

Reference and Access Services for Archives and Manuscripts

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Context, theory, and historical development

Chapter – Reference in Context

Introduction/Goals of this Book

Evolution of Use and Access to Archives

Difference between reference and research

The Purpose of Access

Value

Ethics

Chapter - Information Seeking and Research Methods

Subject Research Methods

User Research Methods

Information Seeking

Archivist Research Methods

Core concepts and principles

Chapter – Reference Services in Archives

What Are Reference Services in Archives?

Customer Service

Archival Literacy

Promoting the Use of Archives

Ethics of Reference Services

Chapter – Providing Intellectual Access

Arrangement and Description

Information from and about Holdings

Chapter – Identifying Users

Introduction

Understanding Individual Needs

Types of Users

Chapter – Determining Access Policies

Access Concepts

Restrictions

Access Policies

Chapter – The Reference Process

How have reference questions changed over the years

Reference Interaction in the Repository

Customer Service

Administrative Dimensions of the Reference Interaction

Chapter – Providing Physical and Virtual Access

- [Reference Facilities](#)
- [Policy and Procedure Statements for Users](#)
- [Reading Room and Use Procedures](#)
- [Use of Non-paper Formats](#)
- [Chapter - Reference and Technology](#)
 - [Access Systems and Tools](#)
 - [User Participation](#)
- [Recommended practices, implementation, and methodology](#)
 - [Chapter – Providing Information from Archives: Copies and Loans](#)
 - [Reasons for Copies](#)
 - [Copying Policies](#)
 - [Formats of Copies](#)
 - [Publishing](#)
 - [Copyright](#)
 - [Loans](#)
 - [Chapter – Managing Reference Services and Evaluating Use](#)
 - [Organizing Reference Services](#)
 - [Managing Reference Services](#)
 - [Measuring and Evaluating the Use of Archives](#)
 - [Conducting user studies](#)
 - [Reference Manual and Guidelines](#)
 - [Chapter – Keeping up with the Profession](#)
 - [Appendices](#)
 - [Notes](#)
 - [Index](#)

Preface

Acknowledgements

Context, theory, and historical development

Chapter - Reference in Context

Introduction/Goals of this Book

Evolution of Use and Access to Archives

This section will describe the history of reference/access services, how the profession has viewed access and reference from the late nineteenth through the late twentieth centuries (dealing with broader audiences, the movement to open up research collections beyond narrow academic clienteles, the rise of the "open records" movement in government, the enactment of FOIA, debates over privacy and confidentiality, the rise of genealogy as a popular hobby and

the influence of such educational movements as "document-based questions" in transforming archives as a useful tool for secondary school educators, etc.)

Difference between reference and research

The Purpose of Access

Intellectual Access, Legal Access, Physical Access

Value

Informational Value, Evidential Value, Intrinsic Value

Ethics

Chapter - Information Seeking and Research Methods

This chapter will provide an overview of the variety of research subjects and methods. There was the book *Research and the Manuscript Tradition* (1997) and little has been published since (within the archival profession). It will incorporate non-archivist writing about archival research, most likely from the literature and history fields.

Subject Research Methods

It will not go in-depth on any one research method, but explain that in scholarly fields, there's differences between historical, literary, social science, political science, science, etc. research. Mostly, emphasize the point that archives are not just about historical research.

User Research Methods

Also will touch on non-scholarly research: hobbyist, journalists, filmmakers, popular book writing, genealogy, etc. Also the field of Digital Humanities, data sets/science. Maybe scholarly communication?

Information Seeking

The Information Seeker, Seeking Information from People, Seeking Information from Electronic Resources, Information Seeking in Organizations, Information Seeking in Archives, Archives in the World of Information, Archives and the Economics of Information

Archivist Research Methods

When and why archivists do research - bio/historical notes, subject guides, creating class instruction assignments

Core concepts and principles

Chapter - Reference Services in Archives

What Are Reference Services in Archives?

Public service is often a major part of an archivist's position. It's a lot more than pulling materials for patron use. It is cultivating relationships and recognizing the different levels of service that patrons need.

The past few decades have seen a shift in not just how to provide access but who accesses archives. No longer limited to scholars, archives' patrons include donors, genealogists, hobbyists, journalists, filmmakers, television and radio producers, K-12 students and teachers, undergraduate and graduate students, authors, photographers, artists, and others.

This section will include explanations of the intellectual dimensions, facilitating research, and conducting research.

Customer Service

What constitutes good customer service and why it's important. How customer service is a part of outreach. Components: approachability, interest, listening, inquiring, searching.

Archival Literacy

Services to patrons are basically the same, but different patrons require different levels of interaction and education about using archives. Archives terms such as "provenance," "creator," and "finding aid" are not part of the general public's vernacular, and archivists need to educate users on both how to navigate and how to use archival and manuscript collections.

Promoting the Use of Archives

Promoting archives is not limited to new users. Promoting and outreach of archives is important for current users, donors, new users, and stakeholders.

This section will provide a brief overview of outreach, public programming, and such. Assuming that much of this will be covered in Kathleen's book, it will be a general introduction.

Ethics of Reference Services

Chapter - Providing Intellectual Access

Arrangement and Description

This section will be an overview of arrangement and description practices and standards, and how they affect reference and access. For example, how finding aids are structured (DACs, front matter, item-level vs. MPLP) and how that impacts providing access and educating users on how to find information.

Information from and about Holdings

Previous ways to provide information: NUCMC, ArchivesUSA, published bibliographies, *National Inventory of Documentary Sources* [review Pugh Ch. 4] and how these evolved/changed, and will continue to evolve and change.

Current ways to provide information: finding aids databases, bibliographic databases, collection development policy

Changing researcher expectations, developing policies, referrals.

Chapter - Identifying Users

Introduction

Primary uses of records, secondary uses, direct users, indirect users

Understanding Individual Needs

Research Purpose, Intended Use, Type of Question, Experience and Preparation

Types of Users

Staff of the Parent Organization, Staff Members of Other Organizations, Scholars, Students, College and University Teachers, K-12 Teachers, Journalists, Filmmakers, Authors, Lawyers, Etc. Identifying Avocational User Groups: Using Archives for “Fun”, Genealogists, hobbyists

Chapter - Determining Access Policies

Access Concepts

Privacy and Confidentiality, right to know, equality, laws (FERPA, HIPPA), FOIA

Restrictions

donor, institutional, managing, screening users, screening information

Access Policies

Identifying User Communities, Research Resources and Restrictions, Levels of Reference Services, Levels of Research Services, Physical Access and Conditions of Use, Fees, Use of Information, Citation, Use by Repository Staff

Chapter - The Reference Process

How have reference questions changed over the years

more in-depth? because of info they find online
often reference a specific box/folder/item as opposed to topic

Reference Interaction in the Repository

Intellectual Dimensions of Reference Interaction, Initial Interview, Query Abstraction, Query Resolution, Continuing Interaction, Exit Interview

Customer Service

Interpersonal communication, Nonverbal Signs and Symbols, The First Question, the Initial Inquiry, Responding to the First Question, Cues for Researchers, Interpersonal Dynamics of Continuing Interaction, Interpersonal Dynamics of the Exit Interview

Developing Personal Networks in the Parent Organization, Developing Networks Outside the Parent Institution, donor relations (in terms of providing access to their collections).

Administrative Dimensions of the Reference Interaction

Staff, Virtual Reference, Telephone, Mail and email, Chat, Social Media

Chapter - Providing Physical and Virtual Access

Reference Facilities

Security, Preservation, Public Hours, Directions and parking

Policy and Procedure Statements for Users

Registration and Identification, Frequency of Registration, Registration Form, Protecting Information about Users, copyright

Reading Room and Use Procedures

Personal Belongings in the Reading Room, Managing Materials in the Reading Room, Call Slips, Retrieving Materials, Returning Materials, General Rules for Handling Records, Taking Information from Records, Forms, Automation of Registration and Retrieval Procedures, Virtual Reading Room

Use of Non-paper Formats

Audio-visual, electronic records, digital collections

Chapter - Reference and Technology

The last two decades have transformed how patrons find, use, and interpret archives and archival collections.

Access Systems and Tools

This section will provide an overview of collection management systems (AT, Archon, ArchivesSpace, etc.), systems and tools used to provide access (CONTENTdm, Drupal, Flickr, Collective Access, etc.), finding aids databases (OAC, NWDA, institutional). NOTE: it will not try to cover ALL tools available, but use them as examples, and will also indicate that the future will bring new tools.

This section will also cover how researchers find collections (Google, search engines, social media) and the components of a website and what should be included.

User Participation

There will also be a description of “participatory” archives and social media; how users can contribute to arrangement and description.

Recommended practices, implementation, and methodology

Chapter - Providing Information from Archives: Copies and Loans

Reasons for Copies

Requests for Copying: research, publication, exhibition, performance, legal use, preservation.

Copying Policies

Forms, handling, billing, using outside vendors, self-service Copying, personal scanners, digital photography. Fees, limits, remote requests and delivery (paper, scans, shared drives like Dropbox and Google Drive, thumb drives, email). Fees and limits.

Formats of Copies

Information for Users, Photocopies, Microform (as historic context), Photographic, Audio, Moving Images, Digital

Publishing

Requests for Permission to Publish, Publishing Documents

Copyright

Ownership, terms, limitations,
Copies for Private Study
Providing Access to Digital Surrogates of Documents

Loans

Policies and Procedures, administrative use, exhibition, research, interlibrary loan, requests, agreements

Chapter - Managing Reference Services and Evaluating Use

Organizing Reference Services

Curatorial Organization, Rotating Reference Services, Functional Organization, Staff Qualifications

Managing Reference Services

Planning. Establishing Policies, Implementing Procedures, Records Management, Time Management, providing guides/information for oft-requested materials and repeated questions

Measuring and Evaluating the Use of Archives

Evaluating Quality: Understanding User Needs, Evaluating Quality: Evaluating Reference Services, Developing and Evaluating Individual Performance, Evaluating Repository Performance

Conducting user studies

Reference Manual and Guidelines

Chapter - Keeping up with the Profession

This was in Mary Jo's book, and I will likely include it somehow. It could also be combined with the Bibliographic Essay.

Appendices

Likely, all of these will be in there but there will probably be more after the chapters are written.
ALA-SAA Joint Statement on Access to Original Materials in Libraries, Archives, and Manuscript Repositories
Statement on the Reproduction of Manuscripts and Archives for Reference Service
Checklist for Access Policies and Reference Services
Reference Procedures Manual – Suggested Contents
Standards for Reference Archivists – Behaviors Associated with Good Reference Service

Standards for Reference Archivists – Knowledge Associated with Good Reference Service
RAO Section

The Interactive Archivist

Using Archives: A Guide to Effective Research: <http://www2.archivists.org/usingarchives>

Copyright and Unpublished Material:

<http://www2.archivists.org/publications/brochures/copyright-and-unpublished-material>

HathiTrust

(?) ACA Handbook

Notes

Index

Questions:

Will the advocacy book discuss publishing in the profession? This could be publishing in archives journals but also newsletters and other disciplinary journals.