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Memory and Amnesia in the Archival Practices of the World's Library and Information Associations, with a Case Study of Arrangements Made by the UK's Chartered Institute of Library and Information Professionals

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Abstract

National library and information associations are in essence meta-history, or meta-memory, organizations, in that one of their roles – perhaps their primary role – is to oversee and enable the preservation of accumulated knowledge and cultural heritage in a variety of library and information institutions. Yet the efforts of associations to secure their own history and protect their corporate memory – and by inference the professional memory – for the future, especially in terms of safeguarding their internal archives, appear patchy. Under my direction, in 2005-2006 IFLA's Library History Section inaugurated a study of the archival holding and policies of national library and information associations worldwide. The first part of this paper re-visits this study, the results of which were issued in 2008. Two purposes are served by re-visiting the study. Firstly, its findings, although published on IFLA's website, did not receive much attention at the time and so the opportunity now arises to broadcast the findings more widely. Secondly, it provides a good context for a case study I have recently undertaken of the archival practices of the UK's Chartered Institute of Library and Information Professionals (CILIP) which was established in 2002 through the amalgamation of the Library Association (LA) and the Institute of Information Scientists (IIS). The case study reveals oversights in CILIP's discharging of its archiving responsibilities over the past two decades, demonstrating that the potential for corporate amnesia in this regard is never far away. However, plans communicated to me for the future management of the CILIP archive collection offer a good example of an institution that appears determined to retain a corporate and professional memory. As a way of promoting improvements, a large-scale study, building on the aforementioned 2005-2006 investigation, is required to assess the archival collections and policies of the world's library and information associations – to establish, in short, the balance that exists between memory retention and amnesia in such organizations.

Keywords: National library and information associations; Chartered Institute of Library and Information Professionals (UK); archives; corporate memory; memory institutions

Library and information institutions are in essence history, or memory, organizations, preserving and making accessible accumulated stocks of knowledge and culture, perpetually created by the flow of time (Byrne, 2015). Consequently, more than many professions, the library and information professions *should* possess a keen awareness of the importance of their own histories and professional memory, requiring that attention be paid to managing the archives created by past professional practice.

Replicating the *essential* identities of library and information institutions, national library and information associations can be conceptualized as meta-history, or meta-memory, organizations, one of their primary roles – their primary role perhaps – being, effectively, to oversee and facilitate the efforts of ‘subordinate’ organizations to stockpile and preserve the records of human existence for future use. Yet the achievements of national associations to secure their own history and to safeguard the professional memory paint a mixed picture. Associations occupy places on a wide spectrum ranging at one end from the curation of a sound professional memory, backed up by good archival practices, to serious professional amnesia, where little or no attention is paid to maintaining archival materials.

The preceding statement – which should be considered tentative and provisional – is based on the results of a modest study conducted in 2005-6, under my direction, by IFLA’s Library History Section, the results of which were published on the IFLA website (Black, 2008). The first stage of the study involved an analysis of the websites of the world’s national library and information associations. Surprisingly, the subject of an association’s archives had a presence on only two websites: those of the Australian Library Association and the American Library Association. The second stage of the study was formed by the distribution of a questionnaire sent to all national library associations, defined for the purpose of the study as the institution in a country with prime responsibility for the professional accreditation and representation of library and information professionals (in addition, to the Special Libraries Association, USA). The archives of IFLA itself did not form part of the investigation. Ten replies to the questionnaire were received, these being from the:

- Icelandic Library and Information Association
- Association of Library and Information Association of the Czech Republic
- Special Libraries Association (USA)
- Chartered Institute of Library and Information Professionals (UK)
- Malta Library and Information Association
- Indonesian Library Association
- Polish Librarians Association
- Swiss Libraries and Librarians Organisation
- American Library Association
- Australian Library and Information Association

The low number of replies was disappointing. The lower-than-expected engagement with the study was possibly due to the questionnaire having been provided in English only; but consideration must also be given to the possibility that the good management of internally generated archives is far from being a priority for many associations.

All associations reported that they retained archival holdings relating to their past, dating from the early history of their organization. Holdings included the papers of various internal bodies, reports, newsletters and correspondence; annual reports, news releases, financial records and personal papers; as well as membership lists and diploma/chartership dissertations. Some associations considered public-domain organs such as association magazines, journals and year books to form part of their archive (which is perhaps a debatable categorization). Some associations held archives relating to the history of other organizations.

The responsibility for archiving the records of special interest groups, branches, chapters and divisions attached to associations was not seen to be the responsibility of associations; although the written

archival policies of some associations advised on how such records could be deposited in local public – for example, state or university – archives.

Six associations kept their archives in-house. Four associations out-housed most of their archives (current records and semi-current records being kept, naturally, in-house). The associations that out-house material were the:

- Icelandic Library and Information Association
(deposited with National and University Library, Reykjavik)
- Chartered Institute of Library and Information Professionals, UK
(deposited with University College London)
- American Library Association
(deposited with University of Illinois at Urbana-Champaign)
- Australian Library and Information Association
(deposited with National Library of Australia; and various state archival repositories)

Seven associations reported the existence of finding aids and lists for their archival collections. At least two associations denied access to the public, and in another association conditions of access were unclear from the reply given. Four associations stated categorically that they had a written archives policy.

One of the associations mentioned in the report with a good record of archival management was the UK's Chartered Institute of Library and Information Professionals (CILIP). CILIP was inaugurated in 2002 through the amalgamation of the Library Association (LA), established in 2002, and the Institute of Information Scientists (IIS), established in 1958 (Munford, 1976; Ward and White, 2021). Upon the formation of CILIP, the archives of the Library Association were deposited with University College London (UCL) – specifically, with its Special Collections Department, which is home to a large collection of archives, manuscripts and rare books. This initial deposit of LA documents in 2002 was supplemented in the following year by the archives of the IIS.

UCL's Special Collections Department is one of the UK's foremost university collections of manuscripts, archives and rare book and other printed materials. Some collections (or parts of them) have been digitised, including the papers of George Orwell and Jeremy Bentham. The Department also holds UCL's institutional archive (including the records of the UK's first library school, established in 1919), as well as printed items connected with UCL's history. Following the initial large deposits of the CILIP and IIS records with UCL in 2002 and 2003, respectively, access to the collection was for a number of years available at a satellite records repository approximately a mile north of the UCL campus. After that, further out-housing has taken place and in recent years the CILIP collection has been accommodated at the UK's National Archives at Kew, S.W. London, although readers are required to order documents through UCL and consult them there. This arrangement offers a high level of physical security for the collection but unlike a great many other documents housed in the National Archives access to them is obviously not instant.

Access is also compromised by the absence of a detailed descriptive catalogue of the collection, of the type found at the National Archives. The CILIP archive, as set out on the UCL Special Collections website, is descriptively extremely sparse. It contains thirteen broad categories of document, and makes no mention of the records of the IIS. The categories are as follows:

- Tedder bequest and other materials
- LA publications and conference papers
- Career Development Group papers
- LA Council minutes, Committee papers and other Board papers
- LA Charter, by-laws, library license
- Discipline and subject study field of librarianship

- Newspaper cuttings and library scrap books
- LA policy documents
- Awards
- 19th and 20th century pamphlet collection
- 19th and 20th century pamphlet collection, relating to librarianship, literacy and social reform
- Public libraries in the UK and overseas
- Miscellaneous papers

(UCL, 2023)

A much more detailed description of the CILIP archive is on the National Archives website, covering documents created between 1894 and 1999. Unlike the UCL listing, this listing *does* refer to the papers of the IIS. In total, the CILIP Archive is a large one, occupying 102.7 linear metres of shelving at the National Archives. Five boxes of documents housed in this shelving contain the records of the IIS. Online, the collection is barely catalogued. However, a more detailed paper listing for the CILIP archive – referring to the records of the LA and the IIS – is available to readers in the Special Collections Reading Room or, as in my case recently, upon special request at a distance.

It is important to point out that the CILIP archive contains few records for the period after its formation in 2002. Since then, it appears that Special Collections at UCL has received only four archival deposits from CILIP, comprising the papers of: the IIS in 2003 (as noted above); the Multimedia Information and Technology Group, in 2004; and the Career Development Group, the Association of Assistant Librarians and the Library Assistants Association, in 2008. It is worth noting here that CILIP, like the LA before it, does not *officially* take responsibility for the records of its special interest groups. Thus, the absorption into the CILIP archive of the records of the Multimedia Information and Technology Group and the Career Development Group would appear to be accidental. A footnote to these seemingly unofficial deposits is that around 2005 CILIP's Library and Information History Group arranged for its records to be organized and catalogued by volunteer students at one of the UK's schools of archive studies, as a pilot study for transferring the records of other special interest groups to the CILIP collection. Unfortunately, the papers were lost in transit.

As is required by statute, CILIP maintains financial records for a certain period, and these, together with other records of governance covering recent years, are available on the CILIP website (located under 'Governance' at the foot of the page. These records include annual Trustees' Report and Financial Statement. It would appear that paper versions (and probably electronic versions) of these core records of governance relating to the period prior to the statutory period of curation are secured in-house, along with other papers, awaiting future deposit at UCL and subsequent transfer to the National Archives. It is not clear, however, how these might be accessed before that transfer occurs.

As for the future, much depends on CILIP's current programme of organizational restructuring and relocation. As of February 2023, the individual with a remit for the area of records and archives management had left CILIP and the organization was awaiting the appointment of a new postholder. There are also plans to appoint a consultant archivist (or maybe two) whose job it would be to prepare a fresh deposit of records for UCL, as well as to update CILIP's Records and Information Management Policy. Having spent decades in its premises in Ridgmount Street, Bloomsbury, CILIP is in the process of relocating to a space in the the British Library. As part of the relocation project, CILIP will be moving the paper records it currently holds first to a secure offsite storage and then to a dedicated workspace at the British Library in order to prepare for a fresh deposit with UCL. Encouragingly, the Chief Executive of CILIP, Nick Poole, has stated that: 'We have been very careful not to lose material that effectively "bridges the gap" between the original deposit at UCL and the material currently held onsite; we aim to have concluded the archival review and transfer of the new material to UCL by the end of 2023' (Poole, 2023).

The Special Collections Department at UCL (specifically its Head, Rebecca Sims) has stated that it is ready to receive a fresh deposit of records from CILIP as and when it becomes available, and would

work with CILIP to determine the most appropriate form for the documents to be deposited – the choice being, essentially, between physical and electronic versions. Although the Covid pandemic interrupted Special Collection’s retrospective cataloguing programme, a detailed cataloguing of the entire CILIP archive is still very much something that is in the Department’s plans. The Department is lucky to have a number of volunteers, but these only work on ‘catalogue encancement’ projects. Full cataloguing has to be done by either paid staff or students on placement from UCL’s Archives and Records Management course (to meet the course requirements, work on a collection must involve organisation as well as listing). The Department does not expect financial assistance from a depositing institution to manage a collection in its care, but it sometimes works with donors to secure funding to improve access to collections, through cataloguing or digitisation (Sims, 2023).

Clearly, it would not be expected that over the past two decades CILIP should have made highly frequent deposits of records with its archival partner. However, it would not be too critical an assessment to observe that a period of sixteen years since the last (minor) deposit and that of over twenty years since the initial major deposit constitutes an unfortunate oversight in the organization’s discharging of its archiving responsibilities. Fortunately, the plans announced for the future management of the CILIP archive offer a good example of an institution that is determined to ‘remember’. Yet it also demonstrates that the potential for corporate amnesia in terms of an organization’s history is never far away. Consequently, as a way of promoting improvements, a large-scale study – better resourced than that conducted in 2005-2006 – is required, in order to assess the archival collections and policies of the world’s library and information associations; to establish, in short, the balance that exists between memory and amnesia in such organizations, and by inference in the professions they represent.

Acknowledgments

I wish to once again thank the library associations who participated in the survey of archival holdings and practices undertaken by IFLA’s Library History Section in 2005-2006. My special thanks go to those individuals who recently provided me with information to construct the case study of arrangements for archival preservation and access between the UK’s Chartered Institute of Library and Information Professionals (CILIP) and the Special Collections Department at University College London: Nick Poole (Chief Executive, CILIP); Rebecca Sims (Head of Special Collections, UCL); and Mandy Wise (Special Collections, UCL).

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When memory institutions forget; when memory institutions remember

Alistair Black

Thanks to Rebecca Sims, Mandy Wise (UCL); Nick Poole, Denise Hawkes (CILIP)

CILIP Archive, as described on the UCL Archives (Special Collections) website

[A - Tedder Bequest and other material](#)

[B - Library Association publications and conference papers](#)

[C - Career Development Group papers and other material](#)

[D - Library Association Council minutes, Committees papers and other Board papers](#)

[E - Library Association Charter, by-laws, Library Licence](#)

[F - Discipline and Subject Study Field of Librarianship](#)

[G - Newspaper cuttings and Library scrap books](#)

[H - Library Association policy documents](#)

[I - Awards](#)

[J - 19th and 20th century pamphlet collection](#)

[K - 19th and 20th century pamphlet collection relating to librarianship, literacy and social reform](#)

[L - Public libraries in Uk and overseas](#)

[M - Miscellaneous papers](#)

<https://archives.ucl.ac.uk/CalmView/TreeBrowse.aspx?src=CalmView.Catalog&field=RefNo&key=CILIP%2fJ>

CILIP Archives, as described on National Archives Website

Description (covering documents created 1894-1999)

Papers of the Library Association (LA) and the Institute of Information Scientists (IIS) including: LA Council and Committee papers and other Board papers, 1894-1996, including minute books, cash books, ledgers, membership and attendance books. Papers of the Association of Assistant Librarians, (later the Career Development Group), 1896-1997, including annual reports, committee papers; papers of the AGMs; correspondence; Council minutes; papers relating to conferences and publications; accounts of the finance committee and minutes, accounts and other papers for the divisions and branches. Papers on the discipline and study of librarianship including on the early development of cataloguing rules and classification; library economy; bibliography and bibliographic studies, book

stock ad book selection, library appliances, and on Information Technology in libraries. Papers relating to LA byelaws, 1900-1990, Charter and library licence. Press cuttings and library scrapbooks, 1900s-1970s. LA Research Committee papers, 1951-1982, and LA Archive Committee papers, 1962. Papers of the LA Cataloguing and Indexing Group, 1970-1997. LA Weekly Newsheet, 1975-1981. Papers of the LA International and Comparative Group, 1984-1993. Papers of the LA Publishing Board, including on their management review, 1985-1986 and business plan. Papers relating to awards including LA Awards, Carnegie and Kate Greenaway Children's Book Awards and Meckler Awards. Papers relating to copyright; papers relating to National Library Week, 1965-1969; papers relating to LA bids for the Millennium; papers relating to conferences and symposia around the world; papers relating to Librarianship in other countries; LA educational videos, 1984-1998; audio cassettes of LA meetings, conferences and addresses, 1986-1998 and papers relating to LA policy, bye laws and rules of procedure. Papers of the Multimedia Information and Technology Group, a special interest group of CILIP, 1993-2003, including minutes, 2000-2003; certificates, joint constituency panel; merger ballots; papers relating to dealings with the LA and CILIP; papers relating to the Audio Visual Group including minutes, 1993-2000, and papers relating to elections, website and constitution. Papers of the Institute of Information Scientists (IIS) including AGM Council minutes, 1988-1998; IIS Council minutes, 1988-1998; IIS Council papers, 1999-2001; papers relating to IIS courses, 1976-1997; Chairman and Secretary's Guide and procedures working party, 1991-1996; issues of the Journal of Information Science, 1993-2002; IIS meetings committee papers, 1985-1986; IIS minutes of meetings, 1983-1986; correspondence; 1976-1987; papers relating to copyright and intellectual property rights, 1991-1999 and papers relating to the Institute of Scientific and Technical Information, China.

Physical Description

102.7 linear metres

Access Conditions

Open. Open to CILIP members. **Closed for 30 years to non-members.** The papers are available subject to the usual conditions of access to Archives and Manuscripts material, after the completion of a Reader's Undertaking.

Administrative background

CILIP: the Chartered Institute of Library and Information Professionals, was inaugurated on 1 April 2002, following the unification of two predecessor bodies - the Library Association (LA) and the Institute of Information Scientists (IIS). CILIP is primarily a personal membership organisation, with a Royal Charter and charitable status. CILIP speaks out on behalf of the profession to the media, government and decision makers and provides practical support for members on academic education, professional qualifications, job hunting and continuing professional development. The LA was formed in 1877 and received its Royal Charter, which permitted it to award professional (Chartered) status to members, in 1898. It became a registered charity in 1963 and was awarded a supplemental Royal Charter in 1986. The Scottish Library Association was founded in 1908, and formally affiliated with the LA (of the UK) in 1931. The Welsh Library Association (WLA) was a branch of the UK LA, and a further branch existed in Northern Ireland. In the late 1950s, a group of professionals working predominantly in scientific and technological research took the view that a separate body was required to meet their more specialist form of practice and split off to form the Institute of Information Scientists (IIS) in 1958. The IIS was founded to promote and maintain high standards in scientific and technical information work and to establish qualifications for those engaged in the profession. Thereafter increasingly the IIS also attracted those working in the rapidly expanding field of financial and business information, and subsequent technological developments meant that its members were in a better position to pay close attention to developments in digital technology. Like the LA, it also had charitable status.

<https://discovery.nationalarchives.gov.uk/details/r/a7915e32-5d12-4562-9078-7f0928145119>

Institute of Information Scientists Archive

Box 1

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AGM Council Minutes	198 8-1998
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IIS Council Papers CP 230- 233	200 0-2001
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European Commission Green Paper Copyright and Related Rights in the Information Society, comments by Tamara Eisenschitz	199
Collection of papers and correspondence related to copyright and related issues	3-1995
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Institute of Information Scientists Annual Report and Accounts	198 2-1990

Email from Rebecca Sims, 24/2/23

1) Regarding a possible improvement of the listing of the LA collection, which you rightly say is on the large side, I assume this would be a challenge in terms of the resources you have to hand. Is it something that students on placement or volunteers would do? Do make use such people in connection with other collections? Or would only regular staff members undertake the extra cataloguing?

2) Only if any arrangement is not confidential, can I ask if UCL receives any ongoing financial assistance from CILIP to maintain the LA collection? Indeed, would there have been an initial payment when the LA collection was transferred to UCL in 2002? Or are these things done simply in the name of knowledge and seen as a normal aspect of the mission of a top university like UCL?

3) You mention that other organisations transfer material to you. I've looked, as best I can, at the list of collections held, but apart from certain academic institutions/units, I can't see what kind of organisations you are referring to. Can you name just one or two as examples, whether professional or business organisations?

We also hold the archive of the Pre School Learning Alliance, the central organisational records of the Girls' Day School Trust and the Routledge & Kegan Paul Ltd archive to name a few. You may find the subject guides helpful: [Special Collections Subject Guides | Library Services - UCL – University College London](#). However the majority of our collections are either the archives of individuals or the organisational records of defunct businesses & charities, or as you mentioned academic bodies.

Email from Nick Poole, 9/1/23

You may also be aware that we are celebrating the 125th Anniversary of our Royal Charter this year, and as part of this celebration we have been pleased to draw extensively on our organisational history as contained in this archive.

If you have any specific questions which might assist in the preparation of your IFLA paper, please do forward them to me and I will do my best to answer them.

Email to Denise Hawkes, 15/2/23

Dear Ms. Hawkes,

I am a (retired) member of CILIP, having been with the Institute, and the LA before it, since the late 1980s. I am a historian of information (especially pre-computer information management) and of libraries. I was Chair of the LA Library & Information History Group for a number of years in the 1990s; and circa 2002-9 was Secretary, then Chair, of IFLA's Library History Section/SIG. Don't be fooled by my sign-off address. I live in Yorkshire!

I have been asked to give a paper at a satellite event of the IFLA World Congress this summer, on the subject of the archives of library and information associations, the backdrop being preparations for IFLA's centenary, in 2027. I undertook a small survey on the matter of these archives in 2006 and was able at the time to praise the arrangement between CILIP and UCL as an example of best practice. That assessment was largely based on UCL's management of the historic archives of the LA (the name change was in 2002, as I'm sure you know).

I have been in touch with Nick Poole. He wrote the following to me:

We are currently mid-way through an organisational restructure and relocation, which means that the previous incumbent with a remit for this area [archives and records management] has now left and we are awaiting the appointment of a new postholder [.....] All of our corporate records are now archived electronically, although this process pre-dates 2018 by quite a long way. Our paper holdings are with UCL Special Collections, and one of the first priorities for our new Consulting Archivist will be to prepare a fresh deposit of our corporate records for them, as well as to update our Records and Information Management Policy.

I wonder, as the officer with responsibility for governance, if you could throw some more light on the matter? I see on the CILIP website – under ‘Governance’ at the bottom of the home page – that PDFs are available of Board Minutes and Statutory Accounts (although the latter in fact covers the Trustees’ Report and the Financial Statements). These are for recent years, as required by law (I assume – I’m not a records manager).

My question is: what happens, and has happened, to these core documents of governance once the statutory period of holding has passed?

I ask this not merely as a historian who is interested in securing such things for current research in ‘contemporary/recent’ history as well as for historians of the future. I also assume that someone who is interested in a current policy issue might wish to dig back a little into the way a policy area has evolved.

I have been in touch with the Archives Department at UCL, which holds LA/CILIP archives. They say

Available at:
<https://archive.ifla.org/VII/s44/archival-holdings-and-policies.pdf>

APPENDIX

IFLA

Library History Section

Survey of the Archival Holdings and Policies of the World’s Library Associations

August 2008

Alistair Black
Chair, Library History Section, 2003-7

1.0 INTRODUCTION

2.0 FINDINGS

2.1 Existence and Nature

3.0 DISCUSSION AND RECOMMENDATIONS

Notwithstanding the fact that the issuing of the questionnaire to national associations in English reduced the rate of reply, the response was disappointing. Arguably, this reflects the low priority given by associations to their archives and, it follows, to their heritage.

Yet, for a number of reasons, archives are crucial instruments for management in associations. Semi-current records (such as financial documents) may need to be retained for legal reason. Records of a more historic nature also have value, as a means of, for example:

- Marketing the profession and its association
- Celebrating the anniversaries of important past professional events and landmarks
- Illuminating policy formulation
- Exploring professional identity
- Reminding negotiators of past encounters with other bodies, including government

Associations need to take meaningful responsibility for their archival holdings. Meaningful responsibility means:

1. Appropriate arrangements for storage and preservation
2. Systematic organization, including listing, of material
3. Creating good accessibility
4. Ensuring, through the formulation and implementation of an archives policy, that the collection is replenished for future use

It is recommended that associations take note of best practice, which is especially in evidence in those institutions that out-house material (see 2.2).

Appendix: Letter and questionnaire distributed to Library Associations worldwide

On behalf of IFLA

Survey of the Archival Holdings and Policies of the World's Library and Information Associations

The Library History Section of IFLA is conducting a survey concerning the archives and archival policies of the world's library and information associations. (The word 'archives' is used here in the sense of the past internal records of the work of an association. These records may include the records of special groups in the association.)

The retention of records by associations is of interest, of course, to those who research the history of library and information services and professionalism. Retention may also be important in terms of the general management and marketing of associations, as well as the meeting of certain legal requirements to archive records over the short and medium terms.

The survey aims to establish the extent to which associations have retained archives and how they intend to deal with 'current' and 'recent' material that may require archiving in the future. The survey also aims to discover the level of access that associations give to their archival collections – that is to say, if, and how, archives are organised, listed and made available to researchers who are not employed by the association. Some associations may have directly addressed these issues in an archive policy document or in the allocation of a responsibility for archives in their administrative structures.

The results of the survey will be communicated to IFLA in the form of a report and in a paper to be presented to a forthcoming IFLA World Congress as well as to the IFLA Journal. The report will be made available on 'IFLA-net'.

If you could spare a small amount of time to answer the questions attached, I would be very grateful. The questions can be answered either in the spaces provided; or you may find it more convenient to prepare a document yourself, organised around the issues we are attempting to address. Thank you for your co-operation.

Yours Sincerely

Alistair BLACK

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1 SCHOOL OF INFORMATION MANAGEMENT

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1. Does your organisation have archives relating to its history? Please indicate broadly the nature of these archives. What years do they cover?

2. Does your organisation have archives relating to the history of other organisations? Please indicate broadly the nature of these archives. What years do they cover?

3. Where are your archives kept? Are they kept 'in-house' or are they 'out-housed/out-sourced'?

4. Is there a finding aid, or listing, for the archives?
(If there is a finding aid, or listing, would you be able to supply a copy? If the finding aid, or listing, is online, please supply the web address)

5. Are your archives available to researchers other than those employed by your association?

6. What are the administrative arrangements for managing the archives? Is there an archives committee? Is there a person with responsibility for managing the archives? Do you employ an archivist?

7. What arrangements are in place for the management of the current records of the association?

8. What, if any, are your arrangements for archiving electronic documents generated in your organisation?

9. Do you have a written archives policy?
(If you do have a written policy would you be able to supply a copy?)

Please return the questionnaire to: Professor Alistair Black, School of Information Management, Leeds Metropolitan University, Leeds, LS6 3QS, United Kingdom.

Or email your answers and statements to: a.black@leedsmet.ac.uk