Records management education in Finland

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Content

- What is RM, RAM, RIM, IRAM?
- Records & archives management training and education in Finland
- RAM education in the Department of IS in UTA
  - structure and content
  - objectives
  - methods
- Benefits and problems
- Research
Records management

"Field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records."

ISO 15489-1, Part 1: General
Records management

- “the discipline and organizational function of managing records to meet operational business needs, accountability requirements and community expectations”

  Australian Standard AS 4390-1996
Archival science – Records management

- the core, the object, the focus
  - records as evidence & information
    - contextual task based / process-bound recorded information
  - collective memory, cultural heritage
  - organizational memory, business needs
- recordkeeping / recordmaking in society
  - records management + archives management
  - not separate professions
  - core competencies?
- society’s memory activities
Records & archives management in Finland

- recordkeeping continuum
  - process-oriented, functional and integrated approach
  - RM is seen as a dimension of archives management

- record’s lifespan (life-cycle) management
  - records management plan / manual (guide for archives creation process), since 1980s
    - classification, filing & arrangement plan
    - records retention plan
SFS-ISO 15489-1 RM standard 2007

- national introduction
- records management
  - as a field of administration
    - is responsible of implementing RM in organizational context
    - instructs and controls management processes
- records management
  - as management activities (includes AM)
    - concerns the whole staff
    - production, handling, preservation of records
RAM- training and education

- **Archival training since 1930s**
  - National Archive Service (NAS exams)
  - Vocational RAM exam 2006
  - Mikkeli polytechnics, focus on e-records and digital preservation

- **RAM education at universities since 1990s**
  - Åbo Akademi, U. of Oulu, focus in K&IM
  - U. of Turku, focus in history
  - U. of Tampere 1997-
    - Focus in recordkeeping / records management
    - Initial professional education (not for experienced archivists)
    - Co-operation with U. of Jyväskylä: Masters’ program in RAM 2007
The Department of Information Studies at University of Tampere

- educates professionals for
  - service, administrative, planning and research tasks in the whole sector of information management, including library, information services, RAM in organizations, archives
- particularly emphasis in the curriculum
  - information retrieval
  - information seeking
  - information and records management
IS as a discipline

- addresses the information flow between human generators and human users
- seeks to conceptualize and understand of
  - information environments
  - information needs and behaviour of individuals and groups
  - organization of information resources
    - the systems of organizing information include e.g. libraries, archives, information and records services, portals and databases
Integrated IM & RAM education

- aims at to cover
  - all the knowledge, information, documents and records activities in organizations
  - recognition of organizational needs
  - establishment of efficient organizational memory
  - building of focused ICT architecture, including EDRM systems

- multidisciplinary theoretical frames
teaching methods in RAM

- functional analysis
- process descriptions, metadata definitions
- practices, evaluation and comparison of ERMS
- designing of RAM plan/manual
- professional projects; various themes
- use of real organizational cases
- problem based teaching/learning
- studying/learning passport
Benefits & problems of integrated education

+ every IS student gets basic knowledge in IRAM matters
+ RAM students has large knowledge base of the whole information field
+ multiskilled & flexible expertness
- professional identity is unclear
- employers’ ignorance of the study field
Structure BA & MA degrees

Bachelor’s degree
1. Joint studies 16 ECTS credits
2. Language and communication studies 14 ECTS credits
3. Information studies as a major subject:
   - Basic studies 25 ECTS credits
   - Intermediate studies 45 ECTS credits
4. Minor subjects 80 ECTS credits
   total 180 ECTS credits

Master’s degree
1. Advanced studies in IS 40 ECTS credits
2. Master’s Thesis 40 ECTS credits
3. Minor subjects 40 ECTS credits
   total 120 ECTS credits
## University of Tampere, Records and archives management education 2008-2010

### Bachelor of Science (180 ECTS)

#### Basic Studies (25 ECTS)
- **INFO4**: Introduction to Information and Records Management (4 ECTS)
- **INFO51**: Introduction to Knowledge Organization and Document Representation (5)

#### Intermediate Studies (45 ECTS)
- **INFOA14**: Records or Archives Management Project (5)
- **INFOA53**: Principles and Methods in Records, Documents and Workflow Management (4-5)
- **INFOA91**: Practical Training (8)
- **INFOA52**: Knowledge Organization (4)
- **INFOA55**: Organization and Description of Recordkeeping Information (6)
- **INFOA92**: Research Project Studies (incl. Bachelor’s Thesis) (12)

### Master of Science (120 ECTS)

(70–110 ETCS)
- **INFOS32**: Research Areas and Topics in Knowledge Management and Records Management (4)
- **INFOS35**: Appraisal and Preservation of Records (6)
- **INFOS34**: Theories and Research in Records and Archives Management (4)
- **INFOS36**: Strategies of Records and Document Management (5-6)
- **INFOS92 + INFOS93**: Master’s Thesis Seminar and Thesis (10+40)
Nexts steps in developing integrated IRAM education

- memory practices
  - re-use and re-finding data, documents, records
  - development of organizational memory activities
- user behaviour; needs, demands
- information life-cycles
- teaching methods
Research - examples of RM focused thesis

- BA thesis
- MA thesis
- PhD thesis
- on going research projects
BA thesis 2008

- appraisal of AV-material
- records management function in consolidation of municipalities
Topics in MA thesis 2007

- Defining metadata in document management project – Ministry of Interior
- Appraisal of photographs
- The establishment of photograph archive
- The impact of archival, privacy and FOI laws on EU records
- Sharing knowledge in work processes
- ERM as a part of organizational change
- The concept of Record and the PP – two Complementary Ideas?
- Long-term preservation of e-records
PhD thesis in progress (8)

- **Collaboration** between knowledge workers
- Criminal intelligence continuum – *utilizing and reuse* of forensic information in Finnish police administration
- Genealogist’ *information practices*
- The use of mobile ICT in organizational *document management*
- The impact of definition of access rights on usability of *e-records - archival* viewpoint
- Church *archives*
- *Information retrieval* in RM systems
- Changes in *archival work*
RAM research

  - documentation in pre-trial investigation process (Valtonen)
  - records as speech acts (Henttonen)
  - records management systems (Gunnlaugsdottir)
Ongoing research projects

- studies how ontologies and semantic web technology can be used in record keeping to assist users in metadata creation
- studies on designing an information policy and best practices in IRM in a small Finnish private organizations
Hot topics in RAM research

- metadata matters
  - what metadata do people actually use outside the original context, when, and why?
- ERM systems
  - how to make them intuitive and user-friendly
- long term preservation
- accessibility
- information behaviour
- GIM – group information management
- PIM – personal information management
- Archives 2.0
Thank you – kiitosa!

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