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 informatoin 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 recorkeeping / 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 Univeristy 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
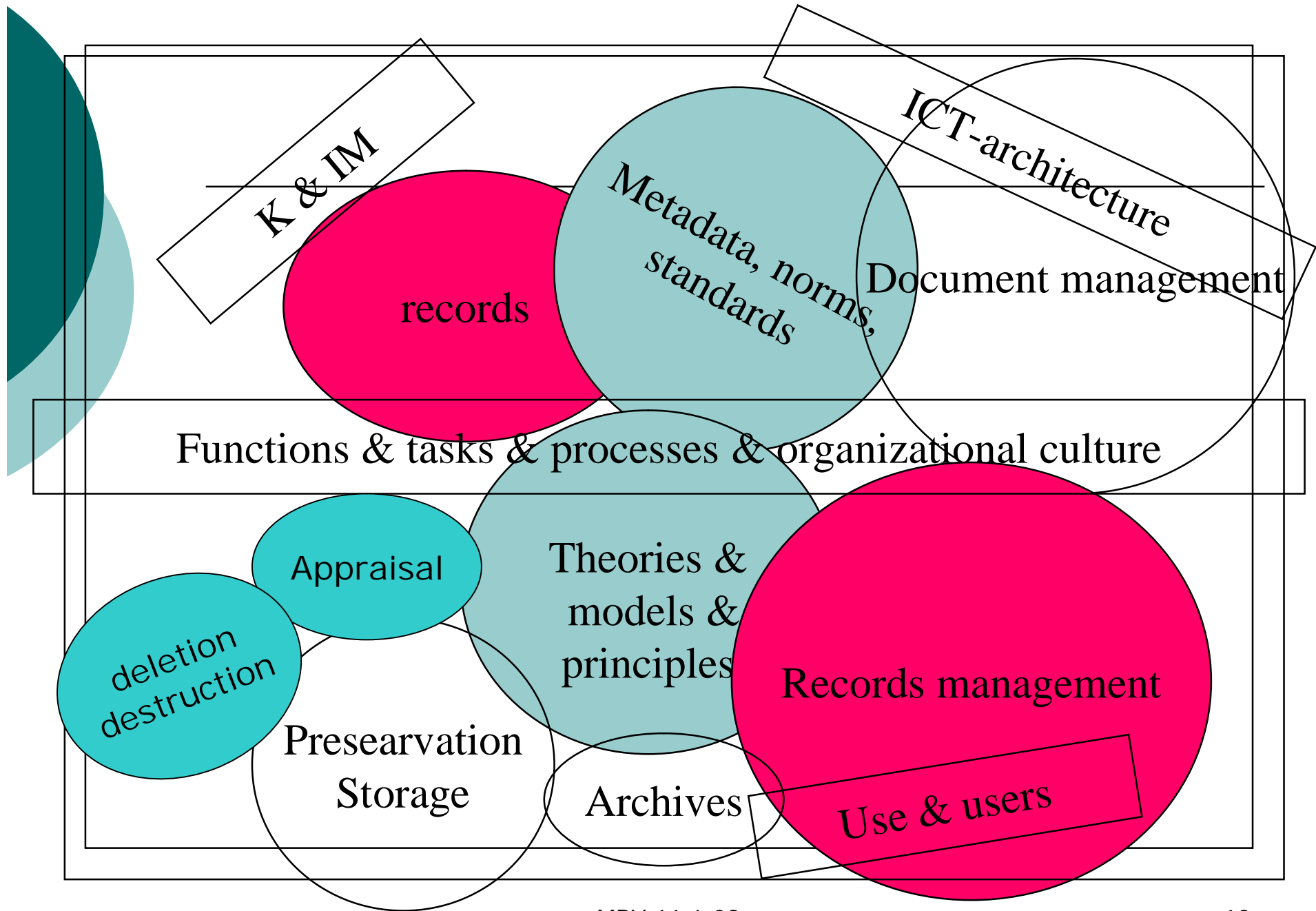 - information seeking
  - information and records management

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 organising 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
  - establisment of efficient organizational memory
  - building of focused ICT architecture, including EDRMsystems
- multidisciplinary theoretical frames

K & IM

ICT-architecture

records

Metadata, norms, standards

Document management

Functions & tasks & processes & organizational culture

Appraisal

Theories & models & principles

deletion destruction

Records management

Presearvation Storage

Archives

Use & users

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

¡ studing/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)

INFOP4
Introduction to Information and Records Management (4 ECTS)

INFOP51 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)

INFOHARJ
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)

INFOA92 + INFOS93
Master's Thesis Seminar and Thesis (10+40)

Nexts steps in developing integrated IRAM education

- memory practices
    - re-use and 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 establishement 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 view point
- Church archives
- Information retrieval in RM systems
- Changes in archival work

RAM research

¡ First 3 RAM PhD thesis 2005-2007 in Tampere

  l documentation in pre-trial investigation process (Valtonen)

  l records as speech acts (Henttonen)

  l records managemens 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 privat 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 – kiitos!

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