EMAIL ARCHIVING AS A WORK IN PROGRESS
MAS Standards and Best Practices Working Group’s Symposium

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Background

● Email archiving at the Solomon R. Guggenheim Museum
  ○ Methodologies
  ○ Progress made
  ○ Next steps

● Institutions/Programs Involved:
  ○ METRO Library Council Fellowship 2016-2017
  ○ Pratt Institute School of Information Fellowship Program
  ○ Solomon R. Guggenheim Museum Archives
NHPRC Electronic Records Start-Up Project

• 2013 Electronic Records Management Start-Up Project
• Electronic Records Consultant
• Significant outcomes:
  ○ Electronic Records Processing Manual
  ○ Guidelines for electronic formats
  ○ Recommendations for email correspondence
Record Retention Policies

- Email as significant correspondence
- Email categorized as one of the “problem records”
- Current policy is to collect PST files from staff

<table>
<thead>
<tr>
<th>Type of record</th>
<th>Paper-based Records Retention Period</th>
<th>Electronic Records Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Onsite (in Department: e.g., workspace)</td>
</tr>
<tr>
<td>Curatorial</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Artist viewing program, correspondence</td>
<td>P</td>
<td>while useful</td>
</tr>
<tr>
<td>Collection Object &amp; Artist Files (VR)</td>
<td>P</td>
<td>P</td>
</tr>
<tr>
<td>Correspondence (significant) including email</td>
<td>P</td>
<td>while useful</td>
</tr>
<tr>
<td>Exhibition Files</td>
<td>P</td>
<td>while useful</td>
</tr>
<tr>
<td>Research Files</td>
<td>P</td>
<td>while useful</td>
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The METRO Fellowship

Email Archiving at Art Museum and Performing Arts Theater:
A cross institutional review to develop a scalable approach
Rethinking Digital Correspondence

INCOMING & OUTGOING HEADER DATA

SCALE

Stanford’s Robert Creeley Collection: 122 pages of paper correspondence vs. 163,689 pieces of email

ORGANIZATION

GUGGENHEIM

Email Archiving as a Work in Progress
The Embedded Archivist

“Developing relationships with record creators is one of the most important elements of digital appraisal, and this applies inside and outside of institutional contexts.”

Identify routine communication

Over 350+ annual messages:

Marketing
Fundraising
Events
Press Announcements

**Solution:** Create libraryandarchives@guggenheim.org
Identify individual accounts

- Accounts for permanent retention at the Guggenheim:
  - Director of the museum
  - Deputy Directors
  - Curatorial staff
  - Conservation staff
  - Registrar staff
  - General Council staff

- Upkeep!
- Collect contextual metadata

**Conclusion:** Understand staff roles and collect metadata for future appraisal
Access needs

- Current access methods: impractical!
- Summary of needs:
  - Immediate access after staff departure
  - Ease of access
  - Easy sharing

**Conclusion:** Determine access policy
Complication with categorization

Creating departments:
Conservation / Curatorial / Registrar

Transfer to Archives:
Retain chain of communication

Conclusion: Capture the embedded trail of evidence in email
Next steps...

- Email migration 2018
- Distribute guidelines for email management
- Active stewardship of digital assets
- Optimizing use of digital technology in appraisal and access
Thank you!

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