	21.5%
Historical societies and clubs	63	20	12	27	9	2	2	0	135	21.2%
Religious organisations and churches	17	8	12	8	12	1	0	1	59	9.2%
Public libraries	21	3	24	3	2	1	1	1	56	8.8%
Education - Universities & TAFE	14	6	2	5	8	8	2	1	46	7.2%
Art galleries and museums	11	11	1	8	2	2	0	2	37	5.8%
Australian, State and Territory Archives & Libraries	9	2	4	4	4	6	4	2	35	5.5%
Australian government departments/orgs	5	2	7	1	1	11	1	1	29	4.5%
Hospitals and medical organisations	10	12	1	1	1	1	0	0	26	4.1%
Business organisations (private sector)	12	9	2	1	2	0	0	0	26	4.1%
State/Territory governments	10	4	2	5	1	1	2	0	25	3.9%
Local government	9	5	2	3	2	0	0	0	21	3.3%
Research organisations (e.g. CSIRO)	0	1	0	0	0	2	1	0	4	0.6%
Sporting organisations and clubs	2	0	0	0	0	0	0	0	2	0.3%
TOTAL	229	120	81	81	61	42	13	11	638	100.0%
% of Total	35.9%	18.8%	12.7%	12.7%	9.6%	6.6%	2.0%	1.7%	100.0%	

Table 3 Survey frame segmentation 30 October 2006

Invitations to participate

Invitations to participate in Archives Survey 2007 were sent out by email on 7 December 2006 to approximately 580 organisations from the survey frame list (see Appendix 2 for the text of the email). Organisations did not receive an invitation if their email address was not known.

The email had four main purposes:

1. to introduce and provide advance notice of the survey (scheduled to open in January 2007)
2. to request contact details of the person most likely to complete the survey
3. to find out the preferred method for completing the survey (whether online or paper)
4. to identify incorrect email addresses, and correct them before the survey went live.

The survey 'reporting unit' was defined as the person most directly responsible for managing or providing access to the archives held by each organisation.

A total of 144 responses were received to this initial message, with respondents providing their contact details and indicating their willingness to participate in the survey. Several of these were from different parts of the same organisation. Delivery failed to around 28 email addresses. Where possible, correct email addresses were located.

Questionnaire development and testing

In early October 2006 State Records NSW (on behalf of CAARA) engaged Robert McEntyre, Director of Robert McEntyre and Associates to design a questionnaire based around the required data outputs/indicators and to meet the survey objectives. The questionnaire was completed in January 2007 (see Appendix 3).

As noted above, an implication of broadening the target population of the survey was that the annual CAARA survey instrument had to be reworked to be more relevant to the diversity of sizes of archival organisations and services.

The need for a more exploratory type of survey became clearer after analysis of the initial survey frame identified that 20% of the survey units were historical societies. It was decided, based on this figure and the high overall proportion of small archives, that the questions would need to be broad, open, and free of archival jargon. This was necessary to ensure that the survey would be able to be answered by organisations ranging from a small, rural historical society to the National Archives of Australia.

Development of the questionnaire commenced in November 2006. The first draft was completed mid November and circulated to the reference group for comment.

In late November a draft was sent to the Royal Australian Historical Society, Sydney for feedback on the likelihood that historical societies would understand and be able to answer the questions. This feedback was very useful and resulted in simplification of the questions.

In December 2006 an updated draft of the questionnaire was distributed to CAARA members, ASA, and other stakeholders (Australian Bureau of Statistics, Collections Council of Australia Ltd) for comment. Extensive comments were received and resulted in an updated draft.

Influences on the questionnaire during its development included:

- the ICA/PARBICA Archives for Good Governance Survey questionnaire (kindly supplied by Dianne Macaskill, Archives New Zealand)
- the Conservation Survey 2006 questionnaire and associated documents (kindly supplied by the Collections Council of Australia Ltd)
- the US Heritage Health Index survey questionnaire (kindly referenced by the Collections Council of Australia Ltd)
- the ASA University Archives Special Interest Group University Archives Statistical Questionnaire For the year 2005 (draft kindly supplied by Karin Brennan, University of NSW)

- the ABS *Public Libraries, Australia, 2003-04* and *Museums, Australia, 2003-04* reports (available on ABS website).

Where possible, standard data items and definitions were used. These were primarily drawn from the UK National Council on Archives Public Services Quality Group (NCA PSQG) Performance Indicators Working Party report *Towards generic and universal PIs for archives: Phase 1 Performance Indicators for Access and Usage* June 2003¹⁹ and the Heritage Health Index questionnaire²⁰.

Immediately following the initial email inviting organisations to participate, eight copies of the draft questionnaire were sent out to different archive types for pilot testing. The draft questionnaire was sent with a response sheet and instructions. Five responses with comments were received from:

- two university archives
- a public library associated with a council
- a private school archive
- a religious archive.

The experiences of the pilot test group, and their comments, were collated with other feedback received and a final draft questionnaire was prepared.

Use of survey software

Professional Quest software was used to publish the survey questionnaire and manage respondents and responses.

All 648 entries on the survey frame list were entered into the Professional Quest software application (ProQuest) as potential respondents. This included:

- those organisations who responded to the initial broadcast email on 7 December, noting whether they opted to complete their response online or by post
- organisations with an email address that did not respond to the initial invitation
- organisations in the original list without an email address.

Unique logins and passwords were created for each potential respondent in the software application to ensure that responses would be obtained only from units in the survey frame.

No new respondents were added within the ProQuest software once the survey opened. Instead, existing entries (without email addresses) were reused for the 25 organisations that asked to participate whilst the survey was open.

The questionnaire was also entered into the ProQuest software to enable both an online form to be generated for publication to the CAARA website and a hardcopy form for posting to those archives that requested a printed version. Automatic question flow was implemented in the online form of the questionnaire. This meant certain questions were skipped depending on the response to an earlier question.

Survey distribution and data collection

Survey opening

The Archives Survey 2007 opened on 31 January 2007 for four weeks when the online questionnaire went live on the CAARA website. Hardcopy questionnaires were posted to 18 organisations a few days earlier (on 25 January) to allow for delivery time.

¹⁹ National Council on Archives (UK) Public Services Quality Group, *NCA (PSQG) Performance Indicators Working Party report: Towards generic and universal PIs for archives: Phase 1 Performance Indicators for Access and Usage*, http://www.ncaonline.org.uk/research_and_development/psqg_performance/

²⁰ Heritage Preservation, Inc. *A Public Trust at Risk: The Heritage Health Index Report on the State of America's Collection*, <http://www.heritagepreservation.org/HHI/index.html>

Email messages were sent to all potential respondents within ProQuest with an email address, regardless of whether the address was known to be correct. The email messages were based on one of two proformas created using the ProQuest email functionality:

- one customised with the name of the person nominated for completing the response, where this had been provided
- one generically addressed to the person responsible for the archives of the organisation.

Both email messages included:

- an introductory letter under the signature of the CAARA Convenor and ASA President
- a unique login and password to access the online questionnaire form
- instructions for completing the questionnaire
- details of the prize draw, offered as an incentive for responding to the survey
- an attached PDF file of the questionnaire.

(See Appendix 2.)

Notices about the commencement of the survey were posted on the aus_archivists listerv and the Collections Australia Network (CAN) listserv.

Issues during the survey

On the day after the survey opened a problem with the flow of the online form was detected. The problem was fixed immediately and is believed to have had no impact on responses.

A number of enquiries were received about not being able to login to access the online form. This was because each survey participant was issued with a unique login and password in a customised email. To encourage participation, eager people forwarded the customised email message they received, with their unique login and password, to colleagues. As each login could only be used once, as soon as a form was completed from someone using a particular login, others were locked out. Replacement emails with a new login and password were usually provided the same day upon request.

A number of draft responses were not completed. The survey software enabled participants to save their draft response and come back to it at a later time before submitting their response. Fifteen organisations drafted a response but did not submit it. This was not realised until some weeks after the close of the survey and it was too late to accept these responses.

Prize incentive

A prize of \$300 worth of archival supplies was offered as an incentive for completing the survey questionnaire. The supplies were kindly donated by Archival Survival.

No permit was required to offer the prize incentive other than in the ACT. Rather than applying for a permit, ACT respondents were ineligible for the prize.

The prize was drawn on 16 March. The winner was Berri and Districts Local Heritage Collection, South Australia.

Survey close

The Archives Survey 2007 officially closed 2 March 2007, two days later than the original advertised close date.

The online questionnaire form was able to be used until 5 March, after which no new web based responses were accepted. Post and email responses were accepted until Friday 16 March, the date of the prize draw.

Responses received after 2 March were ineligible for the prize draw, in accordance with the prize draw rules.

Processing data and reporting results

Responses completed online were regularly collected from the CAARA website and transferred electronically into the ProQuest software. Responses received on paper forms or by email were entered into ProQuest by the survey coordinator.

Only responses to Question 2 re organisation type were edited. This was done to ensure that all respondents were assigned to the most appropriate organisation type, before processing of results by these types.

Open question responses were analysed to identify common themes.

Reporting of results in charts follows a convention set by the Collections Council of Australia Ltd in their *Conservation Survey 2006*. Each figure caption contains an N value, where N = Number of responses. Some captions also include a C value, where C = Count of respondents, if this is different to the number of responses.

In accordance with the privacy statement in the instructions, results have been reported on an aggregate basis, either the total result or the result for each organisation type.

Data tables for all range of values questions are included in Appendix 5. These tables show the breakdown by organisation type as well as the totals for each question.

Full responses to six open questions are provided (see Appendices 6 to 11). Where necessary, responses have been edited, or in a few cases left out, if they identified the respondent. Information that identifies the organisation type has been left in.

Part 2: Results and Analysis

Respondent profile

A total of 254 responses were received. The names of the 254 respondents are listed at Appendix 4.

Organisation types

Respondents were asked to select from one of 13 organisation types that most accurately described their organisation (Question 2 or Q2). The types of organisations they could select from were largely derived from the segmentation analysis of the original survey frame. Respondents could specify Other, and if so were asked to describe their organisation type.

The figure below shows the type breakdown of organisations responding to the survey as selected by the respondent.

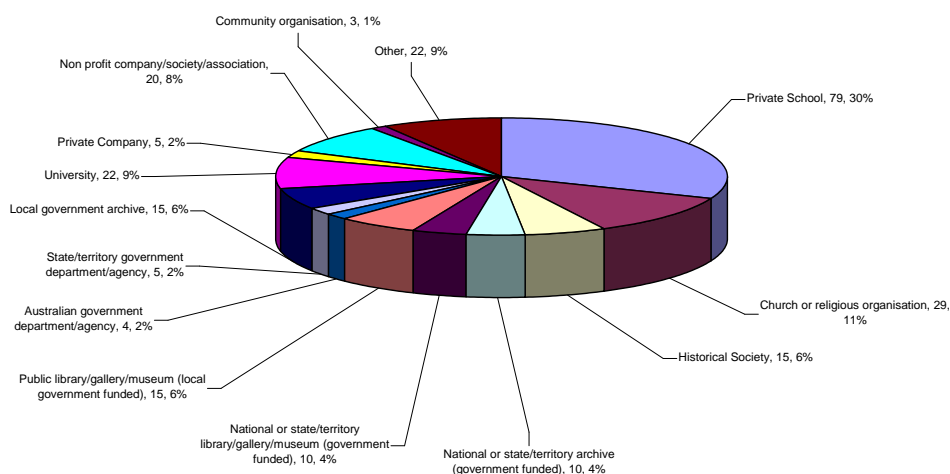


Figure 2 Organisation type as selected by respondents (N=254)

Although the organisation types were not defined in the survey, certain assumptions were made by the survey coordinator about which organisations would belong to which type. Analysis of the type selected by each organisation largely confirmed these assumptions. However, in some cases the scope of the organisation type could have been made clearer.

All 22 organisations that selected Other were assigned to a specific type. Five organisations which had self-selected an organisation type were reassigned to a different type. This was based on the information they provided, background research into the organisation, and comparison with the Q2 response of similar organisations.

The table below shows the breakdown of respondents by organisation type after reassignment, and the number which changed type. The table also includes clarifications on the type categories (in bold) that were used in the reassignment.

Organisation Type with scope clarifications in bold	Number self selected	Number after reassignment	Change
Private school	79	79	-
Church or religious organisation (includes church-run services such as hospitals)	29	31	+2
Historical society	15	16	+1
National or state/territory archive (government funded)	10 ¹	10	-
National or state/territory library/gallery/museum (government funded)	10	10	-
Public library/gallery/museum (local government funded)	15	17	+2
Australian government department/agency (includes statutory authorities)	4	3	-1
State/territory government department/agency (includes public hospitals, public schools, botanic gardens, statutory authorities)	5	13	+8
Local government archive	15	16	+1
University (includes specialist collections, museums)	22	25	+3
Private or public for profit company	5	7	+2
Non profit company/society/association	20	23	+3
Community organisation	3	4	+1
Other	22	0	-22
Total	254	254	-

Table 4 Breakdown of respondents by organisation type: self-selected and after reassignment

Location of head office or main premises

Respondents were asked to select the Australian state or territory in which their head office or main premise is located (Q3). This question aimed to identify the geographical spread of archives responding to the survey.

Figure 2 shows the State/Territory breakdown of organisations that responded to the survey, according to the location of their head office.

¹ Includes two entries for one organisation (based on separate locations)

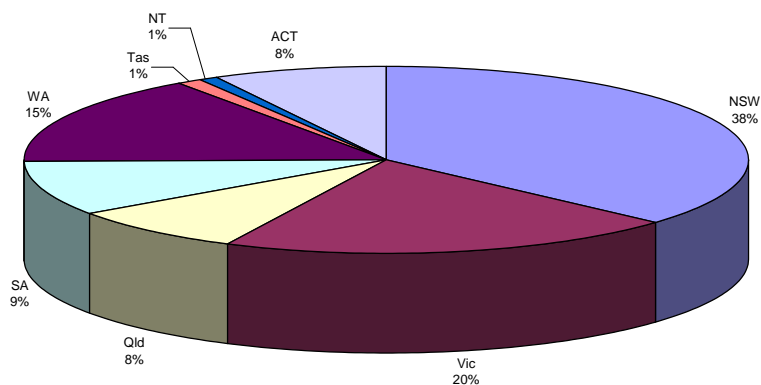


Figure 3 Location of respondents head office/main premise (N=254)

Level of archival activity

Respondents were asked about the level of archival activity within their organisation (Q4). This question sought to distinguish between organisations whose core business is archives, and organisations that have archive services either as a major or minor component of their business. Archival activity was defined as the selection, care and use of archives. Figure 3 shows the breakdown of organisations according to the level of archival activity.

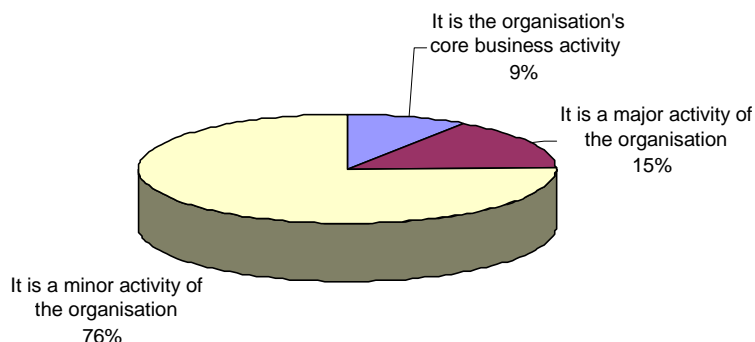


Figure 4 Level of archival activity within organisations (N=254)

The results show that around three quarters of archives view what they do as a minor activity within the scope of the broader organisation they are part of. The remaining quarter view archival activity as their core business or a major activity.

The following table shows a correlation between level of archival activity and organisation type.

Organisation Type with scope clarifications in bold	Core business	Major activity	Minor activity	Total
Private school	0	3	76	79
Church or religious organisation (includes church-run services such as hospitals)	2	3	26	31
Historical society	3	11	2	16
National or state/territory archive (government funded)	8	2	0	10
National or state/territory library/gallery/museum (government funded)	2	3	5	10
Public library/gallery/museum (local government funded)	2	5	10	17
Australian government department/agency (includes statutory authorities)	0	0	3	3
State/territory government department/agency (includes public hospitals, public schools, botanic gardens, statutory authorities)	0	1	12	13
Local government archive	0	3	13	16
University (includes specialist collections, museums)	4	3	18	25
Private or public for profit company	0	2	5	7
Non profit company/society/association	0	2	21	23
Community organisation	2	1	1	4
Total	23	39	192	254

Table 5 Breakdown of level of activity by organisation type

The large number of respondents that indicated archival activity is a minor activity within their organisation (76%) are largely made up of what would be defined by the ABS as archive services. Archive services operate within organisations whose primary activity is education, religion, banking or some other industry type.

Archival activity is the core business of most national, state and territory archives as well as a few other organisations (9%). For historical societies, the level of archival activity possibly reflects their mandate but may also reflect the perspective of the person answering the survey. For other respondents, they may either be a separate organisation responsible for managing an archive collection, or they have answered the question from the perspective of their own archive service rather than from the perspective of the organisation of which they are a part.

Archival activity is a major activity of a number of organisations (15%). This was the main response from historical societies, suggesting this is more likely reflecting their mandates rather than personal perspectives. Others who provided this response were perhaps answering the question from the perspective of their own archive service rather than from the perspective of their parent organisation.

A note on the distinction between inhouse and collecting archives

Differences in the characteristics of inhouse archives and collecting archives cannot be accurately reported on by this survey, as respondents were not asked to categorise themselves in this way and questions were not asked about the provenance of the archival material held. Names of archives do not always indicate which category they would belong to.

Although every organisation, family or person potentially generates archival materials during the course of their business or personal affairs, not every organisation or family establishes its own archive. Collecting archives fulfill this role for those organisations (and also individuals and families) that choose not to set up their own archive, although this is subject to the collecting policy of the archive. Why organisations establish their own archive service, or not, is an interesting question which was not covered by this survey.

Interstate archival activity

Respondents were asked whether their organisation undertakes archival activity outside of the state/territory in which their head office/main premise is located (Q5) and were asked to identify the states/territories where a) employees and volunteers undertake archival activity, b) the organisation's archives are located, and c) users can physically access the organisation's archives (Q6).

These two questions sought to identify the extent to which archival organisations or services operate across state and territory borders.

Of the 254 respondents, 30 (11.81%) responded that their organisation undertakes archival activity outside of the state/territory in which their head office/main premise is located.

Three organisations operate truly national archive services, where employees or volunteers undertake archival activity, and the organisation's archives are located and able to be physically accessed in all states and territories. Ten organisations have their archives located, or physically accessible to users, in more than one state or territory. Fifteen organisations have their archives located and physical accessible in only one state or territory, but employees and/or volunteers undertake archival activity across state and territory borders.

Confidence in results

Archives Survey 2007 should be considered an experimental study.

Although data has been collected from a large percentage of the archive domain (the target population), there are a number of factors affecting the accuracy of the results.

Sampling error

Sampling error derives from the difference between the results obtained from those surveyed, and the results which would have been obtained if every member of the target population had been surveyed.

For sampling errors to be minimised responses should be received from an adequate percentage of the target population (the sample), including from any known or likely sub groups. This assumes that the target population is clearly defined, all members of the target population are known, and possible sub groups within the target population are identified.

Unfortunately, the full extent of the Australian archive domain is unknown. This was recognised at the outset of the survey but it was felt there was insufficient time and resources to identify all members of the target population. The survey frame was therefore built from two lists of known members of the domain, which is accepted practice. The fact that no attempt was made to identify additional member units prior to the survey, and that additional members were accepted during the survey, are potential deficiencies in the methodology.

For example, there were approximately 1000 private schools in Australia in 2006². The survey frame included approximately 137 educational institutions, mostly private schools. Whilst the response rate of 79 schools from 137 is good (at 58%), it is not known how many private schools in Australia have an archive service. It is possible that many schools have passive archive collections which are unmanaged.

² Independent Schools Council of Australia website, http://www.isca.edu.au/html/school_about.htm

Similarly, there are approximately 1000 historical societies across Australia³. We could assume that many of these have a collection of some sort, although we do not know how many hold archival material as opposed to publications or objects. Also, it is known that many historical societies have relationships with local councils, often maintaining their collection in the local library. The response rate of 16 societies is quite poor for this sector.

In terms of local government there are approximately 677 councils around Australia⁴, and 532 local libraries⁵. There are also local government run organisations within the 1016 museums, galleries and archives identified by the ABS⁶. Councils are likely to either: have their own archive service, deposit their archives in the library as part of a local history collection, deposit their archives with a state or territory government archive (subject to the jurisdiction of those bodies), or not manage their archives. The survey frame only included 56 public libraries and 21 local government bodies, suggesting quite a number of these organisations were missing from the list.

Secondly, although the archive domain was defined in the scope statement, the definition was loose. It was not clear, for example, whether separate archives within the same parent organisation should be treated as separate member units or a single unit. The survey instructions requested respondents to complete the questionnaire for the organisation identified at Question 1, and noted that other archival services within the one parent organisation may receive their own questionnaire. It appears that some respondents working in archives that are part of umbrella organisations with multiple archival services, or multiple cultural collections, such as universities, local councils and state/territory governments, answered only on behalf of their own service, whilst others answered on behalf of the parent organisation. For example one archive with branches across Australia answered only once, although there were entries for each state/territory office in the survey frame, whereas another archive with two branches responded twice, once for each office.

The challenge of defining survey units in the collections sector was identified in the US Heritage Health Index study.

In identifying potential participants for the survey, Heritage Preservation also had to consider relationships of units to parent organisations. Institutions were instructed to include all subsidiary collecting units in their responses.

Archives posed a considerable challenge, as they are often subsidiaries to libraries, historical societies, and museums.⁷

Possible sub groups within the target population were identified based on organisation types. There was no existing Australian research identified that could confirm these were appropriate groupings.

All entries in the survey frame were accepted without qualification. Apart from several cases where multiple entries existed for the same parent organisation, the list included organisations that no longer existed and others without contact details. There were 58 entries without an email address and around 30 to 40 others whose email address failed to be delivered. In effect, therefore, the total number of organisations in the survey population was closer to 580.

All members of the survey population (the known target population) were invited to respond to the survey. In effect this was similar to a census, however, responding to the survey was not mandatory. Although there was a high response rate to the survey, because of the lack of clarity around the target population and its sub groups it is not easy to say whether the respondents are truly representative of the archive domain.

Nevertheless, Archives Survey 2007 gives us a very good picture of the Australian archive domain, forming a basis for further data collection and research.

³ Federation of Australian Historical Societies, Inc. website, <http://www.history.org.au/index.htm>

⁴ Australian Local Government Association website, <http://www.alga.asn.au/links/obc.php>

⁵ Australian Bureau of Statistics, *Public Libraries, Australia, 2003-04*, p. 5, <http://www.abs.gov.au>

⁶ Australian Bureau of Statistics, *Museums, Australia, 2003-04*, p. 11, <http://www.abs.gov.au>

⁷ Heritage Preservation, Inc. *A Public Trust at Risk: The Heritage Health Index Report on the State of America's Collection*, Chapter 1, p. 8, <http://www.heritagepreservation.org/HHI/index.html>

Non sampling errors

Non sampling errors can arise from non response, poor questionnaire design, respondent bias and data processing errors.

As discussed above, the lack of knowledge about the target population, and poor definition of the survey unit, are likely to have impacted on the accuracy of the results.

The large percentage of responses from private schools (30%) has potentially distorted the results. Private schools appear to have responded in higher numbers because of their strong networks, as well as likely interest in the survey prize of archival supplies from Archival Survival.

The offer of a prize may have also affected the response rate of other archive sub groups.

Where paper responses did not comply with the internal rules of the questionnaire e.g. more than one answer was selected when only one was allowed, only the first answer was entered. If questions were answered that would have been skipped due to question flow, the answers were not entered.

Results: About archival holdings

The survey sought to obtain a measure of the archive holdings across Australia and whether or not these holdings are accessible to users. Questions were therefore asked in Section 2 about:

- the types of archival holdings, both physical and digital
- whether other types of materials are collected by archives, and examples of these
- the age and quantity of archival holdings
- whether archives value some holdings above others, and examples of these
- the extent to which archival holdings are described for users in catalogues, indexes and finding aids, and the format of these descriptions.

Snapshot of results

- **most archives hold all physical and digital formats of archival materials**
- **most archives hold other materials (objects, clothing, artworks, books)**
- **two-thirds of archives hold 19th century or earlier material**
- **there is a substantial quantity of archival holdings, particularly photographs (total quantity not able to be determined due to lack of standard measurement)**
- **most archives can identify items or collections within their holdings that have greater significance to the organisation or the community they serve**
- **many archival holdings are undocumented**
- **where archives are described, the descriptions are increasingly in electronic format.**

Types of physical archival holdings

Respondents were asked about the types of physical archives held (Q7). This question sought to identify the extent to which organisations are managing each of the common types or formats of physical archives. Each of the formats potentially have different storage and management requirements, adding to the complexity of managing the total archival holdings.

The categories for physical archive types were partially based on the US Heritage Health Index survey instrument.⁸ They were:

- bound volumes/registers
- unbound papers – manuscripts, documents, paper files
- maps, plans and architectural drawings
- photographic – prints, negatives, slides, microfilm/fiche
- moving image – films, videos
- recorded sound.

⁸ Heritage Preservation, Inc. *A Public Trust at Risk: The Heritage Health Index Report on the State of America's Collection*, Appendix F, Heritage Health Index Survey Instrument, Instructions and Frequently Asked Questions, <http://www.heritagepreservation.org/hhi/full.html>

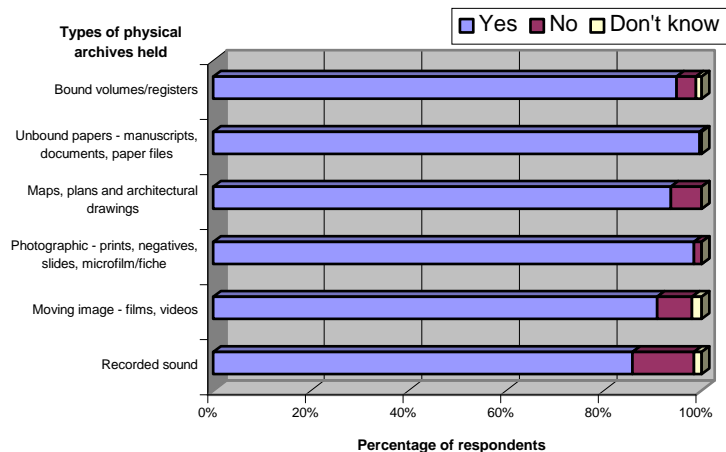


Figure 5 Types of physical archival holdings of organisations (N=252/4)

The results show that 73.62% of archives hold all six types of physical archive formats and another 16.53% hold five of the six formats. This clearly indicates that Australian archives have a broad collecting or acquisition scope with respect to formats of archival materials.

The most common format is unbound papers, comprising manuscripts, documents and paper files. 99.6% of respondents indicated they held this type of material. The least common physical format is recorded sound, although over 85% of respondents hold this type of material.

Implications of findings

Most Australian archives require the capability to manage different physical archive formats.

Capability required includes:

- facilities for storing different archival formats (including containers, shelving, environmental conditions)
- systems and processes that can handle description of different archival formats, particularly to support local and federated user catalogues
- preservation strategies and conservation treatments applicable to different archival formats (dealing with water damaged plans is different to dealing with water damaged files)
- knowledge of the requirements for managing different archival formats.

Other types of materials held

Respondents were asked whether their organisation holds any other types of materials as part of its archival holdings (Q8). This question aimed to identify archives that collect non-record materials, as opposed to archive services that operate as part of 'hybrid' collecting organisations (such as an archive within a museum). Examples of other materials used as prompts in the survey were: museum objects, library materials and art works.

Of the 254 respondents, 223 (87.79%) indicated that their organisation does hold other types of materials as part of their archival holdings. The table below shows the breakdown of this figure by organisation type.

Organisation Type with scope clarifications in bold	Yes %	No %	Don't know %	No. of respondents
Private school	93.67	6.33		79
Church or religious organisation (includes church-based organisations such as hospitals)	100.00			31
Historical society	93.75	6.25		16
National or state/territory archive (government funded)	40.00	60.00		10
National or state/territory library/gallery/museum (government funded)	100.00			10
Public library/gallery/museum (local government funded)	82.35	17.65		17
Australian government department/agency (includes statutory authorities)	100.00			3
State/territory government department/agency (includes public hospitals, public schools, botanic gardens, statutory authorities)	92.31	7.69		13
Local government archive	62.50	31.25	6.25	16
University (includes specialist collections, museums)	84.00	16.00		25
Private or public for profit company	85.71	14.29		7
Non profit company/society/association	82.61	13.04	4.35	23
Community organisation	100.00			4
Total				254

Table 6 Proportion of respondents holding other materials by organisation type

The results suggest that archives in Australia are often collected as part of 'hybrid' collections and the professional distinctions between archive, library, museum, and gallery collections are not necessarily implemented in practice, except in large organisations such as governments.

Respondents were given the opportunity to identify the types of materials held. The extent of 'hybrid' collections became clear from the responses. The following examples of responses also suggest a range of approaches to the management of hybrid collections.

Every imaginable kind of item, from apple peelers to zodiac (private school)

Paintings, textile uniforms and clothing and caps, banners and pennants, flags, sporting trophies, old prize books, enameled pins, cuff links, badges and medallions, student work in paper books, embossed china dinner set and plates with school insignia, etched glassware, glass plate negatives, metal plaques, signed cricket bats (private school)

Small artworks (mostly sketches) and realia collections, usually related to other archival collections. Printed ephemera is responsibility of Archive (national or state/territory library/gallery/museum)

An extensive collection of artifacts but these are dealt with as a conservation and collections issue rather than an archival focus (non profit company/society/association)

As we ARE a museum, we consider that we hold archival material as a part of our museum collection, not the other way around (university).

National and state/territory archival institutions are the least likely to hold other materials, presumably because separate museums, libraries and art galleries exist within the Australian and State/Territory governments to collect and manage these types of materials. Responses indicative of this were:

Small quantity, including models and (occasionally) objects submitted as exhibits in court proceedings (national or state/territory archive)

Small number of museum objects, related to archival transfers (national or state/territory archive)

In many cases respondents simply indicated that they held generic types of materials such as museum objects, art works, library materials, books, publications, artifacts, equipment, realia, memorabilia and ephemera. These types of responses were undoubtedly influenced by the examples used as prompts in the question.

A number of respondents however identified specific types of other materials held. These materials were categorised as follows:

- architectural and set design models
- advertising story boards
- badges
- banners
- building material samples
- dolls
- certificates
- china, glassware and silverware
- craft
- clothing and textiles, including uniforms, costumes, robes, academic gowns, caps and hats
- commemorative plates, spoons
- designs and artwork for sets, costumes, magazines
- flags
- framed portraits and posters
- gifts
- furniture

Part 2: Results and Analysis

- honour boards
- household items
- illuminated addresses and manuscripts
- linen
- machinery (farm, office, fire fighting, retail)
- medals and medallions
- medical instruments
- menus
- motor vehicles
- musical instruments
- newspapers
- paintings
- plaques
- puppets
- religious garments and objects
- samples of goods produced
- school bags
- school fittings
- seals
- shields
- sports equipment
- statues and busts
- trophies and cups
- teaching resources and aids
- trowels
- signs
- war relics.

Implications of findings

Most Australian archives collect more than just archival materials.

Custodians of these collections require knowledge of the different methods for managing different types of materials.

Digital archives

Respondents were asked whether their organisation holds digital archives (Q9). Although the archival profession has defined the characteristics of authentic and reliable digital archives⁹, the survey did not seek to determine the quality of digital archives held.

For the purpose of the survey, digital archives were loosely defined as archival materials on disks, tapes, servers, etc. that were either created in electronic form – ‘born digital’ – or were digitised/copied from hard copy format.

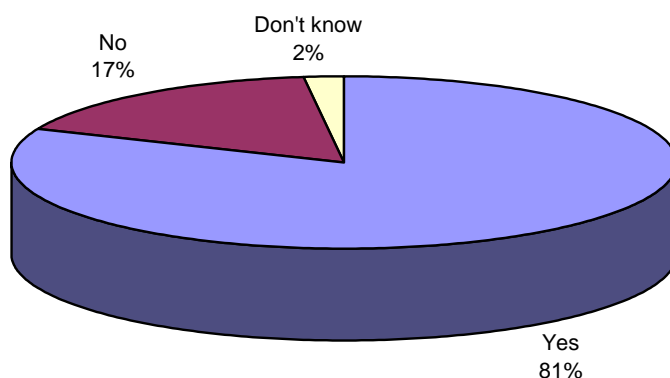


Figure 6 Proportion of organisations holding digital archives (N=254)

The proportion of organisations holding digital archives of some kind (81.49%) provides a clear indication that digital materials are now a standard archival format that must be managed along with physical archive formats and other materials.

The survey did not aim to determine the quantity or proportion of digital archives held due to anticipated problems with respondents measuring this. However, a measure of the relative proportion of digital archives to physical archive formats would be a useful statistic to collect in the future and to monitor over time.

⁹ See for example ADRI Digital Record Export Standard Version 1.0 31 July 2007, <http://www.adri.gov.au/ADRI-2007-01-v1-0.pdf>

Implications of findings

Digital archives (like different physical archive formats and other materials) bring particular management challenges for archives.

These include:

- ensuring digital archival items have the necessary components that make them authentic evidence of business transactions
- having systems for storing digital archives and their metadata that will keep them secure from loss and from which access can be provided
- ensuring the digital file formats are readable by current operating systems and software applications, through conversion to standard formats and migration processes.

Age of archival holdings

Respondents were asked to provide the date range (start date to end date) of the total archival holdings of their organisation in physical and digital formats (Q10). This question sought to gain a general indication of the age spread of archive materials held by organisations, which is of interest in terms of the potential research use of archives as well as having implications for their ongoing preservation.

There were no guidelines given as to how start dates should be calculated or how the date range should be expressed. This was because different standards exist for recording the date range of archive materials, and such standards are not always followed. Respondents could provide an approximate date range if not sure.

For analysis purposes, responses were broken down into five period ranges according to the earliest date of the archive materials. The five periods are:

- pre 1849
- 1850-1899
- 1900-1949
- 1950-1999
- 2000+.

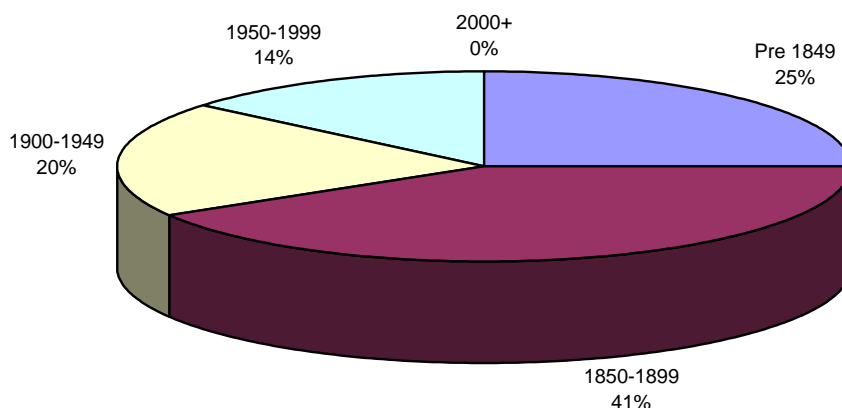


Figure 7 Start date of oldest archival materials held (N=254)

The results show that about two-thirds of archives (66%) hold archive materials dating from the 19th century or earlier. There are several organisations holding items predating European settlement in Australia, with the earliest dating back to the 16th century. It is not clear whether these are original archive materials brought to Australia or acquired later, are copies of archival materials held elsewhere but which relate to Australia, or are associated materials such as rare books.

Whilst you might expect that older records would provide the greatest preservation challenges for archives, in fact this is not necessarily the case. Instead, records created in more recent years may be inherently more unstable because of the poor quality of the papers they are recorded on, or because they are dependent on technology and equipment to read them.

Quantity of archival holdings

Respondents were asked to provide the total quantities of their organisation's archival holdings, both physical and digital (Q11). This question sought to gain a general indication of the quantity of materials held. It also aimed to find out whether organisations measure the quantity of their holdings, and to learn what measures they use. Respondents could use their own measures and could provide an estimate if not sure.

An aggregated figure representing the total quantity of archives held is not possible from the results of the survey due to the different ways responses were provided. Growth rates were not asked for. This is because there is no single standard for measuring quantity of archive materials.

CAARA collects data annually from its members (the national and state/territory archives) on the linear metres of archival holdings and number of archival items.¹⁰ The Universities Special Interest Group of the ASA also collects this data about Australian universities.

The survey responses indicate that there is a substantial quantity of archive material held in Australian archives. A sample of responses shows both the extent of holdings and the different measures used.

60 boxes, 1000 photographs, 50 linear metres, 6 filing cabinets (church or religious organisation)

1300 document boxes, 2000 audio recording, 4000+ photographs, 100+ textiles, 200+ films, 200+ artworks, 2300+ museum objects (church or religious organisation)

7 rooms (historical society)

Approx 80 linear metres (private school)

17.5 shelf kilometres (university)

9 cupboards, 2 filing cabinets plus 40 boxes (non profit company/society/association)

Absolutely no idea and sorry, but no time to estimate (national or state/territory library/gallery/museum)

A complete list of responses is provided at Appendix 6.

The results indicate that most archives are able to estimate the extent of their archival holdings, however few archives appear to apply rigorous measurement practices. There also appears to be little standardisation in the measurement of quantity of archival holdings.

Although the results do not indicate the proportion of each format held, it would perhaps be expected that unbound papers would comprise the largest quantity of archival holdings. However, responses to this question and to Q7 (which shows 98.43% of respondents hold photographic archives) suggest that photographs are a much more substantial component of archival holdings than might be expected.

The need to quantify the amount of archival material is becoming increasingly important in an economic environment that favours performance indicators. However, measures of quantity of holdings, and rates of growth of holdings, are problematic. Foremost, quantity does not

¹⁰ See the CAARA website at <http://www.caara.org.au/Archival%20Statistics/statistics.htm>.

indicate archival value or significance. For example, it is not possible to say from quantity measures whether the 'right' archives are being kept, or whether there is too much or too little being kept.

Quantity measures are nevertheless significant, as there are costs involved in collecting and keeping archives if they are to be properly preserved and accessible to users. Keep too many archives and the funding required for storage and processing and other activities becomes an issue. Lack of space for the archives, and the need to improve control over the collection, were the two most common challenges identified by respondents for the next five years (Q49). Lack of space was also a challenge over the past three years (Q46).

Implications of findings

Standards for measuring archive material will need to be developed, promoted and used by individual archives before it is possible to generate an accurate estimate of the total quantity of Australian archival holdings.

Archival treasures

Respondents were given the opportunity to list any archival items or collections held by their organisation that are considered of particular significance or are their 'treasures' (Q12). This question sought to understand whether organisations, or at least the people who responded to the survey, value some archival items and collections above others. It also sought to identify examples of archival treasures across Australia. There were no guidelines given about how 'particular significance' might be interpreted.

The very notion of identifying particular archival items or collections as treasures is quite problematic for some professional archivists, despite support for schemes such as the UNESCO Australian Memory of the World Register. Unlike museum objects or rare books, the primary value of archives relates to the evidence they provide of what has happened. The evidential value of specific items usually derives from their place within a sequence of records in a recordkeeping system. Archivists get concerned when individual items are singled out as treasures as they are more susceptible to being treated like museum objects, removed from their sequence, and potentially losing their inherent value.

A few respondents were unwilling to nominate treasures.

N/a as all of collection is considered to be significant (national or state/territory archive)

We don't use the term 'treasures' however the majority of the collection is significant in that it documents the development of the umbrella organisation. Original film, photographs, audio material and historical documents are the most significant elements of the collections (non profit company/society/association).

They are all of particular significance and all treasured (private school).

Another few respondents indicated that the significance of their collection is relative.

They are all treasures to us but, maybe, little value to external museums/archives (historical society).

Nothing that would be significant to the State or Nation. Only significant to the school (private school).

Photographs were repeatedly identified as being of significance. One respondent perhaps sums up this view.

The photographic collection is quite extensive and in many ways the most evocative (private school).

Many respondents identified non archival materials as their treasures, including:

- items owned or used by founders or significant members
- publications and art works by members or famous Australians
- complete sets of magazines and journals
- awards and decorations received by members or famous Australians

Types of archives of significance identified in responses were categorised as follows:

- registers (admissions, visitors books, rate books, roll books)
- minutes and reports
- records of or about the founder of the organisation, or eminent members
- records about eminent or famous Australians
- foundation correspondence and documents
- student records
- scientific data e.g. survey results
- original plans and architectural drawings
- oral histories
- newspaper cuttings
- property ownership documents
- collections on UNESCO Australian Memory of the World Register.

Also noted of significance were archives and non archive materials that are particularly old, rare or the first of their kind (first enrolments, first badge, first handcuffs).

Interestingly, one respondent also identified their collection management database as being of particular significance, presumably because of the essential data it holds about the context of the collection (and also perhaps where to locate individual items).

Catalogues, indexes and finding aids

Respondents were asked to estimate the percentage of their organisation's archival holdings that are accessible to users through a catalogue, index or finding aid (Q13). This question sought to gain an indication of the extent to which archival holdings are described, particularly for the benefit of users. Although archives need to be described for internal management purposes, archival description (cataloguing) and indexing are especially important in ensuring archives are known and accessible to users. Finding aids were defined in the survey as descriptive guides, inventories, lists and other documentation that facilitate management and use of archives.

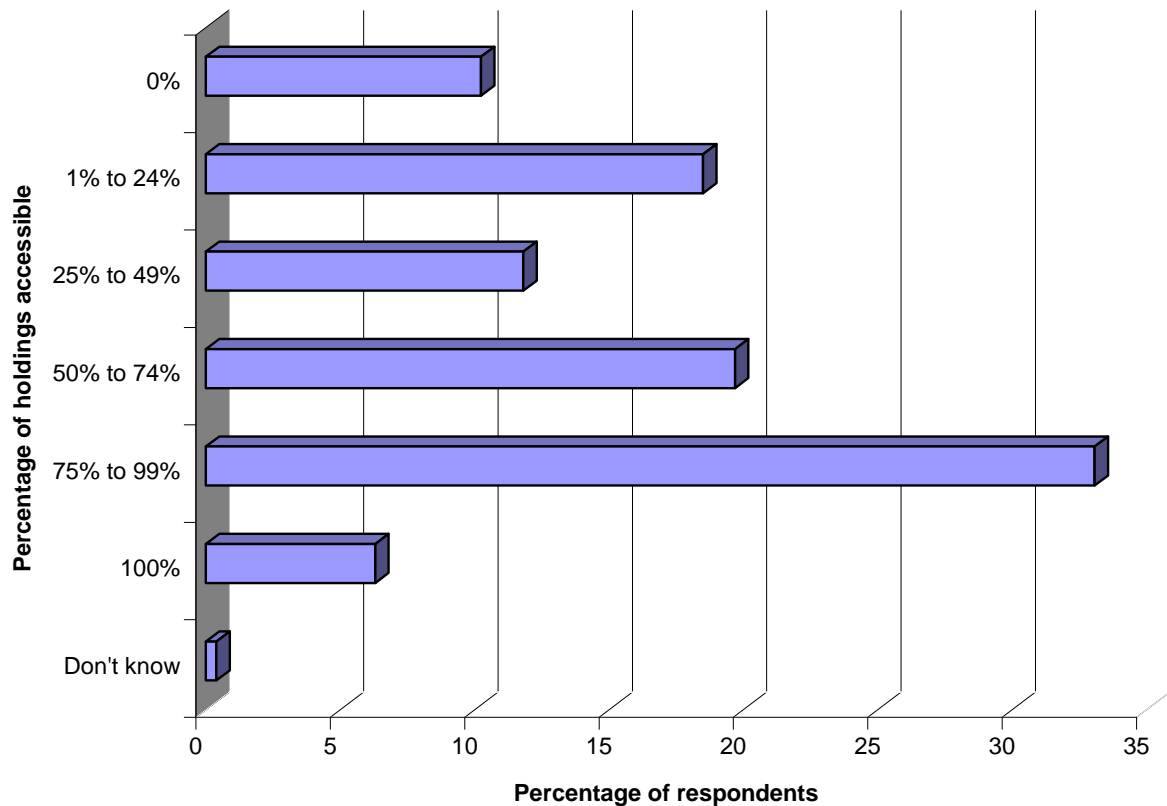


Figure 8 Percentage of archival holdings accessible to users through a catalogue, index or finding aid (N=254)

The results show that around one third of archives have 75 to 99% of their archival holdings accessible to users through a catalogue, index or finding aid, while another 19.69% have 50 to 74% accessible. Only 6.3% of respondents have one hundred percent of their holdings documented in catalogues, indexes or finding aids.

Nevertheless, there is also a substantial percentage of archives which do not have their holdings accessible to users through catalogues, indexes or finding aids. Around 10% of respondents (26 archives) have none of their holdings documented (at least from a user's perspective). Another 18.5% have less than one quarter of their holdings documented.

There are several limitations with interpreting these results:

- the level of detail of description is not known (whether at the collection, sub-collection, series, item or sub-item level) and may vary across the holdings
- holdings may be documented for archive management purposes but not for users
- the quality of the description is not known.

Cataloguing and indexing of collections were identified as opportunities and challenges in Q46 to Q49.

Implications of findings

Many archives face significant challenges to comprehensively document their holdings.

Many archival holdings are probably inaccessible to users (at least without assistance from archive staff) because they remain undocumented.

Federated catalogues of archives are probably missing important archival collections and items.

Archives largely remain an untapped resource.

Format of catalogues, indexes and finding aids

Respondents were asked about the principal media/format of the catalogues, indexes or finding aids available to users of their organisation's archival holdings (Q14). This question sought to identify whether existing archive description might be suitable for sharing as part of federated catalogues.

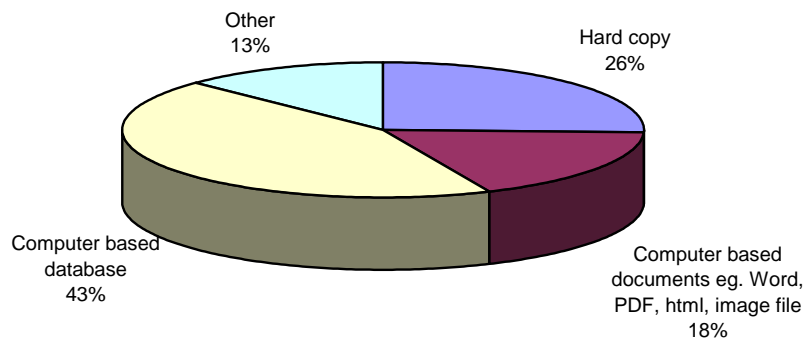


Figure 9 Principal media/format of archival catalogues, indexes and finding aids (N=227)

The results show that of the 227 archives that responded to this question, around three quarters have catalogues, indexes or finding aids in some electronic form, with databases being more common than electronic documents. This suggests that where there is archival description of holdings, there is some capacity for this description to be made available online for users and to be shared, for example in a federated online catalogue. Federated catalogues, however, generally rely on standardised descriptive schemes. It is not known whether the computer-based descriptions in databases and documents conform to descriptive standards that would enable reuse and sharing of this data.

Respondents who answered 'Other' to Q14 were asked to specify details. Responses indicate additional options to those presented and also suggest there was some confusion about the options presented. Of the 29 responses:

- four respondents use a text base, which usually comprises searchable documents (and so perhaps falls somewhere between a computer based database and computer based documents)
- three respondents use a computer based library catalogue
- ten respondents have computer based finding aids, often with web access, although it is not clear whether the finding aids are structured in a database or accessed as documents
- eight respondents have hard copy finding aids, and five respondents are in the process of converting their hard copy finding aids to electronic format
- four respondents have no publicly available finding aids and the archivist must be consulted.

Acquiring and implementing archival control systems and databases, or simply converting paper lists to electronic formats, were identified as opportunities pursued over the past three years (Q46), and opportunities to be pursued in the next five years (Q48), by a number of respondents. Provision of online access to catalogues and indexes was also identified as an opportunity pursued/to be pursued.

Implications of findings

Efforts to expand online federated archive catalogues are well placed due to the extent of archival description in computer-readable form. Success will depend on:

- Standards for archival description, particularly for online catalogues
- Willingness of archives to participate
- Training and support for archives wanting to create or convert their catalogues into the required standard format.

Results: About users of archival holdings

The survey sought to measure population use of archives and whether archives promote their holdings and services to users. Questions were therefore asked in Section 3 and Section 4 about:

- the types of users (internal and external) of archival holdings
- which users (internal or external) are more predominant
- whether external users are precluded from using archival holdings
- in person visitor numbers
- numbers of research enquiries by email
- website visitor numbers
- conduct of outreach activities.

Five questions were asked about the types of users of archival holdings. These questions sought to gain a picture of the user base of archives, from the perspective of the respondents. The survey assumed that many archives do not survey or collect data from their users so the questions were deliberately quite broad.

Snapshot of results

- **84% of archives provide access to external users such as the general public**
- **A few archives preclude external users due to lack of resources or sensitivity of the archival holdings**
- **Around three quarters of archives (77%) have less than 500 visitors in person per year, with nearly half (45%) serving less than 50 visitors per year**
- **82% of archives have less than 500 email research enquiries per year, with nearly half (43%) receiving less than 50 email enquiries**
- **15% of archives have more than 10,000 unique website visitors per year, and several have millions per year**
- **a large percentage of archives (41%) do not undertake outreach activities to promote their archival holdings to users.**

Types of users (internal or external)

Respondents were asked to identify whether users of their archival holdings are persons working for or associated with their organisation or its parent/governing body (internal users) or persons not working for or associated with their organisation or its parent/governing body (external users, e.g. public researchers) (Q15). This question sought to understand the extent to which archives might be accessible to the general Australian public, or only a specific community.

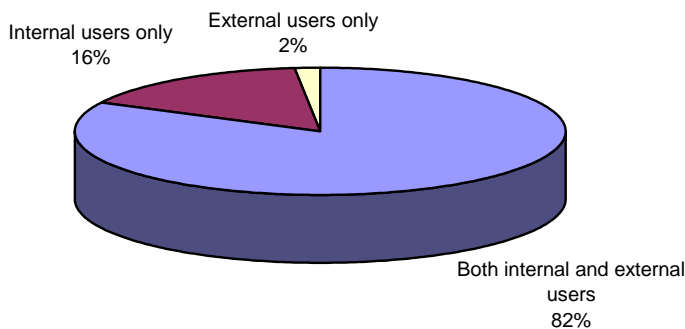


Figure 10 Users of archival holdings (N=253)

The results indicate that 84% of archives provide services to external users such as the general public, subject to any resource issues or access restrictions that they might impose. Only 16% of archives surveyed service internal users only.

The large percentage of archives surveyed that have external users may not be representative of the broader archives population, as the survey frame was primarily comprised of archives who are listed in a public directory (Directory of Archives in Australia). The figure for archives that service internal users only could therefore be expected to be higher.

Predominant user type (internal or external)

Respondents who identified that their archival holdings are used by both internal and external users, were then asked to identify which is the more predominant user group (Q16). Again this question sought to build up a picture of the typical user base.

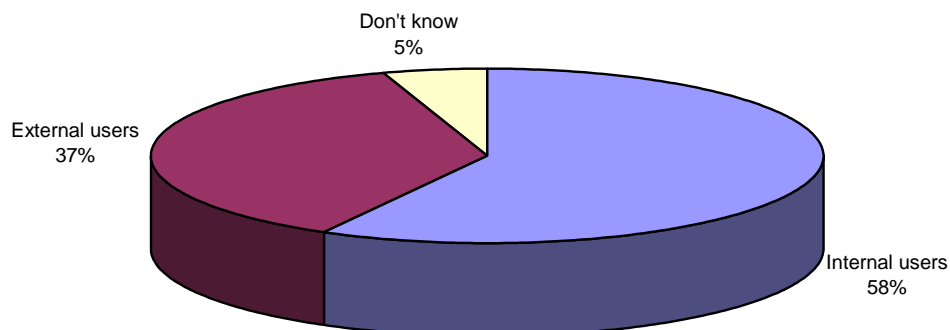


Figure 11 Predominant user group (N=221)

Whilst 82% of archives service external users, internal users are generally more predominant than external users.

The predominance of external users compared to internal users varies considerably across organisation types. The table below shows the predominant user group broken down by organisation type.

Organisation Type with scope clarifications in bold	Both internal and external users)	Internal users only	External users only	Total
Private school	59 (75.64%)	19 (24.36%)	0 (0.00%)	78
Church or religious organisation	29 (93.55%)	2 (6.45%)	0 (0.00%)	31
Historical society	15 (93.75%)	1 (6.25%)	0 (0.00%)	16
National or state/territory archive (government funded)	8 (80.00%)	1 (10.00%)	1 (10.00%)	10
National or state/territory library/gallery/museum (government funded)	8 (80.00%)	1 (10.00%)	1 (10.00%)	10
Public library/gallery/museum (local government funded)	15 (88.24%)	1 (5.88%)	1 (5.88%)	17
Australian government department/agency	2 (66.67%)	1 (33.33%)	0 (0.00%)	3
State/territory government department/agency	11 (84.62%)	2 (15.38%)	0 (0.00%)	13
Local government archive	12 (75.00%)	4 (25.00%)	0 (0.00%)	16
University	22 (88.00%)	2 (8.00%)	1 (4.00%)	25
Private company	7 (100.00%)	0 (0.00%)	0 (0.00%)	7
Non profit company/society/association	18 (78.26%)	5 (21.74%)	0 (0.00%)	23
Community organisation	3 (75.00%)	1 (25.00%)	0 (0.00%)	4
Total	209	40	4	253

Table 7 Predominant user type broken down by organisation type

In general, private institutions have a predominance of internal users while public institutions and community organisations have a predominance of external users. There are some exceptions. Australian and state/territory government departments/agencies service more internal users, which probably reflects the fact that external users would mostly access government archival materials through the national/state or territory archival authority.

Local government archives also tend to have a predominance of internal users. This might reflect how these archives operate or may suggest there is a similarity to departments/agencies, particularly in jurisdictions where local council records become available through the state or territory archival authority.

Whether external users are precluded

Respondents who identified that their archival holdings are only used by internal users were asked whether external users are precluded from using them (Q17). Those who answered yes (i.e. external users are precluded from using their organisation's archival holdings) were asked to provide the reasons for this. This question sought to identify whether the absence of external (public) users is a result of a deliberate policy of the organisation or is perhaps a result of other factors (e.g. lack of resources, lack of publicity).

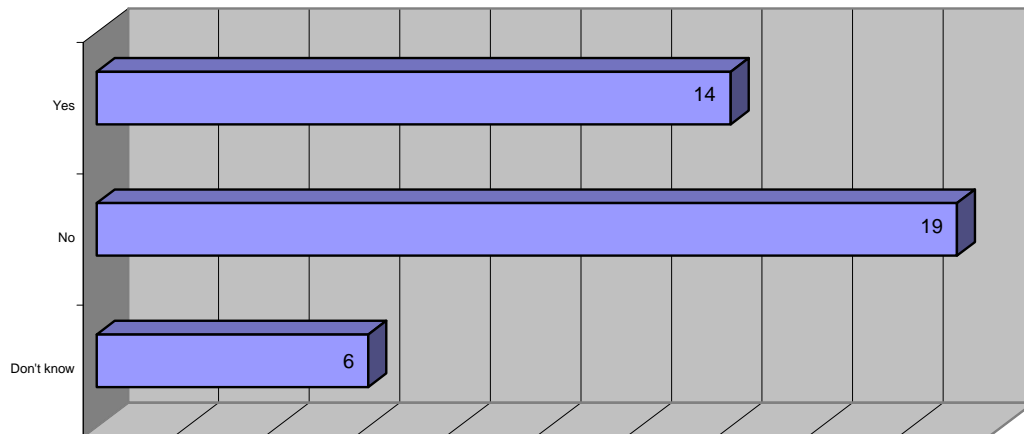


Figure 12 Whether external persons are precluded from using archival holdings (N=39)

One third (35%) of the 39 respondents that only service internal users do preclude external users from using their archival holdings.

Reasons given for external users being precluded fell into two main themes:

- lack of resources makes external access impractical (no catalogue, not organised, no space for users)
- sensitivity of the archival material (due to privacy and confidentiality) means access is restricted.

Almost half (48.72%) of the remaining 39 respondents that do not service external users indicated that they do not actively preclude external users. The survey did not investigate why these 19 archives have no external users.

Types of internal users

Respondents who identified having internal users of their organisation's archival holdings were asked to list the main internal users (Q18). Users could be described by their interest, role, function or department. This question sought to establish a picture of the broad categories of internal users of archives. Understanding users of archives is important to ensure services and outreach activities are appropriately targeted.

The extensive responses to this question indicate that internal users vary according to the organisation type, although there are many similar internal user types across organisation types. Also the reasons why internal users have an interest in the archival holdings varied, but again there were similarities across organisation types.

Common internal user types identified were:

- archivists and records managers
- administrators
- building or property management (facilities, maintenance)
- councils and committees (board, trust, synod)
- curators and museum staff
- development staff (business manager, foundation, fundraising)
- executive managers or heads of organisations (principals, headmasters, congregation leaders, Presidents, Archbishop)
- finance staff (accountants, bursars)
- governance (compliance, legal, policy, risk)
- heritage workers
- historians or historical researchers (family/local history officers)
- librarians
- marketing and public relations (community relations, promotions, publications, media, corporate relations)
- staff (generally)
- volunteers

The following table identifies internal user types specific to organisation types.

Organisation Type	Specific Internal User Types
Australian government department/agency	Commercial arm Judges Program makers Registrars (court)
Church or religious organisation	Education centre Members Mission Professional standards Registrar Secretariat
Historical society	Members
Local government	Auditors Customer service Engineering Environmental management Planning Rates
National or state/territory library/gallery/museum	Collections staff Customer Services Exhibitions and public programs Reference services Registrars
Non profit company/society/association	Members Secretary
Private company	Designers Educational Services Journalists
Private schools...	Curriculum History teachers Old scholars associations Parents and Friends Past students and staff

Organisation Type	Specific Internal User Types
...Private schools	Rector/pastoral leader Registrar/enrolments Staff association Students Teachers
Public library/gallery/museum	Open spaces Parks Town planners Urban services
State/territory government department	Architects Botanists Medical staff Production department Programming department Volunteer guides
University	Academic staff Alumni staff Human resources Student administration Website content authors

Table 8 Specific internal user types by organisation type

Reasons given as to why internal users have an interest in the archival holdings were categorised as follows:

- administration and operations (including corporate planning)
- answer external enquiries
- archive and collection management (finding aid development, research objects held)
- compliance with legislation
- court proceedings and commissions of inquiry
- curriculum development
- donor visits
- events and celebrations (including anniversaries)
- exhibitions and displays
- freedom of information requests
- historical facts and research
- historical tours
- history of building or land use (including for heritage listing)
- legal agreements
- legal cases
- legal discovery e.g. Subpoenas
- manage historical properties
- marketing and promotion (including press releases)
- material for publication
- member histories
- organisational memory/history
- original plans (buildings, gardens)
- past activities

- past decisions and policy (e.g. committee minutes)
- photos for publication, reports, exhibition, promotion
- precedent cases
- private research
- public programs
- reunions
- speeches, lectures, presentations
- staff histories (including obituaries and tributes)
- statistics
- student histories
- teaching aids
- web content development

The extent of these categories provides a clear picture of the potentially broad value of archives to the organisations that keep them.

Types of external users

Respondents who identified having external users were then asked to identify types of external users (Q19). This question aimed to identify specific user types within the general public. Six specific user types were listed to select from and respondents could identify other types. The six types listed were:

- professional researchers
- academics
- university students
- secondary school students
- family historians
- local area historians.

Respondents could select all user types that use their archival holdings.

No standards for archive user types were identified prior to the survey other than the seven key intermediary user groups (or types) used in market research in 1996¹¹. The 1996 market research distinguished between direct public access to archival holdings and indirect access via 'intermediaries such as historians, journalists and teachers. Intermediaries are regarded as especially important because they have a multiplier effect in that a single intermediary can communicate with large numbers of people'.¹²

The six user types listed in Archives Survey 2007 were not defined and it is expected that there would be overlap between types. Four of the six types could be classed as intermediaries.

¹¹ Environmetrics *Market research into the use and non-use of archives in Australia by key user groups*, report prepared for The Archives Working Group of the Cultural Ministers Council, Final Draft, 1996, p. 4

¹² *ibid.*

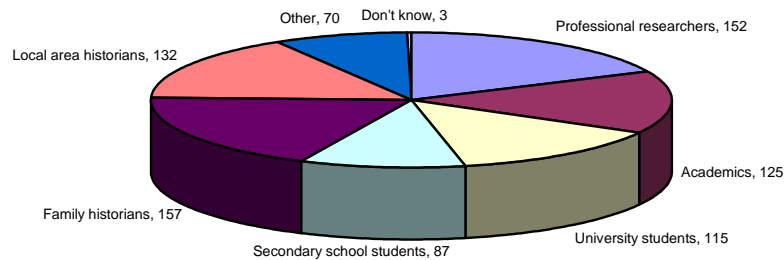


Figure 13 External user types (N=841, C=254)

The results show that five of the user types are indeed common users of archive services and archival holdings. The proportion of each user type was not collected. The general assumption is that family historians are the predominant external user type although this was not tested in this survey.

An extensive range of other external user types were identified by respondents. These were categorised as follows:

- advertising agencies
- architects
- archive staff (related archives)
- authors
- builders
- consultants (architecture, engineering, heritage)
- craftspeople
- cultural institutions
- environmentalists
- fans
- film makers (including documentary makers)
- former members
- former patients
- former staff
- former students/residents
- fund raising organisations
- garden historians
- genealogical society staff
- government employees (local, state and Australian)
- heritage specialists (buildings, gardens)
- historical societies

- home owners (seeking information on their properties)
- indigenous people/organisations
- journalists
- land developers
- legal professionals (solicitors)
- maritime historians
- media companies
- military historians
- museum staff (related museums)
- organisation historians (including school historians, church historians)
- people of a particular heritage learning about their culture
- people interested in particular cultural groups
- people interested in a particular local area
- people interested in information about themselves
- planners
- primary school students
- publishers
- real estate agents
- related organisations
- relations and friends of current and former members/staff/students
- sport historians
- statisticians
- TAFE students
- teachers
- television program makers/producers
- tourism operators
- tourists / passing visitors
- town planners
- visual artists
- work experience students

Again, the extent of these categories suggest that archives have value to a wide range of people in the community.

Visitor numbers

Respondents were asked to identify the number of visitors, within a number range, that visit in person annually to use their organisation's archival services (Q20). This question was one of three questions (see also Q21, Q25) that sought to quantify the usage of archive services and archival holdings. The question did not distinguish between internal and external visitors. The number of visitors was not to count individuals visiting in groups, on guided tours, or at open days or exhibitions. These exclusions were in line with NCA PSQG Indicator 3.1.1. Number ranges were provided, and respondents could provide an estimate.

It was assumed that many respondents either do not collect data on visitor numbers or that they use different standards for collecting visitor numbers. Eight percent of respondents identified that annual visitor numbers are not collected, and a further two percent could not estimate annual visitor numbers.

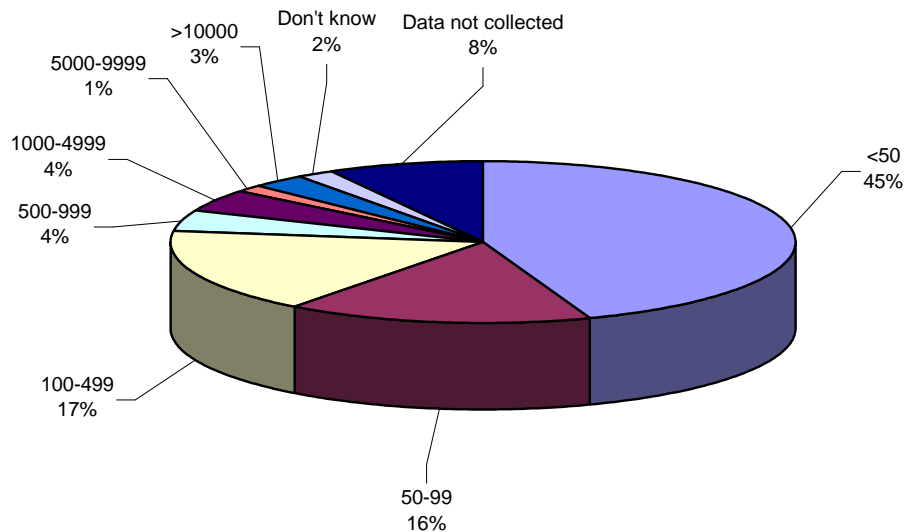


Figure 14 Annual visitor numbers (N=227)

The results show that around three quarters of archives (77%) have less than 500 visitors in person per year, with nearly half (45%) serving less than 50 visitors per year. Only a small percent of archives have over 10,000 visitors per year. These are national or state/territory archives and other collecting institutions.

Whilst it is important to count annual in-person visitor numbers, there are a number of precautions with interpreting the results:

- in person visits to archives are often for the purpose of conducting research (which may not always compare with the purpose of visits to other cultural institutions)
- research using archival holdings is able to be undertaken through various channels other than in-person visits – these include email and website visits (see below), written enquiries, telephone enquiries, and accessing copies of archives held at other locations
- many visitors act as intermediaries between the archives and the broader public through publication of their research or through broadcasts or other productions.

Implications of findings

Although archives should measure their performance, they need to be careful not to use in-person visitor numbers as a measure, without qualification.

Research enquiries by email

Respondents were asked to identify the number of research enquiries, within a number range, received by email annually regarding their organisation's archival services (Q21). This question, along with Q20 and Q25, sought to quantify the usage of archive services. The question did not distinguish between internal and external emails. The number of emails received was not to include those not related to their archival holdings or services, in line with NCA PSQG Indicator 3.3.2 REMOTE VISITS: E-MAIL. Number ranges were provided, and respondents could provide an estimate.

Five percent of respondents identified that annual email research enquiry numbers are not collected, and a further three percent could not estimate annual email enquiry numbers.

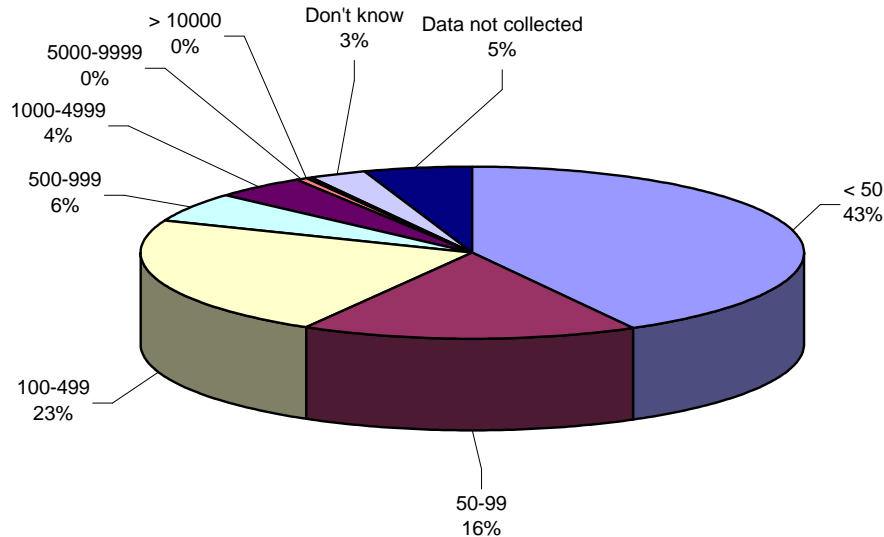


Figure 15 Research enquiries received annually by email (N=226)

The results show that over three quarters of archives (82%) have less than 500 email research enquiries per year, with nearly half (43%) receiving less than 50 email enquiries per year. Only two national or state/territory archives receive more than 5000 email enquiries per year.

Website visitors

Respondents who indicated that they provide website services at Q23 were asked for the number of unique website visitors annually that use website services directly related to their organisation's archival holdings (Q25). This question sought to identify the extent to which users access archive services and archival holdings via the Internet. The survey questionnaire noted that unique website visitors are calculated from website logfile data. The intention was to collect data about unique visitors rather than just website visits or hits.

Respondents were given number ranges and the option to indicate they don't know the numbers or do not collect data on unique website visitor numbers, as it was assumed that this would be the case with most archives. In fact, 30 percent of respondents identified that annual unique website visitor numbers are not collected, and a further 25 percent could not estimate annual website visitor numbers.

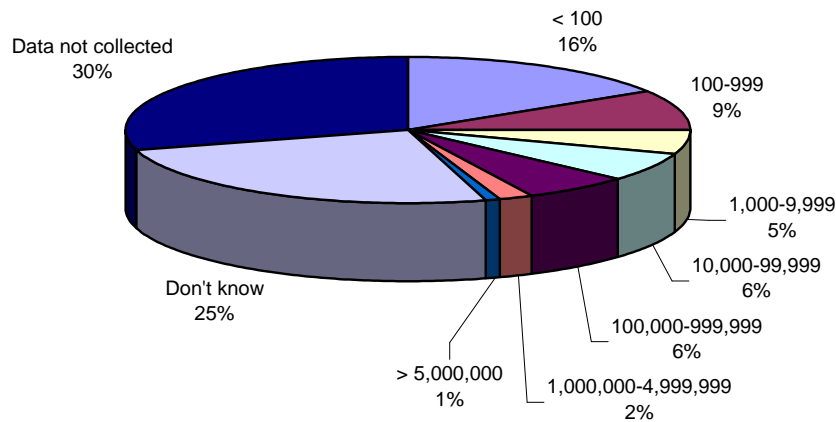


Figure 16 Annual unique website visitors (N=113)

The results indicate that 15% of archives have more than 10,000 unique website visitors per year, and several have millions per year. Overall, there is a higher proportion of unique website visitors than in person visitors, even with a large proportion of respondents not knowing visitor numbers. The table below compares in person and unique website visitor numbers.

Number of visitors	In person	Unique website
<100	59%	16%
100-999	29%	9%
1,000-9,999	4%	5%
More than 10,000	0%	15%
Not known	8%	55%

Table 9 Comparison of number of In Person and Unique Website visitors

Implications of findings

Archives offering website services should consider collecting data on unique visitors. Such data could then be used in performance measures.

Outreach

Respondents were asked if their organisation conducts outreach activities to promote its archival holdings (Q22). This question sought to identify the extent to which archives are promoted to internal or external users. Outreach activities were defined as including talks, tours, exhibitions, open days and stalls.

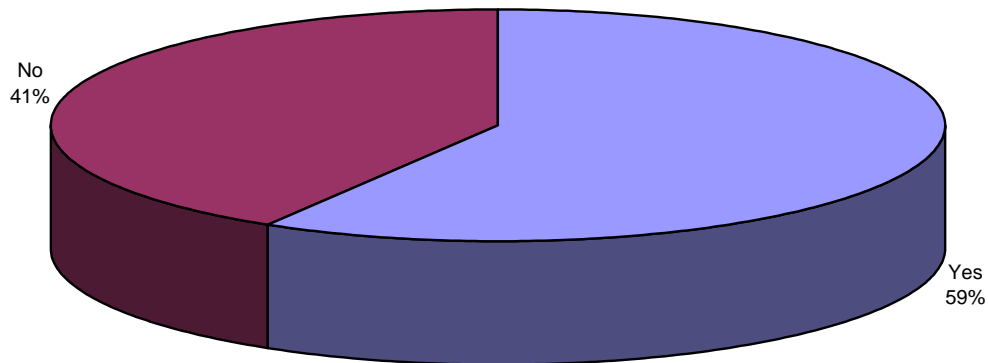


Figure 17 Whether outreach activities are conducted (N=253)

The results highlight that a large overall percentage of archives (41%) do not undertake outreach activities to promote their archival holdings to users. Conduct of outreach activities is less likely to be undertaken by:

- private schools
- church or religious organisations
- Australian government department/agency
- state/territory government department/agency
- non profit company/society/association.

Although the reasons for not conducting outreach activities were not asked in the survey, some likely possibilities are:

- lack of resources (staff, funds) to conduct activities
- lack of staff knowledge and skills regarding outreach and promotion
- not wanting to increase usage demand because of lack of resources.

Conduct of outreach activities are more likely to be undertaken by:

- national or state/territory archives
- national or state/territory library/gallery/museums
- private companies
- universities
- historical societies.

Respondents were given the opportunity to list types of outreach activities undertaken in 2006 to promote their archival holdings. Whilst talks, tours, exhibitions and displays, open days and stalls, were all mentioned frequently, other outreach and promotional activities identified included:

- history walks and heritage trails
- seminar/journal of papers based on research in archives
- programme on local radio
- fundraising dinner
- mailout of promotional postcards
- loan of materials for use in exhibitions by other institutions
- training sessions on online catalogue
- training in digitisation of photographs
- exhibit at the annual general meeting
- booklet to mark 60th anniversary of incorporation
- regular column in retired officers newsletter
- involvement in staff orientation courses
- reproduction and framing of photos to hang around organisation
- student-involved compilation of archival albums recording their year at school
- re-enactment of historic event
- hosting meetings in the archives
- production of brochures, newsletters (including e-newsletters), magazines, tea-towels, CDs, etc.
- providing content for organisations publications e.g. annual report, magazine, etc.
- own website content or contribution of content to other websites
- educational programs
- regular liaison with user groups
- media/press releases
- touring displays and talk programs
- membership of committees
- oral history program
- repatriation of archives
- interpretative panels
- volunteer recognition events
- workshops.

Outreach was the most commonly mentioned opportunity pursued over the last three years (Q46).

Implications of findings

Greater attention to outreach activities could potentially increase awareness and use of archival materials, thereby making the value of archives more widely known and appreciated.

Results: About archival services provided

The survey sought to measure archival activities and services. Conduct of outreach activities is covered in the previous section. Other activities are discussed later with respect to the roles of employees and volunteers. Questions were asked in Section 4 about:

- services provided to internal or external users of archival holdings, including website services.

Snapshot of results

- **reading room and remote user services are more common than website services**
- **websites are more likely to hold service information and catalogues, and offer research enquiry services, than provide archival content.**

Archival services

Respondents were asked what services their organisation provides to internal and/or external users of their archival holdings (Q23). Respondents were given a list of services and could select all that apply. The list of services was derived from NCA PSQG Indicator 1.3 RANGE OF SERVICES PROVIDED.

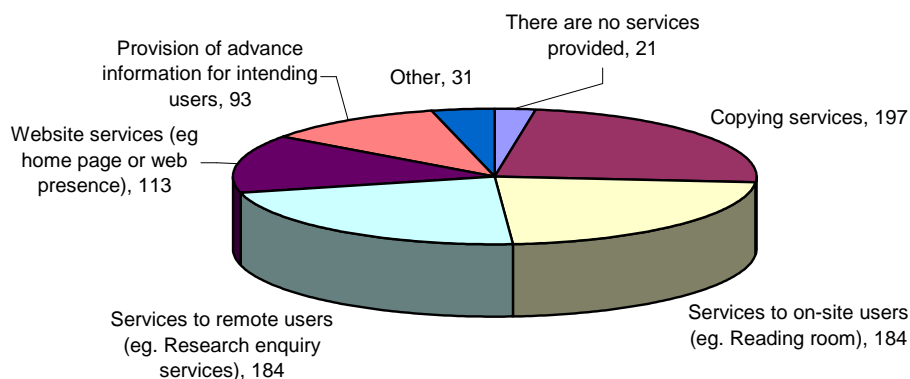


Figure 18 Services provided to users (N= 823, C=254)

The results show that services to in person visitors (in reading room) and remote users (via research enquiry services) are still more common than website services. Twenty-one archives indicated that they provide no services to internal or external users.

Respondents were able to list any other services provided. Most of the responses could be categorised according to the standard services listed. A couple of responses expanded on the standard services listed. These were:

- archival research (beyond assisting users to do their own research)
- referral of users to other organisations.

Several responses covered services considered as outreach at Q22 above. These included:

- preparation of displays, presentations
- provision of material for exhibitions, events and publications
- information sessions for users

Some responses related to services provided to records creators more so than users. These included:

- archival organisation and preservation (mainly for groups that hold archival material of interest)
- recall of archives (to the record creator)
- records disposal and transfer training (for record creators)

Finally, several responses indicated quite specific services provided to users. These were:

- training in computer skills
- language translation services
- book sales.

Website services

Respondents who indicated that they provide website services at Q23 were asked for more detail about website services provided to internal and/or external users of their archival holdings (Q24). This question sought to gain greater detail about website services, given this is increasingly a major channel for archival service delivery. Respondents were given a list of services and could select all that apply. The list of services was derived from NCA PSQG Indicator 3.4.2 VIRTUAL VISITS: NATURE OF USE.

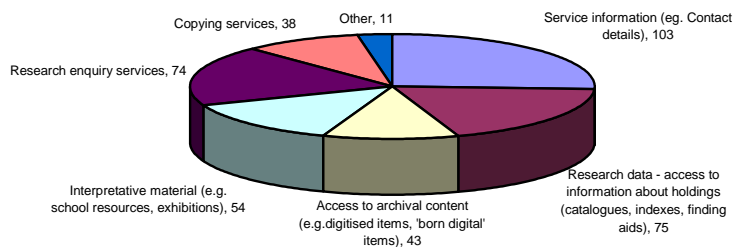


Figure 19 Website services provided (N=398, C=113)

The results show that the primary use of websites is to help users locate archive services, followed by provision of online catalogues, indexes and finding aids and research services to help users locate archival holdings. Whilst 38.05% of respondents with website services

provide users with online access to digital content, this represents only 16.93% of the overall survey population.

Respondents were able to list any other services provided. These included:

- history of organisation, including fact sheets, timelines, slide show
- publications, including for sale
- disposal advice
- standards, guidelines and forms (presumably on records or archives management).

One response showed an innovative approach to providing access to archival content:

Google Earth mapping of archival resources, virtual sourcebooks (university)

Enhancing online services, to increase the number of catalogues and indexes, and digital copies of archives, available online was identified by a number of respondents as an opportunity pursued over the past three years (Q46) and to be pursued in the next five years (Q48).

Implications of findings

There is still plenty of room for improvements in online service delivery across the archive domain, whether for internal or external users. In particular, increased availability of archival contents should be a consideration.

Website visitors

Q25 about unique website visitor numbers is discussed in the previous section.

Results: About archival capability – people, roles and funding

The survey sought to describe the archive workforce, both paid and voluntary, as well as to identify other characteristics of the archive domain. Questions were therefore asked in Section 5 about:

- employment status of the person in charge and staff undertaking archival activity, including numbers of employees and volunteers
- number of employees and volunteers with formal archival qualifications, and number studying for a qualification
- roles undertaken by employees and volunteers, including the most time-consuming role
- responsibility for digital archives, and level of need in this area
- funding for archival activity
- eligibility for grants and sponsorships, and whether applications were made and were successful.

Archive workforce

Fourteen questions were asked about the person in charge of the archives service, other employees and volunteers, including questions about professional qualifications and roles. These questions sought to gain a picture of the archive workforce, both paid and voluntary.

Snapshot of results

- **14% of archives have a volunteer in charge, 13% are staffed by volunteers and half of all archives use volunteers**
- **72% of archives employ only one person, either full time or part time**
- **the estimated workforce of the 254 archives surveyed is between 448 and 754 employees, and between 671 and 1352 volunteers**
- **approximately half of the estimated number of archive employees have formal archival qualifications and 10% are studying towards them while few volunteers have formal qualifications or are studying for them**
- **a large number of archives do not have any staff with formal archival qualifications**
- **volunteers support employees to undertake all roles / activities, with a slight emphasis on accessioning, arrangement and description work which is the most time-consuming role**
- **62% of archives have responsibility for digital archive materials, and many have a need for skilled staff, technology and policies/procedures in this area**
- **83% of archives have an annual operating budget allocation, while around 5% are unfunded**
- **there is confusion about eligibility for grants and sponsorships.**

Use of employees or volunteers

Respondents were asked which most closely describes the employment status of staff undertaking archival activity in their organisation, including the person in charge (Q26). This question sought to differentiate between organisations that pay people to undertake archival activity and those organisations that rely on volunteers.

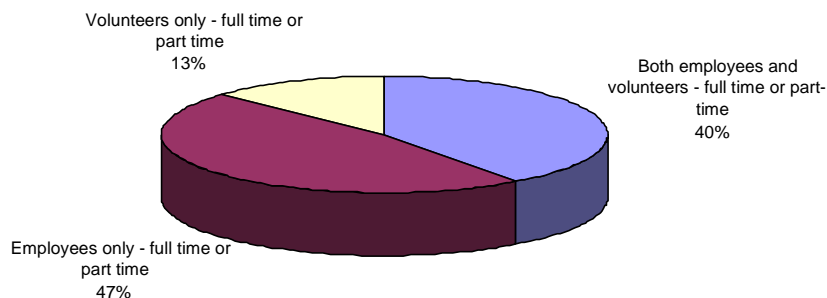


Figure 20 Employment status of people undertaking archival activity, including person in charge (N=254)

The results show that while a greater proportion of archives overall are staffed by employees only (47%), the use of volunteers is substantial. 13% of archives overall are staffed by volunteers only. Over half of the archives surveyed (53%) use volunteers.

Among organisation types, archives are more likely to have employees only in Australian government departments/agencies (100%), local government archives (87.50%), private companies (85.71%) and universities (72%). Volunteers only are more common among historical societies (81.25%) and community archives (100%).

Only one respondent identified that there are no employees/volunteers. This option was provided because UK experience showed that directories of archives do not differentiate between archive service providers and organisations passively holding collections without dedicated staff and minimal provisions for access. While the result showed that archives surveyed are in fact mostly staffed, we do not know about collections across Australia that are not being actively managed.

Number of employees

Respondents who identified that employees undertake archival activity in their organisation, were asked to provide the total number of employees (full time equivalent or FTE) involved in archival activity (Q27). This question sought to identify approximate numbers of employees, on average, within archive services. Respondents were given FTE number ranges and the option to indicate they don't know the number of employees. The number ranges were based on the Heritage Health Index questionnaire¹³. Only two archives could not estimate the number of FTE employees.

¹³ Heritage Preservation, Inc. *A Public Trust at Risk: The Heritage Health Index Report on the State of America's Collection*, Appendix F, Heritage Health Index Survey Instrument, Instructions and Frequently Asked Questions, <http://www.heritagepreservation.org/hhi/full.html>

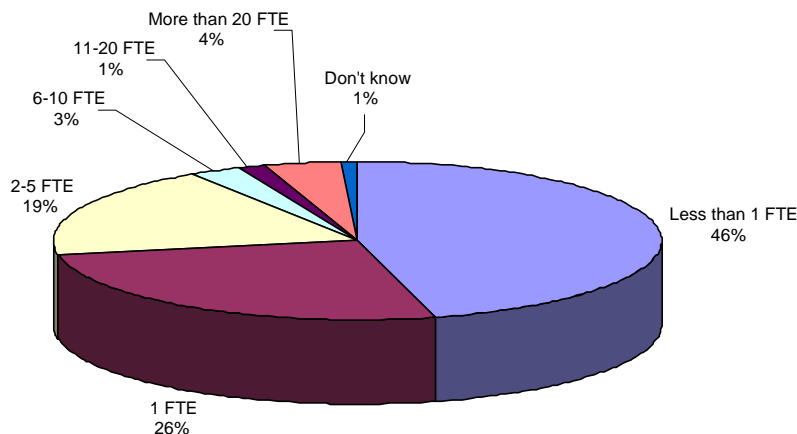


Figure 21 Total number of employees (FTE) per archive (N=220)

A total of 72% of archives have one person employed, either full time or part time, on archival activity. The results clearly show the extent of what is known in archive circles as 'lone arrangers' - archivists working alone or perhaps with a few volunteers.

Only 8.18% of respondents to this question have six or more employees involved in archival activity. The 18 archives with the most employees were made up of the national or state/territory archives (8), national or state/territory library/gallery/museums (4), and one each of Australian government departments/agencies, local government archives, universities and non profit company/society/associations.

Extrapolating from the results, the estimated number of people employed in archival activity among the survey respondents would be between 448 and 754 FTE (assumes minimum for any one archive is 0.5FTE and maximum is 30 FTE).

Implications of findings

The low number of average staff and large number of volunteers indicate that there are very limited resources available for archival activity in many organisations. Whilst improving staffing levels is one strategy, archives should also look to strategic approaches to achieving planned results with less resources.

Employees with archival qualifications

Respondents who identified that employees undertake archival activity in their organisation, were asked to provide the number of employees (not FTEs) involved in archival activity that have formal archival qualifications (Q28). Formal archival educational qualification was defined as referring to a bachelor or postgraduate qualification in an information management or humanities discipline with an archives or records specialisation. This question sought to gain a picture of the proportion of people working in archives who have undertaken professional study.

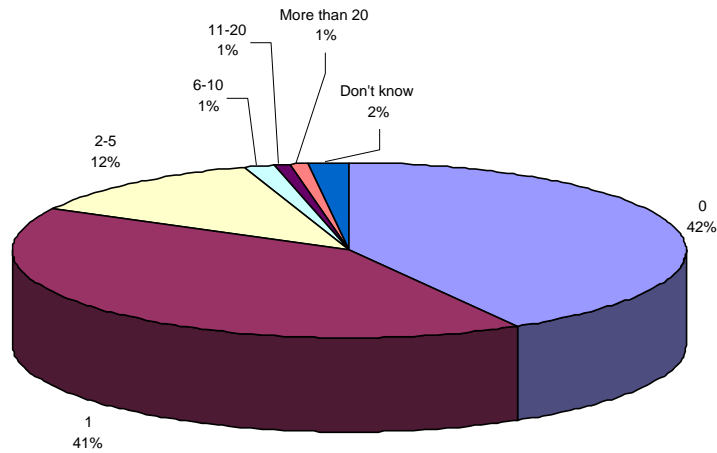


Figure 22 No of employees with archival qualifications (N=219)

Extrapolating from the results, the estimated number of qualified people employed in archival activity among the survey respondents would be between 226 and 355 (assumes maximum for any one archive is 30 people). This is around half of the estimated number of FTE staff employed in archival activity.

Employees studying

Respondents who identified that employees undertake archival activity in their organisation, were asked to provide the number of employees (not FTEs) involved in archival activity that are currently studying for a formal archival educational qualification (Q29). This question sought to identify the extent to which archive employees are pursuing professional study.

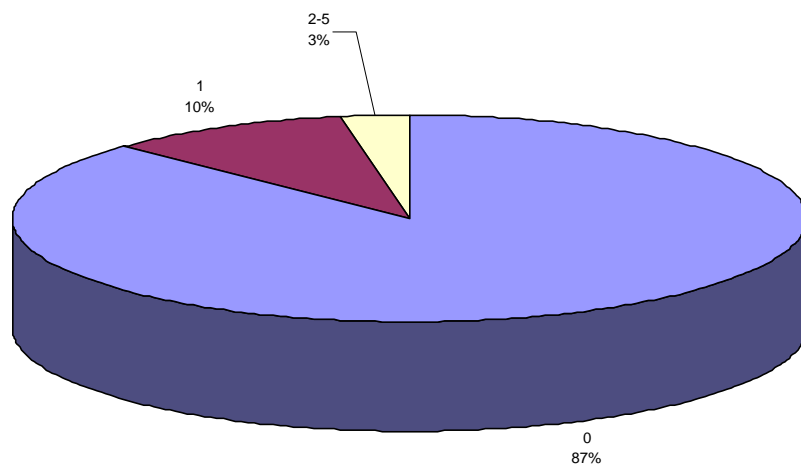


Figure 23 No of employees studying for archival qualification (N=216)

The results show there is a modest number of employees of archives studying for a formal archival qualification.

Extrapolating from the results, the estimated number of employees studying among the survey respondents would be between 44 and 71. This is approximately 10% of the estimated number of FTE staff employed in archival activity.

Other training and education

Respondents were given the opportunity to list any archival training or education that employees have undertaken (other than formal archival educational qualification programs) to assist them in their archival activity (Q30).

The responses demonstrate that employees working with archives have a broad range of qualifications and rely on the professional associations and major institutions to provide opportunities to develop or improve their archival knowledge and skills.

Formal qualifications held by employees include:

- Archives Administration (Cert.)
- Art Curatorship (Masters)
- Australian History (Masters)
- book Restoration (Cert.)
- Business Administration (Recordkeeping) (Cert/. III/IV)
- business Studies (Recordkeeping) (Dip.)
- Cultural Studies (Masters)
- Education (Dip.)
- History (PhD)
- Humanities
- Librarianship (Dip., Degree, Grad. Dip.)
- Library Science (Degree)
- Library and Information Science (BA)
- Local and Applied History (Degree, Grad. Dip.)
- Managing Historical Documents (Cert.)
- Museum Practice (Cert. IV).
- Museum Studies (Cert., Masters)
- Music (PhD)
- Practical Genealogy for Family Historians (Cert.)
- Public History (M. Litt., Masters)
- Recordkeeping (Cert. IV).

Employees receive training and education that assists them undertake archival activity through:

- archivist meetings
- ASA membership and involvement
- certificate courses (some are listed above)
- conferences
- computer training
- induction

Part 2: Results and Analysis

- listservs
- information sessions
- mentoring
- online self study
- on the job training
- professional reading (journals, publications, guided)
- seminars
- short courses
- work experience
- workshops.

Organisations identified by respondents as providing informal training and education opportunities were:

- Archivists of religious organisations NSW
- Association of Catholic Archivists Victoria
- ASA
- ASA Schools SIG
- Catholic Diocesan Archivist Group
- CAVAL
- Copyright Council
- Edith Cowan University
- Interchurch Archives Group SA
- Museums Australia
- National Library of Australia
- Oral History Association of Australia (OHAA)
- PARBICA
- Powerhouse Museum
- Records Management Association of Australasia (RMAA)
- Royal Australian Historical Society
- Royal Historical Society Victoria
- National, State and Territory government archives and libraries
- WA Museums.

Implications of findings

Strategies such as the ASA Education Strategic Plan, are critical for addressing shortfalls in professionally qualified archivists, and ensuring those who work in archives have access to the necessary education and training opportunities.

Roles of employees

Respondents who identified that employees undertake archival activity in their organisation, were asked to identify the roles undertaken by employees (both full time and part time) (Q31). This question, along with Q36 and Q37, sought to gain an understanding of any differences in roles between employees and volunteers. It also aimed to build a picture of the types of activities undertaken, including the most time consuming activity.

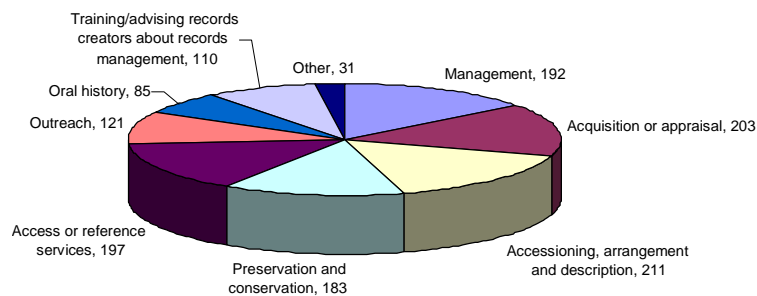


Figure 24 Roles of employees (N=1333, C=220)

The results show that in a majority of archives, employees undertake the typical activities of:

- acquisition or appraisal
- accessioning, arrangement and description
- preservation and conservation
- access or reference services
- management.

Less common are outreach and oral history. The low involvement in outreach correlates to the earlier result (Q22) which showed that only 59% of respondents conduct outreach activities.

The role of training or advising records creators about records management was included to understand the extent to which organisations manage their archives and records holistically, as a continuum. A holistic approach is particularly important when dealing with digital records and archives, but has benefits with respect to other archive formats. Only 50% of respondents indicated that employees undertake this role. Organisations that collect archives from a range of other organisations were less likely to undertake this role, whereas all other organisation types indicated this role is undertaken among some respondents.

Whether this role is undertaken may depend on factors such as:

- whether a separate records or information management unit exists within the organisation
- the relationship with the records management unit, if one exists, or with the records creating areas
- the power base of the archives within the organisation (i.e. whether they have influence).

Respondents were given the opportunity to include other roles. Thirty-one responses were received. A broad range of additional roles were mentioned, none more prominent than the others. Some of the responses could be seen to qualify the list of roles provided.

The responses were categorised as follows:

- historical research
- art/museum curatorial work
- teaching (particularly in private schools)
- publications and website management
- archival control system management
- monitoring compliance of records creators
- repository and facilities management
- documentation projects
- managing semi current records or library materials
- providing privacy advice to staff
- disaster management
- disposal
- scanning and digitisation
- displays and exhibitions
- policy and strategy.

Number of volunteers

Respondents who identified that volunteers undertake archival activity in their organisation, were asked to provide the total number of volunteers (full time or part time) involved in archival activity (Q32). This question sought to identify approximate numbers of volunteers, on average, within archive services. Respondents were given number ranges and the option to indicate they don't know the number of volunteers. Only one archive could not estimate the number of volunteers.

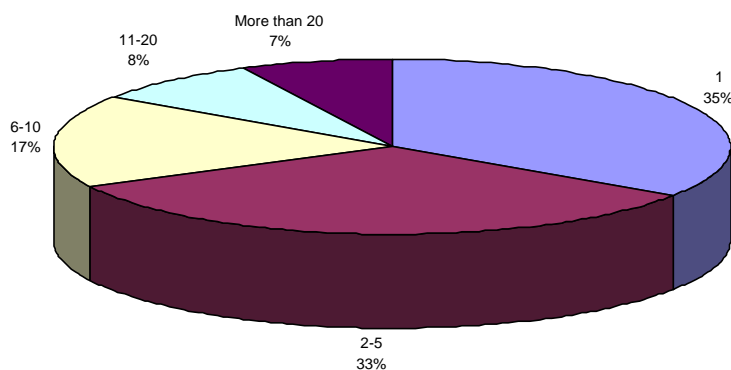


Figure 25 Number of volunteers (N=252)

Approximately one third of archives responding to this question have one volunteer (35%), a third have between two and five volunteers (33%), and a third have six or more volunteers (32%).

Extrapolating from the results, the estimated total number of volunteers employed in archival activity across 151 survey respondents (59.45%) would be between 671 and 1352 (assumes maximum is 50). The results clearly show that volunteers are a major component of the archive workforce.

Qualified volunteers

Respondents who identified that volunteers undertake archival activity in their organisation, were asked to provide the number of volunteers (not FTEs) that have formal archival educational qualifications (Q33). This question sought to identify the extent to which professionally trained archivists are working as volunteers in archives.

Formal archival educational qualification was defined as a bachelor or postgraduate qualification in an information management or humanities discipline with an archives or records specialisation.

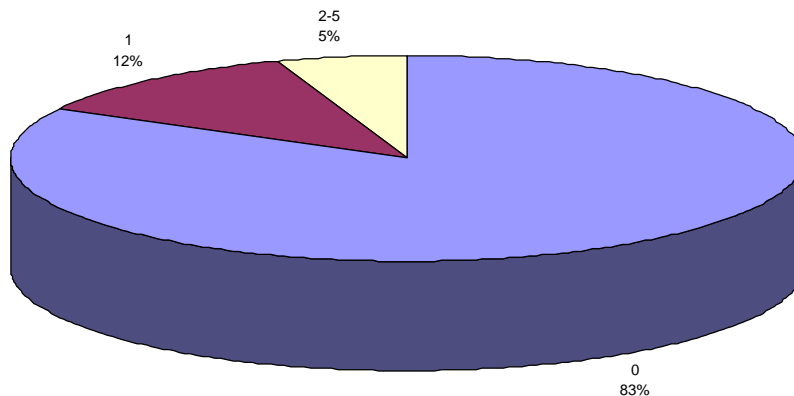


Figure 26 No of qualified volunteers (N=252)

The results indicate that between 34 and 58 qualified archivists are working for archives in a volunteer capacity. These qualified volunteers work for most organisation types.

It is not known from the survey what the circumstances are in these instances. It is expected that a number of the qualified volunteers are retired or honorary archivists. Others may be retired people who have undertaken study of archives for personal interest.

Volunteers studying

Respondents who identified that volunteers undertake archival activity in their organisation, were asked to provide the number of volunteers (not FTEs) involved in archival activity that are currently studying for a formal archival educational qualification (Q34).

The results show that a small number of volunteers (between 19 and 31) are studying for a formal archival qualification.

Other training and education

Respondents were given the opportunity to list any archival training or education that volunteers have undertaken (other than formal archival educational qualification programs) to assist them in their archival activity (Q35).

Responses were similar to Q30 regarding employees.

A number of volunteers have formal tertiary qualifications in history, including local and public history, librarianship, museum studies, education, art curating and archives management.

Volunteers primarily receive on the job training by professional and experienced archivists and many respondents noted that volunteers are supervised in their work. They also learn theory and skills to assist them undertake archival activity through:

- archivist meetings
- certificate courses
- computer training
- conferences
- induction
- mentoring
- online self study
- professional reading
- seminars
- short courses
- work experience
- workshops.

Organisations identified by respondents as providing informal training and education opportunities for volunteers were:

- Association of Catholic Archivists Victoria
- ASA
- ASA Schools SIG
- Edith Cowan University
- Local councils
- Museums Australia
- Museums Victoria
- National Archives of Australia
- Public Record Office Victoria
- Royal Australian Historical Society
- Royal Historical Society Victoria.

Roles of volunteers

Respondents who identified that volunteers undertake archival activity in their organisation, were asked to identify the roles undertaken by volunteers (both full time and part time) (Q36). Along with Q31 and Q37, this question sought to gain an understanding of any differences in roles between employees and volunteers.

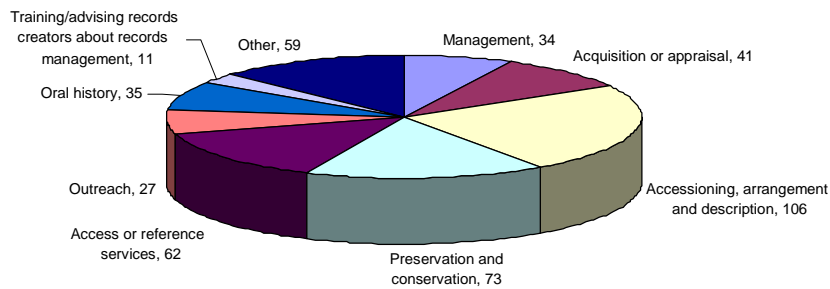


Figure 27 Roles of volunteers (N=253)

The results show that in a majority of archives, volunteers, like employees, undertake the typical activities of:

- acquisition or appraisal
- accessioning, arrangement and description
- preservation and conservation
- access or reference services
- management.

Less common are outreach, oral history and training or advising records creators about records management.

Comparing the roles of employees and volunteers, there appears to be little difference at the broad activity level. This perhaps reflects the extent to which volunteers, including many professionally qualified, make up the archive workforce.

However, respondents were given the opportunity to include other roles of volunteers. Fifty-nine responses were received. These responses indicate that there are differences in the roles at the level of specific tasks within the broad activities.

The responses included:

- basic research and writing about the history of the organisation
- secretarial and clerical work
- sorting
- transcription or translation of archives
- data entry
- indexing

- cleaning
- boxing and rehousing of archives in new containers
- scanning and photocopying
- filing
- searching
- tours and talks
- preparing item level inventories
- identifying photographs
- preparing exhibits.

Implications of findings

The archives domain needs to recognise the major contribution of volunteers, and continue to foster the involvement of volunteers in archival activity. At the same time, it is important that archival activity does not become only the work of volunteers.

Most time-consuming role

Respondents were asked which role consumes the greatest amount of time within their organisation's archival activity (Q37). This question, along with Q31 and Q36, aimed to build a picture of the types of activities undertaken, including the most time consuming activity.

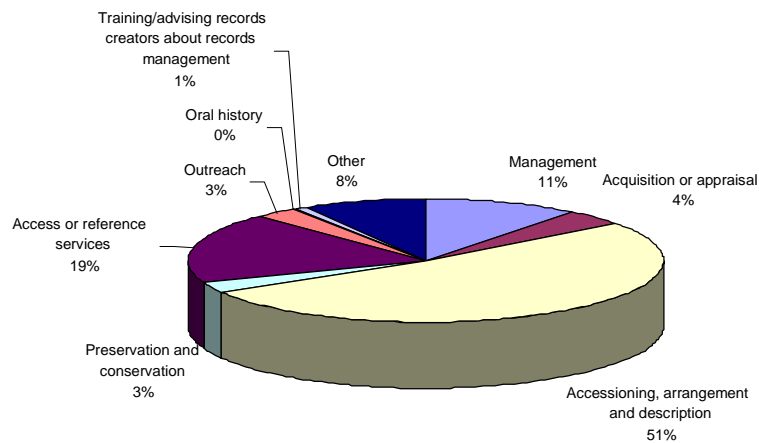


Figure 28 Most time-consuming role (N=253)

The results show that around half of all respondents (51%) consider accessioning, arrangement and description to be the most-time consuming role. For national or state/territory library/gallery/museums and community organisations this was the main response (80%). Access or reference services is the next most time-consuming role, as identified by 19% of respondents.

Accessioning, arrangement and description involves the acquisition of archives, sorting archives according to their original order and describing archives in catalogues, indexes and finding aids for both users and management purposes. There appears to be a correlation between the time-consuming nature of this role/activity and the finding that a large proportion of archives are undocumented (see Q13). There is a further correlation between these findings and the roles of volunteers (see Q36), as volunteers appear to be more often involved in this

kind of work. This suggests that volunteers are used to fill the shortfall in resources required to adequately document archival holdings.

Respondents were given the opportunity to identify a different time-consuming role to those listed. Many of these responses indicated that it is not possible to distinguish which role is most time-consuming.

Implications of findings

Several results have identified that processing and documenting archival materials are a major challenge of archives. Strategic approaches to ensuring archival materials are controlled and accessible to users, without necessarily requiring extra resources, should be considered.

Person in charge

The next two questions were about the person in charge, who was intended as the reporting unit for the survey. As these were more personal questions there is the possibility of bias in the responses, particularly Q39 which was asking whether they have a formal archival qualification.

Employment status of person in charge

Respondents were asked which best describes the employment status of the person in charge / coordinator of their organisation's archival activity (Q38). This question sought to further elaborate on questions about the archive workforce.

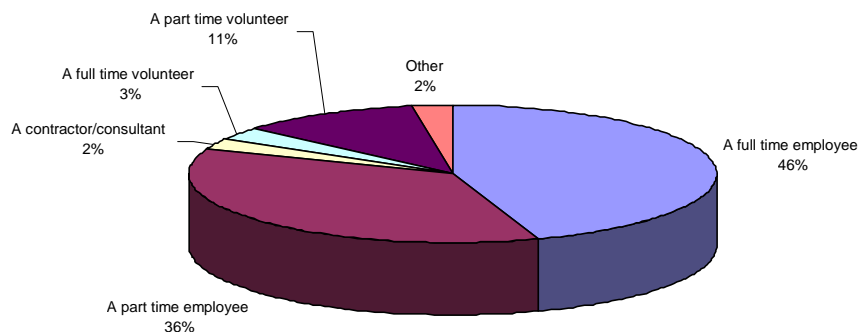


Figure 29 employment status of person in charge (N=252)

The results show that less than half of archives (46%) are managed or coordinated by a full time employee. Around one third of archives (36%) are under the responsibility of a part time employee, whilst 14% are managed or coordinated by a full time or part time volunteer. Volunteers are more commonly in charge at historical societies and community organisations.

The six responses provided under the Other option give a reflection of the challenges facing private school and church or religious archives in particular:

Will do it when I get a chance – no formal time allotted as yet (private school)

Volunteer when time is available (private school)

The employee is employed full time as a Librarian, but one day per week is spent working in Archives (private school)

A member of the Congregation (church or religious organisation)

The librarian manages archives over and above library duties (church or religious organisation)

As a Sister, it is part of my ministry at this time to look after the archives (church or religious organisation).

Qualified person in charge

Respondents were asked whether the person in charge / coordinator of their organisation's archival activity possesses a formal archival educational qualification (Q39). This question sought to understand the extent to which the managers and coordinators of archival organisations and archives services might have a professional background in and understanding of archival activity.

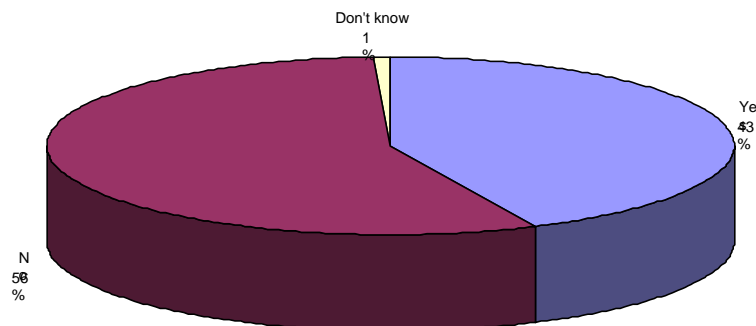


Figure 30 Whether person in charge has formal archival qualification (N=253)

The results show that in over half of archives (56%) the person in charge does not have a formal archival qualification. This figure is higher in private schools (59.49%), church or religious organisations (61.29%), historical societies (87.5%), public library/gallery/museum (93.75%), and community organisations (75%).

When compared to Q28 and Q33 the results indicate that there are 108 archives where neither the person in charge, employees nor volunteers have formal archival qualifications.

Implications of findings

Although it is not necessary (or perhaps even desirable) for a qualified archivist to be in charge of an archives, it is essential that the person in charge has access to qualified employees, volunteers, consultants, members, etc. who can provide professional advice and guidance across all aspects of archival activity.

Responsibility for digital archives

Respondents were asked whether their organisation has responsibility for digital archives as part of their organization's archival activity (Q40). This question sought to identify whether archives are specifically responsible for managing digital archives, as opposed to responsibility possibly resting with an information technology function, records/information management function or not being assigned.

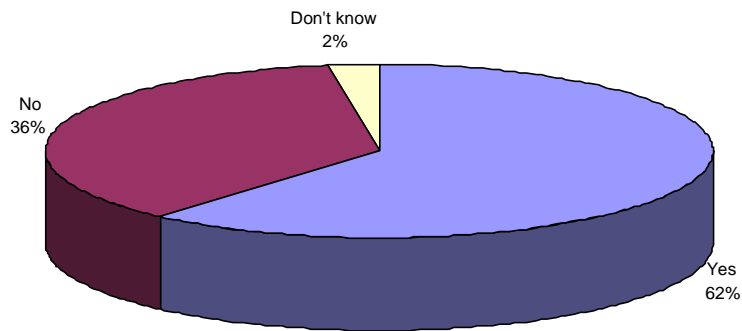


Figure 31 Whether the archives has responsibility for digital archives (N=253)

The results show that nearly two-thirds of archives (62%) do have responsibility for digital archives.

There are likely to be different interpretations of what 'responsibility' means as it was not defined in the survey. Certainly, the responses to Q9 made it clear that a large proportion of archives (81.49%) hold digital materials. One interpretation of responsibility is that the archives manage digital materials sent to it, whether held on physical media (disk, tapes) or kept in a digital archive system.

Responsibility could also be interpreted as meaning that the archives sets policies, procedures and standards for creation and transfer of digital archives, and advises records creators on these. This level of involvement with records creators was partially identified at Q31 where 110 respondents (out of 220 who answered the question) indicated that employees have a role in training or advising records creators about records management. 72% of those 110 respondents also have responsibility for digital archives.

Digital archives needs

Respondents who identified that their organisation has responsibility for digital archives as part of their organisation’s archival activity, were asked to identify their organisation’s level of need in three areas relating to digital archives:

1. skilled staff (Q41a)
2. technology – hardware, software (Q41b)
3. policies/procedures (Q41c).

This question sought to gain a picture of the high level needs of archives to help them handle the challenges of digital archives.

Over three quarters of the 150 plus respondents to these three questions identified either a need or urgent need in all three areas of skilled staff, technology and policies/procedures. Technology and policies/procedures were of slightly more urgent need. Technology was at the same time less of a need than the other areas.

The findings relating to technology possibly show differences in perceptions and/or practices with respect to managing digital archives. Those archives that manage digital materials on physical media (disk, tape) may not identify a need for technology. Whereas those archives planning to manage digital archives on servers, supported by digital archiving systems that capture, manage and provide access to digital archives, may view technology as an urgent need.

Implications of findings

Although archivists have been exploring the challenges of handling digital materials for more than two decades, there is now a greater urgency for practical, cost-effective approaches to digital archives.

Archives funding

Respondents were asked about the sources of funding for their organisation’s archival activity (Q42). This question sought to understand how archive institutions and archive services are funded.

A list of funding options were provided and respondents could select all that apply.

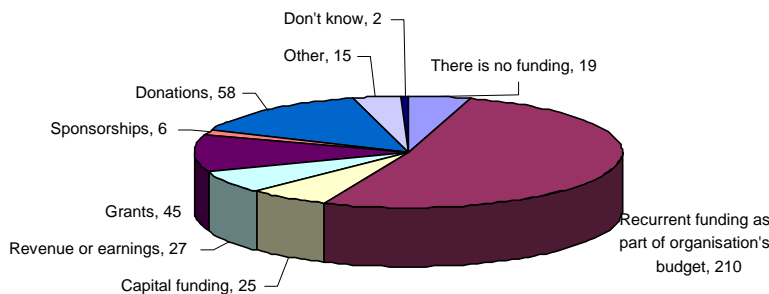


Figure 32 Sources of funding (N=404, C= 254)

A total of 82.68% of respondents identified that their organisation has an annual operating budget allocation for the archives. While 7.48% identified that there is no funding for the archive function, seven of the 19 respondents that selected this answer (2.76%) did nevertheless identify a source of funding.

Of the 254 respondents to the question, 147 identified a single source of funding, 56 identified two sources of funding, 25 identified three sources of funding, nine identified four sources of funding and three archives identified five sources of funding.

Respondents were given the opportunity to identify other sources of funding. The responses included:

- memberships and subscriptions
- ad hoc allocations when need arises
- money obtained from a trust.

Eligibility for grants and sponsorships

Respondents were asked whether their organisation is eligible for grants and/or sponsorships in relation to its archival activity (Q43). This question sought to identify whether or not grants and sponsorships were a potential source of funds for archives, and led into two further questions about grants applied for (Q44) and grants acquired (Q45).

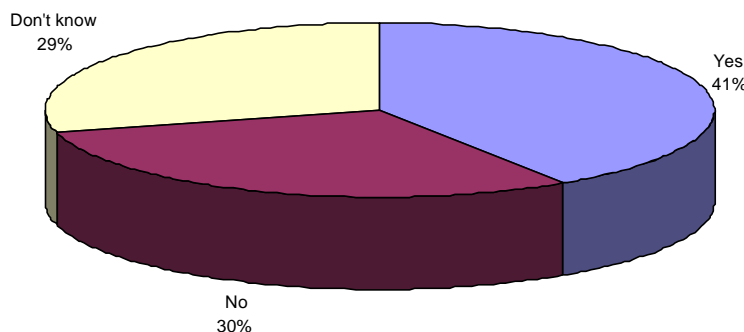


Figure 33 Eligibility for grants and/or sponsorships (N=253)

The results show that there is some confusion about eligibility for grants and sponsorships, and possibly some confusion with the question itself. Whilst 41% of respondents indicated that they are eligible for grants and sponsorships, 30% said they are not eligible. 29% of respondents indicated that they don't know whether or not they are eligible.

In all cases, the yes and no responses were spread across organisation types.

Organisation type	Yes	No	Don't know	Total
Private school	8 (10.26%)	37 (47.43%)	33 (42.31%)	78
Church or religious organisation	17 (54.84%)	2 (6.45%)	12 (38.71%)	31
Historical society	14 (87.50%)	0 (0.00%)	2 (12.50%)	16
National or state/territory archive (government funded)	4 (40.00%)	6 (60.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	3 (30.00%)	2 (20.00%)	5 (50.00%)	10
Public library/gallery/museum (local government funded)	14 (82.36%)	2 (11.76%)	1 (5.88%)	17
Australian government department/agency	0 (0.00%)	1 (33.33%)	2 (66.67%)	3
State/territory government department/agency	5 (38.46%)	2 (15.38%)	6 (46.16%)	13
Local government archive	6 (37.50%)	7 (43.75%)	3 (18.75%)	16
University	14 (56.00%)	7 (28.00%)	4 (16.00%)	25
Private company	1 (14.29%)	5 (71.42%)	1 (14.29%)	7
Non profit company/society/association	14 (60.87%)	5 (21.74%)	4 (17.39%)	23
Community organisation	3 (75.00%)	0 (0.00%)	1 (25.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	103	76	74	

Table 10 Eligibility of organisations for grants and sponsorships

Some possible explanations for the results are:

- there were different interpretations of what is meant by grants and sponsorships, for example internal grants compared to grants from third parties
- while an organisation may not be eligible for grants it may be eligible for sponsorships
- uncertainty about the meaning of sponsorships.

Implications of findings

Clearer information about the types of grants and sponsorships available to archives, and eligibility for applying for them, would be a useful resource for the archive domain.

Grants applied for

Respondents were asked to list any grants or sponsorships that the organisation has applied for in the past three years to assist with its archival activity (Q44). This question sought to identify examples of the types of grants available to archives, and whether archives make an effort to apply for grants.

Just over a quarter of respondents (27.56%) applied for grants or sponsorships in the three years prior to the survey. The percentage is much lower for some organisation types such as private schools where only 3.80% applied for grants or sponsorships, presumably because many don't believe they are eligible. The following table shows the percentage of each organisation type that applied for grants or sponsorships.

Organisation type	Organisations Applying	Total Organisations	Percent
Private school	3	79	3.80%
Church or religious organisation	13	31	41.94%
Historical society	13	16	81.25%
National or state/territory archive (government funded)	3	10	30.00%
National or state/territory library/gallery/museum (government funded)	3	10	30.00%
Public library/gallery/museum (local government funded)	11	17	64.71%
Australian government department/agency	0	3	0.00%
State/territory government department/agency	4	13	30.77%
Local government archive	2	16	12.50%
University	10	25	40.00%
Private company	0	7	0.00%
Non profit company/society/association	9	23	39.13%
Community organisation	2	4	50.00%
Total	73	254	28.74%

Table 11 Percent of organisations that applied for grants or sponsorships in previous three years (N=120)

The following table lists the types of grants or sponsorships applied for, or the source of grants and sponsorships, by each organisation type.

Organisation type	Grant or sponsorship / Organisation providing grant or sponsorship
Private school	Australian Heritage Commission Museums Australia Internal National Library of Australia Community Heritage Grants
Church or religious organisation	Internal Local councils Lotterywest Grants (WA) McKay Trust Museums Australia National Heritage Investment Initiative National Library of Australia Community Heritage Grants Tasmanian Government Heritage and Arts Grant Visions Australia
Historical society	ACT Heritage Grant Clubs NSW Community Development and Support Expenditure (CDSE) Scheme Department of Culture and the Arts (WA) Foundation for Rural and Regional Renewal History Trust of SA South Australian History Fund Local councils Local service clubs Museums and Galleries National Library of Australia Community Heritage Grants Public Record Office Victoria Local History Royal Australian Historical Society Victorian Volunteer Small Grants Volunteer Support Fund (SA)
National or state/territory archive (government funded)	Corporate sponsorships Government departments Regional exhibition touring initiative (RETI) Visions Australia
National or state/territory library/gallery/museum (government funded)	Corporate sponsorship Lotterywest grants? SA Attorney General Native Title Unit
Public library/gallery/museum (local government funded)	Arts NSW Department of Indigenous Affairs WA Cultural Heritage Grants Local councils Lotterywest grants National Library of Australia Community Heritage Grants Powerhouse Museum (NSW) State Records NSW Archives in the Bush funding
State/territory government department/agency	Friends organization National Library of Australia Community Heritage Grants Private sponsor
Local government archive	Lotterywest grants National Library of Australia Community Heritage Grants
University	Australian Research Council, Linkage Infrastructure, Equipment and Facilities British Library, Endangered Archives Programme Corporate sponsorships Internal State Records NSW Archives in the Bush funding

Organisation type	Grant or sponsorship / Organisation providing grant or sponsorship
Non profit company/society/association	Australian Research Council Corporate partnerships Donors History Trust of SA South Australian History Fund Lord Mayor's Charitable Fund Museums and Galleries National Library of Australia Community Heritage Grants Philanthropy trusts and foundations
Community organisation	Heritage Victoria National Library of Australia Community Heritage Grants

Table 12 Types of grants or sponsorships applied for, or the source of grants or sponsorships by each organisation type

Responses indicated that grants and sponsorships were usually sought for:

- significance assessments
- preservation surveys
- exhibitions, including touring exhibitions
- preservation of collections
- digitisation or copying of archives
- equipment and material for preservation and conservation
- processing and documenting collections
- preparation of guides to collections
- computer software for managing collections.

In general, uses of grant funding will be determined by grant conditions.

Grants acquired

Respondents were asked to list any grants or sponsorships that the organisation has been successful in acquiring in the past three years to assist with its archival activity (Q45). This question sought to identify further examples of the types of grants available to archives, and to gain a picture of the success of archives in acquiring grants.

The following table provides approximate figures of the numbers of grants or sponsorships applied for and the number of grants or sponsorships received in the previous three years. It shows that where archives have applied for grants and sponsorships they have largely been successful in obtaining the grant funding or sponsorship.

Organisation Type	Grants applied for	Grants Received	Percentage Successful
Private school	4	3	75.00%
Church or religious organisation	22	19	86.36%
Historical society	21	16	76.19%
National or state/territory archive (government funded)	16	15	93.75%
National or state/territory library/gallery/museum (government funded)	3	3	100.00%
Public library/gallery/museum (local government funded)	20	14	70.00%
Australian government department/agency	0	0	0.00%
State/territory government department/agency	8	7	87.50%
Local government archive	2	1	50.00%
University	21	21	100.00%
Private company	0	0	0.00%
Non profit company/society/association	26	21	80.77%
Community organisation	2	1	50.00%
Total	145	121	83.45%

Table 13 Approximate numbers of grants and sponsorships applied for and received in previous three years (Q44 N=120, Q45 N=111)

Results: Opportunities and challenges for archival activity

The survey sought to identify issues and challenges faced by the archive domain, as well as identify successes of the domain. Questions were therefore asked in Section 6 about:

- opportunities pursued, and challenges handled, over the past three years
- expected opportunities and challenges in the next five years.

Snapshot of results

- **undertaking outreach activities and improving facilities were the most common opportunities pursued over the past three years**
- **handling relocation of the archives and lack of space were the major challenges over the past three years**
- **improving facilities was the most commonly identified opportunity in the next five years, followed by digitisation and digital archiving, and improving online services**
- **lack of space and handling relocations are the major challenges identified for the next five years, followed by gaining control over the collection, staffing (retirements, lack of staff), digitisation and digital archiving, and possible shortfalls in funding**

Respondents were asked to list any opportunities pursued over the past three years (Q46) and any challenges successfully handled over the past three years relating to the organisation's archival activity (Q47).

Respondents were also asked to list any known or expected opportunities in the next five years (Q48) and any known or expected challenges to be handled in the next five years relating to the organisation's archival activity (Q49).

Extensive responses were received effectively highlighting the achievements (big and small) of archives across Australia over the past three years and identifying the opportunities and challenges they face in the next five years. Themes identified in the responses have been categorised as follows:

- access
- appraisal and acquisition, including oral history documentation
- collaboration
- conservation and preservation
- contributing to parent organisation
- control of collection
- digital archiving and digitisation
- equipment and materials
- executive and organisational support
- external environment
- facilities, including relocation
- funding
- governance and management
- online services
- organisational change

- outreach, including education programs
- professional development
- raising awareness/profile
- records management
- staffing
- systems and technology
- time
- volunteers and students

Most responses have been listed in Appendices 7 to 10 under these themes. Note that responses are only listed under one theme even where they could be categorised under more than one theme. Responses have been edited to remove information that would identify the specific archive, although information identifying the organisation type has often been left in the response.

Access

This theme covers responses relating to provision of reference services and handling of access permissions and restrictions, as well as general service delivery. Responses relating to online access were categorised as a separate theme (see Online services).

Respondents identified challenges over the past three years of keeping up with user demand for access services and dealing with sensitivity of archival content and intellectual property issues.

Respondents identified opportunities in the next five years to continue or improve upon access services, including access to archival records by Indigenous people.

Managing demand for services, including access to archives, and managing sensitivity and intellectual property issues, were identified as challenges in the next five years. A couple of respondents identified reduced in-person demand by users, as a result of online access, as a challenge to be handled.

Appraisal and acquisition, including oral history documentation

This theme covers responses relating to acquiring archival material, disposal of material collected, establishing policies that identify what will be kept, and undertaking oral history programs.

Respondents identified as opportunities pursued over the past three years:

- acquiring more relevant archival material, including rescuing items
- removing material from the collection (such as non-archival material)
- undertaking oral history documentation projects
- obtaining copies of material belonging to others (achieved in one case through college reunions and in another case by offering a scanning service to local residents).

Becoming responsible for more archival material and increases in the volume of material being collected were challenges handled over the past three years. Another challenge was developing and implementing collection / appraisal policies.

In the next five years respondents identified opportunities to acquire more material for their collections, including digital material and material at risk, through networking, projects, retention schedule implementation, and greater promotion of their archive. Several respondents also hope to commence oral history projects.

Whilst some respondents see increased acquisition of material as an opportunity, others see it as a challenge to be handled in the next five years. In particular, an increase in volume was mentioned as a challenge because of a lack of staff resources and storage space required. There is also concern about disposing of material already held, perhaps because of new disposal schedules having been developed. Developing or reviewing collection development / appraisal policies are also challenges for the next five years.

Collaboration

This theme covers responses relating to working collaboratively with other archives and cultural organisations.

Respondents identified different examples of collaboration as opportunities pursued over the past three years. These opportunities included:

- listing their material with other archives or on confederated websites e.g. Picture Australia
- providing archival material, or copies, to other organisations for exhibitions or education programs
- working with a theatre company or on a film
- joint surveys of archival material on a specific theme
- working with State libraries/archives
- establishing or participating in collaborative organisations
- working with universities.

Few respondents identified collaboration as an opportunity to be pursued in the next five years, perhaps suggesting that collaboration opportunities are not often thought about until they arise.

Collaboration was only identified as an opportunity, not as a challenge.

Conservation and preservation

This theme covers responses relating to preservation and conservation treatments such as use of archival quality materials, copying (for preservation purposes), and environmental control in storage areas.

Opportunities pursued over the past three years included

- re-housing archives in acid-free or archival quality storage materials
- improving the environmental controls of storage facilities
- identifying preservation needs and items needing conservation treatment
- converting Super 8 film to DVD (although it wasn't clear whether this was to ensure preservation of the moving image or to improve access to the content).

Challenges handled in the past three years also included re-housing of the archives and improvements to environmental conditions of storage. In addition respondents identified the challenge of preventing water damage, improving pest control in storage areas, and microfilming projects. It appears that several respondents were able to utilise professional conservators for treating their most precious items.

Conservation and preservation were less commonly identified as opportunities to be pursued in the next five years.

However, conservation and preservation were identified as challenges to be handled in the next five years. In addition to the familiar challenge of achieving better climate control in archive storage areas, respondents noted the growing fragility of their archive collections and the need to find funds to undertake conservation treatments. The need to deal with non-paper archives was mentioned several times, with conversion of analogue tapes to digital formats being identified as a challenge.

Contributing to parent organisation

This theme covers responses relating to contributing archival content and research to meet the needs of the parent organisation. It is evident that the contribution may have been either voluntary (perhaps when seen as an opportunity, probably to raise the profile of the archives and garner organisational support) or involuntary (perhaps when seen as a challenge). Outreach activities that were most likely initiated by the archives were categorised separately (see Outreach). Actions taken to raise awareness of the archive, or its profile, were also categorised separately (see Raising awareness/profile).

Respondents identified that they pursued opportunities over the past three years to contribute to their parent organisation through:

- assisting with material for exhibitions and web content
- displaying archival material at events
- contributing to publications, such as organisational histories
- participating in celebrations such as anniversaries
- contributing to cultural programs, such as talks
- providing materials for public relations activities
- involvement with heritage work.

One respondent noted the mixed blessings of providing such support to the organisation.

In the last three years we have celebrated a number of significant anniversaries which has required a lot of work from the archives. It's given me an opportunity to publicly demonstrate the work that I can do and it has enhanced the profile of the archives but it hasn't necessarily improved the situation - it has just increased the work load (private school).

Possibly this sentiment explains why a number of respondents identified contributing archival content and research to their parent organisation as a challenge handled over the past three years. Again the archival content and research was primarily for publications, celebrations and displays.

The opportunity in the next five years to showcase archival materials during organisational anniversaries and celebrations features prominently in responses, along with opportunities to contribute to organisational histories.

In contrast, contributing to the parent organisation is not identified as a challenge to be handled in the next five years.

Control of collection

This theme covers responses relating to accessioning, processing, organising, indexing, and listing archives. It also covers documentation of archival context. Responses relating to the acquisition or implementation of archival control systems and databases were categorised separately (see Systems and technology). Responses relating to making catalogues and indexes available online were also categorised separately (see Online services).

Respondents identified opportunities over the past three years to systematically organise their archives better and to catalogue and index their archival material.

Gaining control over the archives was also identified as a challenge handled, although responses suggest that the extent of the achievement was more substantial.

Created accessions register. Indexed 80% of our archival material (private school)

Overcoming complete disorganisation and poor housing of some collections (state/territory government department/agency)

Compiling value added documentation, such as personal histories of past students, was also identified as a challenge. A further challenge mentioned by several respondents was identifying the scope of the collection as a whole and co-locating archives kept in separate areas.

Gaining better control over the collection was also identified by respondents as an opportunity in the next five years. In these responses there was more emphasis on completing cataloguing and indexing work, and improving documentation of photos and audio-visual collections.

Control of collections was identified as the second most common challenge to be handled in the next five years after facilities (lack of space and relocating the archives). In addition to the challenges of sorting, processing, cataloguing and indexing archives, specific mention was made several times of handling archive documentation backlogs.

Digital archiving and digitisation

This theme covers responses relating to both the archival management of born-digital and digitised records, and the digitisation of physical records.

Digitisation of physical archives was more frequently mentioned as an opportunity pursued over the past three years than digital archiving. Respondents identified a range of archive formats that were digitised, including documents, registers, maps, photographs, card indexes, publications, oral history recordings and audio-visual holdings. Only one respondent identified the reason for digitising items – ‘for offsite backup and database reference purposes’. It is anticipated that digitisation programs are frequently to support improved access, particularly online access, however, it is also expected that digitisation is undertaken for preservation purposes (so that originals do not have to be accessed, and converting analogue material to digital formats as a preservation strategy).

Digital archiving was only mentioned by three respondents as an opportunity pursued over the past three years. These respondents specifically mentioned that they developed a digital archive repository or obtained go-ahead to develop such a facility.

Digitisation of audio visual archives was particularly highlighted as a challenge handled over the past three years.

Setting up digital archive facilities was also noted as a challenge. Whilst these facilities were set up by national or state/territory archives, one respondent highlighted their more modest achievement in digital archiving.

The use of digital cameras has proved a challenge for capturing photographs for archival purposes. Since starting here I have investigated the options available and feel that I have come up with a reasonable system to manage capturing digital photographs. I am planning to next look at the types of records that are created digitally and make sure that I have a system for capturing these where needed (private school)

Digitisation of archival holdings, and setting up systems and processes to manage digital archives, were equally identified as opportunities to be pursued in the next five years.

Digital archiving and digitisation are clearly identified as one of the four main challenges to be handled in the next five years. With respect to digital archiving respondents specifically mentioned:

- developing plans and strategies for digital archiving
- establishing digital archiving policies
- setting up digital archive systems and processes
- managing and preserving digital archives as technology changes
- getting their organisation to realise it needs to do something about digital records and archives and to commit the necessary resources to addressing the issue.

In terms of digitisation, copying large collections is seen as a particular challenge. One respondent also noted issues around the purpose of digitisation and the implications for the originals.

Working out how much of the paper holdings can or need to be digitised and what does that mean for the originals (state/territory government department/agency)

Equipment and materials

This theme covers responses relating to the acquisition or availability of equipment and materials, including shelving.

For some archives, getting the necessary equipment and materials is an achievement. Respondents identified the acquisition of shelving, computers, cameras, scanners, barcode readers, conservation materials and furniture as opportunities pursued over the past three years. Similarly, acquiring computer equipment, including printers and CD/DVD burners, was also considered a challenge handled over the past three years by some respondents.

Equipment and materials were generally not identified by respondents when considering opportunities and challenges in the next five years.

Executive and organisational support

This theme covers responses relating to gaining or ensuring support from the executive and other parts of the organisation. It was a minor theme.

Respondents noted that they had pursued opportunities over the past three years to secure support, often realised through provision of resources.

Convincing management of the value of the archives was also identified as a challenge that was handled over the past three years. This was manifest in different ways, which the following responses indicate.

To gain acceptance within the Church that the archives is a professional body, with accountability to the Assembly and the congregations. The Archives had for many years previously, been perceived within the church as a disorganised body which focused on providing services for family historians, most of whom had no connection with the church (church or religious organisation)

Convincing management that space for archives is not a waste of space and that it's critical to have it established ASAP, well before the 50th anniversary - they needed to allocate money. I now have a budget (private school)

Generally Archives involvement, both proactive and reactive, in activities is acknowledged as being valuable in ensuring accuracy and adding value (private company)

Few respondents identified opportunities in the next five years.

Convincing executives and other staff of the value of archives, and records management more broadly, is seen as a challenge to be handled by some organisations in the next five years.

External environment

This theme covers responses that identified external factors impacting on their operations. It was a minor theme.

Only a few respondents identified challenges handled over the past three years relating to the external environment, notably compliance with external requirements.

Similarly, only a few respondents identified opportunities arising in the next five years such as: a change of government, a change of perception and new research trends.

Potential changes in the external environment were identified by several respondents as challenges to be handled in the next five years. These potential changes include:

- transfer of archive collection to the State
- economic downturns
- lack of organisational planning for future of the archive.

Facilities, including relocation

This theme covers responses relating to having the necessary space and facilities for storing and providing access to archives, and relocating the archives. It is by far the most common challenge identified. Improving facilities is also seen as one of the most common opportunities.

Many respondents identified opportunities pursued over the past three years in relation to:

- obtaining a separate space for the archives, including new buildings or rooms
- relocating to new premises
- upgrading storage, including repository extensions and storage for non-standard items
- new reading rooms, office space, display areas
- offsite storage.

Dealing with archival facilities was clearly the most common challenge handled over the past three years. Within this theme, relocating the archival material to new premises or to offsite storage, or relocating the reading room, was the most common challenge, followed by handling the lack of sufficient space. Other specific challenges under this theme were the unsuitability of the location of the facilities (in basement, not publicly accessible, inconvenient) or their condition (leaking roof, poor environment). Coping with renovations to existing facilities was also identified as a challenge.

In terms of opportunities in the next five years, improving facilities, including a possible relocation of the archives into new or upgraded premises is the most common theme.

With respect to challenges to be handled in the next five years, space is the number one issue (identified by 46 respondents). Relocating the archives is also seen as a challenge by respondents, as well as improving the environmental conditions of storage areas. Interestingly, whilst digital archiving was seen as a significant challenge in the next five years, only two respondents were specifically concerned about ensuring they have appropriate facilities for digital archives.

Funding

This theme covers responses relating to obtaining funding or handling a lack of funding.

Respondents identified obtaining grant funding, and fundraising, as opportunities pursued over the past three years. The purposes for seeking funding were: purchase equipment, conservation, processing, digitising and microfilming, indexing and listing, and exhibitions.

Operating with a limited budget and with funding cuts have been challenges handled over the past three years. Several respondents noted their ability to achieve progress and maintain services despite reductions in funding. One respondent noted as an achievement their ability to reduce operating costs.

Successfully reduced our operating costs and improved efficiency by substantially reducing the amount of leased office space occupied, and consolidating the archives collection on one site (national or state/territory archive)

Seeking grant funding and raising funds were also identified by respondents as opportunities in the next five years.

Not having sufficient funding was identified by respondents as one of the more common challenges to be handled in the next five years. In most cases there is concern that there will be budget cuts and therefore insufficient resources to undertake core work. In some cases the concern or challenge is to secure funding for continuation of specific projects and activities such as digitisation, or archive processing and documentation.

Governance and management

This theme covers responses relating to governance or overall management of the archives. It is a minor theme.

Two respondents identified opportunities over the past three years to set up specific groups for management of the archives.

One respondent noted an opportunity in the next five years to discuss the possibility of a different form of governance, as a result of possible centralisation of archive collections.

Several respondents identified challenges regarding the management of their archives including:

- determining the future direction
- change management ('killing the ghost of old habits')
- standardising and modernising archival programs
- sustainability of the collection.

Online services

This theme covers responses relating to websites and provision of services over the Internet or an intranet.

Respondents identified opportunities over the past three years to improve their web sites, making more archival content, and indexes and guides to archival content, available online. This activity presumably provides impetus for much of the digitisation work undertaken.

Few respondents identified updating their website and providing online services as a challenge handled over the past three years.

Respondents identified opportunities in the next five years to build on existing online services.

Continuing move to maximise delivery of access services online, moving from online metadata to online digital surrogates (local government archive)

Exploit more fully the potential of on-line finding aids and digitisation to improve the accessibility of the collection (national or state/territory archive)

Challenges in the next five years include handling increased expectation by users for digital access and digital copies of archival materials.

Organisational change

This theme covers responses relating to changes to the parent organisation.

Organisational restructures were identified by several respondents as challenges to be handled over the past three years.

Respondents identified organisational changes in the next five years as potential opportunities. These included:

- new leadership
- strategic alignments (from restructures)
- resourcing review.

Organisational restructures and amalgamations, and even closure, are identified as challenges to be handled in the next five years.

Outreach, including education programs

This theme covers responses relating to activities often regarded as outreach such as talks, tours, exhibitions, open days and stalls (see Q22). Contributions to organisational celebrations and histories were categorised separately (see Contributing to organisation).

Undertaking outreach activities was identified as the most common opportunity pursued over the past three years. Specific activities mentioned included:

- displays and exhibitions
- open days
- participation at fairs, festivals
- publications
- articles
- talks
- plaques (including a self-guided heritage walk)
- awards (e.g. for use of the archives)
- education programs (primarily for students).

Opportunities to undertake outreach activities were also identified in the next five years, particularly publications and displays. Several respondents also noted the opportunity to use archival materials to tell stories and provide interpretation of the past.

Outreach activities were not generally seen as a challenge.

Professional development

This theme covers responses relating to archival training and education, work experience and participation in archivist networks.

Respondents pursued various professional development opportunities over the past three years, including:

- attendance at conferences, training courses, workshops, etc.
- membership of the ASA, and participation in professional networks
- work experience and internships
- visits to/from other archives
- obtaining a professional qualification.

Professional development opportunities will also be pursued by respondents in the next five years, primarily attending (and organising) conferences, attending workshops and undertaking formal training.

Professional development was not seen as a challenge.

Raising awareness/profile

This theme covers responses relating to raising awareness of the archive and the archival materials held, and raising the profile of the archive, including through promotion and publicity.

Respondents identified awareness and profile-raising, and media coverage, as opportunities over the past three years. A number of respondents noted their purpose was to increase use of the collection, however, often the purpose was not mentioned.

Promotion of the archives was also identified as an opportunity to be pursued in the next five years by a number of respondents, although again the purpose for doing this was not made explicit.

Only a few respondents identified awareness and profile raising as a challenge.

Records management

This theme covers responses relating to broader records management concerns, often but not exclusively where management of archives and current records are the responsibility of the same part of the organisation.

Opportunities pursued in this area over the past three years included:

- formal and informal training and education of records creators (on recordkeeping, archive transfer)
- implementing records sentencing and disposal
- issuing policies
- records management awards
- auditing and investigation of recordkeeping practices
- building relationships with records creators
- implementing digital recordkeeping systems.

Training of records creators was identified as a challenge handled over the past three years, in addition to reviewing records legislation and ensuring compliance with such legislation.

Respondents identified a range of opportunities under this theme in the next five years. They included:

- increasing awareness of information management in their organisation
- better integrating corporate records with archives, to ensure transfer of non-current records to the archives
- reviewing standards and audit processes
- undertaking a records audit
- implementing digital recordkeeping systems.

Challenges to be handled in the next five years also ranged across a number of records management areas including:

- improving capture and management of digital records by records creators
- ensuring compliance with policies
- developing disposal schedules
- providing sustainable recordkeeping advice services to records creators.

Staffing

This theme covers responses relating to staffing of the archives, including creation of positions, recruitment, retirement, hours worked and qualifications.

Over the past three years respondents pursued opportunities to establish positions in the archive and recruit to those positions. Some organisations appointed a full time archivist for the first time. For other organisations the opportunity was to appoint someone with relevant qualifications, or at least ensure that position descriptions required qualifications. One organisation created an archives cadetship for an Indigenous student.

For other respondents, staffing was a challenge to be handled over the past three years. Whilst several respondents commented on the challenge of keeping the archives running with limited staff resources, a more significant challenge identified by several respondents was dealing with staff changes, as a result of retirements or death, and the loss of experience and knowledge that accompanies such change. Obtaining an increase in paid working hours was another challenge handled by several respondents.

A broad range of staffing matters were identified as opportunities to be pursued in the next five years. The possibility of recruiting a qualified archivist, obtaining more staff, recruiting people to do specialist work (fundraising, oral histories), and maintaining staff stability were all mentioned.

Staffing was one of the more common challenges identified for the next five years. Specifically, finding skilled, qualified or experienced staff, often to replace retiring staff, was the main challenge identified. Having sufficient staff was also identified as a challenge.

Systems and technology

This theme covers responses relating to acquiring, implementing and upgrading archival control systems and databases, and document and records management systems, as well as application of other technology to archival work. Responses relating to gaining control over the archive collection were categorised separately (see Control of collection). Responses relating to use of websites was also categorised separately (see Online services).

Respondents identified opportunities over the past three years to utilise technology to manage and provide access to their collections. For some respondents it was enough to move from card catalogues and paper-based lists to listing items in Microsoft Excel or Access. Others took advantage of archive control and collection/photo management software. Some implemented records management software, such as TRIM, for better control of the archives, possibly integrated with the management of non-archival records. Some explored other technology, for example, grid technology to support a distributed archive model and Google Earth to map historical resources.

Selecting or using an archive control system were identified as challenges handled over the past three years. For one respondent, 'gaining confidence in using a digital camera and downloading photographs onto computer' was an achievement.

Respondents identified purchasing, upgrading and using archive control systems and databases as an opportunity to be pursued in the next five years. Others identified getting an electronic document/content/records management system as an opportunity, perhaps where the archive is more closely integrated with current records management or perhaps for managing electronic records created by the archival organisation.

Setting up and upgrading archive control databases, and converting paper finding aids to electronic systems, were identified as challenges to be handled in the next five years.

Time

This theme covers responses relating to the lack of time to undertake archival work. It was a minor theme. Responses relating to staffing and hours worked were categorised separately (see Staffing).

Managing the archival workload and dealing with competing priorities within the time available were challenges over the past three years. As one respondent put it:

The challenge is to balance the archival work with other activities which over the past three years has included the publishing of three books. One of these books involved proof reading and editing with the help of a volunteer. This took up a considerable amount of time. With the first book published, the archives was the main selling point so any research or accession work which was not urgent was put on the back burner. It has been difficult to get normal archival activity up to date - that is the big challenge. With 21 hours work per week it is a great challenge to process the important work commitments (church or religious organisation)

Two respondents hope they will have the opportunity in the next five years to spend more time doing archival work.

Having enough time to perform required tasks was identified by several respondents as a challenge to be handled in the next five years.

Volunteers and students

This theme covers responses relating to the use of volunteers and students to assist with archival activity.

Respondents identified opportunities over the past three years to:

- establish volunteer programs
- obtain greater assistance from volunteers
- use students studying university archives courses.

Challenges handled over the past three years related to:

- getting more help from volunteers
- building a good volunteer team
- increasing volunteer computer skills
- finding a volunteer with a relevant qualification.

Respondents identified the opportunity to increase the use of volunteers and Year 10 students in the next five years. In the case of the Year 10 students, their assistance ties in with a program in which they are encouraged to contribute to curriculum and care programs within the school.

Overwhelmingly, replacing ageing volunteers is the main challenge to be handled under this theme in the next five years.

Results: General comments

Respondents were given the opportunity to add anything else they would like to comment on (Q50).

Extensive responses were received, falling broadly into the following themes:

- ASA activities
- challenges
- positive comments
- profile of the organisation
- qualifications of people working with archives
- suggestions and questions
- survey comments and clarifications.

Most of the responses are included at Appendix 11. Some were removed because they would identify the specific respondent. Others have been substantially edited to remove any information that might identify a respondent.

ASA activities

A couple of respondents expressed their appreciation to the ASA for the benefits of membership and the mentoring program.

Challenges

Challenges were identified here despite Q47 and Q49 specifically asking for challenges. The challenges included:

- organising material for easy access
- lack of time
- need to define boundaries of the archive and determine future needs and direction
- developing and implementing collection strategies
- staff and funding constraints
- being a 'lone arranger'
- finding volunteers
- aligning with organisational strategy
- lack of adequate facilities to house archival materials
- taking over an archive where there are no finding aids
- insufficient salary for professional role
- lack of recognition of archives and archival material (as distinct from library material)
- lack of stable financial support.

Positive comments

A number of positive comments were made on a range of matters. In summary they included:

- organisation increasing attention to the archives after neglect
- situation slowly getting better
- support from archivist networks is appreciated
- interesting work that is well paid
- archive / archivist is valued by organisation
- small archives are challenging and fun to work in
- better running on a shoestring than not at all

- helping volunteers to acquire new skills
- users are grateful for the help received
- archives fill a niche.

Profile of the organisation

Many respondents provided details about their archive which was useful and interesting.

Qualifications of people working with archives

Several respondents added extra details about the qualifications and experience of staff. One respondent noted that the need for formal archival qualifications depends on the size and nature of the organisation, with on the job training and professional development being sufficient if the person has a related qualification.

Suggestions and questions

Several suggestions were made. These included:

- more training in regional areas
- information on grants available to private school archives
- need for more opportunities for archivists to have contact and support each other
- seminars for small archives
- better recognition for volunteers by ASA
- introductory courses in skills needed to manage small archive collections
- more focus on archival management (among government departments)
- information on how to apply for grants
- need for affordable professional advice on digital archiving
- 'Professional' archivists should be more appreciative of smaller players.

Survey comments and clarifications

A number of respondents thanked CAARA and the ASA for running the survey. Others raised issues with particular questions or offered clarifications on their responses.

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Appendix 1: Purpose, Objectives, Scope and Data Outputs/Indicators

CAARA / ASA Archival Domain Survey

Statement of Purpose and Scope

16 August 2006

In this document:

- Introduction
- Situation
- Purpose and objectives
- Scope

Introduction

Until 2001, the Australian Council of Archives (ACA), and later the Council of Federal, State and Territory Archives (COFSTA), conducted an annual survey of its members and select institutions with archival programs. From 2002 to 2005, the Council of Australasian Archives and Records Authorities (CAARA) has surveyed its members: the national archives of Australia and New Zealand and all Australian state and territory archives.

In February 2006 CAARA and the Australian Society of Archivists (ASA) agreed to collaborate on a survey of the Australian archival domain as part of a five year survey cycle.

The 2006 survey aims to reach a broader range of archival institutions and organisations with archival programs or collections, than the 2001 and earlier surveys. It will be repeated every five years to show trends within the domain.

It is proposed to be conducted between October and December 2006.

Situation

There is little known about the Australian archival domain, its organisations and collections, its users and its impact on society.

This makes it more difficult for us to advocate as a group for increased funding, or policy or legislative change. It also makes it more difficult for CAARA and the ASA, as leading organisations in the domain, to direct their support towards archival programs and workers that have the greatest need. Furthermore, it is difficult for us as a whole to see our progress over time.

The Australian Bureau of Statistics' survey of public libraries gathers data about the National Archives and each state and territory archive. CAARA also collects data about its these same institutions each year, on such topics as quantity of archives held, reference services provided, archival description undertaken and income and expenditure. The CAARA institutions represent only a small proportion of the archive domain.

The Directory of Archives in Australia, published online by the ASA, can be searched to locate organisations that hold archival collections and find out their contact details, hours of operation, and any rules governing access to their collections. Other online portals can also be used to gather intelligence about the number of organisations with archival collections, their geographic spread and the types of archives held. These include the Register of Australian Archives and Manuscripts (RAAM) and the Collections Australia Network (CAN) website.

Details about individual and institutional membership of the ASA could provide clues to the demographic profile of the archival workforce. However, not all people working in the archival domain belong to the ASA and membership details are not publicly available.

Whilst individual organisations might have identified the users of their archival collections, there is no comprehensive understanding of the current or potential users of Australian archival services. Market research into the use and non-use of archives in Australia by key

user groups was last undertaken by The Archives Working Group of the Cultural Ministers Council in 1996. This was the first, and last, national study on users and non-users of archives.

Finally, there is little data that quantifies the impact on Australian society of the work undertaken to preserve and make available archival collections. This becomes more important in an environment of greater accountability and increased competition for funds.

Building up our knowledge on the Australian archive domain will require a number of separate but related initiatives which answer a set of broad research questions:

- Who are the users and non-users of Australian archive collections and services?
- What is the impact of Australian archive collections and services on Australian society?
- What is the breadth and diversity of Australian archive collections and services?
- What are the characteristics of the archive workforce, including volunteers?
- What are the most significant issues and challenges facing Australian archive custodians and services?

One of the initiatives that can start to address some aspects of these questions is the 2006 archive domain survey.

Purpose and objectives

The purpose of the survey is to assist:

- individual archive programs or representative organisations to advocate for funds, policy change or other support (e.g. ASA advocacy brochure)
- CAARA and the ASA to develop national strategies for addressing current and emerging issues and challenges facing archival sectors (e.g. business archives) or the domain as a whole
- the Collections Council of Australia to understand the archival domain, particularly the domain's relationship with other collections domains (ie. libraries, museums)
- with monitoring individual or combined progress over time, and comparison with international archives.

Objectives of the survey are to:

- measure population use of archive collections and archival services
- measure archival activities, including outreach
- identify characteristics of the archive domain as a whole, and sub-domains
- measure archives held and accessible
- describe the archive workforce, both paid and voluntary
- identify issues and challenges faced by the archive domain.

Scope

The survey aims to be as comprehensive as possible within very limited project resources.

The archive domain to be surveyed includes:

- Organisations who identify as archival organisations and whose primary purpose is to manage archive collections and provide archival services e.g. National Archives, Noel Butlin Archives Centre, National Film and Sound Archive
- Organisations who manage archival collections as part of a broader collection or cultural heritage role e.g. State Library of NSW, Australian War Memorial,
- Organisations who have custody of an archival collection or who provide an archival service e.g. a school/business/religious order that has its own archive.

The survey will target the entire known archive domain, aiming to obtain results from a representative sample of the domain.

The survey will primarily comprise a questionnaire. It may be supported by other research and qualitative analysis.

CAARA / ASA Archival Domain Survey**Proposed data output / indicators**

Below is the proposed data output or indicators relating to the objectives of the survey. The data output / indicators, once agreed, will form the basis for the design of the questionnaire. Proposed testing of the questionnaire may result in changes to these outputs / indicators.

Note re cross tabulations: For cross-tabulations to be possible, each archive collection/service surveyed must appear in only one category.

Proposed cross-tabulation

- by State/Territory in which archival collection/service is physically located. This may require State /Territory branches of national archival services to provide separate responses for each State /Territory or to be removed from the cross-tabulation.

Possible cross-tabulations

- government/non-government, unless there are many archival collections/services that cross government/non-government boundaries
- size, based on arbitrary parameters.

Acknowledgement: The following table draws heavily on Dianne Macaskill, International Statistics Project Plan, third draft, 20 June 2006.

Objective	Topic	Data output / Indicators
Measure population use of archive collections and archival services	Accessibility of archives through physical facilities and websites	Whether collection accessible to public Existence of physical facilities for public use of collection Number of public readers per year Types of public readers Types of research Existence of website for archival service Number of website visits per year Existence of email/online enquiry or research services Number of public email/online enquiries per year Types of enquirers Types of research Existence of archive copy service
Measure archival activities, including outreach	Archival activities (description, conservation, reference, outreach)	Types of activities
	Public programs	Type of activities that promote collection Number of these activities per year (e.g. exhibitions)
Identify characteristics of archive domain as whole, and sub domains	Type of archival holdings <ul style="list-style-type: none"> • Formats (digital, photographs, film, sound) • Provenance (personal, government, private company, third sector) • Age (e.g. 18th century; 19th century; 1900-1945; post 1945) • Recognition of significance (e.g. have items/collection been nominated for Memory) 	Formats of archives held Provenance of archives held Age of archives held Significant items or collections held

Appendix 1: Purpose, Objectives, Scope and Data Outputs/Indicators

	of the World registration or for Community Heritage Grants)	
	Other collections within same management structure (objects, reference, art)	Whether other collections held under same management Type of items held
	Archival collection / service details	Name of archival collection/service Parent organisation State where physically located
Measure archives held and accessible	Intellectual control	Percentage of collection described in finding aids / indexes
	Access restrictions	Percent of collection open/restricted to public access
	Size of collection	Quantity of archives held
Describe archive workforce, both paid and voluntary	Qualifications of staff	Whether person in charge has recognised archival qualifications No of staff with archival qualifications Whether volunteer in charge Number of staff studying for archival qualification
	Use of volunteers	Whether volunteers used Types of activities performed by volunteers
Identify issues and challenges faced by archive domain	Digital archiving	Ability to manage digital records as archives Whether the archival service provides advice on digital records Ability to provide advice
	Funding	Whether funding ongoing Activities funded recurrently Whether applied for grant funding in the past Types of grants applied for
	Online accessibility	Access to finding aids /indexes or basic collection information via website Access to digital copies of archives via website Types of archives digitised for online access Intentions for online services
	Other issues and challenges	Description of issues and challenges successfully handled Description of issues and challenges yet to be handled

Tony Leviston
3 October 2006

Appendix 2: Survey invitation and opening communication

An invitation to participate in the 2006 survey of archives across Australia to be conducted in Jan/Feb 2007

2006 Survey of Australian archival holdings and services

You are invited to participate in a national survey of organisations that hold archives or provide archival services. Your organisation was identified because either it is listed in the Directory of Archives in Australia (http://www.archivists.org.au/directory/asa_dir.htm) or it is an institutional member of the Australian Society of Archivists (ASA).

The survey will be conducted from mid January until the end of February 2007.

This email is to:

- * introduce you to the survey
- * confirm the name/position and email address/phone number for the person who is to complete the survey questionnaire
- * find out your preferred method for completing the survey questionnaire.

Your response to this email is requested by Friday 22 December.

Introducing the 2006 Survey

The 2006 Survey of Australian archival holdings and services is being conducted to enable better advocacy and planning for archives across Australia.

There is currently little data about archives across Australia. This makes it difficult to make submissions and advocate for funds or policy change in support of archives. It also makes it difficult to plan national or regional strategies to ensure organisations holding archives, and the people looking after archives, obtain much-needed assistance.

Your organisation's response to the survey will provide essential data. Individual responses will be aggregated for reporting - no individual responses will be identified in the survey report. Individual responses will be kept secure.

The survey is sponsored by the Council of Australasian Archives and Records Authorities (CAARA) and the Australian Society of Archivists (ASA). It is being conducted by the State Records Authority of NSW.

Who is to complete the survey questionnaire?

The survey questionnaire is intended to be completed by the person most directly responsible for managing or providing access to the archives held by your organisation. This person may be an archivist, a librarian, a director, an administrator, a secretary, or some other position. They may be paid or may work in an honorary capacity.

Please provide details for the person responsible for the archives*:

The person's name and/or position:

Appendix 2: Survey invitation and opening communication

The person's direct email address and phone number:

*This information will be used to notify the person that the survey is open and for follow up communication.

Preferred method for completing the survey

The survey questionnaire will be available on the web in mid January 2007 and will be able to be completed using an online form until the end of February. The person identified above will be notified by email of the web address for the survey and when the survey is open.

If you would prefer to receive a hardcopy questionnaire to complete and return, please provide a postal address for the person identified above.

Postal address:

If you have any questions or comments about the survey, please do not hesitate to get in touch with me.

Your sincerely

Tony Leviston
Executive Officer
State Records NSW
execofficer@records.nsw.gov.au
(02) 8247 8606

Archives Survey 2007

To the person responsible for archives

The Archives Survey 2007 is now open. The Archives Survey 2007 is the first comprehensive survey of archival holdings and services across Australia.

The data gathered through the survey will provide evidence of the success of individual organisations in managing their archives as well as the many challenges faced. Although no individual responses will be reported, the aggregated data will be used:

- * To advocate for better funding and policy support for archives everywhere
- * To design archival training and support programs to meet the needs of individual archives
- * To identify and monitor trends amongst like organisations.

You are invited to complete the questionnaire to ensure your organisation is represented in the overall results.

In appreciation of your time, about half an hour, your name and organisation will be entered into a draw to win over \$300 worth of archival supplies including:

- * Pack of 50 Type 1 archive boxes
- * Pack of 100 archival manilla folders
- * Ream of watermarked A4 archival copy paper
- * Pack of 420 multi-sized inert plastic paper clips
- * Dusting brush
- * 1 polypropylene photo storage album and slipcase
- * Pack of 100 polypropylene photo storage pages (choice of format)
- * Pair cotton gloves

This prize is kindly donated by Archival Survival www.archivalsurvival.com.au . Terms and conditions for the prize draw are below. Note ACT respondents are not eligible for the prize draw because an ACT trade promotion lottery permit has not been obtained.

To go into the prize draw, please complete the online questionnaire form by Wednesday 28 February. To open the online form and automatically login go to <http://www.caara.org.au/ArchiveSurvey2007/ArchiveSurvey2007.asp?usr=RYU2Q&pwd=QIBP4>.

If you are not automatically logged in, go to <http://www.caara.org.au/ArchiveSurvey2007/ArchiveSurvey2007.asp> and enter the following:

Login ID RYU2Q

Password QIBP4

Further information to help you complete the questionnaire is found below. For additional assistance contact Tony Leviston, Executive Officer, State Records NSW on (02) 8247 8606 or execofficer@records.nsw.gov.au.

We appreciate your support for this important and historic project.

Kim Eberhard
President
Australian Society of Archivists

Tony Caravella
Convenor
Council of Australasian Archives and Records Authorities

Information for completing the Archives Survey 2007 questionnaire

Scope of questions

- * About your organisation
- * About the archival holdings of your organisation
- * Users of your organisation's archival holdings
- * Archival services provided by your organisation
- * Archival capability of your organisation (people, roles, and funding)
- * Opportunities and challenges for your organisation's archival activity

Completing the questionnaire

- * There are 50 questions (Q1 to Q50), mostly one or two per screen.
- * Read through the PDF version of the questionnaire form (attached) before attempting to complete the questions. Most of the questions should be able to be answered from personal knowledge. By reading through the questionnaire, you will be able to determine whether you need to gather additional information (from a colleague or reference) before attempting to answer the questions. You can save your incomplete response, to return to it at another time, by using the Save as Draft button. This allows you to exit the survey and later return and login, complete and submit your response.
- * Q1 and Q2 are mandatory questions. You will not be able to proceed to the second page until you complete these two questions.
- * Depending on your responses you may not need to answer all questions. Specific responses will direct you to the next appropriate question.
- * Answer all questions you are directed to. If you cannot provide a specific response answer 'Don't know' or provide a best estimate. If a question is not applicable answer 'Not applicable' or 'N/A'.
- * Complete the questionnaire for the organisation you identify in Q1. If your organisation is part of a larger (governing/parent) body that has other archival holdings or services, they may receive their own questionnaire to complete. If they have not received a separate questionnaire please ask them to contact Tony Leviston on (02) 8247 8606 or execofficer@records.nsw.gov.au .

Submitting the questionnaire

After completing all of the questions (Q1 to Q50) click on Next. You will be shown all of your responses, which can be edited before submission.

Click the Submit button to submit your completed response.

Confidentiality and privacy

Only aggregated data will be reported.

Appendix 2: Survey invitation and opening communication

State Records NSW, on behalf of the survey sponsors, the Australian Society of Archivists Inc. (ASA) and the Council of Australasian Archives and Records Authorities (CAARA), will keep your individual responses, whether submitted online or on paper, completely confidential. Responses on paper forms will be entered into the survey software and the forms will be destroyed as soon as possible after the final results have been published.

Only the name of your organisation will be published in a list of respondents.

Help

For help with completing the questionnaire contact:

Tony Leviston
Executive Officer
State Records NSW
(02) 8247 8606
execofficer@records.nsw.gov.au

Terms and conditions for prize draw

Person conducting the prize draw and purpose of prize draw

The prize draw is being conducted by the State Records Authority of NSW as an incentive for responding to the Archives Survey 2007, sponsored by the Council of Australasian Archives and Records Authorities and the Australian Society of Archivists.

Eligibility to enter the prize draw

All respondents to the Archives Survey 2007 (except respondents from the Australian Capital Territory) who submit a completed questionnaire by the close of the survey are automatically entered into the prize draw. There is no cost to enter other than the cost of submitting a completed questionnaire form (by the web or by post).

ACT respondents are not eligible for the prize draw because an ACT trade promotion lottery permit has not been obtained.

Description of prize

The prize comprises over \$300 worth of archival supplies including:

- * Pack of 50 Type 1 archive boxes
- * Pack of 100 archival manilla folders
- * Ream of watermarked A4 archival copy paper
- * Pack of 420 multi-sized inert plastic paper clips
- * Dusting brush
- * 1 polypropylene photo storage album and slipcase
- * Pack of 100 polypropylene photo storage pages (choice of format)
- * Pair cotton gloves

This prize is kindly donated by Archival Survival www.archivalsurvival.com.au.

Dates of opening and closing for entries

Appendix 2: Survey invitation and opening communication

Entry is open from 25 January 2007 until the close of the survey. Completed questionnaires must be received by State Records NSW by the closing date.

Date and method of prize draw

The prize will be drawn on 16 March 2007. Names of all eligible respondents will be placed into a container. One name will be drawn from the container by a staff member of State Records NSW (other than the survey coordinator) and (if practicable) will be witnessed by a public researcher visiting the Sydney Records Centre on the day of the draw.

Notification of prize winner

The winner of the prize will be notified within two business days of the prize draw by email or phone. The name of the prize winner will be announced by broadcast email, listserv or publication in the ASA Bulletin.

Delivery of prize to winner

The prize will be sent to the winner within seven business days of the prize draw.

Appendix 3: Archives Survey 2007 Questionnaire

Archives Survey 2007 Questionnaire Form

Section 1: About your organisation

Q1 What is the name of your organisation?

Q2 Which one of the following types of organisations most accurately describes your organisation? (select one)

- Private school
- Church or religious organisation
- Historical society
- National or state/territory archive (government funded)
- National or state/territory library/gallery/museum (government funded)
- Public library/gallery/museum (local government funded)
- Australian government department/agency
- State/territory government department/agency
- Local government archive
- University
- Private company
- Non profit company/society/association
- Community organisation
- Other

(a) If other, please specify:

Archives Survey 2007
Questionnaire Form

Section 1: About your organisation cont.

Q3 In which Australian state/territory is your organisation's head office/main premise located? (select one)

- NSW
- Vic
- Qld
- SA
- WA
- Tas
- NT
- ACT

Archives Survey 2007
Questionnaire Form

Section 1: About your organisation cont.

Q4 Which of the following most closely describes the level of archival activity (ie. selection, care and use of archives) within your organisation? (select one)

- It is the organisation's core business activity
- It is a major activity of the organisation
- It is a minor activity of the organisation

(a) Comments

Archives Survey 2007
Questionnaire Form

Section 1: About your organisation cont.

* Archival activity comprises the selection, care and use of archives

Q5 Does your organisation undertake archival activity outside of the state/territory in which its head office or main premise is located? (select one)

- Yes (go to Q6)
- No (go to Q7)
- Don't know (go to Q7)

Archives Survey 2007 Questionnaire Form

Section 1: About your organisation cont.

* Archival activity comprises the selection, care and use of archives

Q6 Identify the states/territories where a) employees and/or volunteers undertake archival activity b) your organisation's archives are located and c) users can physically access your archives. (select all that apply)

	Employees and/or volunteers undertake archival activity in:	Your organisation's archives are located in:	Users can physically access your archives in:
Q6(a)	New South Wales	<input type="checkbox"/>	<input type="checkbox"/>
Q6(b)	Victoria	<input type="checkbox"/>	<input type="checkbox"/>
Q6(c)	Queensland	<input type="checkbox"/>	<input type="checkbox"/>
Q6(d)	South Australia	<input type="checkbox"/>	<input type="checkbox"/>
Q6(e)	Western Australia	<input type="checkbox"/>	<input type="checkbox"/>
Q6(f)	Tasmania	<input type="checkbox"/>	<input type="checkbox"/>
Q6(g)	Northern Territory	<input type="checkbox"/>	<input type="checkbox"/>
Q6(h)	Australian Capital Territory	<input type="checkbox"/>	<input type="checkbox"/>

Archives Survey 2007 Questionnaire Form

Section 2: About the archival holdings of your organisation

* Archival holdings are archival materials held in the custody or control of the organisation

Q7 Does your organisation hold physical archives of the following types?

	Yes	No	Don't know
Q7(a) Bound volumes/registers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7(b) Unbound papers - manuscripts, documents, paper files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7(c) Maps, plans and architectural drawings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7(d) Photographic - prints, negatives, slides, microfilm/fiche	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7(e) Moving image - films, videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7(f) Recorded sound	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Archives Survey 2007
Questionnaire Form

Section 2: About the archival holdings of your organisation cont.

* Archival holdings are archival materials held in the custody or control of the organisation

Q8 Does your organisation hold any other types of materials (e.g. museum objects, library materials, art works) as part of its archival holdings? (select one)

- Yes
- No
- Don't know

(a) If yes, briefly list the types of materials

Q9 Does your organisation hold digital archives? (ie. disks, tapes, servers containing archival materials that were either created in electronic form or were digitised/copied from hard copy format) (select one)

- Yes
- No
- Don't know

Archives Survey 2007
Questionnaire Form

Section 2: About the archival holdings of your organisation cont.

Q10 What is the date range, that is, the start date to end date (e.g. 1840 to present) of the total archival holdings (physical and digital) of your organisation? (if not sure, provide an approximate date range)

Q11 What are the total quantities of your organisation's archival holdings (physical and digital)? (use your own measures e.g. 35 boxes, 4 filing cabinets, 57 linear kilometres, approx. 2000 photographs) (if not sure, provide an estimate)

Archives Survey 2007
Questionnaire Form

Section 2: About the archival holdings of your organisation cont.

Q12 Please list any archival items or collections held by your organisation that are considered of particular significance or are your treasures.

Archives Survey 2007
Questionnaire Form

Section 2: About the archival holdings of your organisation cont.

* Finding aids are descriptive guides, inventories, lists and other documentation that facilitate management and use of archives

Q13 What estimated percentage of your organisation's archival holdings are accessible to users through a catalogue, index or finding aid? (select one)

- 0% (go to Q15)
- 1% to 24%
- 25% to 49%
- 50% to 74%
- 75% to 99%
- 100%
- Don't know

Archives Survey 2007
Questionnaire Form

Section 2: About the archival holdings of your organisation cont.

* Finding aids are descriptive guides, inventories, lists and other documentation that facilitate management and use of archives

Q14 What is the principal media/format of the catalogues, indexes or finding aids available to users of your organisation's archival holdings? (select one)

- Hard copy
- Computer based documents e.g. Word, PDF, html, image file
- Computer based database e.g. Access
- Other
- Don't know
- Not applicable

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 3: Users of your organisation's archival holdings

* Internal users are persons working for or associated with your organisation or its governing/parent body

** External users are persons not working for or associated with your organisation or its governing/parent body e.g. public researchers

Q15 Who are the users of your organisation's archival holdings? (select one)

- Both internal and external users (go to Q16)
- Internal users only (go to Q17)
- External users only (go to Q19)
- There are no users (go to Q22)

Q16 If both internal and external users use your organisation's archival holdings, which is the predominant user group? (select one)

- Internal users (go to Q18)
- External users (go to Q18)
- Don't know (go to Q18)

Archives Survey 2007
Questionnaire Form

Section 3: Users of your organisation's archival holdings cont.

* External users are persons not working for or associated with your organisation or its governing/parent body e.g. public researchers

Q17 Are external users precluded from using your organisation's archival holdings? (select one)

- Yes
- No
- Don't know

(a) If yes, what are the organisation's reasons for precluding external users from using your organisation's archival holdings?

Archives Survey 2007
Questionnaire Form

Section 3: Users of your organisation's archival holdings cont.

* Internal users are persons working for or associated with your organisation or its governing/parent body

Q18 Who are the main internal users (e.g. their interest, role, function or department) of your organisation's archival holdings?

Archives Survey 2007
Questionnaire Form

Section 3: Users of your organisation's archival holdings cont.

* External users are persons not working for or associated with your organisation or its governing/parent body e.g. public researchers

Q19 Which of the following types of external users use your organisation's archival holdings? (select all that apply)

- Professional researchers
- Academics
- University students
- Secondary school students
- Family historians
- Local area historians
- Other
- Don't know
- Not applicable

(a) If other, please specify types

Archives Survey 2007
Questionnaire Form

Section 3: Users of your organisation's archival holdings cont.

Q20 What are the number of visitors in person (annually) that use your organisation's archival services? (provide an estimate) (select one) (do not count individuals visiting in groups, on guided tours, at open days or exhibitions)

- Fewer than 50
- Between 50 and 99
- Between 100 and 499
- Between 500 and 999
- Between 1,000 and 4,999
- Between 5,000 and 9,999
- 10,000 or more
- Don't know
- Data not collected

Archives Survey 2007
Questionnaire Form

Section 3: Users of your organisation's archival holdings cont.

Q21 What are the number of research enquiries received by email (annually) regarding your organisation's archival services? (provide an estimate) (select one) (do not count emails received not relating to archival holdings or services)

- Fewer than 50
- Between 50 and 99
- Between 100 and 499
- Between 500 and 999
- Between 1,000 and 4,999
- Between 5,000 and 9,999
- 10,000 or more
- Don't know
- Data not collected

Archives Survey 2007
Questionnaire Form

Section 3: Users of your organisation's archival holdings cont.

* Outreach activities include talks, tours, exhibitions, open days, stalls

Q22 Does your organisation conduct outreach activities to promote its archival holdings to users?

- Yes
- No
- Don't know

(a) If yes, what types of outreach activities were undertaken in 2006 to promote your organisation's archival holdings?

Archives Survey 2007
Questionnaire Form

Section 4: Archival services provided by your organisation

Q23 What services does your organisation provide to internal and/or external users of the organisation's archival holdings?
(select all that apply)

- There are no services provided
- Copying services
- Services to on-site users (e.g. reading room)
- Services to remote users (e.g. research enquiry services)
- Website services (e.g. home page or web presence)
- Provision of advance information for intending users
- Other

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 4: Archival services provided by your organisation cont.

Q24 What website services does your organisation provide to internal and/or external users of the organisation's archival holdings? (select all that apply)

- Service information (e.g. contact details)
- Research data - access to information about holdings (catalogues, indexes, finding aids)
- Access to archival content (e.g. digitised items, 'born digital' items)
- Interpretative material (e.g. school resources, exhibitions)
- Research enquiry services
- Copying services
- Other
- Not applicable

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 4: Archival services provided by your organisation cont.

* Unique website visitors are calculated from website logfile data

Q25 What is the number of unique website visitors (annually) using website services directly related to your organisation's archival holdings? (select one)

- Fewer than 100
- Between 100 and 999
- Between 1,000 and 9,999
- Between 10,000 and 99,999
- Between 100,000 and 999,999
- Between 1 million and 4,999,999
- 5 million or more
- Don't know
- Data not collected
- Not applicable

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding)

Q26 Which of the following most closely describes the employment status of staff undertaking archival activity in your organisation, including the person in charge? (select one)

- Both employees and volunteers - full-time or part-time (go to Q27)
- Employees only - full-time or part-time (go to Q27)
- Volunteers only - full-time or part-time (go to Q32)
- There are no employees/volunteers (go to Q40)

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

* Formal archival educational qualification refers to a bachelor or postgraduate qualification in an information management or humanities discipline with an archives or records specialisation

Q27 What is the total number of employees (full time equivalents - FTEs) involved in your organisation's archival activity? (select one) (round to the nearest whole number)

- Less than 1 FTE
- 1 FTE
- 2-5 FTE
- 6-10 FTE
- 11-20 FTE
- More than 20 FTE
- Don't know

Q28 What number of employees involved with your organisation's archival activity has a formal archival qualification? (select one) (do not answer as FTEs)

- 0
- 1
- 2-5
- 6-10
- 11-20
- More than 20
- Don't know

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

* Formal archival educational qualification refers to a bachelor or postgraduate qualification in an information management or humanities discipline with an archives or records specialisation

Q29 What number of employees involved with your organisation's archival activity are currently studying for a formal archival educational qualification? (select one) (do not answer as FTEs)

- 0
- 1
- 2-5
- 6-10
- 11-20
- More than 20
- Don't know

Q30 Please list any archival training or education (other than formal archival educational qualification programs) that employees have undertaken to assist them in their archival activity.

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q31 What roles are undertaken by employees (both full-time and part-time) as part of your organisation's archival activity?
(select all that apply)

- Management
- Acquisition or appraisal
- Accessioning, arrangement and description
- Preservation and conservation
- Access or reference services
- Outreach
- Oral history
- Training/advising records creators about records management
- Other

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

* Formal archival educational qualification refers to a bachelor or postgraduate qualification in an information management or humanities discipline with an archives or records specialisation

- Q32 What is the total number of volunteers (full-time or part-time) involved in your organisation's archival activity? (select one) (do not answer as FTEs)
- 1
 - 2-5
 - 6-10
 - 11-20
 - More than 20
 - Don't know
 - Not applicable
- Q33 What number of volunteers involved with your organisation's archival activity has a formal archival educational qualification? (select one) (do not answer as FTEs)
- 0
 - 1
 - 2-5
 - 6-10
 - 11-20
 - More than 20
 - Don't know
 - Not applicable

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

* Formal archival educational qualification refers to a bachelor or postgraduate qualification in an information management or humanities discipline with an archives or records specialisation

Q34 What number of volunteers involved with your organisation's archival activity are currently studying for a formal archival educational qualification? (select one) (do not answer as FTEs)

- 0
- 1
- 2-5
- 6-10
- 11-20
- More than 20
- Don't know
- Not applicable

Q35 Please list any archival training or education (other than formal archival educational qualification programs) that volunteers have undertaken to assist them in their archival activity.

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q36 What roles are undertaken by volunteers (full-time or part-time) as part of your organisation's archival activity? (select all that apply)

- Management
- Acquisition or appraisal
- Accessioning, arrangement and description
- Preservation and conservation
- Access or reference services
- Outreach
- Oral history
- Training/advising records creators about records management
- Other

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q37 Overall, which role consumes the greatest amount of time within your organisation's archival activity? (select one)

- Management
- Acquisition or appraisal
- Accessioning, arrangement and description
- Preservation and conservation
- Access or reference services
- Outreach
- Oral history
- Training/advising records creators about records management
- Other

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q38 Which best describes the employment status of the person in charge / coordinator of your organisation's archival activity?
(select one)

- A full-time employee
- A part-time employee
- A contractor/consultant
- A full-time volunteer
- A part-time volunteer
- Other
- Don't know
- There is no person in charge

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

* Formal archival educational qualification refers to a bachelor or postgraduate qualification in an information management or humanities discipline with an archives or records specialisation

Q39 Does the person in charge / coordinator of your organisation's archival activity possess a formal archival educational qualification?

- Yes
- No
- Don't know

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q40 Does your organisation have responsibility for digital archives as part of your organisation's archival activity? (select one)

- Yes (go to Q41)
- No (go to Q42)
- Don't know (go to Q42)

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q41 Indicate your organisation's level of need in the following areas related to digital archives.

	No need	Need	Urgent need	Don't know	Not applicable
Q41(a) Skilled staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q41(b) Technology - hardware, software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q41(c) Policies/procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q42 What are the sources of funding for your organisation's archival activity? (select all that apply)

- There is no funding for the archival function
- Recurrent funding as part of the organisation's annual operating budget
- Capital funding
- Revenue or earnings
- Grants
- Sponsorships
- Donations
- Other
- Don't know

(a) If other, please specify

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q43 Is your organisation eligible for grants and/or sponsorships in relation to its archival activity?

- Yes (go to Q44)
- No (go to Q46)
- Don't know (go to Q44)

Archives Survey 2007
Questionnaire Form

Section 5: Archival capability of your organisation (people, roles and funding) cont.

Q44 List any grants or sponsorships that the organisation has applied for in the past three (3) years to assist with its archival activity.

Q45 List any grants or sponsorships that the organisation has been successful in acquiring in the past three (3) years to assist with its archival activity.

Archives Survey 2007
Questionnaire Form

Section 6: Opportunities and challenges for your organisation's archival activity

* Opportunities are situations that can enhance what you do

** Challenges are situations that can impede what you do

Q46 List any opportunities pursued over the past three (3) years relating to the organisation's archival activity.

Q47 List any challenges successfully handled over the past three (3) years relating to the organisation's archival activity.

Archives Survey 2007
Questionnaire Form

Section 6: Opportunities and challenges for your organisation's archival activity cont.

* Opportunities are situations that can enhance what you do

** Challenges are situations that can impede what you do

Q48 List any known or expected opportunities in the next five (5) years relating to the organisation's archival activity.

Q49 List any known or expected challenges to be handled in the next five (5) years relating to the organisation's archival activity.

Archives Survey 2007
Questionnaire Form

General Comments

Q50 Add anything else you would like to tell us.

Appendix 4: Alphabetical list of respondents

Abbotsleigh: an Anglican School for Girls
Academy Library, UNSW@ADFA, Australian Defence Force Academy
ACT Territory Records Office
Adelaide City Council
Adventist Heritage Centre
Albany History Collection, Albany Public Library
Albury City Library and Museum
All Hallows' School
All Saints' College
AMP Ltd.
Anglican Archives (Anglicare SA & Anglican Diocese of Adelaide)
Anglican Church of Australia - Diocese of Perth
Anglican Diocese of Grafton
Anglican Diocese of Melbourne
Archdiocese of Hobart - Museum And Archives
Archive of Australian Judaica
Archives of the Roman Catholic Archdiocese of Perth
Archives Office of Tasmania
Art Gallery of Western Australia
Ascham School
Australian Broadcasting Corporation
Australian Consumers' Association, t/a Choice
Australian Country Music Foundation Inc.
Australian Jewish Historical Society Inc.
Australian Lesbian and Gay Archives Inc.
Australian Museum
Australian National University (Noel Butlin Archives Centre and University Archives)
Australian Railway Historical Society NSW Division
Australian Red Cross
Australian Rugby Union
Australian Social Science Data Archive
Australian War Memorial
Avila College
Barker College
Benedictine Community of New Norcia Inc.
Berri & Districts Local Heritage Collection

Appendix 4: Alphabetical list of respondents

Bible College of Victoria
Blessed Sacrament Congregation & St Francis's Church Heritage Centre
Bob Hawke Prime Ministerial Library
Bonds Limited and Berlei (Pacific Brands Companies)
Botanic Gardens of Adelaide
Brigidine College St Ives
Brisbane City Council
Broken Hill City Library - Outback Archives
Bunbury Cathedral Grammar School
Cabra Dominican College Inc
Campbelltown Public Library
Canberra & District Historical Society Inc.
Canberra Girls' Grammar School
Canberra Grammar School
Catholic Regional College, St Albans
Caulfield Grammar School
Charles Sturt University
Children's Hospital Westmead (Royal Alexandra Hospital for Children)
Christ Church Grammar School
Christian Brothers - Holy Spirit Province (WA & SA)
Christian Brothers College
City of Botany Bay
City of Fremantle
City of Joondalup Local Studies Collection
City of Port Phillip
City of South Perth - Heritage House Cultural Centre
City of Stirling
City of Stirling - Mount Flora Regional Museum
City of Sydney
Clare Regional History Group Inc.
Commonwealth Bank of Australia
Coonamble Shire Council
Corporation of the Sisters of the Diocese of Rockhampton
Country Womens Association of NSW
Craft Australia
Cultural Collections - University of Newcastle
Curtin University Library
Daughters of Charity of St Vincent de Paul

Appendix 4: Alphabetical list of respondents

Deniliquin & District Historical Society Inc.
Department of Industry and Resources WA
Department of the Prime Minister and Cabinet
Department for Families and Communities, SA
Donald History and Natural History Group
Downlands Sacred Heart College
Eltham College of Education
Estonian Archives in Australia
Federal Court of Australia
Ferguson Memorial Library, Archives of the Presbyterian Church of Australia (NSW) and the General Assembly of Australia
Fire Services Museum of Victoria
GFS An Anglican Ministry
Goulburn Valley Grammar School
Grainger Museum
Granville Historical Society Inc
Griffith Pioneer Park Museum
Griffith University
Guildford Grammar School
Hawkesbury City Council
Hawkesbury City Council Library
Heritage Centre - University of New England
Heritage Tourism and History Services
Hunters Hill Historical Society Inc.
Immanuel College Archives
Inverell Shire Public Library
Iona College
James Cook University
John Curtin Prime Ministerial Library
John Fairfax Publications Pty Limited
Kambala
Karcultaby School Community Library
Kingswood College
Knox Grammar School
Knox Historical Society
Korowa Anglican Girls' School
Ku-ring-gai Library
La Trobe University

Appendix 4: Alphabetical list of respondents

Lane Cove Council. Lane Cove Library
Lauriston Girls' School
Legion of Mary Inc.
Leichhardt Municipal Council
Leonora Gwalia Historical Museum
Local History Collection: Fremantle City Library
Loreto Kirribilli Archives
Loreto Mandeville Hall Toorak
Loreto Sisters
Lourdes Hill College
Lowther Hall Anglican Grammar School
Luther College
Lutheran Archives
Mandurah Community Museum
Marcellin College
Marrickville Council
Mater Health Services / Sisters of Mercy - Mater Archives and Heritage Centre
Matthew Flinders Anglican College
MBF Australia Limited
Melbourne Girls Grammar School
Mentone Girls' Grammar School
Mercy College
Meriden School
MLC School, Burwood
Monash University
Moreton Bay College Archives
Mowbray College
Murdoch University
Narrabri & District Historical Society Inc.
Narrogin Regional Library
National Archives of Australia
National Library of Australia
National Trust (Vic)
National Trust of Australia (WA)
National Trust of Australia (NSW)
Nepean District Historical Society
Newcastle Region Library
Northern Territory Archives Service

Appendix 4: Alphabetical list of respondents

Northern Territory Archives Service - Alice Springs
Order of St Clare - Poor Clares
Our Lady of Sion College
Pacific Manuscripts Bureau
Parramatta City Council
Penleigh and Essendon Grammar School
Penrhos College
Perth College
Perth Modern School Historical and Museum Committee
Powerhouse Museum
Presbterian Ladies College, Melbourne
Presbyterian Ladies' College
Public Record Office Victoria
Pulteney Grammar School
Pymble Ladies College
Queensland Performing Arts Centre Museum
Queensland State Archives
Radford College
Ravenswood School for Girls
Royal Botanic Gardens Library, Botanic Gardens Trust, Sydney
Research Library, National Gallery of Australia
Ringwood Historical Society
Roseville College Archives
Royal Australian College of General Practitioners
Royal College of Nursing, Australia
Royal Prince Alfred Hospital Archives and Museum
Royal Western Australian Historical Society (Inc.)
Ruyton Girls School
SAI (Australia)
Saint Peters College
Santa Sabina College
SBW/NIDA Archive and Performing Arts Collection
SCEGGS Darlinghurst
Scotch College Inc. (Perth)
Scotch College, Melbourne
Scotch Oakburn College
Seymour College
Sheldon College

Appendix 4: Alphabetical list of respondents

Shire of Wongan-Ballidu
Sisters of Mercy (Brisbane Congregation)
Sisters of Mercy Perth & West Perth
Sisters of Mercy, Archives, Parramatta
Sisters of St Joseph of the Sacred Heart SA Incorporated
Sisters of the Good Samaritan of the Order of St Benedict
South Australian Museum Archives
St Aloysius College Archives
St Andrew's School Inc, Walkerville
St Catherines School
St Catherine's School (Toorak)
St Edmund's College, Canberra
St Hilda's Anglican School for Girls
St John Ambulance Australia NSW
St Marks College Inc.
St Paul's College, Altona North, Vic
St Vincent's and Mater Health (St Vincent's Hospital, St Vincent's Private Hospital, Sacred Heart Hospice)
Star of the Sea College
State Library of Queensland
State Library of South Australia
State Library of Western Australia
State Records Authority of New South Wales
State Records of South Australia
State Records Office of Western Australia
Stonnington Local History Service
Strathcona Baptist Girls Grammar School
Strathfield District Historical Society
Sussex Inlet Public School
Sydney Water Corporation
The Archives of the Roman Catholic Diocese of Toowoomba
The College of Nursing incorporating the NSW College of Nursing
The Corporation of the Synod of the Diocese of Rockhampton
The Hills Grammar School
The King's School
The MacRobertson Girls' High School
The National Spiritual Assembly of the Baha'is of Australia Inc (The National Baha'i Archives)
The Oaks Historical Society Inc

Appendix 4: Alphabetical list of respondents

The Peninsula School
The Presentation Sisters' Archives (W.A).
The Queensland Country Womens' Association (Q.C.W.A.)
The Royal Australian and New Zealand College of Obstetricians and Gynaecologists
The Royal Australian and New Zealand College of Radiologists
The Royal Children's Hospital
The Royal Geographical Society of Queensland Inc.
The Salvation Army
The Salvation Army Eastern Australia Territory Heritage Centre
The Southport School
The Sydney Grammar School
The Toowoomba Preparatory School (The Anglican Church of Australia)
The University of Sydney - Archives and Records Management Services
Trinity Grammar School Archives, Kew
Uniting Church Archives
University of Adelaide
University of Ballarat Art & Historical Collection
University of Melbourne
University of New England
University of New South Wales
University of Technology, Sydney
University of Wollongong Archives
Waverley Council
Wesley College
Wilderness School
Women's Electoral Lobby (WEL) NSW Inc
Woodcroft College Morphett Vale SA
Woodend & District Heritage Society Inc.
Woolworths Limited
Zoological Parks Board of New South Wales

Appendix 5 Statistical Data Results

Table 1: Q4 Which of the following most closely describes the level of archival activity (i.e. selection, care and use of archives) within your organisation? (select one)

Organisation Type	It is the organisation's core business activity	It is a major activity of the organisation	It is a minor activity of the organisation	Total
Private school	0 (0.00%)	3 (3.80%)	76 (96.20%)	79
Church or religious organisation	2 (6.45%)	3 (9.68%)	26 (83.87%)	31
Historical society	3 (18.75%)	11 (68.75%)	2 (12.50%)	16
National or state/territory archive (government funded)	8 (80.00%)	2 (20.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	2 (20.00%)	3 (30.00%)	5 (50.00%)	10
Public library/gallery/museum (local government funded)	2 (11.76%)	5 (29.41%)	10 (58.83%)	17
Australian government department/agency	0 (0.00%)	0 (0.00%)	3 (100.00%)	3
State/territory government department/agency	0 (0.00%)	1 (7.69%)	12 (92.31%)	13
Local government archive	0 (0.00%)	3 (18.75%)	13 (81.25%)	16
University	4 (16.00%)	3 (12.00%)	18 (72.00%)	25
Private company	0 (0.00%)	2 (28.57%)	5 (71.43%)	7
Non profit company/society/association	1 (4.35%)	1 (4.35%)	21 (91.30%)	23
Community organisation	2 (50.00%)	1 (25.00%)	1 (25.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	24	38	192	

Table 2: Q8 Does your organisation hold any other types of materials (e.g. museum objects, library materials, art works) as part of its archival holdings? (select one)

Organisation Type	Yes	No	Don't know	Total
Private school	74	5 (6.33%)	0	79
Church or religious organisation	31	0 (0.00%)	0	31
Historical society	15	1 (6.25%)	0	16
National or state/territory archive (government funded)	4	6 (60.00%)	0	10
National or state/territory library/gallery/museum (government funded)	10	0 (0.00%)	0	10
Public library/gallery/museum (local government funded)	14	3 (17.65%)	0	17
Australian government department/agency	3	0 (0.00%)	0	3
State/territory government department/agency	12	1 (7.69%)	0	13
Local government archive	10	5 (31.25%)	1	16
University	21	4 (16.00%)	0	25
Private company	6	1 (14.29%)	0	7
Non profit company/society/association	19	3 (13.04%)	1	23
Community organisation	4	0 (0.00%)	0	4
Other	0	0 (0.00%)	0	0
Total	223	29	2	

Table 3: Q9 Does your organisation hold digital archives? (ie. disks, tapes, servers containing archival materials that were either created in electronic form or were digitised/copied from hard copy format) (select one)

Organisation Type	Yes	No	Don't know	Total
Private school	67 (84.81%)	10 (12.66%)	2 (2.53%)	79
Church or religious organisation	22 (70.97%)	9 (29.03%)	0 (0.00%)	31
Historical society	15 (93.75%)	1 (6.25%)	0 (0.00%)	16
National or state/territory archive (government funded)	7 (70.00%)	3 (30.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	10 (100.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	14 (82.35%)	3 (17.65%)	0 (0.00%)	17
Australian government department/agency	3 (100.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	10 (76.93%)	2 (15.38%)	1 (7.69%)	13
Local government archive	11 (68.75%)	4 (25.00%)	1 (6.25%)	16
University	24 (96.00%)	1 (4.00%)	0 (0.00%)	25
Private company	3 (42.86%)	4 (57.14%)	0 (0.00%)	7
Non profit company/society/association	18 (78.26%)	4 (17.39%)	1 (4.35%)	23
Community organisation	3 (75.00%)	1 (25.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	207	42	5	

Table 4: Q 13 What estimated percentage of your organisation's archival holdings are accessible to users through a catalogue, index or finding aid? (select one)

Organisation Type	0% (go to Q15)	1% to 24%	25% to 49%	50% to 74%	75% to 99%	100%	Don't know	Total
Private school	10 (12.66%)	18 (22.78%)	9 (11.39%)	13 (16.46%)	21 (26.58%)	8 (10.13%)	0 (0.00%)	79
Church or religious organisation	6	9 (29.03%)	3	5 (16.13%)	8	0 (0.00%)	0	31
Historical society	1	3 (18.75%)	4	3 (18.75%)	2	3 (18.75%)	0	16
National or state/territory archive (government funded)	1 (10.00%)	1 (10.00%)	1 (10.00%)	0 (0.00%)	7 (70.00%)	0 (0.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	0 (0.00%)	2 (20.00%)	0 (0.00%)	1 (10.00%)	6 (60.00%)	1 (10.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	1 (5.88%)	3 (17.65%)	1 (5.88%)	4 (23.53%)	8 (47.06%)	0 (0.00%)	0 (0.00%)	17
Australian government	0	0	0	1	2	0	0	3
State/territory government department/agency	0	2 (15.38%)	1	3 (23.08%)	6	0 (0.00%)	1	13
Local government archive	0 (0.00%)	1 (6.25%)	1 (6.25%)	6 (37.50%)	8 (50.00%)	0 (0.00%)	0 (0.00%)	16
University	0 (0.00%)	0 (0.00%)	4 (16.00%)	6 (24.00%)	12 (48.00%)	3 (12.00%)	0 (0.00%)	25
Private company	1 (14.29%)	1 (14.29%)	1 (14.29%)	1 (14.29%)	2 (28.55%)	1 (14.29%)	0 (0.00%)	7
Non profit company/society/association	4 (17.39%)	5 (21.74%)	5 (21.74%)	7 (30.43%)	2 (8.70%)	0 (0.00%)	0 (0.00%)	23
Community organisation	2 (50.00%)	2 (50.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	26	47	30	50	84	16	1	

Table 5: Q14 What is the principal media/format of the catalogues, indexes or finding aids available to users of your organisation's archival holdings? (select one)

Organisation Type	Hard copy	Computer based documents e.g. Word, PDF, html,	Computer based database e.g. Access	Other	Don't know	Not applicable	Total
Private school	18 (0.00%)	14 (25.00%)	30 (41.67%)	7 (0.00%)	0 (0.00%)	0 (0.00%)	69
Church or religious organisation	8 (33.33%)	6 (25.00%)	10 (41.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	24
Historical society	7 (46.66%)	1 (6.67%)	7 (46.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	15
National or state/territory archive (government funded)	1 (11.11%)	1 (11.11%)	6 (66.67%)	1 (11.11%)	0 (0.00%)	0 (0.00%)	9
National or state/territory library/gallery/museum (government funded)	0 (0.00%)	2 (20.00%)	5 (50.00%)	3 (30.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	4 (25.00%)	1 (6.25%)	8 (50.00%)	3 (18.75%)	0 (0.00%)	0 (0.00%)	16
Australian government department/agency	0 (0.00%)	0 (0.00%)	3 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	5 (38.47%)	1 (7.69%)	4 (30.77%)	2 (15.38%)	1 (7.69%)	0 (0.00%)	13
Local government archive	2 (12.50%)	2 (12.50%)	8 (50.00%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	16
University	6 (24.00%)	7 (28.00%)	9 (36.00%)	3 (12.00%)	0 (0.00%)	0 (0.00%)	25
Private company	1 (16.67%)	1 (16.67%)	3 (49.99%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	6
Non profit company/society/association	6 (31.58%)	3 (15.79%)	6 (31.58%)	4 (21.05%)	0 (0.00%)	0 (0.00%)	19
Community organisation	0 (0.00%)	1 (50.00%)	0 (0.00%)	1 (50.00%)	0 (0.00%)	0 (0.00%)	2
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	58	40	99	29	1	0	

Table 6: Q15 Who are the users of your organisation's archival holdings? (select one)

Organisation Type	Both internal and external users (go to Q16)	Internal users only (go to Q17)	External users only (go to Q19)	There are no users (go to Q22)	Total
Private school	59 (93.55%)	19 (24.36%)	0 (0.00%)	0 (0.00%)	78
Church or religious organisation	29 (93.55%)	2 (6.45%)	0 (0.00%)	0 (0.00%)	31
Historical society	15 (93.75%)	1 (6.25%)	0 (0.00%)	0 (0.00%)	16
National or state/territory archive (government funded)	8 (80.00%)	1 (10.00%)	1 (10.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	8 (80.00%)	1 (10.00%)	1 (10.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	15 (88.24%)	1 (5.88%)	1 (5.88%)	0 (0.00%)	17
Australian government department/agency	2 (66.67%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	11 (84.62%)	2 (15.38%)	0 (0.00%)	0 (0.00%)	13
Local government archive	12 (75.00%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	16
University	22 (88.00%)	2 (8.00%)	1 (4.00%)	0 (0.00%)	25
Private company	7 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	7
Non profit company/society/association	18 (78.26%)	5 (21.74%)	0 (0.00%)	0 (0.00%)	23
Community organisation	3 (75.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	209	40	4	0	

Table 7: Q16 If both internal and external users use your organisation's archival holdings, which is the predominant user group? (select one)

Organisation Type	Both internal and external users (go to Q16)	Internal users only (go to Q17)	External users only (go to Q19)	There are no users (go to Q22)	Total
Private school	59 (75.64%)	19 (24.36%)	0 (0.00%)	0 (0.00%)	78
Church or religious organisation	29 (93.55%)	2 (6.45%)	0 (0.00%)	0 (0.00%)	31
Historical society	15 (93.75%)	1 (6.25%)	0 (0.00%)	0 (0.00%)	16
National or state/territory archive (government funded)	8 (80.00%)	1 (10.00%)	1 (10.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	8 (80.00%)	1 (10.00%)	1 (10.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	15 (88.24%)	1 (5.88%)	1 (5.88%)	0 (0.00%)	17
Australian government department/agency	2 (66.67%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	11 (84.62%)	2 (15.38%)	0 (0.00%)	0 (0.00%)	13
Local government archive	12 (75.00%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	16
University	22 (88.00%)	2 (8.00%)	1 (4.00%)	0 (0.00%)	25
Private company	7 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	7
Non profit company/society/association	18 (78.26%)	5 (21.74%)	0 (0.00%)	0 (0.00%)	23
Community organisation	3 (75.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	209	40	4	0	

Table 8: Q17 Are external users precluded from using your organisation's archival holdings? (select one)

Organisation Type	Yes	No	Don't know	Total
Private school	5 (27.78%)	11 (61.11%)	2 (11.11%)	18 (46.17%)
Church or religious organisation	1 (50.00%)	0 (0.00%)	1 (50.00%)	2 (5.13%)
Historical society	0 (0.00%)	1 (100.00%)	0 (0.00%)	1 (2.56%)
National or state/territory archive (government funded)	1 (100.00%)	0 (0.00%)	0 (0.00%)	1 (2.56%)
National or state/territory library/gallery/museum (government funded)	1 (100.00%)	0 (0.00%)	0 (0.00%)	1 (2.56%)
Public library/gallery/museum (local government funded)	1 (100.00%)	0 (0.00%)	0 (0.00%)	1 (2.56%)
Australian government department/agency	0 (0.00%)	1 (100.00%)	0 (0.00%)	1 (2.56%)
State/territory government department/agency	1 (50.00%)	1 (50.00%)	0 (0.00%)	2 (5.13%)
Local government archive	0 (0.00%)	2 (50.00%)	2 (50.00%)	4 (10.26%)
University	1 (50.00%)	1 (50.00%)	0 (0.00%)	2 (5.13%)
Private company	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Non profit company/society/association	2 (40.00%)	2 (40.00%)	1 (20.00%)	5 (12.82%)
Community organisation	1 (100.00%)	0 (0.00%)	0 (0.00%)	1 (2.56%)
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)
Total	14 (35.90%)	19 (48.72%)	6 (15.38%)	

Table 9: Q21 What are the number of research enquiries received by email (annually) regarding your organisation's archival services? (provide an estimate) (select one) (do not count emails received not relating to archival holdings or services)

Organisation Type	Fewer than 50	Between 50 and 99	Between 100 and 499	Between 500 and 999	Between 1,000 and 4,999	Between 5,000 and 9,999	10,000 or more	Don't know	Data not collected	Total
Private school	41 (56.93%)	13 (18.06%)	12 (16.67%)	1 (1.39%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (2.78%)	3 (4.17%)	72
Church or religious organisation	12 (42.86%)	5 (17.86%)	9 (32.14%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (7.14%)	28
Historical society	5 (35.72%)	4 (28.57%)	3 (21.43%)	1 (7.14%)	1 (7.14%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	14
National or state/territory archive (government funded)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (33.34%)	3 (33.33%)	1 (11.11%)	1 (11.11%)	0 (0.00%)	1 (11.11%)	9
National or state/territory library/gallery/museum (government funded)	0 (0.00%)	0 (0.00%)	3 (30.00%)	2 (20.00%)	2 (20.00%)	0 (0.00%)	0 (0.00%)	1 (10.00%)	2 (20.00%)	10
Public library/gallery/museum (local government funded)	7 (53.86%)	1 (7.69%)	1 (7.69%)	2 (15.38%)	1 (7.69%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (7.69%)	13
Australian government department/agency	2 (66.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	2 (20.00%)	6 (60.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (10.00%)	1 (10.00%)	10
Local government archive	3 (23.08%)	1 (7.69%)	5 (38.47%)	0 (0.00%)	1 (7.69%)	0 (0.00%)	0 (0.00%)	2 (15.38%)	1 (7.69%)	13
University	6 (25.00%)	2 (8.33%)	12 (50.00%)	3 (12.50%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (4.17%)	24
Private company	3 (50.00%)	0 (0.00%)	2 (33.33%)	0 (0.00%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Non profit company/society/association	12 (60.00%)	4 (20.00%)	3 (15.00%)	1 (5.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	20
Community organisation	2 (50.00%)	1 (25.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	95	37	51	13	10	1	1	6	12	

Table 10: Q22 Does your organisation conduct outreach activities to promote its archival holdings to users?

Organisation Type	Yes	No	Don't know	Total
Private school	44 (56.41%)	34 (43.59%)	0 (0.00%)	78
Church or religious organisation	12 (38.71%)	19 (61.29%)	0 (0.00%)	31
Historical society	12 (75.00%)	4 (25.00%)	0 (0.00%)	16
National or state/territory archive (government funded)	9 (90.00%)	1 (10.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	9 (90.00%)	1 (10.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	11 (64.71%)	5 (29.41%)	1 (5.88%)	17
Australian government department/agency	0 (0.00%)	3 (100.00%)	0 (0.00%)	3
State/territory government department/agency	4 (30.77%)	9 (69.23%)	0 (0.00%)	13
Local government archive	10 (62.50%)	6 (37.50%)	0 (0.00%)	16
University	20 (80.00%)	5 (20.00%)	0 (0.00%)	25
Private company	5 (71.43%)	2 (28.57%)	0 (0.00%)	7
Non profit company/society/association	10 (43.48%)	13 (56.52%)	0 (0.00%)	23
Community organisation	2 (50.00%)	2 (50.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	148	104	1	

Table 11: Q23 What services does your organisation provide to internal and/or external users of the organisation's archival holdings? (select all that apply)

Organisation Type	There are no services provided	Copying services	Services to on-site users (e.g. reading room)	Services to remote users (e.g. research enquiry services)	Website services (e.g. home page or web presence)	Provision of advance information for intending users	Other	Total
Private school	6 (2.79%)	59 (27.44%)	46 (21.40%)	49 (22.79%)	23 (10.70%)	22 (10.23%)	10 (4.65%)	215
Church or religious organisation	3 (3.23%)	21 (22.58%)	25 (26.88%)	23 (24.73%)	8 (8.60%)	10 (10.75%)	3 (3.23%)	93
Historical society	0 (0.00%)	15 (23.81%)	15 (23.81%)	14 (22.22%)	12 (19.05%)	6 (9.52%)	1 (1.59%)	63
National or state/territory archive (government funded)	1 (2.22%)	9 (20.00%)	9 (20.00%)	8 (17.78%)	9 (20.00%)	9 (20.00%)	0 (0.00%)	45
National or state/territory library/gallery/museum (government funded)	1 (2.38%)	9 (21.43%)	9 (21.43%)	9 (21.43%)	7 (16.67%)	6 (14.29%)	1 (2.38%)	42
Public library/gallery/museum (local government funded)	1 (1.79%)	14 (25.00%)	15 (26.79%)	13 (23.21%)	9 (16.07%)	4 (7.14%)	0 (0.00%)	56
Australian government department/agency	0 (0.00%)	3 (30.00%)	2 (20.00%)	3 (30.00%)	1 (10.00%)	1 (10.00%)	0 (0.00%)	10
State/territory government department/agency	3 (7.50%)	9 (22.50%)	10 (25.00%)	9 (22.50%)	2 (5.00%)	4 (10.00%)	3 (7.50%)	40
Local government archive	3 (6.38%)	10 (21.28%)	12 (25.53%)	9 (19.15%)	5 (10.64%)	6 (12.77%)	2 (4.26%)	47
University	0 (0.00%)	20 (18.87%)	22 (20.75%)	23 (21.70%)	22 (20.75%)	15 (14.15%)	4 (3.77%)	106
Private company	0 (0.00%)	6 (25.00%)	2 (8.33%)	6 (25.00%)	5 (20.83%)	5 (20.83%)	0 (0.00%)	24
Non profit company/society/association	3 (4.35%)	18 (26.09%)	15 (21.74%)	15 (21.74%)	8 (11.59%)	4 (5.80%)	6 (8.70%)	69
Community organisation	0 (0.00%)	4 (30.77%)	2 (15.38%)	3 (23.08%)	2 (15.38%)	1 (7.69%)	1 (7.69%)	13
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	21	197	184	184	113	93	31	

Table 12: Q24 What website services does your organisation provide to internal and/or external users of the organisation's archival holdings? (select all that apply)

Organisation Type	Service information (e.g. contact details)	Research data - access to information about holdings (catalogues, indexes, finding aids)	Access to archival content (e.g. digitised items, 'born digital' items)	Interpretative material (e.g. school resources, exhibitions)	Research enquiry services	Copying services	Other	Not applicable	Total
Primary school	19 (30.65%)	6 (9.68%)	5 (8.06%)	13 (20.97%)	10 (16.13%)	8 (12.90%)	1 (1.61%)	0 (0.00%)	62
Church or religious organisation	8 (42.11%)	2 (10.53%)	0 (0.00%)	2 (10.53%)	6 (31.58%)	1 (5.26%)	0 (0.00%)	0 (0.00%)	19
Civil society	10 (23.26%)	10 (23.26%)	2 (4.65%)	3 (6.98%)	11 (25.58%)	4 (9.30%)	3 (6.98%)	0 (0.00%)	43
National or state/territory archive (government funded)	9 (21.95%)	9 (21.95%)	5 (12.20%)	7 (17.07%)	6 (14.63%)	3 (7.32%)	2 (4.88%)	0 (0.00%)	41
National or state/territory library/gallery/museum (government funded)	7 (18.42%)	6 (15.79%)	6 (15.79%)	6 (15.79%)	6 (15.79%)	6 (15.79%)	1 (2.63%)	0 (0.00%)	38
Library/gallery/museum (local government funded)	8 (25.81%)	8 (25.81%)	4 (12.90%)	4 (12.90%)	6 (19.35%)	1 (3.23%)	0 (0.00%)	0 (0.00%)	31
Federal government department/agency	1 (25.00%)	1 (25.00%)	1 (25.00%)	0 (0.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Territory government department/agency	1 (14.29%)	1 (14.29%)	1 (14.29%)	1 (14.29%)	2 (28.57%)	1 (14.29%)	0 (0.00%)	0 (0.00%)	7
Government archive	4 (19.05%)	5 (23.81%)	4 (19.05%)	3 (14.29%)	3 (14.29%)	2 (9.52%)	0 (0.00%)	0 (0.00%)	21
University	22 (25.88%)	19 (22.35%)	12 (14.12%)	9 (10.59%)	14 (16.47%)	8 (9.41%)	1 (1.18%)	0 (0.00%)	85
Private company	5 (27.78%)	2 (11.11%)	1 (5.56%)	2 (11.11%)	4 (22.22%)	1 (5.56%)	3 (16.67%)	0 (0.00%)	18
For-profit company/society/association	7 (31.82%)	4 (18.18%)	2 (9.09%)	3 (13.64%)	4 (18.18%)	2 (9.09%)	0 (0.00%)	0 (0.00%)	22
Community organisation	2 (28.57%)	2 (28.57%)	0 (0.00%)	1 (14.29%)	1 (14.29%)	1 (14.29%)	0 (0.00%)	0 (0.00%)	7
	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
	103	75	43	54	74	38	11	0	

Table 13: Q25 What is the annual number of unique website visitors using website services directly related to your organisation's archival holdings? (select one)

Organisation Type	Fewer than 100	Between 100 and 999	Between 1,000 and 9,999	Between 10,000 and 99,999	Between 100,000 and 999,999	Between 1 million and 4,999,999	5 million or more	Don't know	Data not collected	Not applicable	Total
private school	6 (26.09%)	1 (4.35%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	8 (34.78%)	8 (34.78%)	0 (0.00%)	23
church or religious organisation	4 (50.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (37.50%)	1 (12.50%)	0 (0.00%)	8
historical society	2 (16.67%)	6 (50.00%)	1 (8.33%)	2 (16.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (8.33%)	0 (0.00%)	0 (0.00%)	12
national or state/territory archive (government funded)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (44.45%)	2 (22.22%)	0 (0.00%)	0 (0.00%)	3 (33.33%)	0 (0.00%)	9
national or state/territory library/gallery/museum (government funded)	1 (14.29%)	0 (0.00%)	0 (0.00%)	1 (14.29%)	0 (0.00%)	0 (0.00%)	1 (14.29%)	3 (42.84%)	1 (14.29%)	0 (0.00%)	7
public library/gallery/museum (local government funded)	1 (11.11%)	1 (11.11%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (44.45%)	3 (33.33%)	0 (0.00%)	9
australian government department/agency	0 (0.00%)	0 (0.00%)	1 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1
state/territory government department/agency	1 (50.00%)	0 (0.00%)	1 (50.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2
local government archive	0 (0.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	0 (0.00%)	2 (40.00%)	1 (20.00%)	0 (0.00%)	5
University	0 (0.00%)	3 (13.64%)	1 (4.55%)	2 (9.09%)	1 (4.55%)	0 (0.00%)	0 (0.00%)	5 (22.73%)	10 (45.44%)	0 (0.00%)	22
private company	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (20.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (20.00%)	2 (40.00%)	1 (20.00%)	5
non profit company/society/association	1 (12.50%)	0 (0.00%)	0 (0.00%)	1 (12.50%)	1 (12.50%)	0 (0.00%)	0 (0.00%)	1 (12.50%)	4 (50.00%)	0 (0.00%)	8
community organisation	1 (50.00%)	0 (0.00%)	1 (50.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2
other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
total	18	10	6	7	7	2	1	28	33	1	

Table 14: Q26 Which of the following most closely describes the employment status of staff undertaking archival activity in your organisation including the person in charge? (select one)

Organisation Type	Both employees and volunteers - full-time or part-time	Employees only - full-time or part-time	Volunteers only - full-time or part-time	There are no employees/volunteers	Total
Private school	33 (41.77%)	42 (53.17%)	4 (5.06%)	0 (0.00%)	79
Church or religious organisation	22 (70.97%)	5 (16.13%)	4 (12.90%)	0 (0.00%)	31
Historical society	3 (18.75%)	0 (0.00%)	13 (81.25%)	0 (0.00%)	16
National or state/territory archive (government funded)	5 (50.00%)	5 (50.00%)	0 (0.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	8 (80.00%)	2 (20.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	7 (41.18%)	9 (52.94%)	0 (0.00%)	1 (5.88%)	17
Australian government department/agency	0 (0.00%)	3 (100.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	4 (30.77%)	6 (46.15%)	3 (23.08%)	0 (0.00%)	13
Local government archive	2 (12.50%)	14 (87.50%)	0 (0.00%)	0 (0.00%)	16
University	7 (28.00%)	18 (72.00%)	0 (0.00%)	0 (0.00%)	25
Private company	0 (0.00%)	6 (85.71%)	1 (14.29%)	0 (0.00%)	7
Non profit company/society/association	10 (43.48%)	9 (39.13%)	4 (17.39%)	0 (0.00%)	23
Community organisation	0 (0.00%)	0 (0.00%)	4 (100.00%)	0 (0.00%)	4
Othe	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0

Table 15: Q27 What is the total number of employees (full time equivalents - FTEs) involved in your organisation's archival activity? (select one) (round to the nearest whole number)

Organisation Type	Less than 1 FTE	1 FTE	2-5 FTE	6-10 FTE	11-20 FTE	More than 20 FTE	Don't know	Total
Private school	60 (80.01%)	13 (17.33%)	1 (1.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (1.33%)	75
Church or religious organisation	14 (51.85%)	11 (40.74%)	2 (7.41%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	27
Historical society	1 (33.34%)	1 (33.33%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
National or state/territory archive (government funded)	0 (0.00%)	0 (0.00%)	2 (20.00%)	0 (0.00%)	1 (10.00%)	7 (70.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	0 (0.00%)	1 (10.00%)	5 (50.00%)	1 (10.00%)	2 (20.00%)	1 (10.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	5 (31.25%)	8 (50.00%)	2 (12.50%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (6.25%)	16
Australian government department/agency	0 (0.00%)	1 (33.34%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	1 (33.33%)	0 (0.00%)	3
State/territory government department/agency	6 (60.00%)	1 (10.00%)	3 (30.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10
Local government archive	4 (25.00%)	6 (37.50%)	5 (31.25%)	1 (6.25%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	16
University	2 (8.00%)	6 (24.00%)	14 (56.00%)	3 (12.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	25
Private company	3 (50.00%)	2 (33.33%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Non profit company/society/association	6 (31.58%)	8 (42.11%)	4 (21.05%)	1 (5.26%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	19
Community organisation	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	101	58	41	6	3	9	2	

Table 16: Q28 What number of employees involved with your organisation's archival activity has a formal archival qualification? (select one) (do not answer as FTEs)

Organisation Type	0	1	2-5	6-10	11-20	More than 20	Don't know	Total
Private school	38 (50.67%)	34 (45.33%)	1 (1.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (2.67%)	75
Church or religious organisation	14 (53.85%)	12 (46.15%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	26
Historical society	2 (66.67%)	0 (0.00%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
National or state/territory archive (government funded)	0 (0.00%)	1 (10.00%)	2 (20.00%)	3 (30.00%)	2 (20.00%)	2 (20.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	0 (0.00%)	4 (40.00%)	5 (50.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (10.00%)	10
Public library/gallery/museum (local government funded)	11 (68.75%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (6.25%)	16
Australian government department/agency	0 (0.00%)	2 (66.67%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	4 (40.00%)	4 (40.00%)	2 (20.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10
Local government archive	5 (31.25%)	7 (43.75%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	16
University	10 (40.00%)	8 (32.00%)	7 (28.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	25
Private company	0 (0.00%)	5 (83.33%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Non profit company/society/association	8 (42.10%)	8 (42.11%)	3 (15.79%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	19
Community organisation	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	91	90	27	3	2	2	4	

Table 17: Q29 What number of employees involved with your organisation's archival activity are currently studying for a formal archival educational qualification? (select one) (do not answer as FTEs)

Organisation Type	0	1	2-5	6-10	11-20	More than 20	Don't know	Total
Private school	64 (87.67%)	6 (8.22%)	1 (1.37%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (2.74%)	73
Church or religious organisation	25 (92.59%)	2 (7.41%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	27
Historical society	3 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
National or state/territory archive (government funded)	5 (50.00%)	2 (20.00%)	2 (20.00%)	0 (0.00%)	1 (10.00%)	0 (0.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	8 (80.00%)	0 (0.00%)	2 (20.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	13 (81.25%)	2 (12.50%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (6.25%)	16
Australian government department/agency	0 (0.00%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (66.67%)	3
State/territory government department/agency	9 (90.00%)	1 (10.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10
Local government archive	12 (85.71%)	2 (14.29%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	14
University	21 (84.00%)	3 (12.00%)	1 (4.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	25
Private company	5 (83.33%)	1 (16.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Non profit company/society/association	18 (94.74%)	1 (5.26%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	19
Community organisation	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	183	21	6	0	1	0	5	

Table 18: Q31 What roles are undertaken by employees (both full-time and part-time) as part of your organisation's archival activity? (select all that apply)

Organisation Type	Management	Acquisition or appraisal	Accessioning, arrangement and description	Preservation and conservation	Access or reference services	Outreach	Oral history	Training/ advisers about records management	Other	Total
State school	68 (14.56%)	69 (14.78%)	72 (15.42%)	68 (14.56%)	67 (14.35%)	42 (8.99%)	41 (8.78%)	28 (6.00%)	12 (2.57%)	467
Church or religious organisation	26 (15.57%)	26 (15.57%)	27 (16.17%)	24 (14.37%)	24 (14.37%)	13 (7.78%)	9 (5.39%)	16 (9.58%)	2 (1.20%)	167
Cultural society	2 (15.38%)	3 (23.08%)	3 (23.08%)	2 (15.38%)	3 (23.08%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	13
Local or state/territory archive (government funded)	10 (14.29%)	10 (14.29%)	10 (14.29%)	7 (10.00%)	9 (12.86%)	9 (12.86%)	1 (1.43%)	10 (14.29%)	4 (5.71%)	70
Local or state/territory museum	9 (13.64%)	10 (15.15%)	10 (15.15%)	8 (12.12%)	9 (13.64%)	7 (10.61%)	4 (6.06%)	8 (12.12%)	1 (1.52%)	66
Local library/gallery/museum (government funded)	11 (12.94%)	14 (16.47%)	15 (17.65%)	12 (14.12%)	14 (16.47%)	9 (10.59%)	8 (9.41%)	2 (2.35%)	0 (0.00%)	85
Local government department/agency	3 (16.67%)	3 (16.67%)	3 (16.67%)	2 (11.11%)	3 (16.67%)	0 (0.00%)	1 (5.56%)	3 (16.67%)	0 (0.00%)	18
Local/territory government department/agency	8 (15.69%)	9 (17.65%)	10 (19.61%)	6 (11.76%)	8 (15.69%)	1 (1.96%)	1 (1.96%)	6 (11.76%)	2 (3.92%)	51
Government archive	14 (15.38%)	13 (14.29%)	13 (14.29%)	11 (12.09%)	13 (14.29%)	10 (10.99%)	3 (3.30%)	11 (12.09%)	3 (3.30%)	91
University	24 (14.63%)	25 (15.24%)	25 (15.24%)	22 (13.41%)	25 (15.24%)	17 (10.37%)	8 (4.88%)	14 (8.54%)	4 (2.44%)	164
Private company	5 (13.16%)	6 (15.79%)	6 (15.79%)	5 (13.16%)	6 (15.79%)	4 (10.53%)	3 (7.89%)	3 (7.89%)	0 (0.00%)	38
Profit company/society/association	12 (11.65%)	15 (14.56%)	17 (16.50%)	16 (15.53%)	16 (15.53%)	9 (8.74%)	6 (5.83%)	9 (8.74%)	3 (2.91%)	103
Community organisation	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	192	203	211	183	197	121	85	110	31	

Table 19: Q32 What is the total number of volunteers (full-time or part-time) involved in your organisation's archival activity? (select one) (do not answer as FTEs)

Organisation Type	1	2-5	6-10	11-20	More than	Don't know	Not	Total
Private school	22 (27.85%)	18 (22.78%)	4 (5.06%)	0 (0.00%)	1 (1.27%)	1 (1.27%)	33 (41.77%)	79
Church or religious organisation	10 (32.25%)	7 (22.58%)	5 (16.13%)	3 (9.68%)	1 (3.23%)	0 (0.00%)	5 (16.13%)	31
Historical society	2 (12.50%)	4 (25.00%)	4 (25.00%)	2 (12.50%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	16
National or state/territory archive (government funded)	0 (0.00%)	2 (20.00%)	1 (10.00%)	1 (10.00%)	2 (20.00%)	0 (0.00%)	4 (40.00%)	10
National or state/territory library/gallery/museum (government)	1	4	1	1	1	0	2	10
Public library/gallery/museum (local government funded)	3 (18.75%)	3 (18.75%)	1 (6.25%)	2 (12.50%)	0 (0.00%)	0 (0.00%)	7 (43.75%)	16
Australian government department/agency	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (100.00%)	3
State/territory government department/agency	2 (15.38%)	5 (38.47%)	2 (15.38%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (30.77%)	13
Local government archive	2 (13.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (6.67%)	0 (0.00%)	12 (80.00%)	15
University	3 (12.00%)	2 (8.00%)	2 (8.00%)	0 (0.00%)	1 (4.00%)	0 (0.00%)	17 (68.00%)	25
Private company	0 (0.00%)	0 (0.00%)	1 (14.29%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6 (85.71%)	7
Non profit company/society/association	6 (26.09%)	4 (17.39%)	4 (17.39%)	2 (8.70%)	0 (0.00%)	0 (0.00%)	7 (30.43%)	23
Community organisation	1 (25.00%)	1 (25.00%)	1 (25.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	52	50	26	12	11	1	100	

Table 20: Q33 What number of volunteers involved with your organisation's archival activity has a formal archival educational qualification? (select one) (do not answer as FTEs)

Organisation Type	0	1	2-5	6-10	10-20	More than 20	Don't know	Not applicable	Total
Private school	43 (55.14%)	2 (2.56%)	1 (1.28%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (1.28%)	31 (39.74%)	78
Church or religious organisation	21 (67.74%)	3 (9.68%)	1 (3.23%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6 (19.35%)	31
Historical society	10 (62.50%)	3 (18.75%)	2 (12.50%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (6.25%)	0 (0.00%)	16
National or state/territory archive (government funded)	5 (50.00%)	1 (10.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (40.00%)	10
National or state/territory library/gallery/museum	5 (50.00%)	2 (20.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (10.00%)	2 (20.00%)	10
Public library/gallery/museum (local government funded)	9 (56.25%)	2 (12.50%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	5 (31.25%)	16
Australian government department/agency	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (100.00%)	3
State/territory government department/agency	7 (53.85%)	1 (7.69%)	2 (15.38%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (23.08%)	13
Local government archive	7 (43.75%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	9 (56.25%)	16
University	6 (24.00%)	0 (0.00%)	1 (4.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (4.00%)	17 (68.00%)	25
Private company	0 (0.00%)	1 (14.29%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6 (85.71%)	7
Non profit company/society/ association	12 (52.17%)	1 (4.35%)	1 (4.35%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (4.35%)	8 (34.78%)	23
Community organisation	2 (50.00%)	2 (50.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	127	18	8	0	0	0	5	94	

Table 21: Q34 What number of volunteers involved with your organisation's archival activity are currently studying for a formal archival educational qualification? (select one) (do not answer as FTE)

Organisation Type	0	1	2-5	6-10	11-20	More than 20	Don't know	Not applicable	Total
Private school	46 (58.98%)	2 (2.56%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	30 (38.46%)	78
Church or religious organisation	25 (80.65%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6 (19.35%)	31
Historical society	14 (87.50%)	1 (6.25%)	1 (6.25%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	16
National or state/territory archive (government funded)	5 (50.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (10.00%)	4 (40.00%)	10
National or state/territory library/gallery/museum (government funded)	7 (70.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (10.00%)	2 (20.00%)	10
Public library/gallery/museum (local government funded)	13 (81.25%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (18.75%)	16
Australian government department/agency	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (100.00%)	3
State/territory government department/agency	9 (69.23%)	1 (7.69%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (23.08%)	13
Local government archive	7 (43.75%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	9 (56.25%)	16
University	7 (28.00%)	1 (4.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (4.00%)	16 (64.00%)	25
Private company	2 (28.57%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	5 (71.43%)	7
Non profit company/society/association	12 (52.17%)	1 (4.35%)	0 (0.00%)	0 (0.00%)	1 (4.35%)	0 (0.00%)	1 (4.35%)	8 (34.78%)	23
Community organisation	4 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	151	6	1	0	1	0	4	89	

Table 22: Q36 What roles are undertaken by volunteers (full-time or part-time) as part of your organisation's archival activity? (select all that apply)

Organisation Type	Management	Acquisition or appraisal	Accessioning, arrangement and description	Preservation and conservation	Access or reference services	Outreach	Oral history	Training/ records creators about records management	Other	Total
Private school	8 (7.34%)	11 (10.09%)	27 (24.77%)	18 (16.51%)	12 (11.01%)	6 (5.50%)	6 (5.50%)	2 (1.83%)	19 (17.43%)	109
Church or religious	3 (4.76%)	4 (6.35%)	17 (26.98%)	13 (20.63%)	10 (15.87%)	1 (1.59%)	5 (7.94%)	0 (0.00%)	10 (15.87%)	63
Historical society	12 (13.48%)	14 (15.73%)	15 (16.85%)	10 (11.24%)	15 (16.85%)	9 (10.11%)	9 (10.11%)	5 (5.62%)	0 (0.00%)	89
National or state/territory archive	0 (0.00%)	0 (0.00%)	2 (18.18%)	2 (18.18%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	7 (63.64%)	11
National or state/territory library/gallery/ museum	0 (0.00%)	0 (0.00%)	7 (43.75%)	4 (25.00%)	1 (6.25%)	0 (0.00%)	1 (6.25%)	0 (0.00%)	3 (18.75%)	16
Public library/ gallery/ museum (local government funded)	0 (0.00%)	0 (0.00%)	6 (31.58%)	3 (15.79%)	5 (26.32%)	1 (5.26%)	2 (10.53%)	0 (0.00%)	2 (10.53%)	19
Australian government department/agency	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (100.00%)	1
State/territory government department/agency	3 (10.34%)	4 (13.79%)	7 (24.14%)	3 (10.34%)	4 (13.79%)	2 (6.90%)	2 (6.90%)	1 (3.45%)	3 (10.34%)	29
Local government archive	0 (0.00%)	0 (0.00%)	1 (20.00%)	1 (20.00%)	1 (20.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (40.00%)	5
University	0 (0.00%)	0 (0.00%)	9 (42.86%)	4 (19.05%)	2 (9.52%)	1 (4.76%)	0 (0.00%)	0 (0.00%)	5 (23.81%)	21
Private company	1 (10.00%)	1 (10.00%)	2 (20.00%)	0 (0.00%)	2 (20.00%)	1 (10.00%)	1 (10.00%)	1 (10.00%)	1 (10.00%)	10
Non profit company/ society/ association	3 (6.25%)	3 (6.25%)	9 (18.75%)	11 (22.92%)	6 (12.50%)	4 (8.33%)	6 (12.50%)	1 (2.08%)	5 (10.42%)	48
Community organisation	4 (14.81%)	4 (14.81%)	4 (14.81%)	4 (14.81%)	4 (14.81%)	2 (7.41%)	3 (11.11%)	1 (3.70%)	1 (3.70%)	27
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	34	41	106	73	62	27	35	11	59	

Table 23: Q37 Overall, which role consumes the greatest amount of time within your organisation's archival activity? (select one)

Organisation Type	Management	Acquisition or appraisal	Accessioning, arrangement and description	Preservation and conservation	Access or reference services	Outreach	Oral history	Training/ advising records creators about records management	Other	Total
Private school	13 (16.46%)	2 (2.53%)	40 (50.64%)	0 (0.00%)	11 (13.92%)	4 (5.06%)	0 (0.00%)	0 (0.00%)	9 (11.39%)	79
Church or religious organisation	3 (9.68%)	1 (3.23%)	18 (58.06%)	1 (3.23%)	6 (19.35%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (6.45%)	31
Historical society	3 (18.75%)	0 (0.00%)	7 (43.75%)	1 (6.25%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (6.25%)	16
National or state/territory archive (government funded)	0 (0.00%)	0 (0.00%)	3 (30.00%)	1 (10.00%)	4 (40.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (20.00%)	10
National or state/territory library/gallery/museum	1 (10.00%)	0 (0.00%)	8 (80.00%)	0 (0.00%)	1 (10.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	1 (6.25%)	1 (6.25%)	9 (56.25%)	0 (0.00%)	4 (25.00%)	0 (0.00%)	1 (6.25%)	0 (0.00%)	0 (0.00%)	16
Australian government department/agency	0 (0.00%)	0 (0.00%)	2 (66.67%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (33.33%)	0 (0.00%)	3
State/territory government department/agency	3 (23.08%)	1 (7.69%)	5 (38.47%)	1 (7.69%)	1 (7.69%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (15.38%)	13
Local government archive	1 (6.25%)	0 (0.00%)	11 (68.75%)	0 (0.00%)	4 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	16
University	0 (0.00%)	2 (8.00%)	11 (44.00%)	0 (0.00%)	8 (32.00%)	1 (4.00%)	0 (0.00%)	0 (0.00%)	3 (12.00%)	25
Private company	0 (0.00%)	1 (14.29%)	2 (28.57%)	0 (0.00%)	2 (28.57%)	2 (28.57%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	7
Non profit company/ society/ association	2 (8.70%)	2 (8.70%)	12 (52.15%)	2 (8.70%)	2 (8.70%)	0 (0.00%)	0 (0.00%)	1 (4.35%)	2 (8.70%)	23
Community organisation	0 (0.00%)	0 (0.00%)	3 (75.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	27	10	131	7	47	7	1	2	21	

Table 24: Q38 Which best describes the employment status of the person in charge/coordinator of your organisation's archival activity? (select one)

Organisation Type	A full-time employee	A part-time employee	A contractor/ consultant	A full-time volunteer	A part-time volunteer	Other	Don't know	There is no person in charge	Total
Private school	10 (12.82%)	59 (75.64%)	1 (1.28%)	1 (1.28%)	4 (5.13%)	3 (3.85%)	0 (0.00%)	0 (0.00%)	78
Church or religious organisation	9 (29.03%)	13 (41.93%)	0 (0.00%)	5 (16.13%)	1 (3.23%)	3 (9.68%)	0 (0.00%)	0 (0.00%)	31
Historical society	1 (6.25%)	2 (12.50%)	0 (0.00%)	0 (0.00%)	13 (81.25%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	16
National or state/territory archive (government funded)	10 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10
National or state/territory library/museum (government funded)	10 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10
Local library/gallery/museum (local government funded)	13 (81.25%)	3 (18.75%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	16
Australian government department/agency	2 (66.67%)	0 (0.00%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	4 (30.77%)	5 (38.46%)	1 (7.69%)	0 (0.00%)	3 (23.08%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	13
Local government archive	16 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	16
University	23 (92.00%)	2 (8.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	25
Private company	2 (28.57%)	2 (28.57%)	2 (28.57%)	0 (0.00%)	1 (14.29%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	7
Not-for-profit company/society/association	12 (52.17%)	4 (17.39%)	1 (4.35%)	1 (4.35%)	3 (13.04%)	0 (0.00%)	0 (0.00%)	2 (8.70%)	23
Community organisation	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	112	90	6	8	28	6	0	2	

Table 25: Q39 Does the person in charge/coordinator of your organisation's archival activity possess a formal archival educational qualification?

Organisation Type	Yes	No	Don't know	Total
Private school	32 (40.51%)	47 (59.49%)	0 (0.00%)	79
Church or religious organisation	12 (38.71%)	19 (61.29%)	0 (0.00%)	31
Historical society	2 (12.50%)	14 (87.50%)	0 (0.00%)	16
National or state/territory archive (government funded)	8 (80.00%)	2 (20.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	7 (70.00%)	3 (30.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	1 (6.25%)	15 (93.75%)	0 (0.00%)	16
Australian government department/agency	2 (66.67%)	1 (33.33%)	0 (0.00%)	3
State/territory government department/agency	6 (46.16%)	6 (46.15%)	1 (7.69%)	13
Local government archive	11 (68.75%)	5 (31.25%)	0 (0.00%)	16
University	11 (44.00%)	13 (52.00%)	1 (4.00%)	25
Private company	6 (85.71%)	1 (14.29%)	0 (0.00%)	7
Non profit company/society/association	10 (43.48%)	13 (56.52%)	0 (0.00%)	23
Community organisation	1 (25.00%)	3 (75.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	109	142	2	

Table 26: Q40 Does your organisation have responsibility for digital archives as part of your organisation's archival activity? (select one)

Organisation Type	Yes	No	Don't know	Total
Private school	48 (61.54%)	24 (30.77%)	6 (7.69%)	78
Church or religious organisation	14 (45.16%)	17 (54.84%)	0 (0.00%)	31
Historical society	11 (68.75%)	5 (31.25%)	0 (0.00%)	16
National or state/territory archive (government funded)	9 (90.00%)	1 (10.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	10 (100.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	10 (58.82%)	7 (41.18%)	0 (0.00%)	17
Australian government department/agency	3 (100.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	6 (46.15%)	7 (53.85%)	0 (0.00%)	13
Local government archive	9 (56.25%)	7 (43.75%)	0 (0.00%)	16
University	18 (72.00%)	7 (28.00%)	0 (0.00%)	25
Private company	1 (14.29%)	6 (85.71%)	0 (0.00%)	7
Non profit company/society/association	13 (56.52%)	10 (43.48%)	0 (0.00%)	23
Community organisation	3 (75.00%)	1 (25.00%)	0 (0.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	155	92	6	

Table 27: Q41 Indicate your organisation's level of need in the following areas related to digital archives.
Q41a Skilled staff

Organisation Type	No need	Need	Urgent	Don't know	Not	Total
Private school	11	26	4	3	2	46
Church or religious organisation	1	12	0	1	0	14
Historical society	3	5	3	0	0	11
National or state/territory archive (government funded)	0	5	4	0	0	9
National or state/territory library/gallery/museum (government funded)	3 (30.00%)	4 (40.00%)	3 (30.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	1	7	1	0	1	10
Australian government department/agency	0 (0.00%)	3 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	0	4	2	0	0	6
Local government archive	2	4	0	3	0	9
University	3	8	3	1	2	17
Private company	0	1	0	0	0	1
Non profit company/society/association	3	7	1	2	0	13
Community organisation	0	1	2	0	0	3
Other	0	0	0	0	0	0
Total	27	87	23	10	5	

Table 28: Q41 Indicate your organisation's level of need in the following areas related to digital archives.
Q41b Technology - hardware, software

Organisation Type	No need	Need	Urgent	Don't know	Not appli-	Total
Private school	14 (29.17%)	26 (54.16%)	3 (6.25%)	2 (4.17%)	3 (6.25%)	48
Church or religious organisation	0 (0.00%)	11 (78.58%)	1 (7.14%)	1 (7.14%)	1 (7.14%)	14
Historical society	3	4	4	0	0	11
National or state/territory archive (government funded)	2	5	2	0	0	9
National or state/territory library/gallery/museum (government funded)	3 (30.00%)	2 (20.00%)	5 (50.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	2	7	0	1	0	10
Australian government department/agency	0 (0.00%)	3 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	0	4	1	0	1	6
Local government archive	3	2	1	3	0	9
University	4	6	5	1	2	18
Private company	0 (0.00%)	1 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1
Non profit company/society/association	4	4	5	0	0	13
Community organisation	0	1	2	0	0	3
Other	0	0	0	0	0	0
Total	35	76	29	8	7	

Table 29: Q41 Indicate your organisation's level of need in the following areas related to digital archives.
Q41c Policies/procedures

Organisation Type	No need	Need	Urgent need	Don't know	Not applicable	Total
Private school	8 (17.39%)	29 (63.05%)	8 (17.39%)	0 (0.00%)	1 (2.17%)	46
Church or religious organisation	1 (7.14%)	8 (57.15%)	4 (28.57%)	1 (7.14%)	0 (0.00%)	14
Historical society	4 (36.37%)	3 (27.27%)	2 (18.18%)	1 (9.09%)	1 (9.09%)	11
National or state/territory archive (government funded)	0 (0.00%)	8 (88.89%)	1 (11.11%)	0 (0.00%)	0 (0.00%)	9
National or state/territory library/gallery/museum (government funded)	3 (30.00%)	2 (20.00%)	5 (50.00%)	0 (0.00%)	0 (0.00%)	10
Public library/gallery/museum (local government funded)	1 (10.00%)	7 (70.00%)	2 (20.00%)	0 (0.00%)	0 (0.00%)	10
Australian government department/agency	0 (0.00%)	2 (66.67%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	3
State/territory government department/agency	0 (0.00%)	6 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6
Local government archive	2 (22.22%)	4 (44.45%)	1 (11.11%)	2 (22.22%)	0 (0.00%)	9
University	2 (11.11%)	11 (61.11%)	2 (11.11%)	1 (5.56%)	2 (11.11%)	18
Private company	1 (100.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1
Non profit company/society/association	5 (38.47%)	5 (38.46%)	2 (15.38%)	1 (7.69%)	0 (0.00%)	13
Community organisation	0 (0.00%)	2 (66.67%)	1 (33.33%)	0 (0.00%)	0 (0.00%)	3
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	27	87	29	6	4	

Table 30: Q42 What are the sources of funding for your organisation's archival activity? (select all that apply)

Organisation Type	There is no funding for the archival function	Recurrent funding as part of the organisation's annual operating budget	Capital funding	Revenue or earnings	Grants	Sponsorships	Donations	Other	Don't know	Total
Private school	5 (4.72%)	70 (66.04%)	12 (11.32%)	0 (0.00%)	1 (0.94%)	0 (0.00%)	14 (13.21%)	3 (2.83%)	1 (0.94%)	106
Church or religious organisation	2 (3.92%)	28 (54.90%)	1 (1.96%)	3 (5.88%)	8 (15.69%)	0 (0.00%)	7 (13.73%)	2 (3.92%)	0 (0.00%)	51
Historical society	2 (5.26%)	3 (7.89%)	0 (0.00%)	9 (23.68%)	11 (28.95%)	1 (2.63%)	10 (26.32%)	2 (5.26%)	0 (0.00%)	38
National or state/territory archive (government funded)	0 (0.00%)	10 (47.62%)	4 (19.05%)	3 (14.29%)	2 (9.52%)	0 (0.00%)	2 (9.52%)	0 (0.00%)	0 (0.00%)	21
National or state/territory library/gallery/ museum (government funded)	0 (0.00%)	9 (64.29%)	0 (0.00%)	0 (0.00%)	2 (14.29%)	1 (7.14%)	1 (7.14%)	1 (7.14%)	0 (0.00%)	14
Public library/gallery/museum (local government funded)	1 (4.00%)	16 (64.00%)	1 (4.00%)	1 (4.00%)	3 (12.00%)	1 (4.00%)	2 (8.00%)	0 (0.00%)	0 (0.00%)	25
Australian government department/agency	0 (0.00%)	3 (75.00%)	1 (25.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	4
State/territory government department/agency	1 (5.26%)	12 (63.16%)	1 (5.26%)	1 (5.26%)	1 (5.26%)	0 (0.00%)	2 (10.53%)	1 (5.26%)	0 (0.00%)	19
Local government archive	1 (5.26%)	14 (73.68%)	2 (10.53%)	1 (5.26%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (5.26%)	19
University	0 (0.00%)	23 (50.00%)	2 (4.35%)	5 (10.87%)	7 (15.22%)	1 (2.17%)	7 (15.22%)	1 (2.17%)	0 (0.00%)	46
Private company	1 (9.09%)	6 (54.55%)	0 (0.00%)	1 (9.09%)	0 (0.00%)	0 (0.00%)	2 (18.18%)	1 (9.09%)	0 (0.00%)	11
Non profit company/society/ association	5 (10.87%)	16 (34.78%)	1 (2.17%)	3 (6.52%)	8 (17.39%)	2 (4.35%)	9 (19.57%)	2 (4.35%)	0 (0.00%)	46
Community organisation	1 (14.29%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (28.57%)	0 (0.00%)	2 (28.57%)	2 (28.57%)	0 (0.00%)	7
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	19	210	25	27	45	6	58	15	2	

Table 31: Q43 Is your organisation eligible for grants and/or sponsorships in relation to its archival activity?

Organisation Type	Yes	No	Don't know	Total
Private school	8 (10.26%)	37 (47.43%)	33 (42.31%)	78
Church or religious organisation	17 (54.84%)	2 (6.45%)	12 (38.71%)	31
Historical society	14 (87.50%)	0 (0.00%)	2 (12.50%)	16
National or state/territory archive (government funded)	4 (40.00%)	6 (60.00%)	0 (0.00%)	10
National or state/territory library/gallery/museum (government funded)	3 (30.00%)	2 (20.00%)	5 (50.00%)	10
Public library/gallery/museum (local government funded)	14 (82.36%)	2 (11.76%)	1 (5.88%)	17
Australian government department/agency	0 (0.00%)	1 (33.33%)	2 (66.67%)	3
State/territory government department/agency	5 (38.46%)	2 (15.38%)	6 (46.16%)	13
Local government archive	6 (37.50%)	7 (43.75%)	3 (18.75%)	16
University	14 (56.00%)	7 (28.00%)	4 (16.00%)	25
Private company	1 (14.29%)	5 (71.42%)	1 (14.29%)	7
Non profit company/society/association	14 (60.87%)	5 (21.74%)	4 (17.39%)	23
Community organisation	3 (75.00%)	0 (0.00%)	1 (25.00%)	4
Other	0 (0.00%)	0 (0.00%)	0 (0.00%)	0
Total	103	76	74	

Appendix 6: Q11 Quantity of Archival Holdings

Below is the complete set of responses to Q11 Quantity of Archival Holdings.

Note: Responses have been edited to remove information identifying the organisation.

700,000 photographs; 3.5 shelf km documents, 50 terabytes digitised audiovisual (i.e. radio & TV programs), 150,000 videotapes, 106,000 audio tapes
60 linear metres (approx)
Approx. 300 archive boxes
estimated at 2000 to 3000 linear metres
Not yet organised in such a way that volume can be judged. Currently we are part way through relocating our archives and have so far provided 75 metres of metal shelving (which wont be enough)
250 boxes (approx) 5000 photos
300 boxes, 6 filing cabinets, 18 cupboards, 1 plan cabinet
60 boxes, 1000 photographs, 50m linear approx, 6 filing cabinets
2188 Photographs approx 500 boxes
1000 boxes + 21.9 m shelf length; about 500 albums (Allboxes) of photos + negatives and slides; 654 audeo tapes; 127 videos; 29 films; CDs and DVDs; map cabinets; over 1000 items of memorabilia; 125 framed art work and/or enlarged photos
Repository (approx 4 metres X 5 metres) temperature and humidity controlled, 100 metres (approx) compactus shelving, 100 boxes (approx)
250linear metres app. 2000+ photographs. 3 filing cabinets. 9 map & plan cabinets.
1300 document boxes, 2000 audio recordings, 4000+ photographs, 100+ textiles, 200+ films, 200+ artworks, 2300+ museum objects
311 boxes; 9 double Steelbuilt moveable stacks; 2 large Brownbuilt 6 drawer units for large photographs, plans, etc.; 4 regular filing cabinets; several thousand photographs; approx. 150 audio tapes; approx. 1500 books.
Approximately: 30,000 linear metres; 25 boxes historic books; 40 boxes museum artefacts.
approx 400-450 A1 archival boxes
2 linear kilometres, 10 filing cabinets, 10 steel cabinets, 20,000 photographs
48 bays
8 Filing Cabinets 347 Boxes over 3000 Black and White Photos plus approx 500 colour photos with the collection growing all the time: Newspaper Clippings (approx 70000) growing all the time: Artifacts from Churches and persons An extensive history research library of early twentieth century and contemporary books both ecclesiastical and secular: School Year Books Dimensions of Archives area is 15 metres by eight metres:
Spread out in different locations. In the "Archives", 17 filing cabinets plus 2 linear kilometres, 5 paintings
approx 1000 boxes, approx 3500 photos, 56 boxes textiles
144m, 1000s of photographs
3 filing cabinets, numerous cupboards, 6 cupboards for displays, 1 huge display cupboard with permanent display, 1 sliding cupboard for storage, mapping cupboard, many boxes of photos.
approx 350 running feet of archive boxes plus microfilm, books etc
approx. 2000 boxes, c8000 photographs, c2000 architectural plans, 11 filing cabinets
Estimated: 330 linear metres shelved material, 2000-3000 digitised photos (estimated); 4000? photos, plan drawers
200 linear metres
500 individual textiles garments

Appendix 6: Q11 Quantity of Archival Holdings

1000 plans/maps 10,000 photos 400 boxes
Approx 80 boxes, 1 compactus comprising 50 shelves each approx 1.5 m long. Approx 1000 photographs, 50 videos, 1 box of reel to reel tapes, 3 films and a few slide sets and some cassette tapes.
6,129 databse entries, Shelf length 5,772.3 cms.
500 archive boxes + 1 map cabinet and 4 1875mmx90mm shelves of unprocessed material (held in two locations)
128 boxes, 7 filing cabinets. Archives are still in process of organisation, up to date they have just been 'a collection.'
150 boxes, two compactors, 3 filing cabinets, 2000 photographs approx. 1 map cabinet
320 linear metres, approx 5,00 photographs
approx 150 linear metres in four separate locations
7 by 4 drawer filing cabinets grey metal shelving 60 lin metres 230 boxes
70+ boxes, 12 filing cabinets, 3000+ photographs, map file
70 compactus bays of 5 shelves per bay; 10 x four drawer filing cabinets; 20 bays of shelving of 5 shelves per bay. Approx 140,000 images; approx 10,000 plans & drawings
40 boxes Museum items, books etc. 5 filing cabinets, 8000 photographs
approx 3 filing cabinets (mainly subject pamphlet files), possibly 300+ photographs, two bookcases, some artwork, tapes of oral histories
2000 vertical files, 300 archive boxes, about 650 books, about 260 pamphlet boxes, about 40 folders of newspapers, 150 microfilms, 40 audio tapes, 6 videos, 10 CDs, 7 film reels, 11 illuminated addresses, 80 large photos, about 30 architectural plans, 80 ceremonial objects. small photos are included in vertical files and not filed separately but there are at least 1000.
Two complete households of various ephemeral and documented archives, one of which operates as a dedicated Museum, the other as a Heritage Resource Centre, plus other Storage facilities
6 filing cabinets & countless hard copies of newspapers and books over 100,000 nmaes recorded
8 Filing cabinets 4 bookcases 2 microfilm and microfiche cabinets containing over 4 000 photographs
1500 display photographs, (all digitised as well) 2000 record photographs, 300 audio tapes, 1x 5 bay compactus, 18 filing cabinets, 6 steel cabinets, 500 reference books, Nearing 1 gigabyte indexes.
3 filing cabinets personal records, 3000+ photos, 30 volumes obituaries, 24 volumes original selector records, newspaper index card/computer 1883-1945 & copies on disk, records shire minutes 1864-1995; 2 map filing cabinets of maps & plans, 240+ boxes records such as minute books, sports results; school records rural schools; Newspapers bound 1923-present, loose copies 1960-present in boxes, microfilm 1882-1946; videos of exhibitions, disks recordings of talks & interviews (c. 80); Victorian BDM CDs.; cemetery records 6 cemeteries; 90 publications for sale and reference(hist. & nat. hist.); shelf of relevant biographies; rate books.
estimate 30 boxes, 12 filing cabinets 4000 photographs
4,000 photographs, 2,000 newspapers and books, > 20,000 letters and articles, 2,000 artefacts.
estimate: 6 1/2 filing cabinets, 20 archive boxes, 1500 photographs
7 rooms
local history books 1426, photographs 8300, maps 1813-2007 422, reference material books 450, journals 3200, newspapers and magazines 513
30,000+ photographs/negatives/slides/digital images 4 filing cabinets 200m of shelving
APPROX. 2900 LINEAR METRES
Approximately 1247 Linear Metres, Approximately 13 000 Microfiche, 209 Rolls of Microfilm.
Sorry stored in to many places to even estimate
5 Compactus files plus additional shelving
approx 7000 photographs, 200 slides, 300 hrs of audiotape interviews, 150 boxes of private and corporate records

Appendix 6: Q11 Quantity of Archival Holdings

1200 Boxes of files and archived photographs & media in Offsite Storage; 40,000 planning & Building files
2 linear kilometers of Permanent Retention records. Plus 2 linear kilometers of temporary value records.
2500 shelf metres
417 metres approx digital - no estimate available
Over 1000 shelf metres of material. Approximately 400 shelf metres of material are records created prior to 1949.
77 linear metres of volumes; 4,000 photographs, 100 maps & plans, 1500 Type 1 boxes approx
approx 6000 shelf metres of permanent retention records, 500 metres of temporary retention, 3000 Civic Collection items (artefacts, artworks, sculptures, statues, etc)
11,225.81 linear metres
860 linear metres, plus approx 2,000 photographs
57.7 km, plus maps and plans (156,000 sheets, plus 114 cubic metres)
5 linear kilometres
85 linear kilometres physical records + 180,000 digitised records
Approx 38 linear kilometers; approx 300 back-up tapes and 400 computer discs
64,000 linear metres
14.855 linear kilometers
355 linear kilometres
approx 17,500 linear metres
5,687 shelf metres
370 linear metres
absolutely no idea and sorry, but no time to estimate - also hard to know what to include. Perhaps 2 double-sided ranges of shelving?? Plus heaps outside the Library
approx 6500 collections totalling approx 2 linear kilometres approx 1.5 million images, including photographs and negatives approx 35 000 digital images (scanned from hardcopy)
4,800 linear metres (approx.)
ca3,100 linear metres of private archives; 500,000 pictorial images; 5,800 film/video titles; ca 14,000 hours of oral history tape; 84,000 ephemera items.
13 linear kilometres
c800 l.m; over 50,000 photographs (negs, glass negs, lantern slides, slides); over 500 objects
I am unable to estimate this, the quantity is very large
c700 linear metres
200 boxes
170 BOXES
132 boxes 200 photos
13 boxes, 9 albums of photos, 27 boxes glass slides
approx 2500 photographs. Plus 30-40 Box-1 500 Yr boxes, plus 50 linear metres of shelving of books
9 cupboards, 2 filing cabinets plus 40 boxes
50 boxes. This is very much a rough guess
106 linear metres, 7 plan cabinet drawers, 4 filing cabinets
150 approx linear metres
6491 items contained in 550 boxes
567 METRES PLUS 7 VERTIPLAN CABINETS
Approx 150 boxes, Approx 3000 files, 3 filing cabinets, over 1000 photos, 3 uniform cupboards plus much more loose items

Appendix 6: Q11 Quantity of Archival Holdings

Approximately 1500 type 1 boxes including boxes of photographs, over 2000 books, approximately 300 framed images and jerseys, at least 10 linear metres of museum objects
1000 specialist craft subject matter library books 5,500 specialist craft subject matter magazine and journals 2,500 specialist craft subject matter exhibition catalogues and conference papers 17,000 35mm slides of artists' work unknown quantity of film archives unknown quantity of slide and text education and promotion kits 50 articles on on-line research centre 150 boxes of administrative/business papers
Unknown as each State has their own collection management. National has 800+ boxes, 30 archival photographic folders, 4 offsite storage rooms. NSW - Unknown, SA - material sent to Mortlock Library, Qld - Unknown, WA - Unknown
approx 1000 boxes, approx 2500 photos
500 boxes, 1 filing cabinet, 1000 photographs
Collection being catalogued. 1800 periodicals. Video - domestic & pro formats: 2 large cabinets plus. Audio recordings - commercial/radio/acetate etc. approx 3000. 20 x 500 year acid free boxes stage costumes. Photos: 10 filing cabinet drawers. Historic artefacts - 300. Oral History recordings (copies to Nat. Film & Sound Archive) - 35. Posters. 2 mapping cabinets.
200 metres shelved, 40 cabinets, 20,000 photographs
Conservation files - 4 compactus' 20 Boxes Minute Books Property Records 1 compactus photographs - 35,000 library collections 6 compactus
2 filing cabinets 15 boxes + paintings and GlassDisplay cabinet
approximately 900 boxes including several thousand photographs, 62 reels of cine film, microfilm and a few boxes of digital material
40 metres of published material, 2 filing cabinets, 1800 archive boxes includes photographs
376 Accessions - 15 cubic Metres
20 boxes
3 filing cabinets, approx 2000 type 1 boxes, approx 1000 photos
Paper Archives spread around several locations - impossible to guestimate quantity. However it would be under 1000 metres in custody of the Archives but much more across the Institution not yet transferred. Approx.13,000 historical photographs and a few hundred artworks (valued around 1 million dollars)
56,000 records
60 boxes
Approx. 1000 archive boxes plus full range of journals (10 metres of 5 rows each).
4 MAP CUPBOARDS 12 FILING CABINETS 100,000 PHOTOS & NEGS 400 METRES OF SHELVING
approx 500 linear metres + 20 filing cabinets + 4 plan cabinets
Circa 6000 metres (est.)
100 linear meters of archival documents, 3000 photographs, 70,000 slides, 3 vertical map cabinets, 2000 artworks, 10,000 technical botanical drawings, 7,000 library books, 3000 periodical titles
Approx 4000 T1 boxes; approx 250,000 photographs; 20 metres costumes; 125 large boxes containing costumes and puppets; 80 large cylinder rolls of posters, photos and design plans; 350 CDs & DVDs containing oral history recordings, audio/visual material tapes and images; large collection of videos etc awaiting transfer to digital form; large collection of hats, masks, shoes, accessories, set model boxes to be boxed.
SIX ROOMS OF SHELVES, CUPBOARDS & CABINETS & HISTORIC FURNITURE
Approximately 3500 boxes of archival material.
AN ESTIMATE IS: 50 LINEAR METRES OF LIBRARY BOOKS, 20 L.METRES OF OLD VOLUMES, 8 FILING CABINETS,

Appendix 6: Q11 Quantity of Archival Holdings

100 LIN METRES OF ARCHIVE BOXES, 8 MAP DRAWERS
60 metres
2 filing cabinets, 5 boxes
Approximately: <ul style="list-style-type: none"> * 50,000 items of correspondence * 15,000 photographs * Very large collection of published music and manuscripts. I'm sorry, I can't tell you how many boxes worth of material this is off-hand - but it would be a few hundred. * 120 boxes sound recordings (wax cylinders, 78rpm, acetate discs, reel-to-reel recordings, lps, cassettes, cds etc) * 3 boxes visual recordings (videos etc) * 2 large filing cabinets of Museum records * Plus other archival material
5 x 4 drawer filing cabinets, 2 safes, 165 archive boxes, 10-15,000 photos (15 filing drawers + 8 metres photo albums + digital images), 182 outsize volumes, 6 fireproof filing drawers, 44 audio visual boxes, 30 boxes museum material + 24 metres shelved material, 10 pieces historic furniture, 8 metres volumes
250 boxes documents, 28 outsize volumes, 87 boxes museum material, 4 1/2 metres photo albums, 14 metres AV material
12 boxes documents, 18 boxes museum material, 8 boxes videos
100 archive boxes, 3 filing cabinets, 10,000 photographs
1000 linear metres + approx 2000 photographs material under some form intellectual control or awaiting immediate documentation; At least 250 metres additional material currently under no control in addition to material still in administrative offices.
2 kilometres
3 filing cabinets, 10 archives boxes, display and promotional materials and others
Approx 400 boxes, including 2000 photographs
Estimate - 2000 boxes; approx. 4000 photographs; 0.25 km ledgers.
95 boxes
85 metres approx
9 boxes, 5 pamphlet boxes, 25 photo albums, newspaper [folio] file, 60 video tapes, 11 dvds, 7000 digital slides and photos
225 boxes, 35 photograph albums, equivalent of two filing cabinets
No idea - not catalogued yet (work in progress)
60 Small boxes 150 large boxes 3400 photographs
217 boxes, 64 large boxes, 22 textile boxes, 43 register boxes, 4 Plan drawer cabinets, 10 filing cabinets, 2 cupboards, approx.10,000 photographs
approx 3000 items in approx 50 boxes, 8 filing cabinets
60 boxes and 2 filing cabinets, 2000 photographs approximately (all estimated)
Not properly set up yet and no proper room designated
Of the major types, approx 1000 boxes (type 1), 5 filing cabinets, 30 costume boxes, 2000 photo prints plus negs, 150 framed art works, 500 architectural plans.
250 boxes, 160 albox albums, map cabinet
126 boxes 11 filing cabinets 1000 photographs
50 linear metres 5000 photos
approx 245 linear shelf metres
300 boxes 3 filing cabinets 1 map drawer cabinet approx 3,000 photographs
60 boxes, 1 filing cabinet, several thousand photographs
160 boxes, 50 photographic albums

Appendix 6: Q11 Quantity of Archival Holdings

94 linear metres of boxes + 3 plan cabinets + 2 4-drawer filing cabinets with circa 3000 photographs
1000 boxes, over 2000 photographs
maybe 100 metres of boxed shelving
200+ boxes, approx. 5000 photographs, slides and negatives, as well as many other items. 1,000,000+ items ???
1070 boxes, thousands of photographs, 10-drawer map cabinet
Approx 100 boxes, approx 3000 photographs (500 digital so far), 40 oral histories (both cassette and digital), 40 videos, a wardrobe of uniform and clothing items, 3 boxes of badges, several display cabinets of sporting trophies/awards and two student registers.
286 Type 1 P150 boxes of past student records, 24 shelves of items, 17 large boxes of photographs, memorabilia and documents (still to be sorted); digital photographs and records (large quantity dating back to 1998).
210 lineal metres (incl photos, digital records)
280 metres of records; 2500 photographs, & approx 30 metres of other materia
Estimate only - 50 boxes, 2 filing cabinets.
140 metres of boxes including A1 boxes, photo album boxes, plan boxes and large textile boxes plus 5 filing cabinets and a flat plan cabinet
Approx 70 linear metres (incl photographs)
About 200 A1 sized archive boxes and 40 photograph albums (40mm binders).
285 m approx
451 archive boxes, 11 shelves (1.80x0.88cm) boxes objects, 2,000 photographs, 50 (approximate) pieces furniture.
20 filing cabinets (3 or 4 drawer), 60 boxes, 1000 photographs (estimate), 1 x 3-section compactus, map cabinet
150 boxes ,32 filing drawers,c.4000photographs
1 Compactus - 300 boxes, 50 photo albums, 5 filing cabinets, 3 plan cabinets, 4000 phtos
1 map file 8 section compactus 2002 - present digital photos (approx 1000) Hard copy photos (20 years approx 3500)
Not sure - very small
1000 boxex,8 filing cabinets, approx 5,000 photographs including negatives, museum items including uniforms displayed on 7 mannequins, 6 display cabinets and off-site storage (230sq ft)
HArd to say with much accuracy. Two houses full, plus several additional rooms
Approx. 800 standard archive boxes stored in mobile compactus; One X Six (6) draw map cabinet; 2 X Four drawer filing cabinets + One X Two Drawer FC of photographs. Two Thousand photographs in albums and archive boxes uncatalogued and unsorted. 12 large storage boxes with uniforms, academic robes and other over-large memorabilia on open static shelving
150 boxes
Compactus 6 door; 150 archival boxes written material, 2000 photographs, 4 large boxes donor uniform items, 12 glass display cases trophies
80 linear metres
200 plus boxes plus material on display in the museum
1x 4 drawer filing cabinet of photos; equivalent of 24 6-shelved compartments in a compactus
Approximately. 350 boxes: 5 filing cabinets: 5 plan cabinets: 40 linear metres: 1000 photographs.
300 boxes, 2 filing cabinets, 3000 photographs, 100 clothing items, 25 large pennants,
100 metres????
75 compactus style bays containing approximately 5 boxes per shelf and about 6 shelves per bay (depending on box type used). 3 plan cabinets. Furniture room.
Compactus - 10 bays for student files, over 300 videos & DVDs, 6 filing cabinets - 4 drawer for photos, 2 filing cabinets 4 drawers for staff files, over 15 steel cabinets, 3 metres open shelving containiong 22 photo albums and multiple copies of school annual. , About 50 large size mounted photos and art works against a wall and two map drawers units with a total of 16 drawers.
20 boxes, 30 metres of shelving and 8 brownbuilt cupboards

Appendix 6: Q11 Quantity of Archival Holdings

7 steel presses, 6 filing cabinets, 100 boxes, 40 photo albums, and approx 4000photos
1 filing cabinet, approx. 2500 photos, approx 200 boxes, video, dvds, cds
approx 140 boxes, 5 (4 drwer) filing cabinets,2 map cabinets(10 Drwers each), approx 3,000 photographs,, 9 units of compactus shelving
500 boxes
2 compactus, 1 map cabinet, 7 bays of open shelving, 8 filing cabinets
approx 3000 photographsboth hardcopy and digital, 7 filing cabinets, 2 map cabinets, 40 metres bookshelves, 300 A! Boxes, 215 metes of shelving, about 40 shelves of Museum objects, 300 DVD's and videos, c60 sound recordings,
540 boxes, 5000 photographs, uniform items, donations
Physical: 2 filing cabinets, 2 metal storage cabinets, approx 60 Type 1 boxes (containing books and printed items), approx 6 textile boxes, approx 100 hanging textiles, approx 11 000 photographs (printed and digital)
9,000 photographs including slides, transparencies and digital, 400 standand archive boxes along 100 linear shelf meters
approx 40 linear metres
268 boxes, 3500 photographs, 12 map drawers
4 large areas comprising of 1) 14 bay compactus, about 10 linear kilometres, boxes on boxes, cabinets, etc a lot, really not sure - but 4 very large storage areas
55 boxes, 10,000 photographs
6 filing cabinets, 90 Albox photograph albums, 2 wardrobes, 14 archival storage boxes in off-site storage, 23 linear metres
9308 catalogued records and at least as many uncatalogued
60 linear metres, plus approx 15,000 photos
1500 boxes
There are 2 rooms full, it is too difficult to estimate
Approx 600 A1 archive boxes 15 filing cabinets 4 drawer plan cabinet 12 costume boxes 60 metres of Brownbuilt open metal museum shelving approx 2000 photographs 150 framed works of art 10 cartons of trophies (stored off site)
6 x 4 drawer filing cabinets, 3 x 2 bay compactus, 1 x 6 drawer large plan cabinet, 1 x 10 drawer large plan cabinet, 3 x 4 shelf cupboards, 30 large boxes
10 compactus, 2 filing cabinets, 1 display case, 6 display boards, 1 computer, 500 plastic boxes, 22 archival boxes, 1,500 photographs, 500 videos/cds/dvds
40 archive boxes, 6 cupboards, 1 filing cabinet, 1 large display cabinet, 2000-3000 photographs
325 archive boxes (mostly type 1, some type 2 and outsize) 24 AV boxes (cds, video, audio) 2 vertical map cabinets + 6 map boxes 6.3 metres photo albums, approx. 3000 photos in filing cabinets, 2 vertical shelving units containing 6 metres personnel files. Outsize framed works (about 40) Outsize volumes 1916-32 Minute books 1916- (about 40)
312 archive boxes general records, student records 1896-, photographs 2 large filing cabinets and 9 small filing cabinets, 2 map cabinets
approx 80 linear metres
100 boxes, 5 filing cabinets, 1000 photographs Note: situated on 11 hectares of land 40 building 39 displayed 2 archival buildings
5000 photographs and 400 items mostly held in A4 archival boxes plus 500 rate books and 1100 publications.
approximately 3000 items registered, mostly on display in the museum plus 62 boxes
2 filing cabinets, 2 cupboards, 6 shelves in library approx 10 feet high 12 feet wide, 1 display cabinet
3 map cabinets, 2 microfilm cainets, 4 vertical file cabinets of paper arcives 35000 approx photographs numerous

Appendix 6: Q11 Quantity of Archival Holdings

artifacts
approx 400 shelf metres, 30 filing cabinets, 140 map drawers, 6000 photos
All approximate. 35 linear metres, 330 boxes (of which only 150 are in proper archival storage, 4000 photos, 6000 negatives, 3 cabinets of maps and architectural drawings, 80 videos. Note that we have moved a large amount of material (about 70 boxes) to off site storage. This includes negatives and master copies of oral history tapes.
4700 photographs, 40 boxes of clippings/ephemera, 350 maps, 300 minute books, 50 serials
1500 items in a variety of formats mainly print and microfiche/film
9 filing cabinets
4 compactus shelves, 1 safe
Estimate of collection : 62 archive boxes, 1 filing cabinet (105 files), 25 newscutting albums, 530 published works, approx 1200 photographs
Approx 4200 boxes; 11,200 books; 8,500 photos; 700 films; 12,500 maps & plans
25,500 photographs, approx 500 linear metres of council and community archives, 100 artworks, approx. 250 oral history recordings and 50 films and videos.
Approximate values: 500 type 1 boxes paper material, 800 cans film/sound, 60 1m bound volumes, 250,000 negatives, 10 cabinets photographs/paper material
30,000 of temporary records - approximately 15,000 permanent records - digital records unknown
2000 photographs, approx 300 boxes, 1x eight bay compactus
Approx. 4 filing cabinets. Approx. 40 boxes. Approx. 5 photo albums.
361 archive boxes 2 safes 5000 approx photographs
4000 shelf metres including unprocessed 21000 photographs and 5gb of material copied to electronic formats
4 linear kilometres - 21000 photographs > 1 gigabyte unique digital records
Physical - 3 filing cabinets, Digital - around 3000 data files with supporting metadata, documentation, questionnaires, publications etc.
1735 linear metres
2,700 shelf metres
17.5 shelf kilometres
Physical - 4 linear kilometres. Digital - Don't know.
1105.56 metres
1254 boxes
Estimated 1923 shelf metres (as at December 2005) for total collections (ie. combined archival, rare books, theses and records collections)
20 linear metres; approx. 100 photographs; 145 digital object files
275 linear metres (physical) and 68,500 digital objects
15km
Approximately 2.35km (linear)
1.1 linear kilometres
Estimated 180 linear metres in boxes, ca 70 albums of photographs, 4 boxes of oral history tapes, 1 linear metre of oversized books/registers
3,500 reels 35mm microfilm, 100 shelf metres hard copy material, 500 GB digital data
Approximately 8,000 cartons of archived files and approximately 5,000 active files
Around 10,000 items, and 600 artworks (catalogued separately)
2500 shelf metres
750 shelf metres of material, including: 440 shelf metres of housed paper manuscript material; 36 shelf metres of

Appendix 6: Q11 Quantity of Archival Holdings

housed folio material; 68 shelf metres of housed audio visual material; 35 shelf metres of housed outsize material in 5 map cabinets; 6 filing cabinets of abstracts; and 150 shelf metres of unboxed mixed materials.
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268 metres

Appendix 7: Q46 Opportunities Pursued Last Three Years

Theme	Responses
<p>Access</p> <p>Appraisal and acquisition, including oral history documentation</p>	<p>Collecting relevant items from our area</p> <p>Acquisition of both historical archival material and current material</p> <p>Acquisition of manuscript collections relating to artists</p> <p>College reunions have provided an opportunity to approach former residents for photos to be copied and added to its collection</p> <p>Expansion and control of photographic collection</p> <p>The opportunity to gather more archival material</p> <p>Collecting more regional material</p> <p>Opportunity to have someone scan historic photographs held by private individuals around Australia.</p> <p>Offering of a scanning service to local residents to copy originals for the collection</p> <p>Offering an archival storage box to local groups for storage of books etc pertaining to their group and it's history</p> <p>Rescuing various items from around and collecting them to the Library</p> <p>Setting up of a small museum</p> <p>Setting up the indigenous archive</p> <p>Deaccessioning parts of the collection</p> <p>Disposing of accumulated non-archival material</p> <p>Conducting oral history video recordings of senior Fellows of the College</p> <p>Opportunity to videotape individuals (oral history).</p> <p>Started the Oral History project</p> <p>Established an oral history project with volunteer/s interviewing people with an association with the organisation</p>
<p>Collaboration</p>	<p>Joining PictureAustralia consortium increased exposure and usage of archival holdings</p> <p>Listing of archival material in the Central Zionist Archives, Jerusalem</p> <p>Involvement in providing items and information to the Learning Federation</p> <p>Some material loaned to a travelling craft exhibition which was set up in many towns across Queensland</p> <p>Material loaned to one of the church grammar schools as part of a historic exhibition</p> <p>Working with playwrights and the Perth Theatre Company in a partnership of archives and the arts to produce a play.</p> <p>Getting access to many private collections.</p> <p>Implementation of two small scale digital archives projects in collaboration with other archival/library organisations</p> <p>Participated in a joint venture with Melbourne Museum and State Library Victoria to survey collections of related material held in Victoria</p> <p>Link with state library - we gave them rare old papers, they gave us a used microfilm reader</p> <p>Has been made a Place of Deposit for Public Record Office Victoria</p> <p>The ROC Group is a great opportunity to work on projects with other Council Archivists and Records Managers. Working together has benefited us in various areas such as document imaging and disposal. There was also a Tabularium working group. This was a great opportunity to learn from other archivists who use this database and work towards solving common problems and questions.</p> <p>Establishment of the Australasian Digital Recordkeeping Initiative</p> <p>Strengthened international regional archival and recordkeeping linkages/alliances</p> <p>Participated on a review panel at PROV over a few months for a forthcoming Disposal Schedule for Common Admin Records which is desperately needed to</p>

Appendix 7: Q46 Opportunities Pursued Last Three Years

Theme	Responses
...Collaboration	<p>better manage admin records at the organisation</p> <p>Collaborations with other archival organisations</p> <p>Assisted in the making of a nationally distributed film - provided commentators and contacts</p> <p>The sponsorship of the Business Information Management Chair</p> <p>Involvement in ARC Project with University of Western Australia (UWA)</p>
Conservation and preservation	<p>Purchasing of archive standard boxes and shelving, rehousing of collection in to acid free wallets and boxes</p> <p>Repair of damaged posters, interleaving with acid free tissue</p> <p>We continue to copy newspaper clippings onto acid-free paper and file photos in archival quality plastic sleeves</p> <p>Use of archival materials</p> <p>Re-housing of files</p> <p>Undertaking preservation survey</p> <p>We identified precious items in need of conservation and continue to have such items professionally conserved</p> <p>Super 8 to DVD conversion project</p> <p>Improvement in ambient temperature and humidity</p> <p>Gained air conditioning for the preservation of the collection.</p> <p>Relocating archives into environmentally controlled storage</p> <p>Conservation of photos</p> <p>Conservation of material</p> <p>Conservation of part of collection</p>
Contributing to parent organization...	<p>Contributed to cultural programs of lunchtime cultural conversations run by Art & Heritage</p> <p>Participated in a commercially organised local history display, for the North Shore, promoting the School and the Collection</p> <p>Participation in organisational projects where the archives can be used eg. web content, exhibitions</p> <p>Use of professional input and historical materials and information in public relations activities and campaigns, as well as in particular internal events concerning staff and planners. Involvement with the recent refurbishment of the heritage-listed building at Circular Quay</p> <p>Assisted with material for an exhibition</p> <p>Reunion of members 2006</p> <p>Increase in archival display presence at school reunions</p> <p>Provision of Archival resources for Old Boy Reunions</p> <p>Major involvement in the writing of the College history.</p> <p>Centenary history in 3 volumes</p> <p>The production of a pictorial history. The 160 page publication includes over 300 photos from the archives illustrating the development of the school and the range of activities enjoyed by students over the years. There is also a list of all past students, current students and both past and present staff. There is linking text, some of which is based on the yearbooks produced by the College. I researched and organised the publication and I am now very happy with the result! This year I am hoping to focus more on the maintenance and care of the archive collection.</p> <p>Visited Gallipoli to locate relevant headstones, assisting with book publication for those Killed in Action in WW1</p> <p>In the last three years we have celebrated a number of significant anniversaries which has required a lot of work from the archives. It's given me an opportunity to publicly demonstrate the work that I can do and it has enhanced the profile of the archives but it hasn't necessarily improved the situation - it has just increased the work load.</p> <p>Intense involvement with the school's 120th anniversary celebrations. The researching and writing of two books on aspects of the school's history.</p> <p>Centenary historical display 300 photos</p> <p>Planning of major celebrations for opening of new campus fifty years ago</p> <p>School's 40th anniversary</p>

Theme	Responses
...Contributing to parent organization	<p>Centenary of the school and the published history</p> <p>Celebration of 100 years of Public Education</p> <p>Participation in the appointment of the University's first Indigenous Fellowship from the Australian Research Council.</p>
Control of collection	<p>Accessioning the South Sea Islands Museum</p> <p>Sound intellectual controls</p> <p>Program of cataloguing, preserving and making accessible all library holdings of local historical significance, resulting in vastly improved access for library users, and increased longevity of items held</p> <p>Processing all memorabilia items so that they are now all indexed and catalogued</p> <p>Commenced construction of card catalogue of all archives (excluding museum objects) and research material with in depth use of analytical entries to better access information</p> <p>Developed filing system</p> <p>Archival information (names of people held) placed on computer</p> <p>Indexing photographs into a database</p> <p>Cataloguing material onto Library System</p> <p>Display unidentified photos at reunions with provision for names to be added</p> <p>Continued cataloguing and protection of maritime photographs</p> <p>Conversion to the series system</p> <p>The opportunity to organise the past student records. The opportunity to organise the historical records</p> <p>Commencement of a long term project to shelf check the contents of the Archives' entire range of acquired archival collections. This is being done in tandem with the updating and reformatting all the relevant collection inventories into new templates, improving existing finding aids for users</p> <p>Data entry</p> <p>Upgrading of catalogue facilities</p> <p>Ongoing data entry into database</p> <p>Acquisition of knowledge of collection (self and from others)</p> <p>Backlog of archiving - still happening</p> <p>Too busy trying to get everything catalogued. This should be achieved in the next 1-2 years</p>
Digital archiving and digitization...	<p>Go ahead to commence developing a digital archive</p> <p>Digital archives repository</p> <p>Implementation of an archival management system that enables the University to manage digital archives. This will eventually lead to web enabled access to digital collections</p> <p>Digitisation of a large part of audiovisual holdings</p> <p>Digitisation of some still photographs</p> <p>Digitising part of collection</p> <p>Scanned photographs and many documents</p> <p>We are digitising the card index to our collection as an ongoing project and digitising the photographs in our collection.</p> <p>Photographs placed on computer</p> <p>Converting items to digital for offsite backup and database reference purposes.</p> <p>Map digitisation program</p> <p>Digitising the historical photo collection</p> <p>Digitising of original minutes by digital camera 1914-1999</p> <p>Photo digitisation</p> <p>Oral history transcribing & digitisation</p> <p>Digitisation of oral history recordings, scanning and e-publishing annual reports of council, scanning of rate records</p> <p>The starting of computerising the archive records</p> <p>Image digitisation</p> <p>Ongoing digitisation of records</p>

Appendix 7: Q46 Opportunities Pursued Last Three Years

Theme	Responses
...Digital archiving and digitization	Digitising of part of collection
Equipment and materials	<p>High Quality Conservation Materials</p> <p>Purchased a shelving unit with purpose built shelving for boxes, CDs, videos, DVDs</p> <p>Acquired shelving</p> <p>Provision of necessary furniture</p> <p>The installing of a compactus in one of the archive rooms.</p> <p>Barcoding of shelves in the archives store to enhance efficiency of retrieval</p> <p>Constructed new shelving in Special Collection Annexe for housing illustrations, artworks and manuscripts. Bought additional shelves and archival storage materials to re-house archives collections.</p> <p>Acquisition of appropriate storage for large scale plans</p> <p>New technology: scanners purchased and now used for accessing many collection images</p> <p>Purchase of a digital camera</p> <p>New hardware- more sophisticated scanning equipment, DVD cutter & reader.</p> <p>Acquisition of scanner and digitising of photographic collection</p> <p>Purchase via grant application of enhanced digitising equipment (large format scanner)</p> <p>New computers</p> <p>A complete updating of the computer system</p> <p>Technological upgrades</p> <p>Obtained computer equipment from Local Council</p> <p>The Update of Councils Information Technology for easier archiving.</p>
Executive and organisational support	<p>The program has been recommenced following years of being unattended and neglected</p> <p>Support from the Chief Executive</p> <p>Starting to build a business case and support within the organisation about our need for a collection management system to handle 'whole of life' archival management.</p> <p>Immediate management supportive and encouraging for the long-term existence of the program</p> <p>Support of area with resources</p> <p>An increased awareness by College administration that the college's archives are a worthwhile, valuable and integral part of college life. This has resulted in the provision of ongoing support and funding.</p>
External environment	
Facilities, including relocation...	<p>Development of the Archive and Heritage Centre as part of the College's 130th Anniversary</p> <p>The building of an extension with new large volunteers work room, refitting out of secure storage area and creation of new research room and display area</p> <p>The removal of the onsite archive from a rundown building to a better storage centre</p> <p>New Reading Room</p> <p>New facilities with City centre presence</p> <p>Acquisition of building to house the archive and performing arts collection</p> <p>Setting up new archival rooms</p> <p>Submission for funding to establish an in-house archival facility. The submission has been successful and design plans have commenced</p> <p>Suggestion that Archive suite be built in College, to include museum as well. More storage required.</p> <p>Appropriate spaces to house the archives. We were given access to a bigger space than we had and now are renovating existing spaces for a formal archive. Great progress.</p> <p>The College is building an Admin Block which includes an Archives Section. It should be ready by June 2007. Allocation for storage long term is not adequate.</p>

Appendix 7: Q46 Opportunities Pursued Last Three Years

Theme	Responses
<p>...Facilities, including relocation</p>	<p>May be forced to digitise student records even though it is not recommended. Improved display facilities within campus to promote the collection The opportunity to help create a new archival space in a new purpose-built building which now comprises the school library, the archives and the Visual Arts department. Achieved approval for new archival area Building of new archives repository and office. Creation of separate archive space Set up archives room and work area. The establishment of a Heritage Room to house Archives permanently with greater access for students, past student and visitors Building of a new purpose built Archive office, Heritage display gallery, processing room, wet area and climate controlled repository Gained more storage space and shelving so the collection could be more organised. Dedicated office and archive storage rooms Building of a new library museum building Constructed special secure storage room for housing of photo collection and artworks. Acquisition of off-site storage facility for backup copies of major items Obtained agreement in principle from business manager for off-site storage Upgrades to existing Archival Material storage Standard repository expansion Relocation due to overall office relocation Our archives have just been rehoused (2 years ago) into a new building Moved to new premises within HQ Relocation of archives & museum to heritage listed building Relocation of Research Centre including paper archives and library to new building Relocation of archives</p>
<p>Funding</p>	<p>Successful fundraising leading to purchase of new canon microform reader/scanner Assistance of Foundation in raising funds to support the archive Applying for grants and being successful RAHS grant for conservation material for maps etc successful Sought and obtained funding to copy and index Chief Secretary's papers Grant Funding for digitising, storage materials sought and received Cultural Heritage Grant from National Library of Australia Funding obtained for digitisation of photographic collection Obtaining a grant to digitise the records to ensure collection data was readily available Application of grant funds to specific projects Grant funding allowed: microfilming of some records, listing/description of some records Have pursued and received funds for some digitising of historic photos. Grant application for a major indexing project for the Papers, including the creation of a database with geo-spatial web interface for use by indigenous communities and other researchers. Requested and received funds from University bequest to fund project archivist to process research papers donated as part of bequest. Requested and received donations from depositors to assist with preservation of their collections and for mounting of anniversary exhibitions. Project funding received for 3-year position of Archivist Obtained funding from SRNSW In conjunction with Heraldry Australia, obtaining funding to hold an exhibition marking the 150th Anniversary of the University's Grant of Arms. Support of "Friends" group for Lotteries grant</p>

Appendix 7: Q46 Opportunities Pursued Last Three Years

Theme	Responses
	Community Heritage Grants
Governance and management	<p>Creation of a Collection Management Services Team to implement best archival practice and oversee the management of the collection</p> <p>Development of an Archives Management Committee</p> <p>Modernisation of archival programs interstate</p>
Online services	<p>We posted finding lists to our collection and indexes to our Newsletter and Journal on our website</p> <p>Commenced on-line indexing</p> <p>Many new archives have been list on the on-line catalogue over the last year</p> <p>Improvement of archives web presence, including on-line database.</p> <p>Putting up of archive indexes in pdf format on webpage</p> <p>Database on website</p> <p>Developing capacity for digitising holdings, the goal being able to respond to all internal reference requests from company regardless of physical location of archives</p> <p>Migration of Digital Archive to ExLibris' Digitool product, enhancing access to collection</p> <p>Digitisation of significant number of archival records and making them available online to public</p> <p>Archive intranet page and digitising items like the Annual Reports for viewing via the page.</p> <p>Assessment Books Online (in progress).</p> <p>Website content</p> <p>Use of web (particularly Web 2.0) technologies to preserve and make accessible our collections</p> <p>Redesigning website</p> <p>Continuing enhancement of our web based services</p> <p>Upgrade of Website</p> <p>Web development</p> <p>Website presence now improved</p> <p>Launched Collection website</p> <p>Answering all enquiries promptly</p>
Organisational change	
Outreach, including education programs...	<p>Displays, Publicity, talks to local organisations, first society in the LGA to promote the society by presenting PowerPoint presentations, to mount a large long running display</p> <p>Exhibition for the City centre site</p> <p>Introduced named annual lecture</p> <p>Awards for works using the archival collection</p> <p>A very successful heritage weekend in 2006.</p> <p>Promotion through SA History Week open day and tours</p> <p>Open days</p> <p>Promotion through attending SAGHS Family History fair</p> <p>Development of a history/ tribute volume for all College students and staff who have served in the armed forces (promotional activity/product).</p> <p>Publishing of a book of personal stories and photographs pertaining to the 1956 flood, (huge impact on our district)</p> <p>Internal opportunities: talks to staff and students. Presenting displays, writing historical material for internal publications.</p> <p>Increased the use of Archival material in the School's publications</p> <p>School publications</p> <p>Writing articles for the College journal</p> <p>Providing regular '50 years ago' column in weekly newsletter</p> <p>Greater use made of Glass Cabinet displays linked to areas of the School highlight work of archivist</p>

Appendix 7: Q46 Opportunities Pursued Last Three Years

Theme	Responses
<p>...Outreach, including education programs</p>	<p>Organised regular events/projects on the school calendar to raise awareness of the archives.</p> <p>We have plans to develop a photo gallery later this year</p> <p>Gallery of achievement</p> <p>Honour boards, plaques on buildings</p> <p>Touring a travelling exhibition 'The Art of the Possible' to the US and parts of Australia.</p> <p>Mounting major exhibition in the Gallery displaying various aspects of the organisation's history (photos, artworks, postcards, posters, realia) including recreating a portion of the original Museum complete with original specimens and artworks.</p> <p>We have researched our Archives for relevant historical information about the University that has promotional value and placed this on the Web. This includes information about previous Chancellors, Vice Chancellors, Foundation Professors, significant public lectures, honorary degree recipients and citations, development of an honour roll of persons serving on the University's Senate, newspaper articles about the University's early history, significant awards and prizes to students and staff.</p> <p>Continued development of outreach/exhibition and public programs</p> <p>Public programs</p> <p>Additional outreach activities and additional use of web media</p> <p>Outreach services</p> <p>Standing display in new Library facility, theme changed periodically</p> <p>Displays, Talks</p> <p>Publication of articles in Archive newsletters, etc</p> <p>Fundraising dinner created good community links</p> <p>Developing stronger links with the local history and family history groups in our local area</p> <p>Supporting the local historical society</p> <p>Introduced schools archives challenge</p> <p>Development of Tour for Year 7 History program</p> <p>Development of an Archives unit for the Students</p> <p>Establishment of a Heritage Walk around the campus, design and placement of plaques and publication of a brochure to facilitate self-guided walks. Used extensively by staff as a teaching tool, for visitors, and during the orientation program for new students</p> <p>Further developing the Education Program - creating a 'Cartoon PD in a Package' for school teachers in association with the History Teachers' Association of WA.</p>
<p>Professional development...</p>	<p>Nominated for and was awarded a Civic Trust Award for education services</p> <p>Conferences, seminars, in-service, meetings</p> <p>The attendance at the Heritage Conference helped considerably with ideas for making activities a little simpler.</p> <p>Records Management/ Retention & Disposal of Records/Archiving Courses attended</p> <p>Ability to attend Archives Conference, Professional Development Days</p> <p>Conservation workshops</p> <p>Photographic workshop</p> <p>Workshops conducted by National Museum, National Film & Sound Archive, National Archive and National Library</p> <p>Digitisation and Archives - the basics & Preservation – Paper, textiles, metals, photographs, Training by crea8ive on the new school web pages, Annual Conference of ASA</p> <p>Conferences, Professional Development/Workshops, Networking, Professional organisation affiliation</p> <p>Attending one professional awareness evening for Teacher Librarians.</p> <p>Attendance at educational events; meeting with other school archivists</p> <p>Membership of ASA and receiving relevant mailing</p> <p>The school has finally become a member of the ASA</p>

Theme	Responses
...Professional development continued	<p>Involvement with School Archives SIG – professional development, networking</p> <p>Attending schools SIG meetings every 3 months</p> <p>Successful completion of Master Cultural Heritage (Deakin).</p> <p>Taking on a temporary position in a different section of the organisation leading to better knowledge of our records continuum for all of us.</p> <p>Working one day a week in the local and family history library</p> <p>Powerhouse Museum internship</p> <p>Visiting other schools to observe their practices</p> <p>Support and Guidance from National Archives</p> <p>Participation in a network of other Australian-based Congregation Archivists who meet bi-annually</p> <p>A wonderful visit by the CAARA</p> <p>Closer co-operation with other religious and church archives</p>
Raising awareness / profile	<p>The work of the archives is publicised in the local newspaper and by the Association of Historical Societies</p> <p>Mentioned on community website.</p> <p>Media coverage in the Press and on TV</p> <p>Marketing program</p> <p>Advertising</p> <p>Promotion of collections to public through a variety of outlets</p> <p>Raising awareness of archives as a resource for staff and students to access</p> <p>Taking the archives to new staff and students</p> <p>Promoting the Museum and getting staff and students to use it.</p> <p>Making the collection more widely known and used</p> <p>Reunions and Open Days have enhanced the Archive through level of awareness and donations of relevant material</p> <p>Recognition of Archives</p> <p>The opportunity to gain a higher profile for Archives</p> <p>Improvement of profile of archives with internal users during Museum's sesquicentenary through pro-active service.</p> <p>Major increase in 'public profile' through media and event promotion.</p> <p>Successful submission to UNESCO Australian Memory of the World Register project for Convict Records</p>
Records management...	<p>Educated departmental staff on items other than the standard file that may be considered to be a record</p> <p>Educated departmental and records staff on how to handle and preserve records other than in a standard file format</p> <p>State Records Management Conference</p> <p>The development of the Certificate 3 and 4 courses in Recordkeeping These have led to an increased awareness of the importance of Records Management and Archiving as well as improved skills across government</p> <p>The development of an online learning tool</p> <p>Enhanced disposal functionality as part of organisation-wide TRIM rollout.</p> <p>Establishing an active sentencing program to deal with a large quantity of legacy records that needed to be sentenced as part of the preparation for the implementation of public access.</p> <p>Developed and released major retention and disposal schedules</p> <p>Developed and released a policy framework on the disposal of paper records subsequent to digitisation</p> <p>Completed Standard on digital record keeping (draft)</p> <p>Adoption of a procedure policy for Archives in relation to photographs</p> <p>Records Management Awards</p> <p>The use of the Audits to improve recordkeeping within agencies and to raise awareness of the importance of retaining historical records and therefore better prepare agencies for when they archive records</p> <p>Closer strategic cooperation with the Australian National Audit Office and the</p>

Theme	Responses
...Records management	<p>Australian Public Service Commission in relation to Government recordkeeping Significant investigation and report into the state of recordkeeping in the Department Implementation of Archives and Records legislation for the jurisdiction Closer contact with internal staff Collaboration with various council departments to bring their records and archives into the trim system Since starting here I have tried to build relationships with staff who create records and look at how they are managing their records, particularly the ones which they are required to keep for statutory purposes, but won't be sent to the archives. This has led to a new compactus area being built and I have helped with basic records advice. As a spin-off for me it has been a very productive process as the staff have really valued this support and have reciprocated in all kinds of ways. For instance, it has built trust about sending key documents to the archives and with the funding for equipment and extra staff. Reminding other staff to supply copies of programs etc. Established devolved records backlog projects in various areas across the University which are funded locally while we provide the staff and managed the project. VERS rollout to Victorian government departments Development and implementation of the Aboriginal Information Management System We have installed a new EDRMS (TRIM), crated a new classification scheme, implemented a newly approved retention and disposal authority, undertaken an internal audit and negotiated the recommendations arising from that, undertaken a complete business process review to guide activities for the next few years.</p>
Staffing	<p>Increasing number of staff Employment of part-time staff Additional staff positions Provision of extra temporary staff to complete tasks The provision of a part-time assistant who is just beginning a formal Archives program, having recently graduated as a BA with a triple History major Appointment of small staff to organise the archive Employment of Archivist Appointment of a full-time archivist Employment of permanent, 0.2 member of staff Employment of first full time School Archivist Establishment of a regional office Creation of a three year funded position of archivist 'Refresh' of staff and directions following retirements of long-serving and much loved staff members. Employing a consultant to organise the archive/library when the honorary archivist passed away Creation of an Archives Cadetship for an Indigenous student in conjunction with the University's EEO unit. Previous unqualified archivist replaced with a professional librarian. Upgraded staff position descriptions to request formal qualification in records management as we start to fill those positions</p>
Systems and technology...	<p>Implementation of TRIM records management system Now using TRIM more effectively to manage archival holdings Introduction of new archive database to replace hard copy and word processed finding aids. Setting up an ACCESS computer system for the gradual transcribing and listing historic baptism and marriage records Progress towards completion of databases Capturing accessions list on to EXCEL Listed in Excel a collection of about 1100 articles, monographs and pamphlets that were previously listed only in a card catalogue</p>

Appendix 7: Q46 Opportunities Pursued Last Three Years

Theme	Responses
...Systems and technology	<p>Import of archive lists from excel spreadsheets into the TRIM records management system so that more records can be searched via one central system</p> <p>Major upgrade of archival management system</p> <p>Release of a redesigned collection management system</p> <p>Procurement and implementation of an archives management system</p> <p>Transferring finding aids to database</p> <p>Moving catalogue from 1960's typewritten to electronic formats.</p> <p>Instituting and gaining funding approval for adaption of NSW State Records BOS control system for use by the University Archives</p> <p>Development and maintenance of an Archival Management System</p> <p>Purchasing and learning to use an automated system for managing the archival collection</p> <p>Installation of computer software - archive management upgrades and digital photograph management software</p> <p>New software- Archive Manager data base : migration of old flat file data base to relation system</p> <p>Integrated Archival Management and Access System</p> <p>Acquisition of the Mosaic Database programme for photograph digitisation</p> <p>Database set up for accessing files</p> <p>New software to update catalogue and provide website.</p> <p>Updating web management tools</p> <p>Upgrade to new standard of metadata, adopt new discovery and distribution software, using grid technology develop a distributed archive model</p> <p>Increase in computer hardware and software to make my position easier</p> <p>Access to new technology (Google Earth) to map historical resources</p>
Time	SURVIVAL - with limited time
Volunteers and students	<p>Attracted interested volunteers</p> <p>Successfully implemented a Volunteers program</p> <p>Development of a volunteer programme</p> <p>Volunteers donating their valuable time and skills</p> <p>Establishment of the successful University Archives Volunteer Group</p> <p>Guided a volunteer who organised poster collection</p> <p>Established 4 volunteer projects (photos, artworks, rehousing of collections including manuscripts and general file sorting).</p> <p>Hosting a ECU student who has developed into a volunteer</p> <p>Use of university archives students in accessioning collections which is a project required for their course.</p> <p>Assistance gained in scanning over 300 photographs from interested people who I taught how to scan</p> <p>Using the same students who volunteer for a short time after completing their university project in repackaging or description.</p>

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
General	Everything
Access	<p>Frequency of request and sensitivity that is involved with handling the records of a former Child Care Institution</p> <p>Developed a process for seeking advice re confidentiality and disclosure from past participants in oral history interviews</p> <p>Establish Access Directions</p> <p>Increases in demand for access services: from Council (>200%) and public (>25%).</p> <p>Move to a more streamlined copying service, within the constraints of copyright restrictions and lack of an orders management system</p> <p>Making the collections as accessible as possible and keeping up with client demand.</p> <p>Until the June 2006 the Archivist was a full time teacher in the Senior school- archives was a peripheral activity, but he successfully handled the many requests for external access to archives</p> <p>Growing number of requests from outside users for genealogical/other information</p> <p>The continued offering of enquiry/reference services and retrieval services while moves were in process!</p>
Appraisal and acquisition	<p>Unclear Appraisal Policies and strategy</p> <p>Signing off of records disposal authority</p> <p>Creation of an Acquisition and Disposal Policy</p> <p>Developed a collection policy</p> <p>In 2006 a detailed School Retention & Disposal Schedule was produced. This arose from the School's need to streamline storage facilities across the School. Acquiring photos etc from past students and staff</p> <p>Implementation of records management program to streamline the archive appraisal and acquisition process</p> <p>Arranged to transfer material to another archive</p> <p>Culling of collection - decisions re significance</p> <p>Taking on responsibility for handling of all past student files</p> <p>Accepted responsibility for own archives.</p> <p>Intake of a large quantity of records as a result of office relocations during renovations</p> <p>Acquisition of both historical archival material and current material</p> <p>Gaining more contributions of memorabilia</p> <p>Large increase in amount of material kept in Student Files</p> <p>Acquisition of files (including numerous photos) that were to be destroyed.</p> <p>Establishing photographic collection</p>
Collaboration	
Conservation and preservation...	<p>Repackaging the collection from non-archival to archival quality enclosures.</p> <p>Rehoused most the collections of photographs, badges and posters in archivaly sound materials</p> <p>Boxing and archival filing to accepted standard</p> <p>Re-housing of files</p> <p>We began to have precious items conserved professionally.</p> <p>Photographic collection storage from cardboard boxes to archival quality folders and sleeves. Implementation of integrated pest management system. Implementation of lux, relative humidity and temperature reading protocols.</p> <p>Degradation of hard copy image collections now minimised by transfer to archival storage and improved environmental conditions</p> <p>Building climate control</p> <p>Lack of appropriate archival storage materials</p> <p>Prevention of water damage</p> <p>Retrieving and saving many boxes from water damage</p> <p>Microfilming projects, conservation of major artworks</p> <p>Built up list of professional conservators</p>

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
Contributing to parent organisation	<p>Arranging photo displays for 90 years celebration School's 40th anniversary Providing photos + displays for the 25th anniversary of the school opening Assisted with historical information for the schools 110 years - year celebration Providing photos for the retirement display of the previous principal Aiding the Research for the writing of the schools 25 year history - also providing appropriate research material, old documents + photographic resources for the Historian. Selection and scanning and provision of digital images and text for Schools web designers. Research for the historians/volunteers preparing the printed history of the school and its reprint Heavy involvement with the publication of a history The supplying of material for the writing of the School history Providing images for a memorial Providing photos showing the change in school environments over the past 20 years</p>
Control of collection	<p>Engaged contractors to catalogue a large number of newly acquired material. It was successful in that we at least have a way of identifying the material now increase in percentage of materials registered or listed in database (gradual increase in intellectual control of holdings) Provided detailed scoping of the collection for a joint venture project - involved listing and physical scoping of the collection The catalogue will replace numerous separate indices, and to date retrieval (and access) of information has greatly improved Scanning and cataloguing image collection. Ongoing, but learning curve was steep and results are now tangible All records were unfiled and not indexed. Records have been compiled, slowly, over the last 3 years. A major challenge has been centralising our collections to two locations. Many unknown collections were previously held in various locations such as old substations & basements around Council Adding brief records for all unprocessed accessions to our Library catalogue, giving us 100% coverage of our holdings (and supporting extracts of reports on the size and 'shape' of the unprocessed collections). Maintaining the physical safety and moral integrity of the collections. Employing a permanent part time qualified archivist to catalogue the archives and make them more accessible for users Co-location of scattered records Continued cataloguing and protection of maritime photographs Personal histories of past students Created accessions register Indexed 80% of our archival material. Sorting Health Files Research / correction past student data Part time staff member entering data to ensure accessibility to the collection records. Public access database Overcoming complete disorganisation and poor housing of some collections Backlog of archiving - still happening Upgrade to new standard of metadata, adopt new discovery and distribution software, using grid technology develop a distributed archive model Completion of a database of current members</p>
Digital archiving and digitization...	<p>Recording of photographs on to computer Major challenges were converting items to digital for offsite backup and database reference purposes Transferring some of the oral history collection from audiotape to CD format Digital archive constructed Implementation of a proof of concept digital preservation facility with supporting processes and software tools Digitisation of significant number of archival records and making them available online to public.</p>

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
Digital archiving and digitization	<p>Digitisation of cassette recordings of oral history interviews</p> <p>Transfer of the complete collection of audio and video recordings to digital format</p> <p>Computerising holdings</p> <p>The use of digital cameras has proved a challenge for capturing photographs for archival purposes. Since starting here I have investigated the options available and feel that I have come up with a reasonable system to manage capturing digital photographs. I am planning to next look at the types of records that are created digitally and make sure that I have a system for capturing these where needed.</p> <p>Digitising Year books</p> <p>Scanning and e-publishing annual reports of council, scanning of rate records, Archival digital records have been managed through the TRIM recordkeeping system which is also managed by Corporate Information</p> <p>Digital production - digital copying, scanning from microfilm</p> <p>Substantially increased digitisation for online access of our holdings</p>
Equipment and materials	<p>Acquisition of additional shelving for the archive</p> <p>Limited computer space overcome by extra hard drives, CDs for digital image collections.</p> <p>Main challenge has been to get appropriate computer hardware to do the work - eg. scanner & CD copier - still waiting for the DVD copier</p> <p>Obtaining a suitable printer, scanner and printer to attach to the computer</p> <p>Lack of infrastructure. I have had to supply my own computer equipment, including scanner and printer. The School indicated that employees under 0.5 do not qualify for computer equipment. I also do not have a telephone and rely on my mobile for communications.</p>
Executive and organisational support	<p>Implemented an ongoing and effective program for managing archival material</p> <p>A new archivist was appointed in April 2006 (one day a week) after over six months with no one looking after archives. She was "thrown in the deep end" with little support but "swam her way to the top" after some months. Challenge of getting acquainted with the collection and procedures and where things "fitted" in an archive where space is a premium.</p> <p>Establishment of Archives within the school community</p> <p>Helped management understand need for appropriate equipment</p> <p>To gain acceptance within the Church that the archives is a professional body, with accountability to the Assembly and the congregations. The Archives had for many years previously, been perceived within the church as a disorganised body which focussed on providing services for family historians, most of whom had no connection with the church.</p> <p>Getting people to help out</p> <p>Letting the organisation know the importance of our archival holdings.</p> <p>The archivist working alone is also a big challenge and our main repository is physically away from the rest of Council making it difficult to interact with other Council Staff & also promote archives within the organisation. To overcome this I have run talks with Council Staff promoting our services and tried to work more closely with other sections</p> <p>Increasing responsibility/maintenance shown by the organisation towards its archival holdings</p> <p>Generally Archives involvement, both proactive and reactive, in activities is acknowledged as being valuable in ensuring accuracy and adding value.</p> <p>Convincing management that space for archives is not a waste of space and that it's critical to have it established asap, well before the 50th anniversary (2013) - they needed to allocate money. I now have a budget.</p> <p>A greater value of the School's local history has been achieved. The recent 'naming' of the new Senior College complex has drawn attention to our original School begun in the sisters' family home nearby. Educating the school personal - the importance of the archive</p> <p>Interference by other members of the organisation</p> <p>Defended loss of space to other School activities</p>
External environment	<p>Working on requirements for the Distributed Management Agreement</p> <p>Meeting requirements regarding legislation compliance, access and record-keeping</p>
Facilities, including relocation...	<p>The previous Archivist did feel she needed to fight for the right to have the Archives building recognised as part of the school campus, as it was ignored in regards to cleaning and the premises/facilities were often used by other staff for non-archives</p>

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
<p>...Facilities, including relocation...</p>	<p>related business.</p> <p>There is one ongoing challenge in the area of security and the level of unpoliced access out of hours, and I am trying to stress the importance of this and so that it will be handled, as it is not being addressed at present. Non-archival items sometimes go missing, leading to my great concern that with an incomplete inventory, I may never know if an archive item disappears.</p> <p>There is poor temperature and humidity control in the Archive room.</p> <p>Physical location of Archives in the basement of building – now being moved, as part of a building, to an above ground location.</p> <p>This is an on-going challenge: to better manage the physical environment in which the archives are kept.</p> <p>Adaptation of the building to appropriate archival and storage conditions</p> <p>Leaking roof in premises</p> <p>Obtaining an area for Museum facility</p> <p>Establishing Heritage Centre (3 galleries, reference area, and tea room for visitors, volunteers and staff)</p> <p>Improvement and enlargement of the archives environment; increase in storage space</p> <p>Obtaining funding and approval to erect a new facility to replace the current Resource Centre (circa 1940's house) in order to adequately offer and accommodate research services and improve archival display and storage services</p> <p>This year we believe that the Council building we occupy will be sold to the State for a Police Station and that we will not be accommodated in premises that are suitable for offering our services or at peppercorn rent and not commercial rent.</p> <p>No space</p> <p>Storage</p> <p>Poor physical location within the school - out of the way</p> <p>Lack of space for volunteers was successfully overcome</p> <p>Lack of space - added a compactor shelving unit - but will face the same problem in 12 months time</p> <p>Space constraints handled with a more systematic disposal program, and extensions to the archives store</p> <p>Space is a challenge. We hold most of our material on site and we have nearly reached a maximum capacity within our repositories. Some material of short term value has been sent offsite until it can be destroyed. This has freed up space in our repositories for permanent archives.</p> <p>Managing the limited storage space for the collection.</p> <p>Achieved movement to a more suitable room</p> <p>The housing and organisation of the collections in an appropriate environment</p> <p>The opportunity to help create that new archival space! But we have triumphed and have a wonderful space which works.</p> <p>Faults in structure of new archives repository.</p> <p>Acquired additional accommodation</p> <p>By the middle of this year, the acute lack of storage space should be solved for the short-term</p> <p>Obtaining better storage facilities</p> <p>Challenge of space limitation and quality of storage area. The need for a move to a more appropriate space has been acknowledged as part of the future plans for the school. Challenge of working in an area that is not publicly accessible, and having a "museum" room which is not publicly accessible, and which is used for other purposes (eg. meetings) - difficult to maintain permanent exhibits, or to set up exhibits for classes etc.</p> <p>Lack of facilities including lack of working space due to building works</p> <p>Desperate shortage of space, resolved by storage off-site. Long-term goal of relocation still not resolved</p> <p>Lack of space</p> <p>Managing dwelling space is biggest challenge and always on going.</p> <p>Lack of space to store collection and time</p> <p>Space limitations</p> <p>Due to lack of space within the library we were given a storage area in the council's administration building basement</p> <p>Change of location to a smaller and less convenient site</p>

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
<p>...Facilities, including relocation...</p>	<p>Lack of space and facilities</p> <p>Storage space has been a major problem whereby support to the University is confined to University administration and governance. A submission to address this challenge was prepared and has been approved. The result will be a capital planning project to establish improved in-house storage</p> <p>Renovations and extension of our Archival facilities</p> <p>Establishment last October of archival office and programme. Collection moved into new archival work space and slowly being appraised and some finding aids developed</p> <p>Replacement of old shelving with compactus.</p> <p>Moving the archive into refurbished rooms</p> <p>Packing the entire archival and museum collection for relocation!</p> <p>Moved to new premises</p> <p>Relocated material to off-site storage (in volunteers home) to deal with space shortage in the main repository</p> <p>Removal and storage of archival material and fittings to temporary quarters for construction of new building. Many boxes stored off site for this time.</p> <p>Collection has been moved into Council Library</p> <p>Moving from old premises into a new library with a special archival area</p> <p>Being able to move the onsite archive to a more controlled building which has better protection from the elements, higher security and being able to stay here despite the scarcity of office space.</p> <p>Removing much of our original material to highly secure storage</p> <p>Relocation of from the old administration centre to the new Council Building three years ago.</p> <p>Relocation of Reading Room to new building</p> <p>Opening the new facility</p> <p>Relocation of Research Centre including paper archives and library to new building.</p> <p>Transporting around 95 per cent of the collection to an offsite storage provider</p> <p>Moved to new premises within HQ - less space</p> <p>Preparation and removal of archive to different site</p> <p>Moving the archives, negotiating location and facilities</p> <p>Relocation of archives</p> <p>Move to expanded premises</p> <p>Moving to a new location within the school.</p> <p>Physical relocation of collection</p> <p>One challenge was to move the records from a cramped storage area to a designated Archives Office.</p> <p>Complete move and reset up of new space</p> <p>Storage of the archives in preparation for relocation to new premises. The development of specifications for the design and building of a purpose built Archive</p> <p>Transfer of complete holding to new repository</p> <p>Space was a major issue for storing the archives and a new space and compactus was installed for the archives and the previous archivist successfully moved a considerable amount of material into this new storage area.</p> <p>Completed large storage facility, viewable to public - 'Collection Management Facility'</p> <p>Organisation of the collection in a new (but very cramped) repository space. The transfer of student records to offsite storage</p> <p>Moving of a large quantity of material to off site storage to alleviate a severe shortage of space</p> <p>Relocation of the reading room from the repository to a separate Library building and establishment of split services</p> <p>The collection was inappropriately stored, so it was re-located</p> <p>Relocating archive</p> <p>Relocation of Area 4 times</p> <p>Moving the archive from temporary accommodation to a permanent place on campus</p> <p>Moving the collection</p> <p>Moving the collection, but this is only temporary, and there probably will be less space in the final move.</p> <p>Management of two separate moving projects involving major parts of the Archives' collections in both on-site and off-site storage</p>

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
...Facilities, including relocation	Relocation of archives into appropriate storage facility Major reconfiguration of shelving and refurbishment of repository Transfer of a large number of community and Council archives offsite in preparation of the Library being heavily refurbished/rebuilt.
Funding	Obtaining a budget for supplies and professional development Grant application - successful Obtaining grants to continue the services Successful fundraising leading to purchase of new canon microform reader/scanner - we raised the total required amount of \$18000 Successfully reduced our operating costs and improved efficiency by substantially reducing the amount of leased office space occupied, and consolidating the archives collection on one site Achieved progress across the full range of archival activity (from recordkeeping regulation/advice and appraisal/disposal to documentation, preservation, public access and outreach) within the constraints of a tight State Government budgetary environment Securing funding for an extension to the existing facility to address future storage requirements and to accommodate a purpose-built digital archive Approval and funding for the new Preservation Centre Funding No budget Funding restrictions Budget for certain items required Lack of funding for projects Building up of family history resources on very limited budget Finding funds for archival storage materials and for conservation of materials. Funding cuts, damage minimised Maintaining service following reductions in real funding levels. High expectations from the institution with limited resources to achieve outcomes
Governance	
Online services	Move to a very streamlined online reference service from an inefficient paper based service Established website. Website design and maintenance Redesigning website
Organisational change	Organisation-wide management changes, impact on disposal authorisation process Local government boundary changes and amalgamations Organisation restructure Restructure Setting up of this regional office including administrative and archival functions Restructure of Manuscripts Branch into three focussed teams (Collection Development and Transfer; Arrangement and Description; Reference and Access) Re organisation University restructure in dismal economic climate resulted in more staff Policies are now in place
Outreach, including education programs	Holding of "open day/exhibition". Creation of DVD including stills, moving images and text for projection on large format screen. Biennial publications and history book Production of CD Rom for non internet people who still have access to computers
Professional development	
Raising awareness / profile...	Media coverage in the press and on TV Promotion of collections to public through a variety of outlets The profile of the Archives has increased through collaborative initiatives, the new oral history project and recordkeeping sessions provided to staff through the University's Leadership Development Program. Lack of awareness, Lack of exposure

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
Records management	<p>Consulting services to support government departments</p> <p>Convincing organisations that the society can and do preserve their history</p> <p>A strategic plan was implemented to educate officers in transferring completed corporate records to the Archives</p> <p>Working with agencies to ensure their compliance with the provisions of the Records Act</p> <p>Records management training for staff</p> <p>Developing and implementing online training</p> <p>Establishing the Cert 3 and 4 courses</p> <p>Establishing the Business Information Management Chair</p> <p>Records management plan</p> <p>Undertook a review of the Records Act, which resulted in improved protection and public access provisions covering records.</p> <p>Establishing the EDRMS Panel</p>
Staffing	<p>Managing transition from founding archivist</p> <p>Major change management following retirement of very long-serving staff members.</p> <p>Sudden death of archivist, with no clear finding tools or indexes to collection having been created by former archivist. Over time through trial and error learnt how to access the collection, and are moving towards organising archive and creating finding aides.</p> <p>Local history officer injured, no replacement to still maintain collection for 9 months</p> <p>Almost complete turnover of staff and subsequent loss of corporate knowledge</p> <p>Experienced and long-serving staff members being replaced by new staff members.</p> <p>Employment of qualified archivist</p> <p>Since all staffing is voluntary and non-qualified I think archival activity has been very successfully conducted and all aspects are a challenge</p> <p>Maintaining professional and ethical standards as well as managing the collections according to the various governing laws.</p> <p>Lack of staff resources</p> <p>Maintaining archival collection with no paid staff</p> <p>Staffing</p> <p>Keeping the program going with limited staff resources</p> <p>Time has been increased from .1 to .5 which has allowed for more projects to be undertaken</p> <p>Increase in working hours to an additional day</p> <p>Suggestion that the Manager of the Archive change from working one day per week, to one day per month / fortnight. Unsuccessful attempt, and Manager still working one day per week</p> <p>Running a workshop for Archivists of our Schools</p>
Systems and technology	<p>The commencement of the use of our archival database program, HDMS</p> <p>Capturing accessions list on to EXCEL</p> <p>Transferred and upgraded old records to the Museum system</p> <p>Choosing an archival database</p> <p>The acquisition of a computer and a basic Excel spreadsheet program for the recording and management of the Archives</p> <p>Installation of a data management system</p> <p>No electronic data base</p> <p>Transferring paper based finding aids to electronic database</p> <p>Gaining confidence in using a digital camera and downloading photographs onto computer for easy reference</p>
Time...	<p>The challenge is to balance the archival work with other activities which over the past three years has included the publishing of three books. One of these books involved proof reading and editing with the help of a volunteer. This took up a considerable amount of time. With the first book published, the archives was the main selling point so any research or accession work which was not urgent was put on the back burner. It has been difficult to get normal archival activity up to date - that is the big challenge. With 21 hours work per week it is a great challenge to process the important work commitments.</p> <p>I am employed part time for two days a week. As well as being Archivist I am responsible for producing a glossy newsletter each term. I am constantly being asked</p>

Appendix 8: Q47 Challenges Handled Last Three Years

Theme	Responses
...Time	<p>to proofread material such as the Year Book. I also monitor the website and ensure the text is up to date. I have also been commissioned to write an update to the College history covering its second decade. I had hoped to start cataloguing this year. I am very busy! I am also on the College Council and Chair of Education Committee and a member of the Development Committee.</p> <p>In the last three years we have had three major anniversaries at the school that have involved a lot of detailed research from the archives. At the same time I have been able to carry on the normal business activities of the archives as well as supervising and being a full time research assistant to the historian writing our latest history. For all these historic anniversaries I was also required to put together fairly large (10m in length) photograph displays - without any help or advice. The challenge was to do everything on my own. It has meant that I haven't really been able to do any real archives work in the last three years There is far too much to do and maintain for one employee so the accessioning seems to go by the by</p> <p>Not enough time to complete, too many demands from the school community in preparing displays, retrieving material, exhibitions, function. Not allowing me enough time to just archive. No secretarial support given although has been promised over many years</p> <p>Insufficient hours</p>
Volunteers	<p>Volunteers became more computer literate</p> <p>We created a team of volunteers who work well and willingly together under the supervision of the Hon. Archivist/Office manager.</p> <p>Obtaining archival volunteer with Library Technician qualification</p> <p>Provision of more help from volunteers</p>

Appendix 9: Q48 Opportunities in Next Five Years

Theme	Responses
Access	<p>Creating access for researchers to archive</p> <p>We will continue to provide research facilities to writers, historians, genealogists and heritage architects.</p> <p>In a good position over the next five years with regard to members' knowledge of our products and services, stock on hand and relatively conservative prices. Certain items in stock are not available elsewhere</p> <p>Further and closer collaboration with council departments regarding use of TRIM and access to archival records.</p> <p>Being able to develop an appropriate access regime for members of the public to access older records either in person or over the intranet.</p> <p>Implementation of recommendations re. Indigenous access to records</p> <p>Prepare a Guide to the Archives</p> <p>Rights Management project funded this year to develop a system for managing permissions and rights</p> <p>Increase in student use of archives, increase in teachers use of archives</p> <p>The reorganisation of the collection to reflect a growing responsibility for providing access to the collection - which had previously been done by the State Archives</p> <p>Improving access to Indigenous-related records for Indigenous researchers</p>
Appraisal and acquisition, including oral history documentation	<p>Acquisition of new material, both digital and otherwise</p> <p>Creating networks to obtain acquisition of papers of artists and organisations' that play a significant role in Australian visual arts</p> <p>ARC project success leading to archival accessioning and storage</p> <p>Possible increased donation of original photographs as public digitises originals</p> <p>Rationalising and standardising of organisation collection development.</p> <p>Acquisition of major photographic collection</p> <p>Surveying the records of major subsidiaries than might be held interstate.</p> <p>Growth in collection and acquiring more primary records</p> <p>Appraisal of uncatalogued material in offsite storage</p> <p>Hopefully acquiring items/documents as people get to know about the venture.</p> <p>Implementation of the Retention Schedule for Independent Schools</p> <p>Using volunteer ex students to assist in completing an oral history project</p> <p>Planned oral history project</p> <p>Establishing appeal for photos of the organisation's history</p> <p>Oral History Project</p> <p>Promotion of Research Collection will encourage deposit of known collections at risk</p>
Collaboration	<p>Co-location/collaboration with other archival organisations</p> <p>Co-operative ventures with other historical organisations in town & region</p> <p>Collaboration with similar organisations in the sector</p> <p>Working with the ROC Records Group is a great opportunity to work on projects with other Council Archivists. We are currently working on a review of GDA10. This is a large project that we are looking at section by section.</p>
Conservation and preservation...	<p>An improved education program for departmental and records staff will ensure better preservation practices and identification of non-standard files</p> <p>We have began liaising with Library to copy some of our older records and plan their conservation</p> <p>We will continue to accession and conserve our collection</p> <p>It is likely that a conservation survey will be approved and a program adopted to preserve some of the more vital records.</p> <p>Provision for conservation and improved storage for photographic collection</p> <p>Improved temperature control</p>

Theme	Responses
...Conservation and preservation	<p>Need to have materials stored appropriately. Ongoing conservation</p>
Contributing to parent organisation	<p>Opportunities for Archive to provide quality images/ information to promote and support the organisations core business Forthcoming anniversaries of formation of municipalities will provide opportunities to showcase historic documents in displays. May do something related to Queensland's sesquicentenary Compiling local histories of the organisation ahead of major anniversaries in Queensland and Tasmania Expected appointment of a standing historian to document the history of the organisation through its archives 130th anniversary of the school. Prospect of a new school history Celebration of 175th anniversary of settlement of SA on 2011 which will allow for the promotion of the role that the college has played 90th Birthday Celebrations in 2010; Publication of History publication for 90th Birthday Centenary of the College. Major opportunity to showcase the archives holdings, as well as for the archivist to contribute positively to many facets of the celebrations The School Centenary in 2010 will lead to increased activity The appointment of an historian to supervise the writing of the School's history Celebration of School's centenary in 2011 Involvement with College preparing for their Centenary Sesquicentenary Exhibition 2007 Providing displays for the 25 years celebrations plus the book launch Collaboration with Historian writing the School history 135th Anniversary Opportunity to expose the collection/organisation in a big way with the town's 100 birthday to be celebrated 125TH ANNIVERSARY CELEBRATIONS Opening of a new Boarding School</p>
Control of collection...	<p>A review of the department's disposal authority will take place which will enable easier classification of records received Reorganisation of all material held in archives and a big clean up would be high on my priority of archival activity Completion of cataloguing Rearranging storage Continuing to index and file collection We expect to have our card index system completely on computer With our improved working conditions for our strong volunteer work force we will hopefully complete a number of long tern indexing projects, eg. Shire rate and minute books up to amalgamation. Make full use of the Volunteers' program to assist with the indexing, listing and preservation of the collection Archival management best practice including managing the physical collection, appraisal of records, better arrangement and description Improved access to and documentation of the Audio-Visual collections Having the collection more accessible to users by processing what we have Opportunity and intention to accession, arrange, describe and apply preservation processes to conserve and make accessible a large collection not previously organised or available. Lots of exciting things will happen over the next 5 years as we formally establish our archives - displays, cataloguing for search ability Cataloguing and digitising historic photos and at least some of the artworks. Itemising and cataloguing realia collection. Starting to reviewing Archives collection and making sense of Excel spreadsheet database. Cataloguing collection into Library's Horizon catalogue</p>

Theme	Responses
...Control of collection	<p>Listing</p> <p>Meeting with small groups of ex students to add names to people in the photo collection.</p> <p>Continued work on processing material in new facilities</p>
Digital archiving and digitisation	<p>Increasing digitisation of archival holdings in all media</p> <p>Digitising commonly accessed records</p> <p>Plan to digitise whole collection including museum objects</p> <p>To have digitised our photo collection</p> <p>Ongoing funding for map digitisation stage 2</p> <p>Creating a digital archive of the historical photos and linking this to the Library catalogue and releasing this on the webpage.</p> <p>Seeing how digital archive activity takes off and if it decreases people coming in to view the material in the archive</p> <p>Work in partnership with key agencies to make the best possible use of appropriate records/archives/IT skills in improving digital recordkeeping and digital archives preservation</p> <p>Implementation of a digital archives</p> <p>Digital Preservation project funded for next 2 years to develop workflows and systems to get our digital archives into 'safe storage' (access to come later).</p> <p>A new digital asset management system to the Library catalogue</p> <p>Moving towards digital environments which are a great opportunity to take control of our digital assets</p> <p>Digital imaging of the historic and curious for inclusion on the archive intranet page</p> <p>Complete digitisation of minutes and annual reports</p> <p>Digitisation of the college archives photo collection</p> <p>Digital formatting of archives</p> <p>Increased awareness of the portion of our records which are digital is an opportunity for the archivist to initiate/contribute to the formation of digital archiving strategies, procedures and policies</p> <p>Converting VHS to DVD for better storage and access</p> <p>Digitisation and cataloguing project for local photographs</p> <p>Digitising activities</p> <p>The enhancement and expansion of a digital archive</p> <p>Development of procedures for managing and providing access to electronic archives and electronic control records</p> <p>Use of university's digital repository for preservation of digital archives</p> <p>Expansion of digital archives / opportunities for new planned projects</p> <p>Migration of Digital Archive to next version of Digitool</p>
Executive and organisational support	<p>Commitment from management for a paid position; commitment from management for budget in next financial year</p> <p>Developing an archives policy acceptable throughout the organisation. Working towards a records management program despite resistance</p> <p>The support of management for Archives to achieve a higher profile</p>
External environment	<p>Potential change of federal government.</p> <p>The emergence of new research trends.</p> <p>Recognition by government and university administrators of importance of pacific islands to Australia</p>
Facilities, including relocation...	<p>Completing the relocation of the archives</p> <p>Relocation</p> <p>Building a new purpose built building</p> <p>Relocation of the archives out of unsuitable buildings to better accommodation.</p> <p>Relocation of archives collections currently stored in separate locations to the one location.</p> <p>Move into new building with more archival space</p> <p>Progressing the application for the Resource Centre upgrade</p>

Theme	Responses
...Facilities, including relocation	<p>The main council building is due for renewal in 5 years</p> <p>Extension of the existing facility</p> <p>The completion of the new Preservation Centre</p> <p>Consolidation of archives into different premises</p> <p>Improved storage facilities</p> <p>Location of vital records in suitable external storage facilities</p> <p>Council support with land for projected new building to better house the archive and increase display area.</p> <p>Need for physical expansion (space not available)</p> <p>Having a dedicated Archival facility will certainly make the task easier</p> <p>To design and achieve a purpose built archive storage space and reading room</p> <p>Having a dedicated space for Archives</p> <p>Possible upgrade of Archives' location to larger suite of buildings</p> <p>Move premises - closer physical proximity to the school</p> <p>The current building was the last for 10 years - while there is still room the opportunity exists with the current 10 year planning happening now to get a new area for archives</p> <p>Provision of purpose-built display areas in school</p> <p>Obtained permission for off-site storage of 100x archive boxes</p> <p>More space; new museum</p> <p>There is some hope that cultural centre/museum will be established to showcase the University's cultural collections including the archives.</p> <p>Hopefully the restoration of the Archival building</p> <p>Relocation of school archives</p> <p>Capital Campaign to raise funds for building program 2007-8</p> <p>Provision of more storage hardware</p> <p>Additional space</p> <p>Hopefully a move to a larger, more centralised archives space combining office, storage and display areas</p> <p>The collection will be moved to a larger environmentally-controlled room, with improved storage facilities</p> <p>Relocation promised but no time frame as yet</p> <p>Better display, storage and work areas</p> <p>Possible new facility.</p> <p>A move to better premises</p> <p>Moving the collection to a new area in the library to make it more accessible</p> <p>New building opening in August 2007</p> <p>It is hoped that a new building would allow the provision of a much larger and better organised storage space</p> <p>Building of new library, where the archive can be rehoused in a modern, larger space.</p> <p>A new library building with exhibition space, increased storage capacity and additional reading room space</p> <p>Further possible change of location to a new specifically designed area</p> <p>Reshelving and rehousing main Library Archives collection.</p> <p>Proposed redevelopment of building will provide better facilities with higher public profile for collection access and exhibitions</p> <p>Provision of a redesigned and more user friendly reading room as part of current Library building renovations</p> <p>Establishment of an in-house archival facility. While not purpose built, the facility will enable an extension of the archival service to the wider University and support donations of collections from the community</p> <p>Possibility of extra physical space, possibility of public benefactors to fund new buildings</p>
Funding...	<p>Applying for funding</p> <p>Grants</p>

Theme	Responses
...Funding	<p>Local History Grants Program (Victorian Government initiative)</p> <p>Hopes for grant money</p> <p>Fully utilise opportunities for revenue raising and sponsorship - through foundation, bequests, donations, etc.</p> <p>"Friends" organisation pursuing further Lotteries grant</p> <p>Further grants under the Cultural Heritage Grant Scheme from the National Library of Australia</p> <p>Possibility of increased funding to establish a permanent facility</p> <p>Increased funding</p> <p>Funding contribution from Old Boys association</p> <p>Further grant funding from State Records</p> <p>Expected large donation for preservation of banners and other records</p>
Governance	<p>The opportunity to discuss the possibility of a different form of governance which may result in the need to make decisions regarding the centralisation of archival collections</p>
Online services	<p>Improvement of webpage, holdings listed on web</p> <p>Allowing internet access to index database; and on-line purchase of some historical material and images</p> <p>We will continue to update the website index to our Journal.</p> <p>On line access internally</p> <p>Continuing move to maximise delivery of access services online, moving from online metadata to online digital surrogates</p> <p>Exploit more fully the potential of on-line finding aids and digitisation to improve the accessibility of the collection, including partnerships with other organisations</p> <p>Launch of a Digital Images Program to offer digitised images of textual and visual records online, accessible through Search and other means such as virtual exhibitions</p> <p>Improved access to the archival collection utilising technology</p> <p>Currently planning for a new development in making archival materials available via the website under the 'Foundation Documents Project'</p> <p>Digitisation of more of the collection and its provision to online clients. More possibilities for interpretation and provision of the collection using Web 2.0 technologies.</p> <p>Improved website content</p> <p>Redesigning the web site for the archives</p> <p>Maritime photographs on line</p> <p>The development of a 'portal' through which the Archives can have a digital presence (and eventual catalogue) on the school website and intranet.</p> <p>Develop website more</p> <p>Web based presence. Perhaps making some register indexes and series list available online.</p> <p>Digitisation of records to add to website</p> <p>All the books in the archive collection will be on catalogued and the database will be available on the internet</p> <p>Creation of webpage detailing the organisation's history</p> <p>Digital technologies will enable greater community access</p> <p>Provision of online finding aids for internal and external staff.</p> <p>Improvement of webpage</p> <p>The implementation of an archival management system will introduce web enabled functionality to collections using imaging capability</p>
Organisational change...	<p>Expansion of responsibilities for additional organisations within the main organisation</p> <p>Potential to relocate to a cultural collections focussed portfolio</p> <p>Nationalising of archival program with organisation</p> <p>New Principal</p> <p>Amalgamation of two archives serving two historically distinct communities with</p>

Theme	Responses
...Organisational change	<p>two separate historical societies.</p> <p>Structural alignment with legal area of the University may also afford strategic opportunities</p> <p>The historical collection is currently being repositioned within the organisation, and may become part of a larger research facility within the university</p> <p>Current review of resourcing (human and financial)</p>
Outreach, including education programs	<p>Funding the publication of some of the records held within the archive to add them to wider public domain</p> <p>Touring displays to educational facilities in the area. Historical Forums conducted by a group of like minded organisations in bordering Councils. Historical Fairs conducted by other organisations, man stalls, have computer with database on, photographic displays, helping with the 75th Anniversary of the RSL. Research and mount the history of the local Police Station for the opening of their new building.</p> <p>We have a number of publications in train which will be finished during this period.</p> <p>A heritage weekend in 2008.</p> <p>A number of book launches</p> <p>Enhancing the interpretation of the city's past, provides us with opportunities to help tell that story from our records</p> <p>As the sole archivist I am totally supported in my own research initiatives by the principal. For example, I am currently researching and writing two books on aspects of the school's history.</p> <p>Curating displays of the collection in heritage gallery and across campuses</p> <p>Re-opening of school museum reflecting contemporary exhibition philosophy.</p> <p>Creation of new major exhibition</p> <p>To develop the stories told in the museum and enhance their accessibility through new interpretation and storage</p> <p>To further promote the use of Archives in class based tasks, particularly in Junior and Middle School levels</p> <p>Opportunities to use the collection as a resource with students in the classroom</p> <p>Expanding public programs into the Education sector</p> <p>Further expansion of user education/training programs targeting specific groups of internal clients (eg. broader numbers of History students in the University's Arts Faculty)</p>
Professional development	<p>Formal archival course/s</p> <p>While nothing is planned, I would like to see someone on staff attend professional training so that some skills can be developed</p> <p>The opportunity to attend workshops/seminars and gain up to date information about the storing/display etc of archival material is very important and continues to enhance the College archival collection. I have the full support of the College to attend such activities</p> <p>Further workshops and seminars</p> <p>Establishing wider networks</p> <p>Opportunity to attend National Archive Conference</p> <p>A National Conference</p> <p>ASA conference to be held in region. ALIA conference in region</p> <p>Hosting the International Congress on Archives in 2012</p> <p>Involvement in world wide archives web links</p> <p>Visit to School Archives in the UK.</p>
Raising awareness / profile...	<p>Promotion to a wider audience</p> <p>Publicising archive facility as a reference point for research</p> <p>Promotion on TV and other programs encouraging family research</p> <p>Promotion and awareness of the Archives</p> <p>Promotional activities</p> <p>Public programs and media opportunities for promoting the collection</p> <p>The Archival Reference Centre will be 20 years old next year which will be a great</p>

Theme	Responses
...Raising awareness / profile	<p>opportunity for us to promote the archives</p> <p>Increasing awareness of the archives by producing leaflets and articles for the newsletters</p> <p>Developing a public access profile</p> <p>Closer working relationship with Alumni/Foundation activities = more exposure</p> <p>Hope to be able to communicate the collection better to the school community by attending old girl meetings and bringing along 'gems' from the collection, articles about the collection, and providing a searchable digital photographic collection. I hope this will prompt more donations as well from the old girl community.</p> <p>Build on excellent community profile we currently enjoy</p> <p>Build partnerships with appropriate external bodies in raising profile</p>
Records management	<p>Compliance (whole of government)</p> <p>Training (whole of government)</p> <p>Amendments to Public Records Act</p> <p>Maturing of the Records Management Standard etc.. Revision of the audit process to provide increased benefit for agencies Establishing the Keeping Electronic Information Strategy (KEIS) which establishes a governance framework</p> <p>Particularly, the review of records management systems to ensure 1) that this activity is functioning properly - this has not been done to date, and 2) that all documents, etc., no longer actively required, are reviewed and offered to Archives on an automatic basis. At present this is rather a hit and miss affair</p> <p>School will become a new business entity and a multi campus school. This is an opportunity to introduce better records management practices and therefore archival collections</p> <p>I am hoping that by working more closely with the administrative staff, building up trust and making an archival search facility available to them, that they will be more willing to pass on key records to the archives</p> <p>Better integration of corporate records with archives via EDMS</p> <p>Hoping for the remaining agencies to have EDRMS</p> <p>An opportunity to upgrade our records systems for viewing and managing student files and managing the security of this access, retention of these files</p> <p>Electronic Document Management System to be introduced</p> <p>Increased awareness of information management in the organisation</p> <p>Full EDM functionality through upgrade to TRIM Context in April 07 will facilitate the capture of digital records in schools and faculties</p> <p>We are about to undertake a University wide records audit in 2007 which will provide a degree of risk management opportunity as the University is able to fully assess the records it hold for the first time.</p> <p>Development of the Business Information Management Chair</p> <p>Creation of a disaster recovery program</p>
Staffing	<p>A new, go ahead Archivist to move the whole forward</p> <p>Approval given for the employment of a part-time employee to assist with the work.</p> <p>The contracting of a suitable person to undertake fundraising for better accommodation for the collection</p> <p>Hopefully we will gain staff stability that will enable Records Management person to be able to allocate more time to this very important role.</p> <p>Growth of staffing and volunteers</p> <p>Employment of a qualified archivist</p> <p>Fresh eyes through which to view and prepare for functions</p> <p>Hopefully I will receive a part time assistant</p> <p>Employing a person to conduct oral histories</p> <p>Providing training for an Indigenous Archives Cadet for 2 to 3 years.</p> <p>Possible improvement in staffing level</p> <p>Improved situation re specialists in related libraries and archives</p>
Systems and technology...	<p>Further updating of Council's information technology</p> <p>Identify and set-up archival management software for holdings with the ability to</p>

Theme	Responses
...Systems and technology	<p>upload information to the BOS system for State Archives</p> <p>EDRMS</p> <p>Access to new digital technologies</p> <p>Advent of new Enterprise Content Management System</p> <p>Purchase of an EDRMS and library software</p> <p>Upgrade of current archiving software</p> <p>Further development of the Archival Management System</p> <p>Additional funding for IT resources, particularly a high speed scanner for speedy digitising of hard copy records</p> <p>To purchase and set up a database for our archives</p> <p>Moving Old boys records to a web based student data base, has more user friendly report generation function.</p> <p>Completion of databases</p> <p>Setting up of a computer data base catalogue system</p> <p>Archival database to be functioning and flow-on effects</p> <p>Expect to get support to build a collection management system so that we can move from our paper based systems to a more efficient IT system.</p> <p>Implementation of image management system in the organisation</p> <p>The major opportunity is to start documenting archival materials on computer</p> <p>Update metadata standard, upgrade new discovery and distribution software, further spread distributed archive model</p> <p>Utilisation of Archive Manager software</p> <p>Completion: transferring manual cataloguing to computer data program</p> <p>Change of web software to a much better system</p> <p>Update archival management system software to enhance access</p> <p>Expected redevelopment of archives management database</p> <p>The University's shift to Outlook to manage email (abandoning the current Netscape) will allow integration with TRIM</p>
Time	<p>I am hopeful that I will be able to spend more time in the archives</p> <p>We will try to get the archives up and running when the time allows</p>
Volunteers and students	<p>We have gained volunteer who is very competent and interested in developing finding aids</p> <p>There may be an opportunity to enlist another competent volunteer</p> <p>Recruiting further volunteers</p> <p>Possible extra volunteer with archival expertise</p> <p>Take advantage of any additional volunteers to assist with archival activity</p> <p>Establishment of volunteer sub-committee to maintain contacts and to encourage donations and collect oral histories</p> <p>We aim to include students in the IT work linked to the Catalogue:</p> <p>Volunteer assistance with data input especially</p> <p>Using interest from parents to recruit a few volunteers</p> <p>Incorporating student volunteers to work in archives (A Year 10 program within the school is encouraging students to actively contribute to curriculum and care programs within the school and my suggestion for them to help with specific projects in archives has been well received).</p> <p>Increased helpers</p> <p>The financing of the volunteers for archival training activities.</p>

Appendix 10: Q49 Challenges in Next Five Years

Theme	Responses
Access	<p>Access to remote areas</p> <p>Being able to balance the needs of a government requiring access to current records for their business purposes and members of the public wanting access to older records for the research.</p> <p>Increased usage of collection for Native Title, stolen wages and other social inquiries</p> <p>Providing reference services for internal users</p> <p>Fewer enquiries as Internet becomes the preferred research area.</p> <p>Implementing strategies to offset lower numbers of researchers/visitors visiting the Search Room in person</p> <p>Demand for our traditional services has increased over the last 10 years, with a large increase in the last year alone. We are also doing many 'new' things: a much bigger public profile; EAD; digitisation; more outreach. But our staff is shrinking and even when we have implemented efficient systems, the demands for our services outstrip our capacity to find faster ways to do things.</p> <p>Increased demand for services with same or reduced resources</p> <p>Sufficient staff and volunteers to ensure the museum remains open to provide a community resource</p> <p>Continuing/increasing performance expectations with reduced resources</p> <p>Impediments to projects by application of copyright legislation especially copyright on contributors' content in newspapers</p> <p>Access and security issues</p>
Appraisal and acquisition	<p>Increased acquisition of records</p> <p>The Archives has acquired a very large number of books from estates over the past few years. The challenge is to sell these books in order to make some money for the archives. Some of these books are collector's items but not suitable to be kept in a Church Archives and therefore need to be sold to free up valuable space in the archives.</p> <p>Re-examine appraisal policies to enable and to promote usage, appraise, store and preserve photographs, audiovisual materials</p> <p>Filling a gap of 1985-2000 where the archives ceased to collect, decisions about extent of holdings given space restrictions</p> <p>Office relocations during 2007 will result in another influx of material for appraisal / disposal / archiving</p> <p>Disposal and destruction of many records held in storage</p> <p>Manage the expected increase in demand as agencies increasingly transfer older archives in paper form</p> <p>Appraisal</p> <p>Destroying appropriate records as per the business records disposal program</p> <p>Increase of archival materials</p> <p>Capturing records that should really be kept, rather than the ephemera</p> <p>Setting up policies and procedures of collection management and development</p> <p>Volume of material</p> <p>Balancing the collection of new material in the face of restricted storage space</p> <p>Having enough time to go through our archival holdings to apply retention to those files held off-site in storage.</p>
Collaboration	
Conservation and preservation...	<p>Conserving and digitising fragile records</p> <p>Increasing preservation costs and challenges of a growing but already old and fragile collection, including non-paper analogue formats - film, sound recordings etc.</p> <p>Physical preservation of older more delicate materials</p> <p>Need for specialist conservation work on early records</p> <p>Need to microfiche photographs and early letters</p> <p>None of the storage is of archival quality, repackaging, especially photographs, will be very time consuming</p>

Theme	Responses
...Conservation and preservation	<p>Climate control</p> <p>Improved archival conditions for the collection (main repository has poor dust control, also not desirable to store material in private dwellings as it is at present)</p> <p>Dealing with drought conditions: securing buildings from the environmental hazard of the climatic conditions</p> <p>Building climate control</p> <p>Limited funding for archival storage material</p> <p>Converting VHS to DVD!</p> <p>Migration of oral histories from cassette tape to digital formats.</p> <p>Conservation of backlog items</p> <p>Finding funds to conserve plant, employment and correspondence registers.</p> <p>Finding funds for conservation of collection items</p> <p>Preservation</p> <p>Preservation</p> <p>Preservation of the archives collection including the scanning of photographs</p>
Contributing to parent organisation	<p>Town's 100 celebrations, organisation will be heavily involved and used, Research and developing of interpretive signs for history of town</p> <p>Compiling pictorial history book and DVD for anniversary</p>
Control of collection...	<p>A large back log of accessioning</p> <p>Huge backlog of accessioning to be done</p> <p>Staff time available for processing new material</p> <p>Catalogue museum collection needed</p> <p>Organisation, accessioning and description of photographic collection</p> <p>Our collection has nearly doubled in the last year - the challenge will be in processing and conserving items as soon as possible</p> <p>The challenge of continuing to organise the material we have in hand so more people can access it more easily.</p> <p>Gain good intellectual control - register holdings</p> <p>To complete the listing of our archival holdings, especially all paper based files and photographs.</p> <p>Indexing unique holdings</p> <p>To adequately organise information in a Finding Aid for quick and easy access</p> <p>Cataloguing</p> <p>Sorting and cataloguing material.</p> <p>Completion of index of items in primary storage.</p> <p>Catalogue all items onto library network using spydus system</p> <p>Item level description</p> <p>Finding time to develop finding aids</p> <p>There is a very disorganised records room from which series need to be identified.</p> <p>A big job ahead to sort it all out</p> <p>Re-boxing & cataloguing most of the holding</p> <p>Processing</p> <p>I am hoping to have all the archival items catalogued on a Data Base. At present I rely on my memory to find items</p> <p>Volume of backlog of uncatalogued records</p> <p>Amount of time needed to catalogue from scratch the whole archival holdings</p> <p>Rationalising of collections around the country.</p> <p>Appropriate and full recovery of archival collections which have been forgotten and/or neglected.</p> <p>Some historical items are spread across the campus, and are unknowingly</p> <p>Finding the time and storage space to process backlog - especially photographs and to store photos appropriately with limited funds. Identify unidentified photos. Getting as much information as possible, including contact person when items donated to archives.</p> <p>To catalogue more of the collection on a database.</p> <p>Overcoming backlog of unprocessed material</p> <p>Complete an archival inventory</p>

Theme	Responses
...Control of collection	<p>Cataloguing the collection</p> <p>Backlog of archives & organisation</p> <p>Cataloguing</p> <p>Finding funds for digitising and cataloguing collections</p> <p>The greatest challenge is completing the computerising of the archive records Another great challenge is the recording of the very large number of photographs which have been given to the archives</p> <p>Indexing (including descriptions)</p> <p>Update metadata standard, upgrade new discovery and distribution software, further spread distributed archive model</p> <p>Change from Accessioning system to Series System documentation</p> <p>To complete a database of total membership - a requisite of our International Centre</p>
Digital archiving and digitization...	<p>Development and implementation of a digital preservation plan</p> <p>Develop policies for digital archives</p> <p>Seeing how digital archive activity takes off and if it decreases people coming in to view the material in the archive</p> <p>Digital preservation strategy</p> <p>Provide appropriate guidance and assistance in the transition to digital recordkeeping across government, and develop the capacity and facilities to manage non-current digital records as archives</p> <p>Increase in digital records</p> <p>Securing funding to perform digital archiving on an industrial scale</p> <p>Management of born digital material in terms of providing access and ensuring the long-term preservation of the material</p> <p>Digital photography as original source of images</p> <p>Migration of technologies - eg. disks in archive collections. Lack of software and hardware.</p> <p>Managing our digital collections</p> <p>Electronic records and digital images</p> <p>Managing digital objects of long term significance will present numerous challenges for us</p> <p>With the implementing of digital storage finding the increased funds to set up the system, and to sustain it</p> <p>Management of digital materials</p> <p>Archiving of digital records - first in continuing to raise the awareness of other staff, and then in convincing management/IT of need for resources.</p> <p>College converting from film photographs to digital photographs. Greater use of digital communication within the organisation.</p> <p>The archiving of digital material: making the organisation aware of the need for policies and procedures for digital archiving</p> <p>The really big challenge is to get the organisation to realise that it needs to do some thing about the digital records staff are creating daily both in appropriate capture of this material and then being able to access this material. Currently there is a back up of the system daily which can take months to retrieve any material from it.</p> <p>Managing digital photographs and digital records generally</p> <p>Digital archiving</p> <p>Digital archive and photos</p> <p>Obsolete video formats requiring transferring, management of electronic records</p> <p>Developing policies and implementing rules around creation and storage of electronic records especially digital photographs</p> <p>How/implement policy on archiving digital photos.</p> <p>Electronic student data and storage will become and issue for the archives and organisation.</p> <p>Issues around the archiving of electronic records and digital photos.</p> <p>Digital preservation</p> <p>Pace of technological change</p> <p>Advances in computer technology and media formats would render a lot of our stored material redundant. The challenge is to ensure that significantly important images and recordings are copied /preserved</p>

Theme	Responses
...Digital archiving and digitization	<p>Digitisation of photo collection</p> <p>Digital scanning of 10,000 plans and drawings</p> <p>Digitisation of oral history collections and preservation of original formats</p> <p>Collating of Photos from 1840s to 2000 on to CD Rom, and cost recovery for project.</p> <p>More funding for digitisation of important records/photographs</p> <p>Working out how much of the paper holdings can or need to be digitised and what does that mean for the originals</p>
Equipment and material	Lack of suitable equipment to play all film and oral history formats
Executive and organisational support	<p>Organisation culture not supportive of organisation-wide records management. They appear to think that archives are only 'old' records and that implementing records management is too costly because of the high percentage of temporary records. Digital records are considered outside the range of the program; and there is reluctance to develop a program for audio-visual media.</p> <p>As for most corporate archives I imagine, to obtain and retain ongoing senior management policy support for Archival activities and processes</p> <p>Convincing staff of the value of archives</p> <p>Convincing the current management that the records of today are the heritage of tomorrow - i.e. the need for basic coordinated approach to records mgt across the whole school.</p> <p>Some members of the University's senior management are very corporate-focussed and have little time for its historical heritage. There is a distinct possibility that the University will lose its Archives facility completely so that the space it occupies can be used for the likely expansion of administrative staff positions.</p> <p>Given the support of the College archives by the College Principal, any unexpected challenges would be addressed to achieve a successful outcome</p>
External environment	<p>No long term planning by the Church management</p> <p>What will become of the material held?</p> <p>Economic downturn, global warming, disaster</p> <p>Possible transfer of collection to State Archives</p> <p>Managing archives within a changing economic and business environment.</p> <p>Risk from Records Act making it easier for local government to hand their archives programs over to the state government.</p>
Facilities, including relocation...	<p>Space</p> <p>Lack of space</p> <p>New building</p> <p>The greatest challenge will be moving into different premises and setting up the archives in a functional and efficient manner (on a shoestring budget!).</p> <p>Storage space</p> <p>Shortage of space</p> <p>Difficulties of improving the physical environment – keeping the archives clean, stable, during renovations which have to be done in bits and pieces and by volunteers. Preparation and maintenance of, specialised storage conditions for audiovisual materials.</p> <p>Limited space</p> <p>Establishment of Regional Archives Centre</p> <p>Cost of upgrading facilities to archive standards</p> <p>Effective use of space available</p> <p>Storage</p> <p>Shortage of space for housing the collection</p> <p>Moving off-site and uncatalogued material to new storage facility</p> <p>We are rapidly running out of space for the archives despite microfilming newspapers to make more shelf space available.</p> <p>Finding new premises as listed previously will play a big part, moving holdings and computers, we are not on the happiest side of 50 and each day is quite a challenge, although with a dedicated bunch of friendly cooperative members and sitting on a few politicians we hope to overcome this hurdle</p> <p>Lack of expansion room in building</p> <p>Space constraints have led to a proposal for a further extension of the archives store</p> <p>Records that need to be sent away for Archiving will probably need to be retained in</p>

Theme	Responses
...Facilities, including relocation...	<p>our storage somewhere due to Library not accepting any records for archiving because of lack of space.</p> <p>Our biggest problem is room for all the archival documents. I do a GDA10 to get rid of as many as possible but even then our council is very tight-fisted with them and does not like to get rid of anything. I have great trouble disposing of records because of this. They also don't like to spend money so I am unable to send them to an archival storage facility.</p> <p>The main council building is due for renewal in 5 years</p> <p>Possible relocation of the archives into a new cultural centre</p> <p>Space will continue to be an issue and we are strategically looking at solutions to this problem at the moment</p> <p>Lack of appropriate storage for archives</p> <p>Physical capacity</p> <p>Storage</p> <p>Storage space</p> <p>Storage limitations for collections, both digital and otherwise.</p> <p>Appropriate storage and environmental conditions for a paper-based and digital archive</p> <p>Weather egress through cyclones and outback dust storms.</p> <p>Lack of space for archiving</p> <p>More onsite space will be required for photographic holdings</p> <p>Space constraints for storage</p> <p>Provide enough storage space</p> <p>Obtaining more environmentally controlled space for archives will need to be faced</p> <p>Lack of space, facilities</p> <p>Re-housing the archive</p> <p>Storage</p> <p>Storage</p> <p>Storage capacity</p> <p>Shortage of space in the new archives – the architects didn't listen to the Archivist!</p> <p>Insufficient physical space for storing the collection</p> <p>Having enough space for the collection and the incorporation of all school records into the Archives collection</p> <p>Challenge is to get the organisation to realise that it needs more space for archives – both for storage but also to allow better access to the collection by users.</p> <p>Lack of storage space</p> <p>Defense of Archival space</p> <p>Moving the archives to a new building and to an interim location before the final move</p> <p>Continuing pressures as a result of limited storage areas.</p> <p>Possible relocating of archival material</p> <p>Space</p> <p>Adequate storage facilities</p> <p>Planning to move to a new designated storage facility. Making sure minimum archival standards for environment control and housings are understood by architects, builders and school executive form the outset of the project. Challenge of operating within current storage space until new location is provided.</p> <p>Relocation to larger premises is approved and will happen – eventually – perhaps within the next 5 years. Making it happen will be a challenge!</p> <p>Increased use of offsite storage as the limits of onsite storage capacity are reached.</p> <p>Issues of storage space – the accommodation provided, while central and satisfactory in many ways, has limited storage capacity.</p> <p>In process of relocating the archives to a more prominent part of the school</p> <p>Storage challenges</p> <p>Lack of space</p> <p>Space</p> <p>Storage</p> <p>Moving of archive collection to new library within 2 – 4 years time</p> <p>Lack of storage space</p>

Theme	Responses
...Facilities, including relocation	<p>Interim storage while the Library is being refurbished and rebuilt</p> <p>Finding storage space for expansion and for realia collection.</p> <p>Physical storage space</p> <p>Lack of space</p> <p>Lack of space</p> <p>Shortage of storage space</p> <p>Ongoing limitations with storage space to allow for further significant growth of the collection</p> <p>Running out of suitable physical space</p> <p>The Archives will move from the present site sometime during the next 5 years</p> <p>Moving the archive</p>
Funding	<p>Funding</p> <p>No extra funding</p> <p>Obtaining sufficient funding</p> <p>Current fundraising goal of \$15000 for new computer network & internet.</p> <p>Funding for imaging projects is an issue. Only small amounts of the archives can be digitised & microfilmed each year.</p> <p>Funding for the person to enter information into control system software and get operational</p> <p>Achieving any or all of the above in a tight budgetary environment</p> <p>Financial resources</p> <p>Funding shortfalls</p> <p>Budget and funding access</p> <p>Acquiring more realistic funding including payment of salaries</p> <p>Maintaining budget</p> <p>That the purpose built space will be further postponed due to funding</p> <p>Funding for the Archivist. In 2007 hours have been cut; volunteers will be needed to carry on the work. But this will not be easy to sustain</p> <p>To manage archives with a limited annual budget of \$500 (of which ASA membership comes out of).</p> <p>Finance</p> <p>Financial constraints circumscribe some activities</p> <p>Budget</p> <p>Budget success</p> <p>Funding shortfalls caused by declining student numbers</p> <p>Continuing reductions in funding as student numbers decline.</p> <p>Obtaining better and permanent funding.</p> <p>Ongoing operational costs continue to increase beyond annual budget.</p> <p>Lack of resources to commit to addressing archival needs</p> <p>Lack of resources</p> <p>Resourcing, specifically making sure we have enough funding and people to ensure that our core legislative and business requirements are met</p> <p>Lack of resources</p> <p>The biggest challenge to this archive's operation is provision of insufficient resources to manage the amount of work needed and insufficient budget to process material adequately</p> <p>Decreased hours and cuts in funding</p>
Governance	<p>Determining future direction of Archives</p> <p>Killing the ghost of old habits by volunteers.</p> <p>Standardising of archival programs and policy implementation.</p> <p>Sustainability of the collection</p>
Online services...	<p>Digitising materials to make more accessible</p> <p>Maintaining and improving our technology base and use of technology to deliver services</p> <p>Flow-on effects of having larger web-presence</p> <p>Meeting public expectation for digital access</p>

Theme	Responses
...Online services	<p>Providing detailed finding aids in an XML environment</p> <p>Digitisation and availability of all collection on web</p> <p>Ever-increasing expectation/demand from clients for 'digital archives on demand' type services</p> <p>Staffing limitations (for example the Archives is presently able to provide only a very limited copying service for clients unable to visit in person) Projects are delayed due to workloads which affects the capability of the archival service.</p>
Organisational change	<p>Potential to separate the administration of the archives and records management functions into separate organisations</p> <p>Possible further boundary changes</p> <p>Proposed mergers with non-archival organisations</p> <p>Government recordkeeping to be removed to another agency</p> <p>Possible merger with the Museum</p> <p>Administrative change is happening at an unprecedented rate and generally documentation of it is difficult to acquire.</p> <p>Adapting to a new principal in 2008</p> <p>Amalgamation of two archives serving two historically distinct communities with two separate historical societies</p> <p>Organisational restructuring.</p> <p>Organisation will close on 30 Sept 2007. Will have to transfer current records into archives and deal with requirements by new organisation to access the old organisation's records without disrupting business activity. Ensuring that the archives will remain in WA and stored to archival standards.</p>
Outreach, including education programs	<p>Displaying of archival material in prominent parts of the school</p> <p>Setting up of a more comprehensive Archives in the Curriculum program and building on other outreach programs</p> <p>Also as a spin-off from the Centenary, there should be an opportunity for the archivist to play a role in taking parts of the collection into the classroom - either real objects/records or through digital means</p> <p>Integrating archives into curriculum areas</p>
Professional development	
Raising awareness / profile	<p>Promotion of archival collection – making its presence known in the research community</p> <p>Publicity</p> <p>Lobbying for more exposed position within the school</p> <p>Continuing to enhance the community's awareness of, and commitment to the preservation of local history</p> <p>Maintaining relevance and the prominence and benefits of our collections</p>
Records management...	<p>The need to improve current levels of disposal coverage across the core public sector, Assist agencies to ensure that non-current records are retained only as long as required, and State archives are appropriately preserved and managed</p> <p>Implementing (including resourcing) the Keeping Electronic Information Strategy and supporting initiatives</p> <p>Ensuring agency implementation of EDRMS as well as managing the end of the EDRMS Panel and the uncertainty that surrounds it and how it will effect agencies and in particular how electronic records are managed</p> <p>Providing ongoing agency advice and support that can be sustained over time</p> <p>Achieving measurable improvements in the state of digital records capture and management in government agencies</p> <p>Electronic record management</p> <p>Advent of new Enterprise Content Management System.</p> <p>Ensuring compliance with the corporate archive policy</p> <p>Developing "standing order" policy for school publications to be automatically deposited in school archives.</p> <p>Educating staff that archives is not necessarily a "dumping ground" for irrelevant items such as Christmas trees and broken art work.</p> <p>Establishing a regular disposal programme</p> <p>Preparing for the implementation of the Retention Schedule</p> <p>Educating other staff members to pass on memorabilia</p> <p>Growth in demand for consultancy services</p>

Theme	Responses
...Records management	<p>Amendments to Records Act</p> <p>The hospital is being rebuilt and moving during the next 5 years and this will pose a major challenge as the Archivist is the only records management advisor to the hospital on administrative records (with a staff of around 3000). The hospital is very unaware of Vic legislative requirements.</p> <p>Capture of digital records into University's recordkeeping system – currently only paper files, no EDMS</p> <p>The volume of digital records and the ease with which they are created across the University – selling TRIM to area will be essential for future archival activity</p> <p>The development of a disposal schedule will present difficulties because archives does not have an organisation-wide profile</p>
Staffing...	<p>Staffing</p> <p>The possibility of a change of the FTE.</p> <p>Lack an adequate level of qualified staff. (ideally requires more staff)</p> <p>Adequate resourcing of the archival work (more professionalism needed)</p> <p>Personnel involved in organisation's archival activity are reaching "retiring" age!</p> <p>Lack of qualified or experienced personnel</p> <p>Staffing constraints are being tackled with a staff rotation and training program involving skill and knowledge sharing between records and archives staff</p> <p>Staffing is also an issue. A part time assistant would be a great help in documenting our collection, assisting in daily tasks, assisting in specific projects and promoting the Council Archives. At the moment it is difficult to run a volunteer program as I do not have the time to supervise, train and manage such a program on my own.</p> <p>Shortage of qualified/skilled staff – across public sector and within organisation – records staff, archivists, staff appropriately trained /skilled in digital recordkeeping and preservation, conservators</p> <p>Securing staff with the appropriate skills to meet the changing needs of government archives</p> <p>Human resources</p> <p>Archival workforce planning</p> <p>Require more staff</p> <p>Finding enough staff with archival experience to replace those that leave or retire.</p> <p>Understaffing of archives</p> <p>Lack of sufficient funding to employ skilled staff</p> <p>Locating suitable people to handle an increasing workload, and replace existing staff</p> <p>All to be faced by the new Archivist</p> <p>Staffing</p> <p>Acquiring additional skilled staff</p> <p>Personnel</p> <p>Continuous (preferably) increased staffing may be a challenge</p> <p>Retirement of existing archival staff</p> <p>Succession of existing staff</p> <p>One day a week isn't enough to successfully manage this opportunity, or to convince mgmt for use of consultants</p> <p>Need for someone to take the job on as a fulltime role to sort it out</p> <p>Potentially, a new archivist may need to be employed</p> <p>Manpower</p> <p>Archivist's lack of formal training in information knowledge and up to date IT skills</p> <p>Hiring of professional staff is being pushed but no approval as yet, although there are signs that it may happen within the next couple of years.</p> <p>Retirement of the archivist in the next year or so. It will be a challenge to find a replacement with the unique knowledge of the history of the college.</p> <p>Lack of staff numbers to support the growth of the archives</p> <p>Staffing</p> <p>Continuing to employ an archivist to provide the necessary skills for archival activity</p> <p>Inability to source skilled and experienced staff</p> <p>I am the only (part time) employee</p> <p>Current staff resources to support the archival service will be exceeded within 1-2 years.</p>

Appendix 10: Q49 Challenges in Next Five Years

Theme	Responses
...Staffing	<p>Maintenance and staffing of archives. Current staff member's employment will cease later in 2007</p> <p>Decreased trained staff and archival capacity of archives in pacific islands</p>
Systems and technology	<p>Obtaining computer systems</p> <p>Migration to a new (possibly web-based) database platform.</p> <p>Data cleanup in order to input information into archival database</p> <p>Archival collection database upgrade</p> <p>Management and integration of ex students into the web base system will provide challenges.</p> <p>The establishment of a database</p> <p>Setting up a data base of holdings</p> <p>Resources to update archival management system software</p> <p>Migration of paper finding aids into redeveloped archives management database</p>
Time	<p>Time constraints for creation of necessary guides and databases</p> <p>Coping with the volume of work in the time available.</p> <p>The challenge which is constant is to prioritise activities because of the limited time available to work in Archives.</p> <p>Insufficient hours to perform required tasks</p> <p>More hours of employment needed to accomplish tasks (at present 12 hours week).</p> <p>Time</p> <p>Time</p> <p>Keeping up with management tasks</p>
Volunteers and students	<p>The aging of volunteers and the difficulties of recruiting suitable new volunteers in society with increasing demands on retired people (the main source of volunteers)</p> <p>Volunteers aging, lack on new volunteers with language skills</p> <p>The above move and setting up is going to take a huge number of volunteer hours, hopefully with the help of other members and their husbands to do the heavy physical work</p> <p>Attracting new volunteers as our existing members age.</p> <p>Our volunteers are getting older - the youngest is now in her fifties and the oldest in his seventies. No one wants to take over the office manager position as a volunteer and the office manager will be 70 in five years</p> <p>Replacing ageing volunteers</p> <p>Getting more volunteers</p> <p>Difficulty in obtaining suitable volunteers to work on the collection</p>

Appendix 11: Q50 General Comments

Responses
I appreciate the benefits that are derived from being a member of the ASA eg. Archives and Manuscripts publication, Special Interest Group (Religious Collections) Notification of events, minutes of meetings, etc
As a lone ranger in an archives I appreciate the School Archives Group which exists and has PD Days and provides opportunities to share information.
I "accidentally" met the new archivist for a neighbouring private school not long after I started who is a teacher by profession and has been asked to establish her schools archives. We get along very well together "mentoring" each other. I have found it very beneficial to run things by her and get ideas etc. That said, I applaud the ASA's motion last year to set up such a system.
The major problem we face is the organisation of the material we have so that it can be easily accessed.
There is not much time for the archives after running the library; however we do try to keep it up to date and assist people wanting to use it.
Most urgent need is to define boundaries of Archive and to determine its future needs and direction
need time, manpower, skills, money, space, equipment - sound familiar
The archivist position was only recently created in 2006 and is being funded for three years. One of the challenges will be developing a collecting strategy as part of the 'Statement of Directions' currently being written for the Research Library. Once the strategy is written, the next step will be creating the networks and building relationships to acquire the archives of individuals and organisations.
Staff and funding restraints mean that whatever attention is paid to the archives is done as part of the day to day work of the Record Manager
This is a much valued and used archive. Its role appears to be evolving and becoming a greater link with the wider community, a sort of meeting point. As an archivist, there is the perpetual problems of being a 'sole arranger', having many responsibilities including recordkeeping and library management - and not enough staff or time.
NFP archives are a hybrid of repositories and volunteer havens. Most are run by enthusiastic volunteers who do a wonderful job. The problem is getting them to realise that a modern organisation such as ours does not have the financial resources to store umpteen dozen uniforms, urns, books (that are in the library service), photographs without any detail on who it is or where it is. Organisations such as us will never have a museum and never have resources to establish and maintain one. In a volunteer organisation such as ours, bringing these groups along with the organisations strategic planning is a nightmare. Interstate rivalry, personalities, and the lack of resources offer a challenge not only to the only archivist in the organisation, but also to me the National Manager.
For a volunteer organisation with over 100 years history it is difficult to ensure that our records are well kept for future reference. (Finding the volunteers to help!)
I don't think you've asked anything about housing of archive materials, premises etc. Most small organisations don't have funding to house materials adequately and commercial facilities are either non-existent, too expensive or inappropriate for permanent records of real value
At the moment we just have everything in a room that is not suitable. I am hoping during this year to get to it and start the job of setting up a proper archive within the College so that staff, students and the wider community will have access and be able to follow the journey of the College's 50+ years. As a full-time employee of the College (not archives) I will have to make the time when I am able. There are no funds to employ a person just to do the archives so I will add it to my role.

Responses
A better climate control ,more storage space would be beneficial
<p>I am a one day per week Archivist in a private school that is 25 years old.</p> <p>Both the time allotment and the working environment do not allow me to fulfil my role to a satisfactory completion. I do find this demoralising. It would be most beneficial if the room was provided to enable volunteers to work for me.</p> <p>My working conditions consist of a store room at the back of a small class room, my desk is in this class room which I share with special education classes.</p>
I've only been in the job 3 weeks (36 hours in total) and am still finding may way through the boxes without any finding aids. My predecessor held all the information in his head!
Salary scales for professional Archivists in Victorian Independent Schools require urgent review. At the top of my award, school assistant, my level of remuneration does not reflect the professionalism required to fulfil this role.
Our archives room is temperature and humidity controlled but with poorly designed storage/shelving and totally inadequate in size.
The hardest task for us volunteer, untrained 'archivists' is to know which items to keep. That is, the question, 'Is this an item which should be kept in the archives?' is often very difficult to answer.
<p>the need for an archivist in a library context is not always understood nor appreciated even when dealing with a collection that is 70% archival</p> <p>I struggle to have a contract for an archivist 2 days/week to work on the archives</p> <p>the political wrangling and discussions continue to be draining and negative towards the work and the archival profession</p> <p>not your worry but just thought I would add this from frustration of lack of recognition of archives and archival material</p>
<p>Universities are not adequately funded to provide long run community service through archival activities. With funding tied to student numbers, no remuneration is obtained for providing valuable preservation and access to cultural Heritage.</p> <p>An archive needs stable financial support based on the value and extent of the collection not on the relative size of its student population.</p>
Museums and Archives in universities are funded on a proportion of available funds based on student load. The relevance of these collections has no impact in funding level. Good collections are therefore tied to student demand for funds. This is a long term threat.
The organisation is paying increasing attention to its archive after a ten-year period of neglect.
Every year the situation gets a little bit better.
<p>those involved love the involvement with the archives</p> <p>support from special interest network - meeting with archivists from other schools</p>
<p>I am now 72 years old with 48 years involvement in education; teaching administration and now archiving plus. I enjoy being involved but get frustrated by not proceeding with the archive work as quickly as I would like. However, I feel fortunate to have an interesting challenge which is well paid and that my contribution is valued by senior staff.</p>

Responses
<p>Working in a smaller archives where the core function isn't archives means that there are a diverse range of activities which the sole Archivist needs to attend to (I only have my part-time assistant one day a week and my volunteer two lunchtimes a week) and means that we have to undertake all functions of the archive which in a larger core-function archive would be spread around to specialised archivists - all challenging, but also what makes a smaller archive so much fun to work in!</p>
<p>There has been excellent support by Management in the establishment of this relatively new school archives. Although the school was opened in 1984 the archives were not established until 2001. The current employee works the equivalent of 0.3 FTE. Steady progress has been made.</p>
<p>Being a full time school archivist in a very large school is a pretty challenging job. The school generates a lot of records - both on paper, digital and photographic. They also have a really strong and involved ex-student association. It is also a very old school so the history is long. You're supposed to know everything and know how to do everything. Not only are you supposed to be the brains you are also the show and tell man. A school archivists biggest lament is that they don't get to do archives work - We don't have teams of people working on different aspects of the collection or on different aspects of the management of the archives - it's just us. At the same time it can be completely satisfying because you know you are responsible for everything. No one else can take the credit for your work, although they try to. You are at once the school historian, records manager, curator, exhibition officer, exstudent liaison officer, community relations officer and archivist. In a big school archives every day is different - every request for information is different. Every day can be challenge and every day you need to be focused and not let it overwhelm you.</p>
<p>Since July 2006, when I volunteered to co-ordinate Archives, I have learnt a great deal about recordkeeping and archives, and realised how different it is from librarianship.</p> <p>I have begun studying a recordkeeping course, as well as asking for (and receiving) lots of advice from experienced archivists, and reading anything I can get my hands on regarding archives and recordkeeping.</p> <p>I am hooked!</p> <p>Thank you for the opportunity to be part of this survey!</p>
<p>We are running on a shoe string in every way - space, staff, time and money.</p> <p>But better that than not running at all.</p> <p>The recent appointment of a new and dynamic Principal promises hope for the future.</p>
<p>Generally we are making good progress considering our circumstances (dire lack of staff, funds and space). We have an enormous way to go and have only occasional funds granted by the Friends for discreet projects.</p> <p>We desperately need funds and a person dedicated to work on the Archives for a year to get things under control and databased.</p>
<p>If it were a perfect world, we would have better funding and more employees and a better status as a valued collection within the library.</p>
<p>The society collects family history as well as local and Australian history as it arises, we are actively working with the Aboriginal community to identify sites in the area. We are a research, information and education centre run strictly by volunteers. We train our members in research and technology, this enriches their lives and gives them a purpose for living. We actively convince local churches to have their registers microfilmed and return them the master, keep a copy.</p>
<p>We are proud of our archive and the service we can provide for those who come to us for information. Many volunteers make this happen. Helping our volunteers to acquire new interests and skill through their involvement in our Centre has always been a primary concern. It seems to work. We are never short of volunteers and we seem to get things done!</p>

Responses
<p>Enquirers for family history come from all over Australia and overseas, and ecstatic letters are received in gratitude.</p> <p>But this is a small town, and helpers are scarce -- and ageing. We feel that the archival part of the Group's activities is most unusual for a town this size, and the work connected with it is well worth while.</p> <p>Local people also use the archives for many queries, from checking ancestors on the BDMs to accounts of sports events for reunions.</p>
<p>Even though we thought we were in a pretty bad situation in terms of organising, recording and backing up/duplicating the archival material, other local historical societies seem in a far worse position and have not got into the benefits of newer technology.</p>
<p>As my office is 2 people I do not intend to use volunteers as it would take us away from our core functions and tie us down when we have to be flexible with our time.</p> <p>However I have unofficially used a researcher who has access to a potential private donation to list the material and box it. He needed to list the material for his research, I needed to know what was there. Through long conversations in the search room and an understanding of his research capabilities I was confident he would 'come up with the goods'. That kind of relationship would not happen in a larger institution.</p> <p>As we take in private donations, I have taken to appraising the material in people's homes and give them guidelines on what we'll take/not take. As much as possible I try and get them involved in sorting their material with me so they understand what it is I am after and they provide me with context to the material.</p> <p>We do the full spectrum of archival work here including facilities and repository management. It's amazing how an ant infestation or a blocked toilet can dominate your time when you are trying to do a bit of A&D or look after someone in the Search Room.</p>
<p>funding is provided for the listing of Collections which hold material relevant to South Australia. It would be great to obtain funding or avenues to take which could extend this nationwide as we hold a variety of collections that cover this.</p>
<p>This archive and collection is at a very early stage in its development. We are just beginning the process - much time in the last few years has been spent on setting up and understanding what we have to deal with.</p>
<p>Regarding the digital storage of video, stills and specialist fragile audio, the formats, systems and procedures should be set by the middle of this year. After attending the workshops, we are likely to opt for external hard drives to the Windows operating system, believing that the handling technology is likely to exist for a greater time than CD/DVD/tape technology. It is also more reliable and cost effective per gigabyte.</p>
<p>Specialised storage areas with temperature/humidity controls, paper, photographic and colour film. Further expansion to Repository being developed.</p>
<p>I am the third archivist employed. I am a librarian by profession and also work as a local history librarian so there is a synergy between the two positions.</p> <p>I feel I need to "fly the flag" for archives as many newer staff do not know we exist - but I also have to learn the layout /processes of the school itself - and who's who.</p> <p>I manage the archives alone but under the direction of the Senior Library Manager and Vice Principal of the school.</p> <p>We do not have a reading room and very little workspace. I lobbied for a trolley and extra wall shelving last year which I received.</p> <p>My annual budget is only \$500 (salary separate) of which ASA membership comes out of that.</p> <p>I was pleased to be paid the same salary I receive as a librarian in my other position, as I would not have taken the job otherwise</p>

Responses
<p>We are about to establish a school archives. We keep gathering relevant information but trying to keep focussed on the fact that it's a school archives. At this point there is no fulltime archivist - maybe that will come. Whether that person would be required to be formally trained is a question that will come up at a later date.</p>
<p>The role of the Archivist is valued. The need to appoint a qualified Archivist came from within the Humanities staff many years ago. This new role began in 1998; initially we were fortunate to have a qualified archivist, who with the help of some interested Humanities staff, put in place a sound foundation for preserving our past records. Due to decreased hours available, it is difficult to attract qualified staff. However, due to our long School history and loyal Alumni the Archival Records are being maintained. The next priority is to give greater access to our records via our Web Page.</p>
<p>First archivist at the school so in early stages of establishing a programme. Statistics kept but only since October 2006.</p>
<p>extremely active volunteer group of 2 old boys and 2 past mothers, whose knowledge and expertise is invaluable. prepare 8 different photographic and artifact displays per year and provide a social interaction and opportunity for past alumni to donate memorabilia</p> <p>give a talk annually to the Alumni group about role and interaction of archival collection and importance of collection</p>
<p>Ours is a small collection which began life as a few books and photographs left in our local public library just over 15 years ago. The collection has now got it's own room and furniture and has been catalogued on our library inhouse system. The library local history officer is a qualified library technician but holds no formal archival qualification (would like to).</p>
<p>Our archive is solely electronic. The purpose of our archive is to build an active research tool that adapts quickly to the needs of our research community.</p>
<p>The University's Archives is still in early development in terms of providing a realistic service to the wider University.</p> <p>It is our aim to establish a facility to support a University wide approach to Archives and to support donations of collections from the community.</p> <p>We believe we have a sound platform in place to develop the University's Archives but the challenge will be to enhance this platform in an environment where cash flow is low.</p> <p>Increasing awareness of the University's Archives value to the University is one of our objectives.</p>
<p>as the volunteer archivist for the last 6 years the role is interesting and challenging. More than 50 boxes of minutes of closed branches have been sent for safer keeping. With an interest in history (I have written / compiled the history of my district of origin in Victoria) I find such interesting titbits about the organisation and its members whilst researching a particular request.</p> <p>With a strong belief in accuracy I find the lack of full dates and correct names a frustrating time consuming exercise to verify a particular early happening. All record/minute takers need to be educated to use full dates, places and names in their duties.</p>
<p>Our facility has grown, primarily from private donations and surplus material from official sources over a 70 year period.</p> <p>Our collection is, largely, identified by location and the working knowledge of long serving volunteers. The challenge is to complete an index and location database of all items held. With limited resources it is a never ending project, currently still in its infancy.</p> <p>An area not yet tackled is the preservation and restoration of vulnerable material.</p>

Responses
<p>formed in 1978 and records had not been filed nor indexed. Development of record systems has occurred over the last 3 years. This is taking some time as there are few resources.</p> <p>Records such as old documents and photographs have been scanned and kept in a digital form. Many records are made available on website. Copies of records are made available upon request. tries to accommodate requests where possible.</p> <p>Collection is not huge but coupled with records of local council, there is a good range of historical information and archives relating to area.</p> <p>Website attracts considerable attention and has been a successful way to make information available at minimal cost both financial and labour.</p>
<p>we have as much an historic record collection as an archive and we keep records of organisations outside our own body, particularly in the form of serial publications, which take up a lot of shelf space. We also keep back issues of our own Journal which has been published since 1939 and, despite outside storage, these take up space.</p> <p>We do not have the finance or expertise to digitise our collection and do not wish to put all our resources online, other than finding aids, as we use our research fee and Journal sales as a source of funding.</p>
<p>Next year I will complete my Diploma in Archival Study with Edith Cowan University. This has gradually helped me to feel more confident in handling the task of looking after our precious resources.</p>
<p>Depending on the size and nature of the organisation</p> <p>With a related qualification, thorough on the job training and continuing relevant PD can be just as appropriate as the formal qualification studying the more general aspects of archive theory. Support and continuing professional learning should be a priority, together with mentoring where applicable.</p>
<p>I would love to attend training in this area but find it exceptionally hard because we are a rural council. We don't like spending a fortune for someone to travel and stay for a week or fortnight for training. I would appreciate more training making its way into the "bush".</p>
<p>It would be nice to see short courses available to person's in the archive industry without previous qualifications and information sessions.</p>
<p>I have never come across any inforamtion on grants avaiable for private school archives but I would be very glad to hear of them.</p>
<p>Being a lone archivist can be professionally very lonely in an organisation where the archives may be seen to have little relevance to the core mission of the organisation. It is a daily occurrence to have to push the importance of archives in this type of organisation and it can be professionally exhausting at times. Archivists need to be able to support each other and have opportunities to make contact.</p>
<p>Seminars for small archives are always welcome. Many relating to large enterprises are too complex and /or too expensive.</p>
<p>as i have been involved in archives for over 15 years and have little formal training in archival management - i do have a network of people to ask when help is required</p> <p>there should be better recognition for the volunteers throughout ASA - volunteers in various organisations would know more than an employed professional about the organisation, who was not of that organisation</p>
<p>The small archives we have are in desperate need of attention, yet the limited number of times they are accessed probably makes it difficult to justify the time and expense required to make resources more accessible and appropriately cared for.</p> <p>I think there is a great need for a three day course which could teach the introductory skills needed.</p>

Responses
Government agencies - particularly ones less orientated to archival management - are increasingly holding extensive records of archival value. This places records at risk from inappropriate storage and handling. Better focus on archival management through facilities and training is sorely needed.
Being a one person operation, with volunteers, it is great to have a peak body to highlight forthcoming problems, successes, etc. and become the specialist when dealing with decision makers in the wider community
Need more networking, sharing of ideas, online discussion groups

- I look forward to the archival training and support programs that will be implemented
manage librarians are asked to manage their organisations archives. opportunities to gain experience/qualifications are very limited. short intensive courses with hands-on training would be greatly appreciated
-I would be interested in applying for a grant and am wondering if you can advise me of how to go about it
It would be a tremendous help if advice and assistance could be received from specialists in digital recording of archival materials, references and museum articles FREE OF CHARGE, or nearly so. When working on an annual budget of less than \$1000 it is difficult to find the contribution necessary to engage qualified conservationists, archivists etc. for assessment and advice.
This survey is a good idea but it is hard to keep the internet up to do it so slow. Maybe an offer of a paper format next time - there again maybe the internet will be better by the next survey.
Thank you for your interest in having this survey done.
Thank you for including us in your survey.
Thanks for the opportunity of completing this survey. Would have been happy to have delved deeper on archival arrangement and finding aids. Look forward to the sharing of results.
<p>Question 20 (number of visitors in person) and question 21 (number of research enquiries received via email) are estimates because the Library does not collect statistics exactly as asked within the questionnaire. However, we have considered the question in context of the statistics that have been collected and believe that the answers are reasonably accurate. It should be noted that our figures for question 21 include enquiries generated from our web-based enquiry forms as well as email.</p> <p>A similar problem was encountered with question 25 (website visitors) since the website hits are for all the Library's activities. The figure provided is an estimate of the hits via the website on the archival database.</p> <p>Question 41 (digital archives needs) posed a problem. The archival team is not responsible for the technical management of its digital archives since this is done by the IT team and digitisers based in the preservation team. For this reason the option 'no need' was selected, but it would have been possible (depending on how the options are interpreted) to have used the 'not applicable option'.</p> <p>Question 43 (eligibility for grants) has been answered as don't know because while the Library is not eligible for most government grants, it has partnered other institutions in applying for eg. ARC grants -ie. the answer depends on how you interpret the question.</p>
<p>re Q14 - you didn't ask about what systems were used to manage the archives eg. databases, Word documents. in regard to Q14, archives staff manage and access the archives through databases and Word lists; users cannot access these systems in an unmediated way yet.</p> <p>re Q25 - these stats are not available from the Web unit.</p> <p>Also you didn't ask about how closely the archives function sits with records management function - do archivists have a role? or as in our case, run both programs in the one unit.</p>

Responses
BEST OF LUCK WITH THE SURVEY.
Thanks for this opportunity. I look forward to reading the results of this survey. Keep up the good work.
Nothing further to add. Thank you for the opportunity to participate in this survey.
thanks for the opportunity that this survey affords small archives to have input.
Thanks!
<p>Thanks for the opportunity to record this data.</p> <p>The previous Archivist was strongly focussed on correct and effective storage, leading to the long term integrity of our physical archive. I am focussed on creating a digital archive and enjoying the opportunity to create it from scratch. I believe a digital archive will be more accessible to those interested once launched on the internet/intranet and records/information will be more efficiently retrieved than is presently possible. I think if younger researchers can't find what they're looking for on the web, they do not believe it exists (therefore will not try to find them any other way).</p>
<p>Features of the on-line survey were easy to use and well designed.</p> <p>Thank-You</p>
You may have said there were some questions repeated but if not then I felt I was saying the same thing more than once in some responses.
Thank you for organising the survey
Very difficult to estimate size of collection. If this is very important, please contact and we can do a detailed survey.
Some questions on the electronic version of this survey seemed to be missing? (eg. Q 24 & 25) Q 8a doesn't seem to have recorded my comments (ie. all of the things mentioned in the question apply here).
Question 5 asks about archival activity in Australian states and territories. Some organisations may undertake archival activity in overseas locations. This university does not currently do so but there is potential for it to happen in the future with overseas campuses.
<p>Whether its the small archive or the National Archives it seems that the budget can be the restricting factor. The small archive generally has the benefit of being connected to a community - a school , a district or whatever, and so loyalty and dedication are the driving forces in survival, as we have pride in our area.</p> <p>The so called 'professionals' whether individuals or corporates should be more appreciative of the efforts of the smaller players, who although they may not be professionals or have big budgets for all sorts of conservation activity, are still providing a valuable service in the fields of collection and storage of records which may otherwise be lost - this applies particularly in smaller rural areas</p>
archives fill a niche, usefulness may increase in future