

Evaluation of Transforming Archives and Opening Up Scotland's Archives



















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18.12.2017

Executive summary

Introduction

Opening Up Scotland's Archives and Transforming Archives were two separate three-year projects funded by the Heritage Lottery Fund (Skills for the Future) working in parallel to change the skills base of the archives sector across Scotland and England. The projects received grants of £540,000 and £999,900 respectively. They were delivered by the Scottish Council on Archives (SCA) and The National Archives (TNA) in partnership with 26 host archive services, and the Archives and Records Association UK & Ireland (ARA). In Scotland, the University of Dundee Centre for Archive and Information Studies was also a partner.

TNA and SCA have worked closely together during the development and delivery phase of both projects and commissioned RedQuadrant to carry out a joint evaluation of both projects. RedQuadrant drew on data gathered by an independent process led by a Consultant Archivist, Elizabeth Oxborrow-Cowan.

Outcomes

The projects provided 55 trainees with new entry points into the archive sector. They met the original aims and targets:

Aim: address the barriers that exists for some who are considering entering into the archives sector - encouraging applications from BAME, disabled applicants and those from different socio-economic backgrounds.

Outcome: trainees were recruited from diverse backgrounds.

- 21% of trainees in England were from a BAME background (target: 5%).
- 24% of trainees in Scotland identified as having a disability (target: 18%).

Aim: welcome applications from those with a degree in a subject other than humanities and those that can bring skills from different careers.

Outcome: trainees had a degree in a subject other than humanities and brought skills from different careers.

- 49% of trainees had degrees in subjects other than humanities (target: 50%).
- 89% of the trainees brought skills from a different career (target: 50%).
- 95% of trainees agreed that they used their existing skills in the traineeships.

Aim: meet a series of identified skills gaps in the archives sector – particularly in outreach and engagement, digitisation, digital preservation, collection development, and traditional skills.

Outcome: trainees and hosts developed skills.

100% of trainees agreed that they had learnt new skills in working with archives.

91% of trainees agreed that they developed new generic skills – particular areas highlighted included project management and communication.

81% of hosts agreed that their staff had developed management skills.

90% of hosts agree that their staff had developed mentoring skills.

Conclusion

The projects were successful in delivering their targets – particularly in attracting trainees who would not have previously considered archives as a career option. The projects won a Digital Preservation Coalition Award for 'Teaching and Communication' in 2016. The projects appear to have been successful in creating new entry points into the archives sector – 70% of trainees are still working in the archives or heritage sector.

However, the trainees have found that many jobs advertised require a postgraduate qualification in archives. Some trainees worry that they will not be able to progress in the sector without this qualification. 50% of trainees, across both programmes, who are still working in the sector, have gone on to undertake the postgraduate qualification in archives.

Next steps

The projects were successful in meeting their aims. However, they did demonstrate some of the broader structural issues in the workforce which will need to be tackled across a range of initiatives. It is recommended the next steps for TNA, SCA, ARA and partners are to:

Developing data

- Work with partners to collect and publish data on the demographic of the archives workforce to help inform future workforce development.
- Collect more evidence on what the skills gaps in the archives sector are especially to help prove that digital skills are a priority area.

Explore alternative entry points

- England continue work to explore apprenticeship standards with CILIP and ARA for those working in the library, archives, records management, knowledge and information professions.
- Scotland undertake a scoping study to understand the potential of modern apprenticeships as a tool for creating new entry points into the archives sector.
- Work with ARA and partners to help them communicate the new Continuing Professional Development (CPD) programme including to those without a postgraduate qualification in archives.

Embedding diversity

- Communicate the success of the traineeships for these projects and the opportunities for apprenticeships to the sector.
- Communicate the benefits of a workforce that is representative of society.
- England <u>Archives Unlocked</u>, the new strategic vision for archives, commits to the creation of a comprehensive workforce development strategy for England by March 2018.

1. Introduction

The National Archives (TNA) and the Scottish Council on Archives (SCA) have worked closely together during the development and delivery phase of both projects and commissioned RedQuadrant to carry out a joint evaluation of both projects between June and November 2017. The benefits of taking a joint approach to the evaluation are:

a greater evidence base around the role of traineeships in meeting skills gaps in the archive sector; and

an improved understanding of the strategic impact of traineeships on host archive services and the wider archive sector.

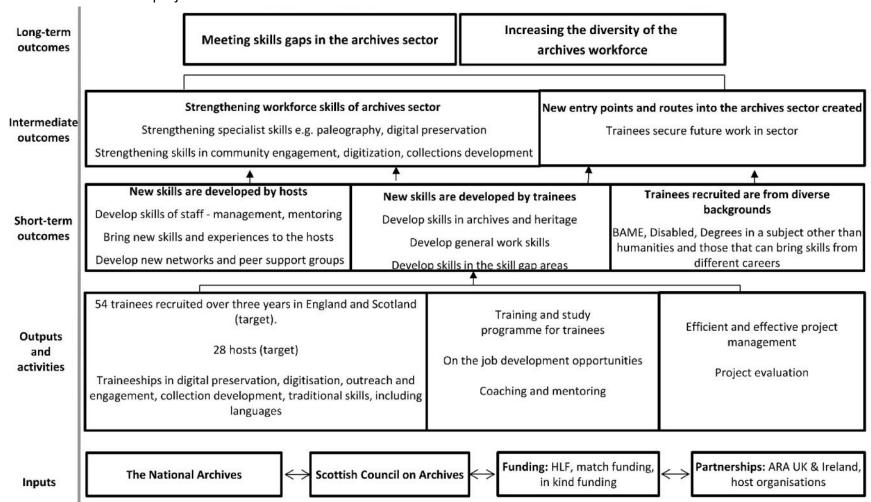
The methodology used for the evaluation by RedQuadrant was as follows:

- Desktop research documentation that gave context to the projects was collected and analysed including the original funding bids, training plans and a previous evaluation report for cohort 1.
- 2. Outcomes framework following a workshop with the TNA and SCA project managers an outcomes framework was created that outlined the difference the projects were trying to make in the short term, in the medium term and in the long term. It was used as the basis for the evaluation.
- 3. Data analysis review data that had been collected from the trainees during the project was analysed and reviewed. Any gaps in the data were also identified.
- 4. Stakeholder engagement additional data was collected from the hosts and former trainees. A workshop with trainees, SCA, hosts and other stakeholders for the Opening up Scotland's Archives project was undertaken. Interviews with some of the former trainees were completed to understand their experience of searching for work.
- 5. Report creation this evaluation report was created in partnership with TNA and SCA.

More information about the data collected can be found in Appendix 1.

2. Outcomes framework

This outcomes framework outlines the relationships between the resources, activities, outputs and outcomes of the projects. It has been used as a tool to evaluate the projects.

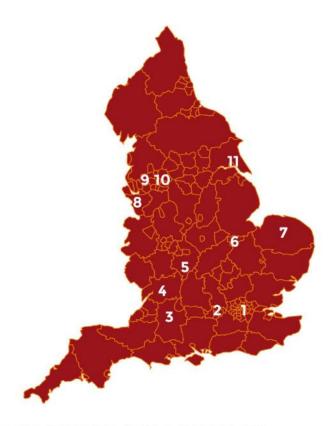


3. Outputs

55 trainees recruited 98% (54) completed



13 hosts in England



- 1 London: London Metropolitan Archives, Rambert, UCL
- 2 Saint George's Chapel
- 3 Wiltshire and Swindon History Centre
- 4 Gloucestershire Archives
- 5 Shakespeare Birthplace Trust Record Office and Library
- 6 Peterborough Archives Service
- 7 Norfolk Record Office
- 8 Cheshire Record Office
- 9 Wigan Archives and Local Studies
- 10 Archives+ Manchester Central Library
- 11 Hull History Centre

13 hosts in Scotland



- 1 Glasgow: City Archives, Glasgow School of Art Archives and Collections, University of Glasgow Archive Service
- 2 North Lanarkshire Archives (North Lanarkshire Heritage Centre)
- 3 Falkirk Archives (Falkirk Community Trust)
- 4 Edinburgh: Historic Environment Scotland (formerly RCAHMS), Lothian Health Services Archive, National Records of Scotland, University of Edinburgh's Centre for Research Collection
- 5 Midlothian Council Archives (Midlothian Local and Family History Library)
- 6 University of St Andrews Library, Special Collections Division
- 7 University of Dundee Archive Services
- 8 Tasglann nan Eilean Siar

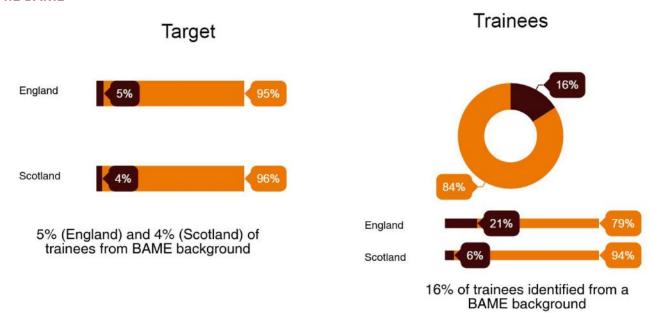
4. Outcomes: trainees recruited from diverse backgrounds

This section outlines how successful the projects were in recruiting trainees who were representative of society. The projects aimed to:

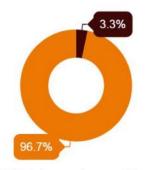
- welcome applications from BAME and disabled applicants.
- welcome applications from those with a degree in a subject other than humanities and those that can bring skills from different careers.

Transforming Archives had a slightly higher target for recruiting trainees from a BAME background. Opening up Scotland's Archives had a higher target for recruiting disabled people. These targets reflect the demographic and archives workforce of the two countries.

4.1 BAME

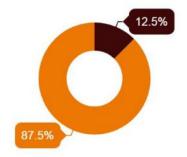


UK information workforce



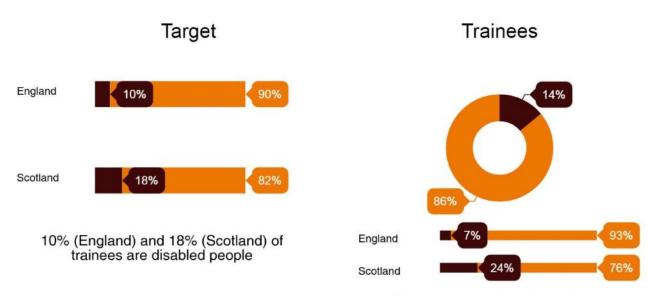
96.7% of UK information workforce identify as 'white' (A study of the UK information workforce - CILIP / ARA, 2015)

National workforce

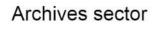


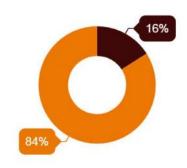
87.5% identify as white in UK Labour Force Survey statistics

4.2 Disability



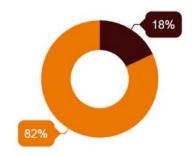
14% of trainees identified as having a disability





16% of members are disabled people (ARA equality monitoring statistics for 2014)

National workforce



18% of working age adults are disabled (Source: Family Resources Survey 2015-2016).

Data source: cohort survey (see Appendix 1)

Case Study – promoting marginalised and minority histories

Faridha was a trainee at the London Metropolitan Archives (LMA) focusing on outreach and engagement. The traineeship included organising conferences, delivering workshops, seminars, and curating thematic displays. LMA provided Faridha with brilliant environment to gain a better insight into approaches to making archives more accessible to wider communities.

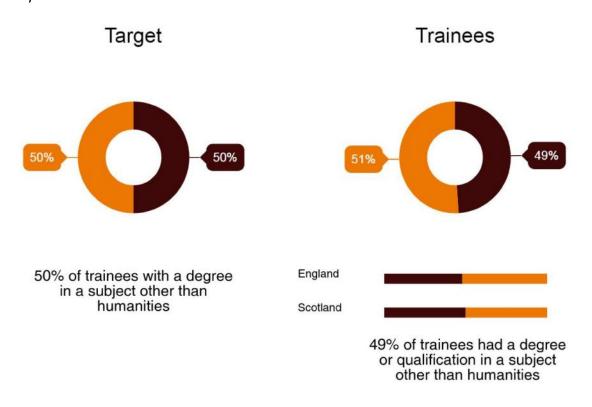
This included designing the History from Elsewhere Symposium exploring the use of national and local archives by minority communities to recollect memory. The event featured ten organisations specialising in topics including disability and memories of buildings, Black Cultural Archives, Indian soldiers in the First World War and LGBT heritage.

Faridha was also able to build on her existing experience in event management and apply skills such as writing project proposals, developing marketing and publicity strategies, and event planning within a heritage context. Since completing her traineeship Faridha has secured a Project Manager role at the Shanghati Literary Society working on a project to document the lives of poets living in the East End of London from 1960s to 1980s.



4.3 Academic background

49% of the trainees had a degree or qualification in a subject other than humanities – examples included computer science, engineering, community development and mathematics. The remaining 51% tended to have degrees in subjects such as history or art history.



Data source: cohort survey (see Appendix 1)

Case study - media savvy

Shona was a Traditional Skills Trainee at Tasglann nan Eilean (Hebridean Archives). Shona has an HND in Business Administration and a postgraduate Diploma in Television and Multimedia. Prior to the traineeship she has worked in the media industry for about 15 years. This included working as a communications officer for the public sector but latterly working as a researcher for an independent television company. She is also fluent in Gaelic.

Tasglann nan Eilean is the archive service of Comhairle nan Eilean Siar. The Tasglann is responsible for historical records relating to the Western Isles, to ensure these are preserved for future generations.

Shona's traineeship focused on cataloguing and preservation with some outreach and education elements too. She used her language skills to connect with local communities and her media skills to promote the archive. She was successful in attracting significant radio and television coverage for the archive.

Shona is about to start second year of a Modern Apprenticeship in Heritage, based mainly in the Education service of Comhairle nan Eilean Siar, which will involve working with the network of Comainn Eachdraidh (local historical societies) in the Outer Hebrides to assist them with various aspects of their collections.

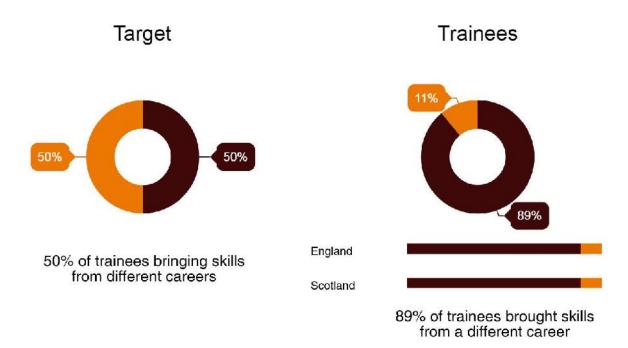




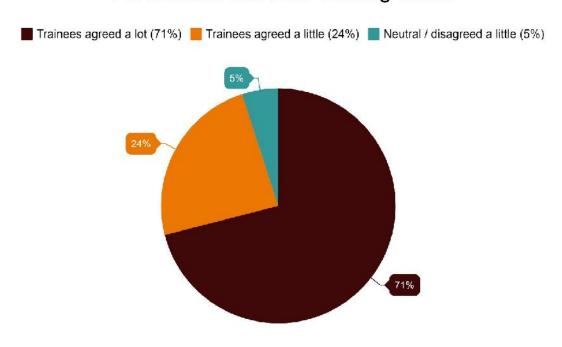


4.4 Career background

89% of the trainees brought skills from a different career. Examples include teaching, photography, journalism, community work and customer service. 95% of trainee agreed that they used their existing skills in the traineeship.



Did trainees use their existing skills?



Data source: cohort survey (see Appendix 1)

Case study – building digital capacity in Scotland

Ruth and Penelope were Digital Capacity Planning Trainees based at National Records of Scotland (NRS). Prior to the traineeships Ruth was a Global Investment Manager at a multinational media agency and Penelope has a background in broadcasting - most recently in digital on-demand television. Ruth decided to move towards a career path that resonated more with her on a personal level. Penny was fascinated by how the ability tell our stories and present them back to ourselves was the same in both broadcasting and archives.

The purpose of NRS is to collect, preserve and produce information about Scotland's people and history and make it available to inform current and future generations. The archival profession has undergone a dramatic transformation in recent years, as records are increasingly "born digital" - they only ever exist in a digital form. There are distinct challenges when it comes to the safe preservation and storage of these records, and in some cases there is a gap in understanding amongst archivists about how best to manage and plan for the future with digital records.

Working with Scotland's Local Authorities the trainees developed a user-friendly capacity planning tool that can predict their future digital record storage requirements and created tailored guidance for the digital preservation process. The guidance to is intended to act as a starting point for local authority archivists to find simple information about the process and how to get started, why it is important and who needs to be involved to make it happen.



Very impressive indeed, and understated. Everyone take a look at this work from @NatRecordsScot #scotladp project #dpc

SeanRippington @SeanRippington

This is madly impressive for a trainee project #scotladp twitter.com/JoeChapman30/s...

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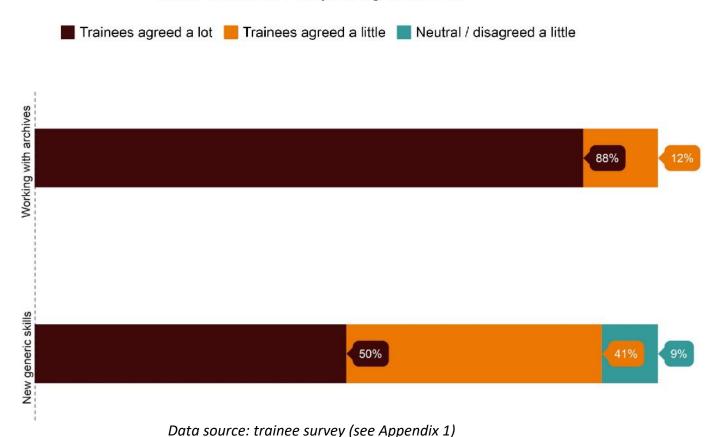
5. Outcomes: trainees and hosts developed skills

This section outlines how the skills of the trainees and the hosts were developed. The projects aimed to meet a series of identified skills gaps in the archives sector by developing the skills of trainees in these areas. It also aimed to develop general archives / heritage skills and work skills of the trainees. In terms of the hosts, the projects aimed to improve the personal development skills of their staff – particularly in staff management and mentoring.

5.1 Trainees

Each traineeship focused on outreach and engagement, digitisation, digital preservation, collection development, or traditional skills. Some traineeships focused on more than one area. 100% of trainees agreed that they developed new skills in working with archives. In addition, 91% of trainees agreed that they developed new generic skills —areas highlighted included project management and communication. The projects also won a Digital Preservation Award for 'Most Distinguished Student Work in Digital Preservation' in 2016.

New skills developed by trainees



Case study – from computer science to archives

David was a trainee in digital preservation at Hull History Centre. David is from a Computer Science background. He worked both as a web developer and copywriter, as well as an assistant IT tutor. His first thought upon noticing the job advertisement was that he knew absolutely nothing about archives. This sparked his curiosity, especially when he saw that they were looking for people with an IT related background. He had not considered a career in archives before.

David worked on a number of projects from the digitisation of architectural plans to participating in the monthly outreach events 'History Makers'. He also looked extensively into DROID (a file profiling tool by The National Archives) and its applications in integrating it into the standard workflow for dealing with born-digital collections. He also assisted in preparing for the implementation of Archivematica (an open source digital preservation system).

David really enjoyed his traineeship, so much so that he found himself wanting to remain within the sector! He secured the role of Archives and Records Management Assistant (Graduate Trainee) at Unilever Archives and is now undertaking postgraduate qualification in archives management.

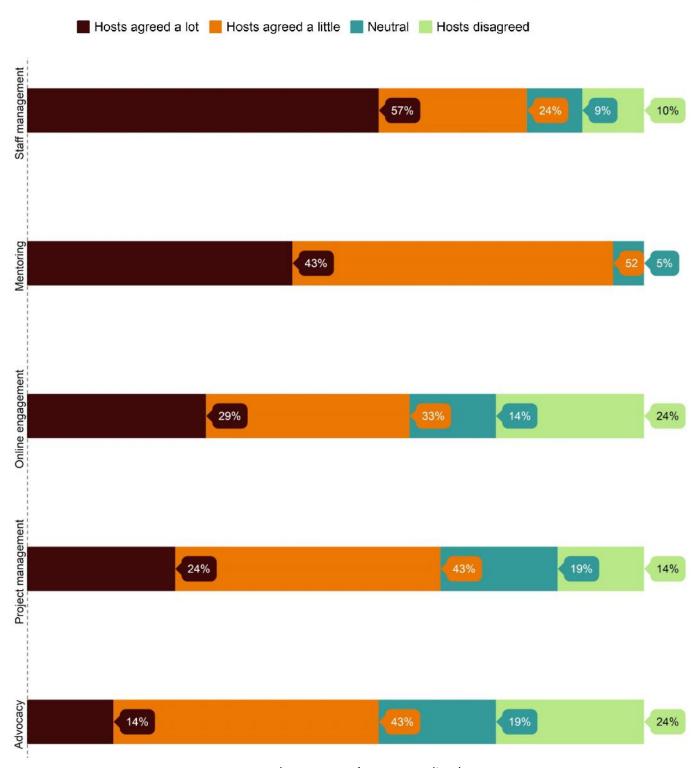




5.2 Hosts

Some host staff developed new personal development skills – particularly in staff management and mentoring. These are skills that can sometimes be difficult for archives staff to develop.

New personal development skills developed by hosts



Data source: host survey (see Appendix 1)

Case study – developing staff

It was not the original aim of the projects to develop the archive and heritage skills of host staff. However, 86% of hosts agreed that their staff had developed new skills in engagement and outreach.

Jane was a trainee at Wigan Archives and Archives+ specializing in digitization, outreach and engagement. She was previously a Teaching Assistant and ICT Technician at a local primary school.

Jane delivered a range of formal and informal learning activities. This included school visits and the creation of school resources at Wigan. She also used stop motion animation, augmented reality and green screen technology to engage with families in Wigan and Manchester.

Jane brought new digital and learning skills to her placement. This helped develop the skills of the existing staff at the hosts.

Jane is now working as a Learning Officer at Rochdale Touchstones.



6. Legacy

This section outlines whether the trainees were successful in gaining employment in the archives and heritage sector following the traineeships. It assesses how successful the projects were at creating new entry points to the archives sector.

6.1 Where are they now? (cohorts 1 and 2)



70% of former trainees are working in archives or heritage sector.

8% are undertaking postgraduate qualifications in archives (MA/diploma or PhD).22% are not working in the sector.



50% of former trainees who are still in the sector are undertaking or have undertaken a postgraduate qualification in archives.

Trainees are working in range of organisations: local authority, universities, charity, business and national institutions. Roles held include:

Archives Assistant

Library Assistant

Archives and Local Studies Assistant

Heritage Project Assistant

Digital Archive Assistant

Digital Archive Assistant

Access and Enquiries Assistant

Cataloguer

Data source: cohort legacy survey (see Appendix 1)

6.2 Cohort 3

The evaluation for these projects was undertaken in July to September 2017. It was felt that it was too early to accurately capture the legacy for Cohort 3. However, as of October 2017 approximately 65% have either secured work or are undertaking a postgraduate qualification. Roles include:

Modern Apprentice
 Learning Assistant
 Learning Facilitator
 Master degree in archives management
 Master degree in museums
 General Data Protection Regulation Officer

6.3 Postgraduate qualification

The trainees have been successful at securing work. However, they have found the job market competitive and many jobs advertised require a postgraduate qualification in archives. Even jobs in education or online engagement sometimes ask for this. Some trainees worry that they will not be able to progress without this qualification. 50% of the trainees have gone on to undertake a postgraduate qualification in archives - using their time on the programme to fulfil the entry requirement for experience.

A success story

Jessica has a degree in photography and was trainee at Cheshire Archives and Local Studies focusing on digitisation. She digitised and described a wide variety of material, from glass plate negatives to deeds with wax seals. She also started to develop a project to use remote volunteers to transcribe and catalogue documents.

At the end of the traineeship Jessica wanted to continue with a career in digitisation. Some of the other trainees in her cohort went on to do a postgraduate qualification in archives. Jessica felt she already possessed suitable skills and was put off by the cost of the postgraduate qualification. After a few months working in retail Cheshire Archives and Local Studies advertised for a Digital Services Officer - Jessica applied and was successful.

Jessica is now implementing the remote volunteering project at Cheshire Archives and Local Studies. Volunteers are working from home to transcribe and index medieval deeds. As the deeds are in Latin they require people with specialized skills to interpret them.



7. In review

7.1 Recruitment

- There is a clear need to consider targeted advertising when looking to attract candidates who are representative of society. For example, SCA used a specialist recruitment firm Adopt an Intern who helped and advised on attracting a broader range of applications.
- TNA acknowledges that the use of traditional and established media resources attracted traditional applicants and the subsequent changes to advertising attracted a much broader range of applications.
- Set interview questions were problematic. The ability to tailor the interview questions to the post is important for hosts. In Scotland hosts could tailor the interviews questions.
- It should be recognised that making the workforce more representative of society and filling skills gaps are not the same thing. Recruitment strategies should consider these, but separately.

7.2 Trainee experience

- Six month placements (as in Scotland) were not as successful as twelve month placements.
- The cohort days were positive but the content needs to be planned to avoid repetition.
- The University of Dundee Centre for Archive and Information Studies courses were good. They would be enhanced by a recognised certificate at the end.
- The process for completing training logs could be improved to help streamline reporting processes.
- Some trainees were critical of the career coaching they received and felt more practical training in job applications / interviews would have been useful. Cohorts 2 and 3 both benefited from having a coach for the entire year of their traineeships.

7.3 Hosts

- Hosts gained management and mentoring skills, but some additional support on what is required of a mentor would be useful.
- Involving hosts at all stages of the process is positive and this closer partnership working approach should be continued for future projects. 'Opening Up Scotland's Archives' have been very successful at embedding the hosts in the project encouraging opportunities to meetup and share experiences.

8. Next steps

The projects were successful in meeting their aims. However, they did demonstrate some of the broader structural issues in the workforce which will need to be tackled across a range of initiatives. It is recommended the next steps for TNA, SCA, ARA and partners is to:

8.1 Developing data

- Work with partners to collect and publish data on the demographic of the archives workforce to help inform future workforce development.
- Collect more evidence on what the skills gaps in the archives sector are especially to help prove that digital skills are a priority area.

8.2 Explore alternative entry points

- England continue work to explore apprenticeship standards with CILIP and ARA for those working in the library, archives, records management, knowledge and information professions.
- Scotland undertake a scoping study to understand the potential of modern apprenticeships as a tool for creating new entry points into the archives sector, including:
 - Speaking to the Cultural and Creative Skills (CCS) and other stakeholders to understand the impact of modern apprenticeships on the cultural sector.
 - Liaising with Skills Development Scotland about the feasibility of creating a modern apprenticeship framework for archives, or using an existing framework (e.g. digital/ICT) and funding available.
 - Undertaking consultation with the archives sector, employers and key partners to understand the level of support for a modern apprenticeship framework for archives. This would include the creation of a stakeholder group.
 - Understanding who in the archives sector would be best positioned to undertake training and assessment of a modern apprenticeship for archives.
 - Understand the potential for Graduate Level Apprentices.
- Work with ARA and partners to help them communicate the new Continuing Professional Development (CPD) programme including to those without a postgraduate qualification in archives.

8.3 Embedding diversity

- Communicate the success of the traineeships for these projects and the opportunities for apprenticeships to the sector.
- Communicate the benefits of a workforce that is representative of society.

 England <u>Archives Unlocked</u>, the new strategic vision for archives, commits to the creation of a comprehensive workforce development strategy for England by March 2018. This offers the opportunity to develop a co-ordinated approach to the workforce diversification, entry points, talent retention and skills development.

Appendix 1 - Summary of data collected and consultation

Title Cohort survey	Description Survey of cohorts 1-3 undertaken by Elizabeth Oxborrow-Cowan. Surveys were undertaken at the start and end of each traineeship. They focused on their background, the traineeship experience and skills development. 47/55 responses. 'Prefer not to say' / did not respond have been omitted from the analysis. For the purposes of the evaluation 'BAME' includes white ethnic minorities (e.g. Eastern European). Disability is based on how trainees identified themselves.
Hosts survey	Survey of hosts undertaken by RedQuadrant in August to September 2017. The survey focused on skills development of staff. 22/24 hosts replied.
Cohort legacy survey	Survey of cohorts 1 and 2 undertaken by RedQuadrant in August to September 2017. The survey focused what roles the trainees went on to do after their traineeship – jobs and education. 13/30 former trainees replied, but gaps were filled with the help of the Project Managers.
Interviews with hosts	Notes of interviews undertaken by Elizabeth Oxborrow-Cowan with hosts. The interviews focused on what worked well and lessons learned.
Interviews with trainees	Interviews were undertaken by Redquadrant with 5 former trainees from cohorts 1 and 2. The interviews focused their experiences of securing employment in the archives sector.
Opening Up Scotland's Archives Evaluation Workshop	Workshop with trainees, hosts and stakeholders on the project in August 2017 in Edinburgh.
ARA conference	Paper and workshop by SCA Project Manager at Archives and Records Association UK & Ireland Conference in Manchester in August 2017.

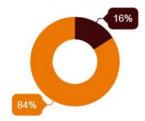
Transforming Archives and Opening up Scotland's Archives

Transforming Archives and Opening up Scotland's Archives were three-year projects funded by the Heritage Lottery Fund, working in parallel to change the skills base of the archives sector across England and Scotland.

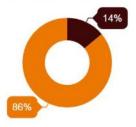
The projects provided **55 trainees** with new entry points into the sector.

They were delivered by the Scottish Council on Archives and The National Archives in partnership with 26 host archive services and the Archives and Records Association UK & Ireland.

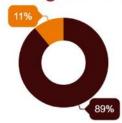
Trainees were recruited from diverse backgrounds



In England 21% of trainees identified from a BAME background



In Scotland 24% of trainees identified as having a disability

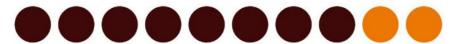


89% of trainees brought skills from a different career

Trainees and hosts developed skills



88% of trainees "agreed a lot" that they developed new skills in working with archives.



81% of hosts "agreed" that their staff had developed staff management skills.

Trainees secured work in the archive / heritage sector

70% of former trainees are working in archives or heritage sector.

50% of former trainees who are still in the sector are undertaking or have undertaken a postgraduate qualification in archives.

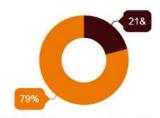
Transforming Archives

Transforming Archives was a three-year project funded by the Heritage Lottery Fund to change the skills base of the archives sector across England.

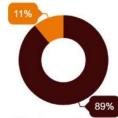
The project provided 37 trainees with new entry points into the archives sector.

It was delivered by the The National Archives in partnership with 26 host archive services and the Archives and Records Association UK & Ireland.

Trainees were recruited from diverse backgrounds



21% of trainees identified from a BAME background

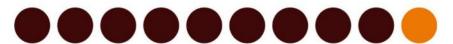


89% of trainees brought skills from a different career

Trainees and hosts developed skills



89% of trainees "agreed a lot" that they developed new skills in working with archives.



89% of hosts "agreed" that their staff developed staff management skills.

Trainees secured work in the archive / heritage sector

64% of former trainees are working in archives or heritage sector.

61% of former trainees who are still in the sector are undertaking or have undertaken a postgraduate qualification in archives.

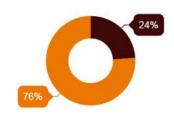
Opening up Scotland's Archives

Opening up Scotland's Archives was a three-year project funded by the Heritage Lottery Fund to change the skills base of the archives sector across Scotland.

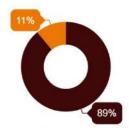
The project provided 18 trainees with new entry points into the archives sector.

It was delivered by the Scottish Council on Archives in partnership with 13 host archive services, the Archives and Records Association UK & Ireland and the University of Dundee Centre for Archives.

Trainees were recruited from diverse backgrounds



24% of trainees identified as having a disability



89% of trainees brought skills from a different career

Trainees and hosts developed skills



84% of trainees "agreed a lot" that they developed new skills in working with archives.



77% of hosts "agreed" that their staff developed staff management skills.

Trainees secured work in the archive / heritage sector

81% of former trainees are working in archives or heritage sector.

30% of former trainees who are still in the sector are undertaking or have undertaken a postgraduate qualification in archives.