

Newsletter of
The Archives Industry Specific Group of ARMA International
and
The Records Management Round Table of the Society of American Archivists

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Shari Laist Steps Down As GRIST Newsletter Co-editor
By Geoffrey D. Reynolds, Editor

Long-time co-editor of the GRIST Newsletter, Shari Laist, has stepped down. I will now take this opportunity to urge you to step forward for the chance to write about the theory and practice of our work in archives administration and records management. The purpose of both the SAA Roundtable and the ARMA ISG is to help people who handle information in any or all phases. With this post you will have the chance write about your own work or editor the stories of others in the field.

If interested in this position please contact Gillian or be ready to raise your hand enthusiastically at one of the future meetings.



Archives ISG Networking Session
Association of Records Managers and Administrators (ARMA) International Annual
Conference, Las Vegas, NV, Oct. 23 - 26, 2000

The networking session of the Archives ISG met on Monday morning, October 23, at 10:15 a.m. at the Las Vegas conference. There were around 35 attendees. For most, this was their first visit to the Archives ISG. They introduced themselves and their institutions, and explained their interest in archives. Many had only recently been given responsibility for archives work.

Albin Wagner, the Group Manager for the Education Group (of which the Archives ISG is a part), told the group about the Archives Toolkit he has prepared. Most of the attendees had not yet received a copy of this document and eagerly wrote their names on a sign up sheet to obtain one.

Randy Jones then addressed the group. Randy is a recent leader of the SAA Records Management Roundtable. He explained the work of that group. He also described the work of the SAA/ARMA Joint Committee, which he currently heads. He mentioned the new proposals for a SAA/ARMA jointly sponsored session to be given at both of the organizations' conferences next year. Three proposals have been discussed:

- *Writing RFP contracts, and relationships with vendors
- *Standards for records centers
- *Putting archival records on the WEB (including preservation issues)

He also explained that the Joint Committee is actively working towards a contiguous conference for the SAA and ARMA as soon, as is practically possible. This would benefit both professions very much.

Gillian Hill told the group about her attendance at the National Forum for Continuing Archival Education earlier in the year, as a representative of ARMA. She explained that one of the forum's goals of providing a source for information about all archival programs held around the country by any of the allied professions, would be of great interest to Archives ISG members. People would be able to find topics of specific interest to them for which classes or symposia would be held in their own geographic region.

The floor was then opened for discussion. Most attendees were keen to discuss digitization projects. Those with some experience of recent projects offered their advice to the beginners and many names and numbers were exchanged. The benefits of networking were demonstrated.



Gillian Hill Will Stand Down As ARMA Archives ISG Leader

Gillian Hill is to stand down as leader of the Archives ISG at the end of this ARMA year, i.e. June 30, 2001. She will have served in that position for two years at that point and wishes to hand over to a successor. She would like to encourage anyone who might be interested in taking over to submit an application to ARMA. This is a vital and growing ISG and there is an obvious need for many ARMA members to get more information on archives work. Interested applicants may contact Gillian for more information by e-mail at: ghill@co.greene.oh.us or by telephone at (937) 562-5365.

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SAA Records Management Roundtable Annual Meeting
Society of American Archivists Annual Meeting, Denver, CO
Sat., Sept. 2, 2000, 8:00 - 9:30 am
Saturday Aug 28, 1999 Pittsburgh, PA, Pittsburgh Hilton and Towers

Summaries of Diversified Approaches to Records Management Training

1. Peter Schinkel - Retention Schedule Program Manager (retired) - Georgia Dept. of Archives and History.

Recommended building on models already available. He gave web address and contacts for organizations in the Southeast. They include:

Florida Records Management Association: hosts low-cost and free workshops - www.frma.org

Georgia Records Management Association - www.graweb.org

South Carolina Records Management Association - www.scpra.org

National organizations that can be helpful are:

National Forum on Archival Continuing Education - www.coshrc.org/nface/index.html

Technical Bulletins from NAGARA - free to download at :

www.nagara.org/rmbulletins/bulletins_toc.html

2. Nancy Kunde: Records Officer, University of Wisconsin- Madison.

Reported that the Archives and Records Management Service (ARMS) is a special library within the general library system of the University. There are 6 staff total in the Archives and Records Management Services with 1 ½ staff dedicated to records management. With limited staff, training is essential. It allows for: placing responsibility back on creating office; addressing the fact that record keeping is no longer an easy task; recognizing that some records may never reach the campus archives; and obtaining active participation in the records program. Records management training is also viewed as a way to begin building a working partnerships for managing electronic records.

Their training vehicles include: Forums; workshops; seminars; brochures; web site; and noon-time brown bag discussion. Topics include tours; open houses; basic records management (filing, etc), retention schedules; offsite storage; records liaisons; and e-mail management.

Nancy stressed collaborative efforts. They held an e-mail forum with the campus attorney, internet security officer, archivist, and records management staff. They also partnered with the Library Automation Staff to go "on the road" with a presentation on e-mail software training and management and did a workshop for Campus Tech Partners (LAN Administrators, IT specialists). Positive outcomes of collaboration include: being able to build a records management training component into the campus' web distance

learning program; greater awareness of records management issues; and making the archives and records management program more visible to the campus community. Archives and records management training is publicized through the campus Professional Development Office which has afforded greater visibility for the ARMS training programs.

Lessons learned include: all audiences (even those of just computer staff) will have varying levels of technical expertise; don't assume everyone has the same knowledge; target material to audience; don't abandon traditional topics such as filing; training does not have to be formal to be effective; and training and educational programs are time consuming to prepare for, so take advantage of ways to publicize them.

Collaborative efforts have opened the door to other possible training projects. Even if nothing comes of the proposed efforts, ARMS has gained valuable allies in the information management arena on campus. They represent valuable resources to tap in developing the campus' electronic records management strategy.

The ARMS web site is <http://www.library.wisc.edu/libraries/Archives/>

3. Whitney Miller, University Records Archivist, Michigan State University

Michigan State University is not required to follow state retention schedules but is allowed to create its own records management policies. While there are advantages to not following the state system, it is difficult to implement uniform standards across the campus. They need records management training because of staff turnover, non-compliance by departments or offices, and changes in the RM program. They have found that training is needed at all levels of administration.

Coalitions are the cornerstone of their work-with administrators to set policy and assure compliance, IT for electronic records and office staff who handle the records.

They have found that basic records training requires personal contact, even one-on-one or departmental level workshops. They try to get across concepts as well as practices - making staff aware not just about storage but about information management. For example, they present the concept of being records creators vs. records recipients and only submitting what they have created.

It is still necessary to review records scheduled for destruction, they may overlook records that should be kept. Training Suggestions: Take advantage of available technologies; use appropriate training (if dealing with electronic records; workshop participants need access to computers during training); be aware that not everyone may have web access; and use interactive forms where possible

Formats used: Web sites; workshops; TV; Power point presentations (on web site so people can get to as needed); long-distance learning; CDs (you can produce "business

card” CDs with retention schedules for each office as a way of distributing information); Newsletters; e-mail/e-bulletins; and listservs.

Training of administrators should incorporate records management concepts including legal, fiscal, and historical responsibilities. Don’t assume that they know this or fully understand the benefits of records management to the company. Sending out brief information packets before meetings can be helpful and you should plan to have more than one meeting.

Goals of their records management training should include: standardizing basic records management (including general schedules); allowing for special schedules when necessary; incorporating electronic records; identifying vital records; minimizing unauthorized destruction of records; expanding participation in records management; and increasing their sphere of influence.



SAA Session Put Forth by Round Table

This year the session Managing Organizational Change: Coping and Surviving Mergers, Acquisitions and Divestiture OR How to Survive When Others are Sinking was put forward by the SAA Records Management Rounds Table, endorsed by the Joint Committee and accepted by the SAA Program Committee. The session addressed the archival and records management challenges dealing from mergers, acquisitions, and divestitures. The panel offered insights into planning for the impact of acquisitions, mergers and divestitures, along with associated personnel and change management issues, and addressed the opportunity to re-develop and/or expand existing services or create new services. Each of the speakers represented companies that have long histories of reorganization. All the organizations had a common problem of resources: space, staff (both in knowledge of records management and archives and in personnel numbers), cost and time. This obstacle were overcome by careful planning and prioritizing, communicating their needs and wants to management, co-workers and staff, and flexibility to meet the needs of the organization and its users.

The speakers were:

Amy Fischer from Proctor and Gamble, a major product brand, discussed her dealings with acquisitions and divestitures. It's not just Arrangement and Description Anymore: Acquisitions and Divestitures in the Modern Corporate Archives: Or Hello, Max Factor, Farewell, Duncan Hines. At Procter & Gamble, mergers, acquisitions and divestitures, mean the buying and selling of brands - their trademarks, patents and goodwill. When a brand is divested there is a need to document the company’s history with the acquiring company’s need (often legally written into the sales contract) to understand the history and equity of this new brand. When a brand is acquired the archives/records staff is in the position of persuading people (who often feel vulnerable and unsure where to plant their

loyalties) to give whatever historical material exists.

Leslie Simon from CIGNA, an employee benefits firm, which recently went through a divestiture, discussed how the split of the archival collections were handled. Divorce in the Archives: Dealing with Divestiture, Coping with Change. This divestiture was not unexpected. CIGNA companies were moving from being the last, international, multi-line insurance organization, to worldwide leaders in employee benefits. The Archives faced the same issues as in other past divestitures: record transfers, information transfer, personnel / personal issues. What differentiated this transaction were three things: scale, level of ambiguity - decisions took a long time, and the sharing of physical space.

Sue Garland from Guinness United Distillers & Vintners, Diageo plc, in London, discussed mergers. Merger is good for you! The Guinness experience Merger is good for you! The Guinness experience. This presentation explained the background of the Guinness Archives and the merger, which created Diageo plc, described the impact of the merger on the records management program, and highlighted the benefits derived from the merger. As a result of the merger project, the Archives and Records Team now had a higher profile within the company. Within the Diageo head office they are now part of the Company Secretarial department. Company Secretarial is a quasi-legal department responsible for matters of corporate governance and closely connected with the main Executive. This places the emphasis of the program on controlling records retention and information retrieval, rather than just on economical storage. The records team persuaded the company to reinvest part of the cost-savings of economical storage by retaining one member of the project team who is now the Deputy Records Manager. The team has, therefore, grown by just one, although they are now managing twice the volume of records.

A more detailed presentation of this session is available on recording through SAA.



Now, A Note From the Chairperson for the SAA Records Management Roundtable

We are now entering our 5th year as a SAA Round Table. In that time we have accomplished a lot. At the 1998, 1999, and 2000 (see summary below) Annual Conferences we presented programs at the Round Table Meeting. Additionally we have had session proposals approved by the ARMA-SAA Joint Committee and further approved and presented at the SAA and ARMA Annual Meetings. Our List-Serve has been up and running for four years and this is our 4th edition of GRIST. A lot of hard work has been done by many people. THANK-YOU to them all. If we are to stay strong we need new folks to become involved! Please contact me or the Archives IG chair to become a more active member. The SAA Round Table has board positions open. Most of the work entails soliciting ideas for session programs, coordinating session programs to submit to the Joint Committee and SAA and ARMA Annual Meetings, volunteering to

give a paper, writing or soliciting articles for GRIST and help with the editing. If each of us does a little we can accomplish a lot.

Sarah A. Polirer
Chair, SAA Records Management Round Table

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