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The effect of converted buildings on the management of records and archives: A case study of Eastern Cape Provincial Archives, South Africa

By

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DECLARATION

I declare that the contents in this thesis are my own work and have not been submitted for another degree. Any assistance received in writing of this thesis has been acknowledged.

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ABSTRACT

The study sought to investigate the effect of converted archives buildings on the management of records and archives in South Africa, focusing on the Eastern Cape Provincial archives. The objectives of the study were to: find out the nature of archives buildings in the Eastern Cape Province; find out if the archives buildings comply with the legal and regulatory framework of records and archives management; evaluate if the archive buildings have space for extension; establish if there is appropriate space for various archival functions; find out if the archives buildings are accessible to current and potential users; determine if there is an adequate storage accommodation; determine if there are preservation measures in place to safeguard the collection; determine the security of the storage facilities; and identify challenges of the current provincial archives buildings to the management of records and archives.

This was a case study which adopted both the qualitative and quantitative research approaches. The researcher followed a rigorous methodological path that began with a thorough literature review and the careful and thoughtful posing of research questions and objectives. A sample was purposively chosen where Eastern Cape Provincial Archives senior staff members were interviewed using in-depth face-to-face structured interviews. Observations and document analysis were also used as instruments of collecting data for the study. Collected data were analysed using

Statistical Package for Social Sciences 21 (SPSS 21) and Microsoft Excel 2010.

The study found that all Eastern Cape Provincial Archives are housed in converted buildings. It also indicated that scholars, historians and general South Africans are disadvantaged because the Eastern Cape Provincial Archives have been less carefully preserved. There is a space crisis, with current space already filled to overflowing. The study also revealed that there is a lack of proper environmental control as a result the records and archives of the Eastern Cape Province are exposed to all elements of destruction.

From the findings, it is recommended that: The national archives should commit resources into the provincial management of records and archive, archives practitioners to be educated on how the building could assist in making the management of records and archives a possibility, for the revision of legal framework to include specification for housing of archives.

Keywords: converted archives buildings, purpose-built buildings, records and archives management, Eastern Cape Provincial Archives, South Africa

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LIST OF ABBREVIATIONS AND ACRONYMS

ANC	African National Congress
CBD	Central Business District
DCP	Disaster Control Plan
DSRAC	Department of Sport, Recreation, Arts and Culture
ESKOM	Electricity Supply Commission of South Africa
HVAC	Heating, ventilation and air conditioning system
NAHECS	National Heritage and Cultural Studies Centre
RCM	Records Continuum Model
RH	Relative humidity
SPSS	Statistical Package for Social Sciences
UFH	University of Fort Hare
UREC	University of Fort Hare Research Ethics Committee
WWW	World Wide Web

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CHAPTER ONE

INTRODUCTION

Archives buildings do more than provide space for the storage of records. All archives buildings should be organised and/or constructed to carry out the core archival activities such as appraisal, acquisition, arrangement, description, reference, outreach, preservation and conservation, and security (Wilsted and Nolte, 1991).

Acker (2010) opines that archives and record storage buildings should provide facilities that ensure proper environment for the purpose of storing records and materials that require protection for historic storage, upkeep, and preservation. An archival building must be designed to accommodate the loads of materials to be stored; the sensitive environmental needs of different materials to be permanently stored and preserved; the functional efficiency, safety, security; and the comfort of the visiting public, users and staff; and the protection of the archived materials from fire, water and man-made threats (Acker, 2010).

According to Swartzburg and Bussey (1991) the need for a repository to house archival records was recognised in Athens in the late fifth century, as a result special buildings for the purpose were erected on the Acropolis. Acker (2010) strongly feels that archives must be high-performance buildings whose systems must be designed to operate permanently at a very high level with zero tolerance to failure. The often irreplaceable nature of the archival materials to be permanently stored and preserved in this type of building requires a records life-cycle analysis and approach

to its design and construction. This gives insight on the importance of having purpose-built buildings for keeping records of permanent nature.

Other cultural institutions, such as museums, monuments, and libraries which play a significant role in enriching society have a history of being located in purpose-built facilities. The Museum of the History of Science in the United Kingdom, for instance, is the world's oldest surviving purpose-built museum, completed in 1683, and world's first museum to open to the general public (Museum of the History of Science, 2013). The Staffordshire Regiment Museum is a purpose-built building as well and was opened 1880. The examples of purpose-built facilities for cultural institutions in South Africa are the Apartheid Museum, 1820 Settlers National Monument, Red Location Museum in Port Elizabeth, The South Africa Library and Learning Commons among others. Most towns, even rural towns, in South Africa have library buildings as permanent features.

Although archives and records need to be managed in purpose designed accommodation there are cases in both developed and developing countries where archives and records are kept in converted and adapted buildings. According to Schedler (2013) the Louisiana State Archives was located in a dilapidated structure slated for demolition by the State Fire Marshal's office. This was home for the state's official records until 1966 when the State Archives relocated to a former warehouse in the industrial section of Baton Rouge. This facility was likewise not suitable for the proper preservation of the state's documentary heritage. In the early 1980s, following an extensive lobbying campaign, the legislature funded construction of a new State

Archives building. In August 1987, this state of the art facility was officially opened. The building was hailed as one of the foremost archival facilities in the nation.

In the United States of America Haymond (1982) mentions that these old buildings are adapted because they are found within the established community. This allows an institution to take advantage of the existing infrastructure, providing a higher level of service to the archives. The other reason may be the tax advantage offered by the federal government to private organizations for the renovation of historic buildings. Duchein (1977) also observes that the cost is usually lower in occupying an old building since there are normally no major works to be carried out on the main structure of the building.

While it cannot be denied that many older buildings in our daily landscapes have undergone a metamorphosis that ensures their continued occupancy and use. Conejos, Langston and Smith (2011: 1) succinctly describe adaptive re-use as “a significant change to an existing building function when the former function has become obsolete”. In the developing world a significant number of archival institutions are operating from inadequate and insufficient accommodation, sometimes from premises that were never meant for archival storage. In Botswana Mnjama (2010) pointed out that the problems related to the management of audio-visual materials emanate, among other causes, from the inadequate storage facilities. This is partly due to unfavourable budget allocation and very low priority accorded to the practice of proper records and archives management (Mnjama, 2005). Moreover, archival institutions are placed under culturally oriented ministries.

Mazikana (1991) states that as long as archival institutions continue to be identified primarily as cultural organs then they will, in the competition for the allocation of scarce resources, continue to be given the low priority that cultural activities generally receive in most of the developing world.

1.1 Government archives

Kumar (2011) explains that government archives are financially supported by local or state government and anyone may use them but frequent users usually include reporters/journalist, genealogists, writers, historians, students and research scholars seeking information. Baker (1997) adds that government archives support the governments' need to understand itself, its goals, policies, and actions as well as the peoples' need to hold the government accountable for its actions. Many studies have pointed to the important roles of archival records in societal transformation. Therefore, poorly managed records mean that government does not have ready access to authoritative sources of administrative, financial and legal information to support sound decision making or the delivery of programmes and services.

The Constitution of South Africa, Schedule 5 of the Constitution of 1996 provides for archives other than national archives to be an exclusive provincial competency (Constitution of the Republic of South Africa No 108 of 1996). Essentially, the national archives mandated the provinces to manage their own archives and develop their own provincial archives Act. Each province would set up its own provincial archive service while the National Archives would exercise the oversight of the provincial archives. Because of this some provinces established their archives

wholesome are yet to establish. Most of the provincial archives operate in converted or adapted buildings.

1.2 Problem statement

Available literature indicates that most developed countries have purpose-built accommodation for their records and archives. This is rarely the case in most of the developing countries where due to economic conditions very low priority is accorded to the practice of proper records and archives management. There is less importance attached to the archives as memory and accountability institutions, as a result records and archives are more often than not housed in converted buildings. Maidabino (2010) submitted that archives have an important role in ensuring national and cultural memory, scholarly research and ensuring an enshrined democratic entitlements of the governed.

In South Africa the provincial governments are mandated to establish and manage their records and archives. Whereas some provinces have functioning provincial archives, some provinces, are yet to establish provincial archives as required by law. At present it is only the Free State Province and the Western Cape Province that manage their archives in purpose-built accommodation. This is likely to have some impact on the management of archives and records in the provinces.

Currently there is no literature that has documented the effect converted archival buildings may be having on the management of records and archives in the provinces. The Eastern Cape Provincial archives that are the focus of this study are currently housed in converted buildings.

1.3 Research Questions

The study sought to answer the following questions:

- What is the nature of archives buildings in the Eastern Cape Province?
- Do the provincial archives buildings comply with the legal and regulatory framework of records and archives management?
- Do the archives buildings have space for extension to accommodate future growth?
- Is there appropriate space for various archival functions in the archives buildings?
- Are the buildings accessible to both current and potential users?

- Is there an adequate storage accommodation for archives?
- Are there preservation measures in place to safeguard the collection?
- Is there a secure storage accommodation for archives?
- What are the challenges of current provincial archives buildings to the management of records and archives?

1.4 Research Aim and Objectives

The main aim of this study is to explore the effect of converted archives buildings on the management of records and archives in South Africa with focus on the Eastern Cape Provincial Archives. The specific objectives of the study were:

- To find out the nature of archives buildings in the Eastern Cape Province.

- To find out if the archive building complies with the legal and regulatory framework of records and archives management.
- To evaluate if the archive building has space for extension.
- To establish if there is appropriate space for various archival functions.
- To find out if the archives building is accessible to current and potential users.
- To determine if there is an adequate storage accommodation.
- To determine if there are preservation measures in place to safeguard the collection.
- To determine the security of the storage facilities.
- To identify challenges of the current provincial archives buildings to the management of records and archives.

1.5 Significance of the study

Government officials use records and archives to redefine the government's national and international relationships, obligations and responsibilities. Citizens use them either to settle claims or to understand and appreciate their collective national aspirations and their property rights; scholars use the records and archives for historic research. Some people use them as source of tracing their genealogies. According to Schellenberg (1956) they are one among many types of cultural resources, which include books, manuscripts, and museum treasures. They are as important a resource as parks, or monuments, or buildings. Therefore, their preservation is of paramount importance.

The findings of the study may be important in empowering the decision makers, government officials, especially in the Department of Sport, Recreation, Arts and Culture, to make informed decisions when looking for buildings to house archives. The findings of the study may enhance official and public awareness on the potential risks in inheriting buildings not purposely meant for records and archives management.

The findings of the study may also emphasize the importance of giving priority to the country's memory, cultural heritage and educate people about their value and importance. It needs no emphasis that the research findings will add to the existing knowledge on archives buildings in general and their effect on the management of records and archives.

1.6 Definition of terms

Key terms that are considered as important and that give direction of this study are defined below as obtained from sources:

Archives building: A building that provides space to house archival records (Wilsted, 2007)

Converted/ adapted buildings: Reuse of a building not originally designed for the current purposes (Dewe, 2006)

Disaster Preparedness: An ability to respond to a disaster situation to minimise loss of life and damage, and to organise

and facilitate timely and effective rescue, relief and rehabilitation (Krishna, Murthy and Rao, 2006:18)

Mobile shelving: A system of records storage, also known as track files, compaction files, or movable files, in which sections or rows of shelves are manually or electrically moved on tracks to provide access aisles (Pacifico and Wilsted, 2009)

Purpose-built archives building: A building that is designed and built specifically for archival purposes (Wilsted, 2007)

1.7 Structure of the study

This study comprises of five chapters as outlined below:

Chapter One:Introduction. It introduces and provides an overview of the research that is undertaken. It gives problem statement, research objectives, and significance of the study.

Chapter Two:Literature Review. It carefully examines prior research and thought relevant to key aspects of the research. It reviews of relevant literature and a theoretical framework of the research subject. The review is based on sub topics such as archives significance, legislation frameworks that govern management of South African Archives and Records Services, archives buildings, access, functional areas in archives buildings, preservation, security and disaster preparedness and management. The review also outlines relevant theories to the study including

records life-cycle theory, archival appraisal theory and records continuum model (RCM).

Chapter Three:Methodology. It discusses the methods and procedures used to collect data. Sampling procedures, the selected sample, and data analysis are discussed. The chapter also gives an overview of the location of the institutions studied.

Chapter Four:Data presentation and discussion. The chapter presents data and discusses the findings of the research based on the objectives of the research.

Chapter Five:Conclusions and recommendations. This chapter draws conclusions based on the research questions. Recommendations are made and areas of further research outlined.

1.8 Summary

This chapter provided an introduction to the study. The problem statement, research questions, research aim and objectives, significance of the study are presented. Definition of key terms used in this study and structure of the study is presented. The next chapter presents the literature review and relevant theoretical frameworks. Available literature dealing with the concept of housing records and archives in converted archives buildings from a global perspective relating it to the South African context is examined in the following chapter.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter reviews literature on the effect of converted archives buildings to records and archives management. Literature review is important because it is a way we learn what's already known and not known (Babbie, 2007). It provides the background for research by looking at what work has already been done in that research area. Shaw (2010) opines that literature review ensures that there is a need for a research project, that is, to answer previously unanswered questions, and that the questions asked are appropriate according to what is already known. Literature review therefore serves as the guidelines to the study and further demonstrates why the researcher's work is useful, important and valid.

2.2 Significance of Records and Archives

According to Kumar (2011), administrative value, economic value, legal value, and primary source of information are the four main reasons for preserving specific records permanently. Harris (2000) claims that archives constitute a unique and vital public resource while Kumar (2011) adds that they are great source of information of bygone era. Records and information are the elements of the company's infrastructure in that they support and protect the business (Gupta, 2008: vii). They serve as an institutional memory, just as individuals are dysfunctional without memory; so too are organisations, institutions and government. Without archival recall or records to facilitate that recall, the government would have no perspective

on which to base planning, no example of precedent to prevent the administration from making, repeating, or avoiding mistakes, no knowledge other than the often inaccurate human memory, no means of proving entitlements or ownership, and no way of defending oneself against, or responding to allegations or improper actions (Kumar, 2011). Rothberg and Goggin (1993) state that in America in 1905, Jameson began a campaign to educate legislators, cabinet officials, and government bureaucrats about the need for a national archive building that would store the government's historically significant records and make them available to scholars. England, Scotland, France, Switzerland, Mexico, Cuba and many more countries in developed world already had national archives before 1905. Jameson noticed that the obstacle for United States, not the poorest of these countries, was negligence and inertia only to be overcome by convincing wise men and influential societies of the need of a federal archive establishment (Rothberg and Goggin, 1993). At the same time, administrators discovered that, whenever administration depends upon the careful study of previous experience, it is inconvenient to have records scattered through many unsuitable repositories, neglected and unarranged. That began the determination to erect a structure ideally adapted for storage of documents, their preservation and access.

The absence of records can also leave a government vulnerable to attack and can add fire to claims of deliberate obfuscation and a refusal to accept responsibility for past actions. Winn (2013) alleges that in Hong Kong not being able to find the relevant documents is becoming a policy tool for evading accountability.

Archives convey information that is of importance not only to the enacting institution, but also to researchers from vast fields of knowledge. According to Okello-Obura (2011) records and archives are the means for proving or disproving claims or complaints. The important milestone regarding land claims and restitution in South Africa is a practical example of the need for accurate record keeping and the preservation of archives. White (1998) claims that in June 1958, in furtherance of the South African government's policy of demarcation of land use and ownership on a racial basis, the government of the day proclaimed a large tract of land, known as Cato Manor and situated in the City of Durban, as a "white group area". Any residents and/or property owners not within this racial grouping were constrained as to how they dealt with their land and at some stage would be required to physically relocate and dispose of their interest in the property to a member of the "white group", or the state. For Cato Manor a comprehensive survey and valuation exercise was undertaken by independent property valuers in 1962/3 who determined "basic values" as at the date of proclamation. These "basic values" were used as a basis for compensation if and when the state acquired at a later date (White, 1998).

Currently, the Restitution of Land Rights Act (Act 22 of 1994) makes provision for possible restoration of land lost by dispossessed communities and/or monetary compensation if it can be shown that original compensation was inadequate. In the case of Cato Manor it seems that detailed surveys were carried out and records kept of all shack dwellings and their occupants/owners in the late 1940's and 1950's by the then municipal administration but these were destroyed as the buildings were destroyed in riots in 1959 (White, 1998).

Likewise comprehensive records were kept of the Group Areas Act (1950) acquisitions by the state but bureaucratic policy was for these files to be destroyed after so many years. Harris (2000) refers to this as selective destruction of public records. In the case of Cato Manor the only useful files found were in respect of 258 of the approximately 3 000 affected properties. White (1998) claims that the problems now facing the Regional Lands Claims Commissions are thus:-

- a) Validation of claims, especially if no formal records still exist;
- b) Confirmation of the total amounts of any compensation paid 30 odd years ago, both monetary and other;
- c) Establishing what the original interest in land comprised and the extent and condition of improvements at the time of acquisition; and
- d) Establishing whether the original compensation paid was "just and equitable". If not what financial or other redress is possible today.

The Cato Manor case is a practical example that justifies the importance of archives to the government and the public. The relevance, importance, usefulness and necessity for records and archives is universally recognised and accepted (Mazikana, 1990). Archives are used for a number of reasons: to prove ownership of disputed lands, to settle court cases, to create a genealogical data base, for the purpose of determining constituency boundaries and many more. The Cato Manor case also validates Cox (2004) and Shepherd's (2009) opinion that archives have the potential to change people's lives. They are created in the first instance for the conduct of business and to support accountability, but they also meet requirements of society for transparency and the protection of rights, they underpin citizens' rights in a democratic state and are the raw material of history and memory (Shepherd,

2009). Records are the factual dairies of events, while archives are an administrative and legal necessity,Jimerson (2006) affirms that the archives are a place of knowledge, memory, nourishment, and power.

2.3 Legislation frameworks that govern management of South African Archives and Records Services

Okello-Obura (2011) cites Chibambo (2003) by saying that, a good records management framework consists of information-related laws, policies and programmes, records management standards and practices, and the necessary qualified human resources to implement and manage the systems. The legal and policy frameworks ensures a strategic approach to building capacity to capture, process, store, use, conserve and preservation records and national heritage.

The National Archives and Records Services of South Africa Act (Act No 43 of 1996, as amended), which came into operation in 1997, is an important milestone for archives and the archival profession in South Africa. It brings the management and administration of public archives in line with the constitution of the country inaugurated in April 1994. Rowoldt (1997) opines that although the Act possesses many similarities to previous archival legislation, there are also a number of fundamental differences. These are highlighted in provisions for the management of National Archives, outreach activities, access to archival holdings, the management of current public records, the collection and management of non-public records and the establishment of provincial archives services.

2.4 Archives buildings

Archives buildings not only provide a place to house the archival record but are also a visible sign of its value and symbolises the importance of a country's cultural heritage (Wilsted, 2007). The building is the first line of defence in preserving archival collections (Swartzburg and Bussey, 1991). It is their home. A good home, sound and well built, will extend the life of the materials within and will also provide a good environment for the people who come to use the collection. Whether building a new facility or remodelling or renovating an older one, the structure should be suitable and proper place for people, books and other materials. Clearly the building itself is fundamental to the ability to provide an environment suitable for prolonging the life of collections (Banks, 2000). Facilities must maintain an environment that slows collection deterioration resulting from light, temperature, humidity, or air pollutants (Wilsted, 2007). Archives buildings must be designed to prevent theft, detect and extinguish fires, and protect material in the event of a flood or earthquake. Hooper (2007) stresses that the building must be constructed in such a way as to be weatherproof and provide some degree of fire resistance.

According Hernandez (2005), the building to be used as an archive, at any level, whether it be municipal, departmental, state or national, cannot be just any building. The origin of the building is not important; what matters is its architectural quality. Besides the need for it to be optimally functional, of the correct size and endowed with all the technical requirements, the archive building must prove to be highly attractive to citizens, transmitting a sense of continuity and security. Wilsted and Nolte (1991) point out that it is the responsibility of the records and archival manager

to secure a facility that meets minimal records and archival standards and that is furnished with equipment and supplies needed to carry out fundamental records and archival activities. Cox (1992) adds that in order for things to work in an administration of records and archives an essential element needed is an adequate facility for storage and use of records and archival records. According to Cox (2000:93), a study in the mid – 1980s in America revealed that most of state government archives lacked proper facilities and faced immense challenges to preserve their holdings effectively.

A purpose-built facility makes it possible for the records and archives to be managed efficiently because of the tailor made space and environmental controls suitable for the different formats of archival materials available. Wilsted and Nolte (1991) affirm that archival buildings do more than provide space for the storage of records. All archives buildings should be organised and/or constructed to carry out archival activities such as appraisal, acquisition, arrangement, description, reference, outreach, and conservation (Wilsted and Nolte, 1991). Each of these areas has different but equally important functions. The records storage area is integral to several archives functions. New accessions are brought through outside entrance to the fumigation chambers, and then proceed to the records storage area. The staff uses the storage area to process records. After they are processed they are stored in the repositories or storerooms. Materials are brought from the storerooms area to researchers in the reading room. These relationships are better realised when records and archives are kept in purpose-built facilities. The archives building must provide areas to meet public needs, including search rooms where researchers review collections in depth, galleries or exhibit space where visitors can learn and

understand the importance and value of their cultural heritage, and auditoriums or meeting rooms for lectures and public programs that relate to the collections (Wilsted, 2007). Swartzburg and Bussey (1991) opine that many users are uncomfortable when they sense that archivists are not taking proper care of the materials.

2.4.1 Purpose-built archive buildings

Efforts have been made in setting up properly designed archive buildings that accommodate loads of materials, the functional efficiency, and protection of archived materials. It was in the Near East, in Mesopotamia and in Egypt between 4000 – 3000 B.C. that the earliest archives, as we recognise them today, were established (Swartzburg and Bussey, 1991). Swartzburg and Bussey (1991:4) state that “They contained the temporal records of mercantile society, a collection of information documenting almost every aspect of everyday life. The preservation of that information was of great importance to the Mediterranean cultures. Materials such as clay tablets and, later, papyrus were devised especially for writing. Buildings were constructed to house these written materials. Great care was taken to ensure that records were protected in safe, secure conditions.” The authors affirm that the need for a repository to house archival records was recognised in Athens in the late fifth century, and special buildings for the purpose were erected on the Acropolis. A monumental and fire-resistive structure for housing the state’s archive was erected in Rome, the Tabularium built in 75 B.C. (Swartzburg and Bussey, 1991). The first purpose-built building to house archives in Tropical Africa was Nigerian National Archives and was declared open on January 9, 1959 (Gwam, 1963).

The importance of keeping archives in purpose-built buildings has been documented and discussed since the 1930s. Norton (1938:78) states that the National Archive in Washington and the Maryland Hall Records in Annapolis were built before the archivists had been appointed or archival establishments organised. He further states that the Illinois Archives Building represented a study of archival needs by both the architect and the archivist. "Close collaboration between architect and archivist is indispensable for the satisfactory completion of an archives building." In this instance, the knowledge of experts from two different but complimenting fields was taken to account. Because purpose-built archival facilities are not an important aspect in Africa, architects must work closely with the archives staff. Duchein (1977: 19)underscores this point by stating that "the archivist knows the needs of his service; the architect knows the solutions which will satisfy these needs." On the same note, Wilsted (2007) adds that the primary partners in designing a new archives facility are the client who commissions the building, a representative or representatives from the archives, the architect, and the contractor. Each brings specific knowledge, experience, and skills to the table. However, Toledo (2006) proclaims that this has not been a case for new museum buildings designed by internationally famous architects. The author notes that these buildings seem to become art pieces in themselves, conveying unusual shapes to urban landscapes, high technology and sophisticated building materials.

Norton (1938) points out that the site selected for the building permitted a planned expansion to four times the present capacity of the building. In drafting plans for the building, certain necessities were given basic consideration. First of all, the archives' building was to be not an office building but a records storage building. All space not

required for archival administration was to be devoted to vaults/ repositories/ storerooms designed to give maximum protection to records. Impressively, each section of the building was designed to be a fireproof unit from which a fire could not spread to other sections. The obvious advantage of a purpose-built archives building is the greater convenience and flexibility: all the requirements of the brief to the architect can be transferred more easily on to the plans for a new building than those for an adaptation on an old building (Norton, 1938). Latimer and Niegaard (2007:16) advise that it is important to achieve a high degree of flexibility in the building so that the use of space can easily be changed with a minimum disruption, merely by rearranging the furniture, shelving and equipment.

Yakel (1994) stresses that archival records require special housing and handling to ensure their continued availability for future generations. Furthermore, the archives building should be designed to facilitate both the administration of the archival programmes, preservation planning activities, and use of archival records.

In France all archives receive technical expertise and supervision from a central authority named the Direction des Archives de France (Neirinck, 1990). One single law applies equally to the national, departmental and municipal archives with the Direction des Archives de France responsible for seeing its application. With this authority the office is called upon to mediate in the construction and the furnishing of archival buildings throughout France. Neirinck (1990) further states that between 1948 and 1959 sixteen departmental archives were built and twenty five others were

renovated or enlarged. Such commitment to the preservation of archives in the best physical condition possible is commendable.

A consciousness has been raised to the need for proper housing, care and preservation of archival collections. The Society of American Archivist (SAA) has an active Conservation Section whose members have been vocal and visible in the planning of archives repositories. The National Archives and Records Administration (NARA) is playing an important role by undertaking studies to document the most appropriate conditions for the long term storage of a variety of media.

2.4.1.1 Criteria for the planning and design of archives buildings

The role of archivists remains to collect, organise, preserve, and make available the documents of cultural heritage. Swartzburg and Bussey (1991) stresses that the formats of collections dictate the design of the buildings that houses them. The buildings that are planned must meet the demands of users. They must also provide a safe, secure home for the materials. Archivists need to plan archive buildings that are not only safe and sound, but flexible and accessible. Swartzburg and Bussey (1991) assure that these needs could be met with careful, knowledgeable planning, using the best that the existing technology has to offer. Archives buildings have worked reasonably well throughout history (Swartzburg and Bussey, 1991). Planners can learn from history, benefit from knowledge of the mistakes of the past and attempt not to repeat them. Cox (2000) contends that the first archival facilities lacked climate controls and other preventive care measures but the National

Archives facility in America, opened in 1995, includes moveable shelving with optimum environmental controls, special facilities for electronic, photographic, and other records, and other improvements learned from previous generations of building construction and design.

The criteria that should be taken into consideration when planning or adapting/ converting a building for archives use include but not limited to:

- An archive building should be planned for archive work.
- Every archive building should be designed for the kind of work to be done, and community to be served.
- The plan should be adapted for probabilities and possibilities of growth and development.
- The rooms for public use should be so arranged as to allow complete supervision with the fewest possible attendants (Swartzburg and Bussey, 1991).

According to Gondos (1964:477), it is necessary to remind architects that an efficient building can be designed only from the inside out, not from the outside in. The mandatory rule here should be “Form follows function.”

2.4.1.2 Benefits of purpose-built archives buildings

There are positive benefits in a building that is designed and built specifically for archival purposes. Wilsted (2007) enlists them as:

- Specifically designed to meet archival needs
- Greater functionality since building design is not tied to an existing structure
- Meets the latest technical, building, and accessibility requirements
- Requires fewer compromises in design and construction
- Lower energy and maintenance costs

In general, it has been seen that a new building designed specifically as an archive allows the space to be used more efficiently, offers greater security and often is less costly than converting an historic building, which might require costly structural works that are often difficult to achieve (Hernandez, 2005:14).

2.4.2 Converted or adapted archives buildings

As time goes by, buildings acquire new uses and original spaces and architectural details are modified to suite new needs (Toledo, 2006). According to Dewe (2006) for a variety of reasons, a new purpose-built building to replace an old one or to offer a public service for the first time at a new location may not be possible. Alternative buildings and making use of existing space is then considered. Hernandez (2000:13) explains that an existing building is converted, whether for budgetary or availability reasons, or simply because of a lack of alternatives. Toledo (2006) cites Stone (2005) that changes in buildings can be classified in three types: intervention, when the building's design and fabric are modified; insertion, when the building's

design and internal space is exploited to house a new smaller architectural element, such a shrine or a security vault; and installation, when accessory mechanical units or systems are attached to the building's fabric. The latter is the most commonly used type of building remodelling, since it is the easiest and least intrusive, and is often times reversible.

Given that archives are not considered a priority in the public service in a majority of developing countries, buildings are often neither suitable nor adequate (Mnjama, 2005). Therefore, the recycling of existing buildings has become a significant feature of archives service point provision. Mazikana (1991) adds that a significant number of archival institutions operate from inadequate and insufficient accommodation sometimes from premises that were never meant for archival storage. At times old buildings need to be adapted for reuse as archives and this is due to many factors. In America Haymond (1982) mentions that these old buildings are adapted because they are found within the established community. This allows an institution to take advantage of the existing infrastructure, providing a higher level of service to the archives. The other reason is the tax advantage offered by the federal government to private organizations for the renovation of historic buildings. Duchein (1977) adds that the cost is usually lower in occupying an old building since there are normally no major works to be carried out on the main structure of the building. However, this idea is debatable as there are hidden costs in proper conversions that would solve the problems of unsuitable environment for archives administration. This is in agreement with the experiences in Ghana where a regional chief's house was adapted to accommodate the National Museum of Ghana. In this case the whole

process of redesigning and adapting this building cost far more and took longer than if a museum built specifically for this purpose had been erected (Tygeler, 2001).

It is also possible that the conversion of historic buildings to preserve records and archives may be found desirable from a psychological viewpoint: the prestige of the building may reflect on the archive service. However, this is not the case of old factories or warehouses, vacant churches, redundant brewery buildings or even prisons, which are too often offered for conversion into archive repositories. These types of structures lend themselves to conversion because of features like large internal spaces and strong load-bearing floor (Dewe, 2006). Ling (2002) is of the view that some countries use shipping containers as alternatives to purpose-built archive buildings.

The building has to be adapted sensitively to the site and its immediate environment. The interior space should be adapted to be functional and possess a great feeling of warmth and receptiveness. A rare case is Japan where one of the oldest wooden warehouses, Shōsōin, located in Nara, has kept a vast amount of eight-century documents (so called Shōsōin Monjo) along with many ancient treasures (Inokuchi, 2009). It is quite exceptional that such a large quantity of documents, roughly twelve hundred years old, has been preserved in such good condition. It is owed to the initial plan of the building and use of excellent building material.

According to Morrow and Wotshela (2005:322) “from July the archives that had been in the King William’s Town depot were locked in a private container at a rental fee.” This material is not accessible to the public and, at times, not even to the staff of the Libraries and Archives Directorate. Morrow and Wotshela (2005) opine that when the rent is paid access is facilitated. The Libraries and Archives Directorate could not and cannot acquire records transfer while the only available storage is a privately-owned container.

2.4.2.1 Managing records and archives in converted archives buildings

Without proper storage, materials can and will deteriorate—making a vital record completely unusable or extremely expensive to recover (Benjamin, 2006). Lemmon (1991:406) states that in Spain, the existence of the National Archives housed in the National Palace “was shaken to the core during the major earthquake”. With the building left practically uninhabitable, documents were moved to the central patio. The rooms were secured for the archives, but the environment remained far from ideal. Space was so short that incoming documents were housed in the basement, where fumes from passing vehicles entered through street level ducts. Lemmon (1991) further explains that the books probably suffered less damage during the earthquake than afterward; upon arrival at the National Palace, the books were exposed to dust and dirt of the street because many windows were blown out. Microfilm copies in National Archives were damaged through lack of temperature and humidity control (Lemmon, 1991).

Morrow and Wotshela (2005) indicate that housing archives in converted or makeshift storage exposes records to danger of being lost completely, where for example the Transkei archives in Mthatha, South Africa, were stored in a vandalised building with broken window and infested with mice. 'Records and leaflets were eaten by mice and some blown around the town centre' (Morrow and Wotshela, 2005:321).

2.4.2.2 Challenges of converting old buildings

Because older buildings were not designed for the storage and conservation of archives documents, they often have many drawbacks and adapting them to archive buildings is often more difficult than starting from scratch (Hernandez, 2005:13). Haymond (1982) agrees that the reuse of old structures for housing archives and manuscript collections presents challenges that tax the intellect and patience of those wishing to do so. They relate broadly to the task of fitting an archive operation into visible space, rather than designing the space to fit the operation. Tygeler (2001) quotes Khayundi (1995), Laar (1985) Mbaye (1995) who have observed that adapted buildings are normally old and sometimes dilapidated structures. Old buildings, for example, often have poor fitting windows and frames which allow energy loss and counteract environmental control within the building (Haymond, 1982). Few old buildings have adequate insulation, and many have none.

Historic buildings are also adapted for archival use. According to Wilsted (2007), buildings must be at least fifty year old to be listed on historic register and must meet specific requirements for their aesthetic or historic value. Latimer and

Niegaard(2007) opine that heritage or historic buildings with their special characteristics present an additional challenge to the already complex and specialist field of archival architecture. Choosing a historic building for archival renovation requires careful thought and research (Wilsted, 2007). The standard philosophy underpinning the retention of heritage buildings is that things of value are preserved by one generation and left as a legacy for future ones. However, refurbishing historic buildings presents many technical, functional and financial difficulties (Latimer and Niegaard, 2007). The rigidity of most heritage buildings is usually in conflict with reorganisation and extension needs of the archives building. Wilsted (2007) notes that, renovations affecting the exterior of the building require approval of a local or state preservation office. This includes modification of exterior walls, roofs, windows, and doors, and such restrictions may affect an archives' building choices. Interior renovation does not require approval but one should be concerned about destroying or modifying interior features of significant historical or aesthetic value.

Park (1991) adds that the need for modern mechanical systems is one of the most common reasons to undertake work on historic buildings like installing new heating, ventilation or air conditioning (HVAC) systems. Effective HVAC requires a tight building envelope (Wilsted, 2007).In too many cases, applying modern standards of interior climate comfort to historic buildings are not easily adapted to house modern precision mechanical systems (Park, 1991). The installation of mechanical systems may result in any or all of the following:

- Historic structural systems are weakened by carrying the weight of, and sustaining vibrations from, large equipment.

- Moisture introduced into the building as part of a new system migrates into historic materials and causes damage, including biodegradation, freeze/thaw action, and surface staining (Park, 1991).

Technology is changing the way researchers access and use archival materials, and planners should incorporate as much new technology into their plans as possible (Wilsted, 2007:32). This becomes a problem with old buildings that were initially not meant for that particular purpose. Evans (2004) states that data cables are used to connect computers and peripheral devices like printers to local access network (LAN). Older buildings with thick concrete floors and columns often make it difficult to run cables for data to parts of the building (McCabe and Kennedy, 2003). However, 'wireless' connections are useful in old buildings where it may be difficult or impossible to install cables (Evans, 2004:221).

Duchain (1977) reveals that the types of building which lend themselves to adaptation as an archive repository without costly and complicated internal work are rare. Usually adaptations of this kind are inconvenient and defective. He further argues that buildings erected for purposes other than preservation of archives only lend themselves to the necessary functional adaptation with difficulty. Often the whole interior must be re-adapted and fitted out as per requirements, and then the cost may more often be the same, if not more than that of a new building. There is also concern about potential structural damage of old buildings from excessive point loads caused by overloaded shelves (Acker, 2010). Archival collections are

extremely heavy. Building foundations must be designed to support the weight of the shelving and the heavy equipment found in mechanical rooms (Wilsted, 2007).

McCabe and Kennedy (2003) note that as buildings age they develop physical problems that are beyond the scope of maintenance and renovation. The authors reveal that the cues that a new building is desirable are:

- Building conditions that are dangerous to users and staff or so expensive to mitigate and repair that they are not worth the effort.
- Building systems (electrical, heating, ventilating, and air-conditioning [HVAC]; fire safety; etc.) that are outmoded or expensive to operate.
- An inflexible floor plan in that it does not meet changing service program needs.
- Difficulty in providing technology access (cables, wiring, etc.) to the existing space.
- The building that is not compliant with the disability legislation and policy (McCabe and Kennedy, 2003:5-6).

In the developing world where most countries are struggling to meet the basic human needs the management of archives and records have no competitive edge over essential services like health, eradication of disease, literacy etc. As a result most records and archives are housed in converted buildings.

2.5 Access

For the purpose of this study, access was defined as the authority/right of a researcher to obtain information from or to do research in archival materials in the custody of an archive (Baumann, 1986). Danielson (1989) writes that the principle of providing equal access to archival resources is enshrined in the various guidelines and codes of ethics for archival practices. The professional archivist has the responsibility to balance the conflicting interests of donors, researchers, and home institutions. Providing fair access to archives may appear to be fundamentally simple operation, but it is a thorny problem. The reason being, access to some archives is restricted and subject to a closure period (Kumar, 2011). In South African National Archives the closure period is 20 years (Harris, 2000). This means unrestricted access to public records in its custody which are older than 20 years. Archives are normally closed for legal, privacy, and security reasons.

Administering access is an essential archival function. Baynes-Cope (1996) agrees that the essential purpose of an archive repository building is to provide access to the material without compromising its integrity. Similarly, the National Archives and Records Services of South Africa Act (Act no. 43 of 1996) as amended by Cultural Laws Amended Act 36 of 2001, states that the foremost purpose of preserving archives is to ensure that they are made available for use. It is difficult to argue that a record in an archival repository is serving any useful function if it is never used by anyone for any purpose (Dearstyne, 2000). If people are to use archives, then they must have intellectual, legal, and physical access to them. The term “access” encompasses all three concepts.

2.5.1 Intellectual access

Intellectual access is provided through the arrangement and description of records and reference assistance from an archivist (Robinson, 1998). Information contained in archival materials cannot be adequately exploited without being described and organized accordingly to provide for easy retrieval by and access to users. Intellectual access includes not only information about and from a repository's holdings, but information about a repository itself, the creators of the archival material and referrals to other source outside the repository (Dearstyne, 2011).

2.5.1.1 Arrangement and description of records

Mazikana (1990), states that the pillars of archival work are the arrangement and description of the archives. The arrangement of archives in general follows the principles of provenance and the sanctity of the original order (Mazikana, 1990; Hunter, 2003). Dubey (2009) adds a third principle, the chain of responsible custody. Archives buildings have to have a dedicated space for this purpose (Gupta, 2008).

“Archival collections are not subject-classified or accessed through familiar library tools like card catalogues. Instead, they are organised according to their source of origin in “record groups”, containing records of a single organisation or department” (Robinson, 1998:177). Archival materials are arranged according to *respect des fonds*, or provenance. The principle of provenance or in its better known terminology *respect des fonds* was first enunciated by the French archivist de Wailly in the mid-19th Century (Mazikana, 1990). By this principle, records of a distinct and separate entity were meant to be kept together as this was the only way in which the structure and functioning of that entity could be understandable. The archivists respect the

person or office that generated and used the records. There is an individualised aspect of each set of materials that must remain distinct (Kumar, 2011). The principle of provenance also refers to the idea that an archival collection of a given records creator must not be intermingled with those of other record creators. A physical space in an archive building has to be availed in order to segregate the records of different creators in the repository, and arranging these physical groupings to represent the external structures in which each particular archive had been formed, thus also reflecting the functions and activities of the record creator (Mckemmish *et. al.*, online).

Original order is the second important principle on which archivists base their arrangement of items (Hunter, 2003). This principle was promulgated by the Prussian State Archives in the 1880s. Original order means that records should be kept in the order in which they were originally arranged by organisation, individual, or family that created them. Kumar (2011) affirms that what an archive does not need is an employee with compulsion for perfect order because documents usually come to the archives in the sequence in which they were used and proved useful over a series of years for an institution, a government agency, business, or family. It is these principles that mainly determine the manner in which archives are arranged and described (Mazikana, 1990).

The chain of responsible custody is the third principle that was popularised by the English Archivist, Sir Hillary Jenkinson (Dubey, 2009). This principle focuses on the role of records / archives as evidence and maintains that evidential integrity can only be ensured when we can trace an unblemished line of responsible custodians. By

responsible, Jenkinson means committed to the 'physical and moral defence' of the archives. These phrases embody the responsible manager's obligation to ensure both the physical security and the intellectual integrity of the records as evidence. This faultless lineage is, in Jenkinson's view, a reasonable guarantee that the records have been kept without damage, alienation, improper or unauthorised alteration or destruction (Dubey, 2009).

In very broad terms however archival description identifies the archive type in terms of whether it is correspondence, memoranda, reports or minutes. It then gives some indication of the format of the archives showing whether they are in manuscript, typed or on magnetic media (Mazikana, 1990). The description attempts to quantify the records so that users have an idea of the volume that they have to contend with. There are also other items that are normally part of the description process and these include an indication of the period to which the archives relate and a summary of the content.

Archivists create and rely on finding aids (FAs) as reference tools to assist users locate needed records and information. Finding aids are products of arrangement and description just as library catalogues are products of cataloguing and classification. They list the creator of the collection, the dates that are covered, and the contents. Finding aids are no more "the collection" than a book index is "the book" (Knoer, 2011). According to Lytle (1980), the term *finding aid* ordinarily is used only in archives (traditionally defined). Finding aids help in establishing intellectual control over holdings.

Haller (1985) explains that good access requires the ability to find relevant materials and to dismiss irrelevant materials. The precise and systematic descriptions generated by progressively refined processing give users both of these capabilities. Hackbart-Dean and Morris (2003 – 2004) warns that archivists should keep in mind that the primary goal of processing collection is to provide clear and accurate descriptions that enable patrons to access the collections easily.

2.5.1.2 Reference assistance

Reference services entail assisting user who request information from the archive (Agere, Lemieux and Mazikana, 1999). The reference area space could be included or be a separate area from the reading room for registering readers and responding to reference questions (Wilsted, 2007). Hamill (2013) states that a separate reference area space can be extremely useful for users who may feel uncomfortable to ask for research help in public (Hamill, 2013), Wilsted (2007) adds that it allows for conversation without interfering with researchers using collections in the reading room.

The reference interview in archives is much more extensive than at the reference desk of a library (Knoer, 2011). It requires good communication skills from both reference staff and patron in order to be successful. The staff member gather information from the patron; tries to determine what the patron is really seeking; provides information, advise, or instruct as needed; and requests feedback to determine whether the patron's information needs have been met (Hamill, 2013:111).

Maidabino (2010) quotes Jimerson (2003) in that search room and reference services are geared towards both intellectual and physical access respectively. Intellectual access is made possible through reference use of archives and search room service ensure and enshrine physical access through the use of appropriate facilities to allow users to examine archives in a secure and convenient atmosphere. Accessibility to the information resources is provided through a number of archival services which include search room services. Most of the time there is an assumption that archives facilities are utilised by only experienced researchers. Inexperienced users visit these facilities as well and need to be familiarised with making sense of archives and locating sources. Yaker (2002) explains that the common ground and shared understandings are not just created, but negotiated between archivists and researchers. Thus, without common ground, there is little basis for learning, transfer of that knowledge to other projects, and trust. Yaker (2002) further states that user education is a natural place to begin the process of building common ground. Archival user education can take place during the one-on-one reference interview or in educational sessions offered by an archive facility. The reference interview may be the only opportunity for the reference archivist and the researcher to interact closely.

Cohen (2011) opines that reference archivists must be educated to practise their trade for the benefit of the patrons who come to them for help. Beyond formal education, there is education on the job by which reference professionals enhance their skills. A myriad of ethical issues come into play as reference archivists attempt to balance the competing demands of donors, researchers, individuals, and the public (Cohen, 2011). Reference archivists therefore take on the role of frontline

marketers in order to increase support for and strengthen delivery of the service they provide.

2.5.1.3 Digital accessibility

Archives are making increased use of information technologies to provide better descriptions of and access to their holdings. Walters (1998) point out that automated access to archives and the subsequent development of descriptive standards have become the centre of daily descriptive practise for the archivists. The use of Internet, through World Wide Web (WWW) servers, provides access to potential users. In a nutshell, the current trend in archives management involves massive digitization and posting these materials for public online access. Wilsted (2007:27) states that archives that manage their servers need a server space. The area should be well ventilated with a HVAC system that can maintain a content temperature and that takes into account the heat build-up of the electronic equipment.

Many archives services have their own websites where they even load digital finding aids so that people may have an idea of the content of their holdings. And recently, making available digital image files of actual archival materials through networked access is on the rise, quickly becoming yet another access tool available for widespread use by archivists. Walch (1997) agrees that there is a growing momentum toward providing copies of actual records electronically. For instance, the University of Fort Hare (UFH) in collaboration with Multichoice and the African National Congress (ANC) undertook a digitisation project to digitise ANC liberation archives and now they are available on-line through their website www.ancarchives.org.za . The researcher has an option of no longer going to a

physical archive to sift through physical masses of material. The full text documents, images and audio visual materials are available through the website.

2.5.2 Legal access

Maidabino (2010), states that Abioye (2009) identified the historical transformation of archival accessibility. He declared that, in the past access to archives was restricted to the creators and their legitimate successors. Archives at this time were considered as arsenals of law. The focus has since shifted with the gradual liberalization of access. In the past, for example, public records were preserved in strict secrecy and under close protection. Such recorded information materials were kept in locked rooms, sacks, boxes, crates, shrines and even the treasury, such that, public access was not practically emphasized. However, shortly before the end of the eighteenth century, the French revolution launched the modern era in the history of archives particularly in the areas of legislation, preservation and public access through the French Archival Act of 1794. Tosh (2013) opines that nowhere, however, have historians been granted complete freedom of access to public records. If historians were allowed to inspect files as soon as they had ceased to be current use, they would be reading material that was only a few years old. In Britain the 'closed period' laid down for public records varied considerably according to the department of origin until it was standardised at fifty years in 1958 (Tosh, 2013). Nine years later, after a vigorous campaign by historians, this period was reduced to thirty years. France followed suit in 1970, but in some countries, for example Italy, fifty years is still the rule.

Access is also related to whether or not users have permission or authority to use archives. Records created and maintained for personal or internal use may include private or confidential information. Archivists are legally and ethically bound to ensure equitable access to records that are in their care. Maintaining fair use, however, is a problem because archivists have to deal with such issues as privacy, confidentiality, copyright, preservation, and freedom of information. Baumann (1986) agrees that more than ever archivists are obligated to balance access to records on the one hand against protection of individual rights and interests on the other. Ellis (1993) states that in some cases the framework for providing access to the archives holdings is embodied in specific archives regulations. For some government archives, the decision to release information must be referred to the department or authority currently responsible for the function involved. Similarly Baumann (1986) states that according to the "Archivist's Code," issued in 1955 by the Archivist of the United States, the archivist is to promote "access to records to the fullest extent consistent with the public interest," always observing proper restrictions on the use of records and working for the increase and diffusion of knowledge.

Fitzgerald (1996) explains that freedom of information is about making administration responsive to the needs of individual citizens, making government more accountable to the people it serves, and opening up new possibilities for democratic participation. South Africa passed the Promotion of Access to Information Act (PAIA), Number 2 of 2000. This Act guarantees the citizens the right of access to vast quantities of government held information (Harris, 2000). In a democratic society access to information is a right, not a privilege. However, archivists must strive to silence the potential conflict between the right of access and the right of

privacy. Consequently, Baumann (1986) stresses that it is more important than ever for archivists and records managers to ensure a climate in which public access to state government records is manageable, fair, equal, and not susceptible to unwarranted restrictions and limitations.

2.5.3 Physical access

The building should be as accessible as possible, encouraging and inviting people to make full use of the services it provides (Latimer and Niegaard, 2007). Latimer and Niegaard (2007) point out that access should be as clear and straightforward as possible with a self-evident layout facilitating independent discovery and study: researchers should not have to understand how the archive is laid out in order to make use of its services. Great progress has to be made in providing simple and attractive signage. The examples of this signage are digital signs and plasma screen.

Repositories provide physical access by maintaining standard operating hours that allow users to visit the archives to study and copy records for private or educational purposes. The design must also meet the current legal requirements for access by those with disabilities and learning differences (Latimer and Niegaard, 2007). Finch and Conway (2003:14) opine that “we are all handicapped in some way: You wear glasses, another wears a hearing aid, one is too tall to fit the chairs, another too short to touch the floor”. Therefore, one of the important aspects of access is the question of access for handicapped people, and not only the physically handicapped

(PACTAG, 1995). Access for disabled or handicapped people is often a major problem especially in adapted buildings or older museums as stated by PACTAG (1995). It noted that there is a problem in many of those buildings which are multi-stories structures in which no provision was made in the original design for disabled access to upper floors, even where access to lower floors by means of ramps has been provided. Vertical circulation in a building comprises distinct components including stairs, ramps, lifts, platform lifts, and escalators (Centre for Excellence in Universal Design: n.d.). There are also some multi-storey structures without these facilities. This affects both the abled and disabled. It also affects the movement of archival materials and equipment between storeys in a building. According to the Centre of Excellence in Universal Design (n.d.) a passenger lift is generally the most convenient method of travelling between storeys in a building for people who cannot, prefer not to, use the stairs. It is noted that there will be circumstance when the installation of a passenger lift is not possible due to structural or other constraints. This may be the case when improvements are being made to smaller or existing buildings.

A barrier-free environment for the independence, convenience and safety of all people with disabilities should be provided. The point is to create a physical environment so that people with disabilities receive goods and services that are not inferior to the products available to the general public (Serene, n.d.). Finch and Conway (2003) emphasise that physical access is more than wheelchair ramps. It includes – for all of us – nearby parking, wide and easily opened doors, elevators for operations on several floors, uncluttered corridors and signers and self-help equipment.

Moreover, Ling (2003) states that it should be remembered that the site is housing valuable archives and should be treated accordingly. The site should give every indication that it is a dedicated records storage facility. Thus the area around the repository building should be cleared of any obstructing objects and suitable signs erected giving appropriate information and contact details. HM Government (2009) points out that there are challenges facing archive services in the delivery of their core task of helping people to access and understand the past. The condition of some buildings that house archives can place a real constraint on providing wider public access as they are situated in inaccessible sites.

2.5.3.1 Receipt and transfer of archival materials and equipment

According to Leighton and Weber (2000) it is useful to plan flexible and contiguous space for materials handling. Receiving and processing should be kept near each other and near the building loading dock. "Processing workflow follows a rather idea pattern. Close by the loading dock of the building, all materials are unpacked, sorted into types of process need, and routed to the appropriate unit (Leighton and Weber, 2000:314)."

According to Hernandez (2005) there are three basic elements to be observed:

- There should be an entrance for documents which leads directly to a fumigation area, to avoid the possibility of fungal or insect infection.
- The document reception area should be large and be covered to protect the documents from wind and rain.

- The loading bay should be one metre above the floor, to allow for easier handling of loads. It should be equipped with ramps to allow access to small vehicles. According to Pacifico and Wilsted (2009) loading bay is a transition space for incoming supplies and equipment, outgoing records, and related activities.

2.5.3.2 Parking facilities

Mcdonald (2009) points out that parking facility serve an important role, as a point of passage for the driver from the car into a building. Adequate and secure staff and visitor parking adjacent or near the building must be provided (Hunter, 2003). Pacifico and Wilsted (2009) advise that parking, bus drop offs, and parking spaces for persons with disabilities should be designed to accommodate sustained peak visitation periods. Archives users need to be certain that their vehicles are safe while they visit the archive building. It is ideal for the parking facilities to be situated outside the building and never in basements, for reasons of security and because carbon monoxide produced by cars could affect documents (Hernandez, 2005).

2.5.4 Location

When a new archival structure is to be built, one of the critical decisions to be made is the choice of site. Site selection for an archival facility must include review of the site's location, size, security, and access (Pacifico and Wilsted, 2009). The plan of the building is influenced greatly by the nature of the site (Gondos, 1964). According

to Wilsted (2007), one of the primary concerns about any site is whether it is more or less likely to endanger the collection.

Duchain (1977:22) lists archives sites that should be avoided as follows:

- i. Sites with intrinsic dangers: land liable to flooding; unstable sites (e.g. hillsides, where the sub-soil is of clay and liable to landslides); damp, swampy sites; land liable to the effects of heavy seas; land subject to termite infestation, etc.
- ii. Sites with dangerous surroundings: sites near factories with a high degree of air pollution, or near installations of high fire or explosive risk (petrol tanks, explosive depots, etc.), or near possible strategic targets (airfields, major railway centres, etc.) (Duchain, 1977:22).

There are other types of sites which should as far as possible be avoided, such as sites near sources of noise (busy main road, railway station, factory); sites which would preclude future extensions to the repository either by reason of their limited area or because of town planning restrictions on the height of buildings; sites beneath or adjacent to a source of electromagnetic radiation (e.g., high-voltage electrical power transmission lines) (Pacifico and Wilsted, 2009). Sites which are difficult of access by reason of steep slopes or bad roads should, as far as possible, be avoided. The more accessible the facility, the more it will be used.

Ling (2003) adds that any vegetation, including tree stumps, should be removed in the archives building site. Therefore, the site should be kept free of vegetation at all times. Vegetation needs water to survive and the water may seep through the foundation of the building and expose the building and archival materials to mould that thrives in moist conditions. The mould damages paper based archival materials. Moreover, vegetation and leaves are good for combustion of fire which poses danger to the collection. Smoke emission is also hazardous. Ideally, the area immediately surrounding the building should be paved or concreted.

According to Wilsted (2007), a site should provide expansion space to meet the demand for collection or programmatic growth. This could come in the form of additional stories above the initial building, though this is generally a more expensive solution and requires the initial foundation to be designed to support additional floors. The author advises that the alternative is securing adjacent vacant land on which to expand. There should be sufficient space for at least twenty to thirty years' growth. Pacifico and Wilsted (2009) suggested that the site for an archival facility should be located on a stand-alone or island site with free access to the entire building perimeter. In cases where the archival facility is within a larger building or cannot stand alone on the site, the facility should be completely protected from dangers posed by the neighbouring spaces and buildings. A site that is distant from a police or fire station may be a concern because response during an emergency may be slow (Wilsted, 2007:12). Converting a building intended for another purpose may not address the stated preconditions.

2.6 Areas in archives buildings

Pacifico and Wilsted (2009) stress that archival facilities must balance collections preservation with the needs of researcher access and use. Advisory Committee on Records of Congress (2006) recommended that an archives building should be in compliance with accessibility requirements for all public, research, and staff areas. The range of activities and functions carried out in each facility will vary depending upon the building size, the number of staff, and the type of archives (Wilsted, 2007). An archive building should be a facility for archival documents and meet all foreseeable archive storage and workspace needs.

Acker (2010) states that an archives and records storage building incorporates a number of space types to meet the needs of staff and visitors. The recent archival buildings constructed in France have on the average the following division of total floor space: storage space, 70%; work space and offices not accessible to the public, 13%; public space, 11%; living quarters, 6% (Nierinck, 1990). Researchers and the public never see large portions of an archive, but those spaces are critical for a successful archival facility (Wilsted, 2007).

2.6.1 Work areas

A designated room or space should be set aside for archives arrangement and description (Wilsted, 2007). An appropriate name for this area should be processing area/ room. In this area, staff can inspect archival materials being deposited into the building to ensure there are no problems with pests or mould. They can also

undertake repackaging, cleaning, sorting, listing and minor conservation tasks. Processing archival collections is more efficient if those activities are centralised into one area (Wilsted, 2007). The area should be provided with benches and large tables for sorting, reviewing, and some static shelving to store the archival materials when not being processed. A small store room should be provided to house empty boxes and office and other supplies. Several computer workstations should be set up for entering collection data and creating finding aids. Photocopy machines should be easily accessible for reproducing deteriorated items onto acid-free paper. Agere, Lemieux and Mazikana (1999) opine that an archival processing area should be located in convenient proximity to archival supplies and stationery and away from researchers. It should be close to storeroom and receiving areas. Doorways and corridors should be wide enough to allow transport of records and equipment.

2.6.2 Repositories/ storerooms

Each archival building should have storage space for its collections in a secure, environmentally stable space. Repositories are used for the storage of permanent records. This area is probably the most critical and complex area within the entire archival facility (Wilsted, 2007). Wilsted (2007) further notes that archival collections spend 99 percent of their lives in the storeroom environment, and planners should make every effort to provide the highest level of environmental control, security, and fire detection and suppression there. There must be ample room for long-term storage for processed collections. Purcell (n.d.) opines that historically, many special collections departments placed their most rare and valuable items in a vault. Archival storage areas, whether they consist of separate building, a room in an existing

building, a vault, or some other storage space, should meet certain basic minimum requirements to ensure long-term preservation of archival material (Agere, Lemieux and Mazikana, 1999).

Access to repositories should be strictly limited to professional staff of the archives unit. Contrary to libraries where users are allowed stack access (Leighton and Weber, 2000) and where access is much more direct (Watson, 2000). In archives access by staff members should be limited as much as possible, and they should enter the storerooms only to collect and return records.

Archival shelving should be made of steel because it does not burn and is chemically inert, unlike wood (Hamill, 2013). Metal shelving using plywood or chipboard panels should never be used since they contain high levels of formaldehyde causing acidity and paper weakness (Wilsted, 2007).

Ideal conditions for archival storage area according to Agere, Lemieux and Mazikana (1999) include:

- A secure and environmentally controlled storage area for archival material.
- A storage area large enough for existing material and any new material.
- Adequate floor load capacity.
- If space for shelving is limited, mobile shelving can be used to increase the capacity of the storage area.

No windows should be planned for the storerooms, though Buchmann (1999) reveals that archivists disagree on this issue. Some propose windows in order to provide natural ventilation and to allow a certain limited amount of light, but outside air should not be brought into storerooms without being filtered, which of course is not possible if windows are used for ventilation. Others favour windowless storerooms. Buchmann (1999) further states that there is no common view among archivists today on windows in the storerooms. Wilsted (2007) is for the omission of windows and skylights, high level of insulation, fewer entrances, and airlock doors to control air movement in and out of storage area. Buchmann (1999) believes that due to the need for security, a stable climate and clean air, the storerooms for an archive building should be used for storage of records and for nothing else.

2.6.3 Staffing area

According to Wilsted and Nolte (1991) the placement of staff offices depends largely on the responsibility of individual staff members. Staff with processing responsibility should be located close to the archives storage area. The offices of reference personnel should be close to the repository area and entrance area, while providing direct supervision of and access to the reading room. Other staff areas may include:

- **Administrative Offices:** They should separate the rooms open to the public and the workrooms. They should also connect with the repositories in such a manner as to facilitate reference to the archival collections yet to prevent unauthorised access to them.

- Archival Office Areas: These require separate spaces for preservation and curatorial operations handling different materials, may require specialised furnishings and equipment, all secure from unauthorised public/visitor access (Wilsted and Nolte, 1991).
- Amenities area: An amenities area should be provided for staff to have meals, as food and drink should not be permitted in or near the repository. Toilet facilities should also be included (Wilsted and Nolte, 1991).

According to Maher (1992) staffing areas should accomplish the following goals:

- Provide a pleasant work environment that does not diminish staff morale (thus, natural light and climate controls are “in,” and clanging pipes, rodents, and birds caught in ventilation ducts are “out”).
- Support the efficient processing of records. Thus, large open spaces for spreading out collections are preferable to cubicles.
- Provide sufficient office space to permit the separation of administrative activities from processing and reference service, even if all functions are performed by the same person.
- Provide space and equipment needed to support technical preservation processes and photographic duplication.

2.6.4 Public areas

Public areas such as the search room, reception area, and exhibition area are critical for a successful archival program (Wilsted, 2007). According to Ling (2003), it is

assumed that members of the public will wish to visit the building on a regular basis and undertake research, using the records held there. In that case, these public spaces should be provided:

- Reception area: A small reception area is also very useful as it serves as the focal point for all visitors to the building. It optimises patron and reference staff interaction (Maher, 1992). Patrons are interviewed here so that the conversations, which are so crucial to this process, do not become noise that disturbs researchers already examining documents. The reference area could also serve as a general reception area in small archives (Wilsted, 2007).
- Search room/ Reading room: Gwam (1963) defines it as room where documents may be exploited by scholars and others. A designated reading room should be provided to enable researchers to access original items from the repository. Some space should be allocated in the reading room for finding aids and guides to the collection. A large table will be needed for accessing maps, plans and bulky volumes. Morris (2005) emphasizes that search room tables must be designed to accommodate computers. Copies of original documents should be made by staff. Most archives patrons work individually, so the group or team work areas in the archives search room should be probably be limited to one or two (Morris, 2005). The reading room should be located in an area with controlled access that facilitates monitoring of researchers while they work with the collections (Agere, Lemieux and Mazikana, 1999). Here, collections leave the controlled environment of the repositories, and every effort must be made to ensure that they do not deteriorate or become damaged during their time in the search room (Wilsted,

2007). There should be only one public exit/entrance to the reading room and researchers entering and leaving the room should pass by a staff desk or office.

- **Exhibition area:** Exhibition spaces include the exhibition gallery(s), which are public spaces, and the exhibition preparation areas which are restricted to staff (Pacifico and Wilsted, 2009). Wilsted (2007) opines that the line between archives and museums are becoming less distinct, as many archives design exhibit programs and promote outreach to schools. Archives' exhibition programs provide an opportunity for visitors and tourists to view archives materials and to gain an understanding of their value in preserving history and culture. Exhibition space should be located immediately off the entry lobby of the archives. This area should have lockable doors for added security when the building is closed and to provide protection when exhibits are being installed or removed.

2.7 Preservation

Hamill (2013) defines preservation as any action that extends the usable life of all records especially vital records. This includes careful handling practices, rehousing in acid-free folders and boxes, using replicas in exhibitions, practising appropriate security measures, maintaining suitable environmental conditions, and applying good housekeeping practices.

Conway (1990) opines that the preservation of historical materials, in a variety of forms and formats, is both a cultural necessity and a central responsibility for professional archivists. The desire to keep and use records of knowledge and information for reference and permanent preservation can be linked to the earliest time of human history. History has showed how people of the ancient era kept records of their thoughts and experiences on items at their disposal. Clay-tablets, papyrus, animal skins, stones etc., for example, were used for historical documentation. Therefore, preservation of the collections is one of the most fundamental goals of an archives building. Banks and Pilette(2000) considers understanding the importance of buildings in preserving records is hardly new as Mesopotamian archivists four thousand years ago stacked clay tablets on shelves, off floors and away from walls to protect the vulnerable clay from damp.

Walch (1997:143) writes that in 1986, "Howard Lowell conducted a study of preservation needs in state archives in America. His report indicated that proper physical storage conditions, with modern fire detection and suppression capabilities, security systems, positive environmental controls - Heat, Ventilation and Air Conditioning (HVAC) system, and programs that use preservation-quality supplies for housing archives holdings were among the most urgent needs." Banks and Pilette (2000:127) claims that "it is unfortunate that perhaps the only means of achieving relative steady temperature and relative humidity, and of removing gaseous and particulate pollutants, twenty four-hours a day, 365 days a year, is through full central heating, ventilation, and air-conditioning systems." Unfortunately there is no denying that effective systems are expensive to install and operate (Banks and Pilette, 2000; Ngulube, 2005).

According to Mostyn (2008), every archivist or curator who wants to safeguard the life of their collection needs to understand the issues of preservation. Records on all forms of media located in archives need protection in order to minimize the wear and tear that are inherent in handling, copying, loaning, and exhibiting them. Preservation refers to the management activities that are associated with maintaining materials in their original form or other format. Archivists are concerned with a number of preservation issues, including:

- ***Environment*** . According to Daniel (2001) there are a number of preservation issues causing the most damage to cultural collections like temperature (T), relative humidity (RH), light levels (specifically illumination and ultraviolet radiation), air pollution (gases and particulates such as dust and soot), and pests (including insects, rodents, birds).
 - Relative humidity is generally accepted as a means to prevent degradation of collections (Feathers, 2004). According to Heather (1994), humidity becomes more or less harmful in relation to temperature. For a given weight of water vapour in a given volume of air, condensation occurs at a given temperature. Relative humidity decreases as temperature rises. Thus heating of archives is essential in countries with a cold, damp climate. An average temperature of 17 or 18 degrees Celsius and a relative humidity of between 50 and 60% are thought to be best. Dehumidifiers can be used to reduce excessive humidity. Excessive dryness usually associated with high temperatures in desert or semi desert conditions, or with the overheating of rooms, can be counteracted with the use of humidifiers (Heather, 1994).

- Light: Sun damages paper and the archivist should not assume that the architect is aware of this (Heather, 1994). There should be as few windows as possible, and all should have curtains or blinds. A radical solution would be to build storage areas without windows (Banks, 2000:126). The best way to control light damage to collections is to exclude it. Incandescent lights are preferred over fluorescent lights and outside windows should have protective UV filters. According to Farshchi (2003) exposure of archival materials to light, both artificial and natural, accelerates the deterioration process through chemical reactions, and it causes materials to fade and change colour, making the prints, photographs, and bindings less legible. According to Banks (2000) archives have an advantage over libraries in that archive collections are typically kept in a box or other opaque container, which, of course, is not feasible for general library collection.
- Mould: Damp basement should be avoided because they are notorious of dampness that causes mould in documents.
- ***Storage space/ storerooms/ repositories.*** Ideally, Ling (1998) notes that archive repositories need to be well built, functional and secure. The general recommendation for temperature and relative humidity level in the storerooms, regardless of the type of material stores, is that they remain stable and avoid fluctuations. They should also not be exposed to excessive light as that is dangerous for the documents.
- ***Disaster preparedness***(i.e., preparing contingency plans for use in case of fire, flood, storms, and other natural or man-made disasters). Hooper (2007) affirms that the other major security concern within the archive is fire. But

obviously the prevention of fire is better than relying on the procedures to contain a fire.

- ***Assessing the scope and nature of deterioration and damage to records*** (i.e., brittle paper and/or technological obsolescence), and
- ***Use*** (i.e., establishing policies about the use of holdings by patrons and staff and about the public display of holdings). The use of cultural collections involves people (Daniel, 2001). It includes the mismanagement, mishandling and carelessness. It is important to control or at least reduce the effects of use in order to ensure the long-term preservation of cultural collections.

A well thought out archival preservation program would consist of installing equipment to monitor and stabilize environmental conditions, maintaining the physical facilities routinely, enforcing security procedures for staff, patrons and others, and implementing routine holdings maintenance actions, including removing or replacing damaged or deteriorated items. Figure 1 displays archival preservation activities graphically as illustrated by Conway (1990: 208)

ARCHIVAL PRESERVATION		
	Planning	Implementation
Preservation	Environmental survey Disaster planning Use policies Holdings survey	Environmental controls ¹ Building maintenance Security procedures ² Holdings maintainance ³
Renewal		Staff and user education Outreach/ Community liaison Fundraising
	Strategy for treatment Strategy for reformatting Strategy for replacement Disaster procedures	Physical and chemical treatments ⁴ Reformat ⁵ Replace ⁶ Disaster response

¹Temperation, relative humidity ,light, dust, gas, pests

²Building, stacks, reference room

³Rehouse, remove or replace damaging or deteriorating items

⁴Wash, deacidify, dry or humidify, resize, dry-clean, restore, repair, rebind

⁵Microfilm, fiche, paper, optical disk

⁶Microform, paper, duplicate copy

Figure 1 Archival preservation activities (Source: Conway, 1990:208)

The archival preservation activities displayed in figure 1 should be employed in converted archives buildings as they are in purpose-built facilities to ensure the continued availability and usability of archives and records.

2.8 Security

Cultural properties such as archives and records are important to the culture and history of a nation. For this reason Benny (2013) advises that they must be protected from internal and external thefts, vandalism and natural disasters. Moreover, Ganderd (1982:87) reveals that buildings not designed with security in mind “may be marvels of art and architecture, but if they are insecure, they lack an essential quality of the good public building. By prioritising the aesthetics of the building one makes security provision an expensive afterthought.” The cost of altering buildings to repair security deficiencies is generally huge (Ganderd, 1982). The security must be given considerable priority in the design and conversion of existing buildings for archival use. Pacifico and Wilsted (2009) opine that implementing a security program minimises the possibilities of damage to the facility and damage or loss to the collections.

Issa (2012) pronounces that security includes protecting the collection from theft, vandalism, endangerment by use, and damage or destruction from human-made or natural disaster. Hernandez (2005:32) contends that such actions are difficult to predict and happen frequently. Theft and vandalism happen because it is inherent in human nature and is leading to the total or partial disappearance of the historical

patrimony. According to Mason (1975:477) the problem of theft has plagued the keepers of irreplaceable records for generations. By protecting these cultural properties continuum history and heritage can be ensured. Ogden (2007) concurs with Benny (2013) and suggests that because of the high value of materials in libraries and archives, adequate protection from theft and vandalism must be provided. Wilsted (2007) points out that thefts of archival materials continue to make headlines, and online auctions now provide thieves with a ready outlet for stolen materials where buyers have little knowledge about provenance and previous ownership.

According to Ellis (1993) and Hooper (2007) security in an archives facility is a top priority. Ellis (1993) further adds that archival materials are unique and many archival records have importance as legal or financial evidence. Access provisions, therefore, must protect them against loss, damage, misfile or tempering while they are in storage as well as during research use. Researchers should not have access to records storage areas. Ogden (2007) suggests that in the event the researcher is given access to a storage area he should be accompanied by a staff member. This is in agreement with Ling's (2003) statement that only authorised persons should have access to the repository. Mason (1975) warns that the trust and respect of most archivists for researcher of high academic standing may exacerbate the security problem.

Retrieval and return of material should be limited to one or a few authorised staff members. Since most archival thefts occur in search room, researchers should be

limited to one box or folder at a time (Wilsted, 2007). Staff must be allocated to supervise records during the use and security measures instituted to protect the materials (Ling, 2003). Mason (1975) opines that surveillance of researchers ranges from personal supervision of a reading room to two-way mirrors and closed-circuit television (CCTV). Many archives institutions restrict briefcases and other materials brought to the search room by researchers. Pacifico and Wilsted (2009) emphasise that collections must not be left in the search room overnight. When the facility closes for the evening, all collections must be housed in a secure location until the next business day.

Mason (1975) advises that more careful scrutiny must be given the persons hired to work in an archives, or having access to the premises, from the director to the maintenance employee. This is the area in which archives are most vulnerable and leaves them wide open for inside job. Kinney (1975) opines that it is possible for a careful employee-thief to steal for years. He/she knows what material is valuable, where it is, how and when to get it, and how to cover up the loss.

The credentials and identification of all researchers should be carefully reviewed by archivists. Fisher (2004) states that most archives require all potential patrons to show a current driver's license, or a valid passport, or other photo identification before they enter any research area. Once proper identity has been established it is desirable to explain to researchers the archives rules governing the use of collections. These regulations should be available in written form for the researcher to study and a copy signed by the researcher should be kept on file.

It is best to have only one entrance/exit, to be used by researchers and staff alike (Ellis, 1993). All other doors should be alarmed so that unauthorised use can be detected. Windows should be kept closed and locked. Though it might seem impossible to outwit completely the determined thief, Welch (1976) advises that security devices and policies should be used.

Ganderd (1982) reveals that the architecture of a building can be a boon or bane to a potential thief, mugger, or archival materials thief. It is suggested that the architect eliminate hidden recesses, abutments projections, or other building features that would allow concealment of intruders. Security considerations must be given their due in the overall design of a building. Consequently, security involves the help of electricians, plumbers, locksmiths, builders, and a myriad of related professionals (Ganderd, 1982). The keynote is cooperation between these people and the institution.

2.8.1 Patron security

Users also need security for their possessions. Finch and Conway (2003) state that if you do not allow bags, large purses, or briefcases in the search room, provide lockers or other safe places for them. Restrooms should be accessible through well-lit corridors and open passages. Latimer and Niegaard (2007) contend that the design of the building must conform to a country's current health and safety legislation.

2.9 Disaster preparedness and management

Ahenkorah-Marfo and Borteye (2010) quoting (Matthews and Eden, 1996), defined disaster as any incident that threatens human safety and/or damages, or threatens to damage a library's building, collections, contents, facilities, or services. Disaster is a common phenomenon that can and will happen when least expected. In fact, it very often comes unannounced and uninvited, with disastrous consequences. No institution can be excluded from or is immune to the possibility. A practical example as published by News Sources (2013) is when *al Qaeda*-backed militants torched centuries old manuscripts in Timbuktu. Bradley (2010) states that disaster can generally be divided into five categories: natural, pandemic, man-made, war/terrorism/ crime, and personal. The cause of each type of disaster may differ, but the impacts are often the same. Ngulube, Modisane and Mnkeni-Saurombe (2011) indicate that avoiding disaster is an aspiration shared by many archives but disasters are adequately guarded against by few.

Disaster planning is a matter of basic security for libraries and archives, their staff and their collections. It is considered to be an essential part of any preservation programme to be implemented by any kind of library or archives. Lyall (1993) defines a disaster plan as a document which describes the procedures devised to prevent and prepare for disasters, and those proposed to respond to and recover from disasters when they occur. A formal written plan enables an institution to respond efficiently and quickly to an emergency, and to minimise damage to the building and its contents. The plan should be made available to all employees (Dorge and Jones,

1999). Ogden (2007) states that providing the best protection for collections from the most common causes of loss is a basic principle of preventive maintenance.

2.9.1 Disaster Control Plan (DCP)

According to Williams (2000:57) “Every archival repository should know its risks and have in place a plan to deal with them”. Matthews and Feather (2003) explain that a disaster control plan (DCP) normally addresses four phases of disaster management namely prevention, preparedness, reaction and recovery. The relationships between the various phases of a disaster and the corresponding disaster plans are shown schematically in Figure 2. Lyall (1993) states that each type of plan must take into account personnel, collections and the building.

Phase	Types of Plan
Before	-----< Preventive
	< Preparedness
During	-----< Response
After	-----< Recovery

Figure 2 Types of Disaster Plan as illustrated by Lyall (1993)

Dorge and Jones (1999:15) explain Lyall’s types of plan as follow:

- Prevention: Eliminates hazards or reduce their potential effects on staff and visitors, on the collection, and on other assets.
- Preparedness: Prepare and equip personnel to handle an emergency.
- Response: Prevent injury and limit losses after the event.

- Recovery: Prepare and train staff to carry out the process that returns operations to normal. (Dorge and Jones, 1999:15)

Written disaster control plans are evidence of good preservation management practise and procedure (Lyll, 1993). Reasons for having a good DCP are to:

- provide a framework for people to work within
- require people to focus and think through potential problems and solutions in advance
- provide clear procedures; and clarify people's roles and responsibilities.

A good plan makes an incident much easier to manage and helps individuals to make decisions quickly and assess situations effectively and efficiently.

According to United Nations Centre for Human Settlement (1995: 93), some buildings are desirably designed to resist major forces of natural hazard since they are of post-disaster significance. Their design has resistance to the forces of flood, sea surge, cyclone wind and earthquake and landslip, Kahn (2003) states that other forms of disaster are fire tornado and loss of power. According to Kahn (2003) a facility built especially for the purpose of storing records and archives has built-in environmental controls and fire safety precautions. In earthquake zones bookcases are properly secured to walls and floors. According to Lal (1995:164), North India faces a serious threat of a devastating earthquake of probable magnitude eight or nine Richter scale in near future as per the recent forecast of the groups of American and Indian scientist. With view to minimising damage to structure during future

earthquakes, all buildings in seismic prone zones should be designed and constructed for earthquake resistance.

In flood zones drainage and excess water pumping ability is planned to avoid flooding (Kahn, 2003:30). Designers should consider a design brief in which a particular floor (ground or first) is seen as being above the flood of danger (United Nations Centre for Human Settlement, 1995: 93). Supply and service lines then desirably enter and leave above this level. All mechanical and electrical equipment should then be placed above the critical level. However, warehouses usually converted for keeping records and archives are vulnerable to a number of disasters like fluctuation in environment, temperature and relative humidity.

2.9.2 Prevention of disaster

According to Hamill (2013) the best way to prepare for a disaster is to prevent it or minimise its chances of happening. A regular program of building inspection and maintenance will go a long way toward preventing or reducing common emergencies. Hogan and Burstein (2007:109) state that one of the best ways for the building not to become a disaster victim is for it not to be in locations where disasters tend to occur. Buildings should not be constructed in areas where recurrent flooding occurs, near earthquake faults, on sandy river bottom soil that amplifies seismic shaking, near coastal areas subject to hurricane winds or storm surge, near chemical plants or storage areas, or in forested areas subject to recurrent wild land fires.

Prevention includes the installation of systems that prevent, detect, or protect, such as smoke detectors, fire extinguishers, fire suppression systems, and security alarm systems for collection storage rooms. Dorge and Jones (1999) add that clearing away debris from around the outside of the building helps eliminate the potential of fire and that could endanger lives and damage property.

2.10 Theoretical framework

Liverton (1996) defines theory as a scheme of ideas, whether normative or explanatory. It is a form of knowledge, conceptual in nature. Archival theory consists of organised conceptual knowledge resulting from the analysis of basic archival ideas. Ridener (2008) states that a broad range of archives and archival situations have given rise to many theoretical approaches to keeping archives such as the records life-cycle theory and records continuum model (RCM). Dubey (2009) echoes Sir Hilary Jenkinson, doyen of the archives profession, when he identified the moral and physical defence of the archives as being the archivist's primary duty. By physical defence he meant the physical care and security required to ensure long-term preservation of archives.

2.10.1 Records life-cycle theory

Another relevant theory for this study is records life-cycle theory. According to Roper (1999) the records life-cycle concept draws an analogy between the life of a biological organism, which is born, lives and dies, and that of a record, which is created, is used for so long as it has continuing value and is then disposed of by

destruction or by transfer to an archival institution. Stulz, Shumack, and Fulton – Calkins (2013) opine that receipt of the record to final disposition is considered the records life-cycle.

The metaphor divided the life of a record into three stages (Dow, 2009). A record was created and functioned as an active record. As such, its user kept it near until its function ceased to have immediacy. At that point the record became an inactive record. In that phase, it had some potential use, which is to say functional value, but its creators didn't expect to need it enough to provide it prime real estate in their files; frequently they moved it to a records storage centre. In its third phase, the record became dispensable. If it had archival value, it moved to an archive; there it belonged to history. If it had no archival value, it became trash (Dow, 2009). This theory fit in the study because it enables us to track, in a sequential process, the progress of a record and to ensure that the right processes are undertaken at each phase of its life.

2.10.2 Record continuum model (RCM)

This study is also anchored on Record continuum model. It was conceived by Frank Upward (Lacovino, 2006) and has gained acceptance worldwide as the best practice model for managing records and archives as pointed out by An (2001). An (2001) observed that the evolution of the concept of records continuum shows the process of records management and archives management moving towards integration. Kemoni (2008) concurs that the mechanism behind the records continuum model is the integration of the management of documents, records and archives. Integrated approaches control and framework can be components of a best practice framework.

According to McKemmish (2001) the model was built on a unifying concept of records inclusive of archives, which are defined as records of continuing value. The records are managed from the development of recordkeeping systems through the creation and preservation of records to their retention and use as archives. Maher (1992:148) is of the view that archives should have its own building with basic functional components. This model emphasises both original use and preservation as the fundamental elements of archives.

Dow (2009) opines that people could work from the assumption that the archivist's job really started when documents had ceased to have active value and had come to a point of disposition. Nobody worried that records would self-destruct or become obsolete before they had reached an age to enter a historical repository. The RCM focuses on the need for an evolving system for managing records throughout their existence (Dow, 2009). Some records have archival value from the moment of their inception and that archivists should somehow participate in the management of the whole extent of a record's existence. This implies that archivist should identify materials of archival value and assert some authority over them at creation, or before. For the records continuum model to realise its full significance archives should be housed in a purpose-built archives building where records are systematically kept.

2.11 Summary

This chapter reviewed literature pertaining to purpose-built and converted archives buildings and their effect on the management of archives and records. Literature revealed that an archive building would require the most careful, most minute

attention to all phases of archival functions to ensure a sound, safe, protective building in which to house the records and documents, to keep them for future generations so that citizens yet unborn might be able to examine these valuable records and find them in perfect, usable condition. The researcher based the study on records life-cycle and records continuum model. The next chapter describes the methodology that was employed to gather data in the three Eastern Cape Provincial repositories.

CHAPTER THREE

METHODOLOGY

3.1 Introduction

The chapter discusses the methodology that was used to conduct the study. It gives an overview of the study area. It provides the description of the research design, detailing the research instruments used in the collection of data. Data analysis procedures are also discussed.

3.2 Description of study area

The Eastern Cape Provincial Archive and Records Services are located in the Eastern Cape Province in South Africa. The Eastern Cape Province is located on the south-eastern South African coast. It is one of the nine provinces in the country. The climate of the province is highly varied. Further east, rainfall becomes more plentiful and humidity increases, becoming more subtropical along the coast with summer rainfall. The Eastern Cape Provincial Archive and Records Services is made up of three archives repositories. They are located in King William's Town along the banks of the Buffalo River, the town is about 30 minutes' motorway drive WNW of the Indian Ocean port of East London (Wikipedia, 2014); Mthatha along the banks of the Mthatha River, its geographical coordinates are 31° 35' 0" South, 28° 47' 0" East (Wikipedia, 2014); and Port Elizabeth situated 770 km east of Cape Town (Wikipedia, 2014). All the three repositories occupy converted archives buildings.

Maart (2012) points out that the Mthatha Archive initiated during the expansion of British colonialism, continued through the era of apartheid's Transkei and into the present time. It was initially housed in the Bhunga Building, a structure built in 1927 and which remained its home until 2000. Up until then, its location in the basement strong room afforded it the conditions required for a collection of records of its elevated stature. In the year 2000, when the building was re-assigned as one of the three sites of the Nelson Mandela Museum (the others being at Qunu, Mandela's home town, and Mvezo), the archives were then moved into a wholly inadequate structure (Maart, 2012), a small space in Mthatha Public library.

According to Ganya (2013), the current Provincial Archives building in King William's Town was formerly used for maize milling. The Department of Sport, Recreation, Arts and Culture started by leasing the building before it purchased it in 2004. Morrow and Wotshela (2005: 319-320) state that the King William's Town depot initially focused on archiving Ciskei government records. Ciskei never had a fully-fledged archival repository. Departments kept their respective records and occasionally, after undefined period, they were transferred and kept in the Ciskei Department of Education, that in turn transferred them to the Central Archives depot in Pretoria. In its initial phase of operation (1997 – 2001) the Directorate of Libraries and Archives facilitated the transfer to King William's Town of most of the early Ciskei archival records generated by departmental offices when the administrative centre was still in Zwelitsha. These were first housed in a privately owned building, previously Radue Milling Company, for a monthly fixed rent. Van Zyl (2013) states that the Port Elizabeth Archives Repository building occupies a leased building. It was established in 1970 (Morrow and Wotshela, 2005).

It is obvious that most archives and records in the province are housed in converted buildings. Figure 3 displays Map of Eastern Cape Province, South Africa indicating the location of the three provincial archives repositories.



Figure 3 Map of Eastern Cape Province (Source: Online)

3.2.1 Site location

The Eastern Cape Provincial Archives are found in three locations within the province.

3.2.1.1 King William's Town Provincial Archives

King William's Town repository which is also head office of the Eastern Cape Provincial Archives is located on 5 Eales Street in the Central Business District (CBD) of King William's Town.

3.2.1.2 Mthatha Provincial Archives

These archives are at corner Victoria and York Road in Mthatha. To a stranger looking the signboard on the archives may be confusing as the wall is written Mthatha Public Library. The building is opposite Mthatha Museum and next to Bhunga Building that houses Nelson Mandela Museum.

3.2.1.3 Port Elizabeth Provincial Archives

The archives on 1 De Villiers Street down Govan Mbeki Avenue, North End opposite the New Law Court.

3.3 Research design

Research design refers to the steps that researchers follow to complete their study from start to finish. It includes asking questions based on theoretical orientation, selection of respondents, data analysis and reporting of the results (Marvasti, 2004). In fact, the research design is the conceptual structure within which research is conducted; it constitutes the blueprint for the collection, measurement and analysis of data (Kothari, 2004; Yin, 2009).

This study employed a case study. A case study method is a kind of research that concentrates on one thing, looking at it in detail, not seeking to generalise from it (Thomas, 2011). When you do a case study, you are interested in that thing in itself, as a whole. The thing maybe a person, group, an institution, a country, an event, a period in time or whatever. It is a mode of organising data in terms of some chosen units (Mustafa, 2008).

Although doubts are expressed regarding the representativeness of the case method, it has occupied an important field in social research (Mustafa, 2008). The chief advantages of this method are as follows:

1. Intensive in nature

Case study is intensive in nature. It takes up a study of a unit in its entirety. As such it leaves greater scope for in-depth study of particular problem.

2. Describes a real event

A case study is a description of a real event or situation, unlike other studies which may involve abstraction from real situations.

3. More accurate

This method is more accurate as it obtains comparatively correct data by approaching the unit or units under study.

4. Aids sampling

The case method is useful in sampling, because it classifies the units efficiently on the basis of their qualifications or characteristics.

5. Aids questionnaire preparation

It is also useful in making the questionnaire more pointed towards the problem. In-depth study of cases will enable the researcher to gain sufficient understanding of the problem leading to accurate formulation of schedule or questionnaire for the similar studies.

Despite the above mentioned advantages of the case study, there are certain inherent limitations in the case study (Mustafa, 2008: 21). A brief description of some of the disadvantages of the case study is provided hereunder:

1. Lack of objectivity

This lack of objectivity carries over into the analysis of case data, because by definition formal statistical procedures are not used. The analysis is based on the intuition of the investigator. This may lead to unwarranted conclusions.

2. Problems in data collection

Data collection is yet another difficulty in case study method. We may receive exceptionally qualitative information or we may get utterly useless data, depending on the mental disposition of respondents.

3. Unorganised

Case studies are generally unorganised and controlling of respondents may not be feasible.

4. Costs in time and money

Another limitation of the case study is that it involves huge cost and time.

5. Too much generalisation

Investigators, out of their confidence, feel that cases they have studied are truly representative of the phenomena and start generalising the conclusions of the sample to the universe. They hardly realise the nature of cases and their representativeness.

3.3.1 Methodology

This study adopted both the qualitative and quantitative research approach. This approach was adopted to cater for the weaknesses of one methodology over another. The richness of qualitative analysis may also help in the generation of a more elaborate research agenda that can be obtained from quantitative analysis alone. By the same token, it may also be possible to follow-up quantitative work by in-depth qualitative analysis of specific issues. A mixture of quantitative and qualitative methods (*a mixed-methods approach*) is useful in gaining a comprehensive view (Khandker, Koolwal and Samed, 2010:19). In fact quantitative and qualitative research methods are viewed as complementary (Johnson and Christensen: 2012). The idea of complementary strengths here means that the whole is greater than the sum of the parts. The mixed approach helps improve the quality of research because the different research approaches have different strengths and different weaknesses.

3.4 Population

The study population consisted of all people in the Eastern Cape Provincial Archives. A study population is that aggregation of elements from which the sample is actually selected (Babbie, 2013: 197).

3.4.1 Sampling procedure

Kothari (2004) defines a sample as a set of objectives, occurrences or individuals selected from a parent population for a research study. The participants represented personnel of archive facilities. The sample of 13 was taken from the population. The sample sites chosen were Provincial Archives – in King William's Town, Mthatha Archive and the Port Elizabeth Archives Repository.

A sample was purposively chosen where Eastern Cape Provincial Archives senior staff members were interviewed using in-depth face-to-face structured interviews. Purposive sampling involves the choice of subjects who are most advantageously placed or in position to provide the information required. Johnson and Christensen (2012) agree that purposive sampling is a technique in which the researcher solicits persons with specific characteristics to participate in a research study. Purposive sampling has categories such as model instance sampling, expert sampling, quota sampling, heterogeneity and snowball sampling (De Vaus, 2001). The researcher used expert sampling as she identified the experts who had the information she needed to answer the research questions.

3.5 Data Collection

Case studies provide in-depth data collection that involves multiple sources of information. Interviews, observations and document analysis were selected as the most suitable instruments of collecting data for this study. Mouton & Marais (1988) allude that the inclusion of multiple data collection in a research project is likely to increase the reliability of the study.

3.5.1 Interviews

In-depth face-to-face structured interviews were conducted with the archives staff in all three Eastern Cape Provincial Records and Archives repositories. Structured interviews are also referred to as formal or standardised interviews. This instrument was chosen because it affords time for the respondent to further develop and give reasons for his or her individual point of views without being influenced by the opinions of other respondents. According to Burton (2000) face-to-face interviews are perhaps the most sociable way to collect survey data, at least the researcher see the respondents. The other advantages of the structured interview data collection method are that it facilitates analysis, validity checks and triangulation (Mills, Eurepos and Wiebe, 2010). Longer interviews are possible on a face-to-face basis and are preferable to asking open-ended questions (Burton, 2000). One limitation of structured interviews is the assumption that the meaning of a particular question is the same for all participants, although such questions are often open to multiple interpretations based on cultural differences. The staff's views were captured with the aid of notes scribbling. The data was later analysed.

3.5.2 Observations

Observational research involves making observations of behaviour and recording those observations in an objective manner (Stangor, 2011). The study also made use of observation as a data collection technique. During data collection, the researcher was a passive observer so that the findings of the study were not influenced by personal and practical knowledge as an archivist. The researcher observed how the building impacted various activities in the management of records and archives in the three offices. Busha & Harter (1980) defines observation as the direct surveillance and recording of dimensions of a phenomenon that is to be measured or evaluated. Flick (2009) opines that practically all senses – seeing, hearing, feeling, and smelling – are integrated into observation. Observational technique was chosen in order to fill gaps and provide necessary information where participants were unable to verbalise their responses or unable to provide concrete information through other means. The researcher recorded all the observations.

Observations are at times interwoven with interviews in case study methodology; however, the two are different in what they bring to the study. The differences between the two are:

First, observations take place in the natural field setting instead of a location designated for the purpose of interviewing; second, observational data represent a first-hand encounter with the phenomenon of interest rather than a second-hand account of the world obtained in an interview.

3.5.3 Document analysis

Document analysis is most commonly used by researchers in the social sciences to analyse recorded transcripts of interviews with participants and any other document found pertaining to the person, organization or situation (Babbie, 2001). Bailey (1994) states that the analysis of documents means any written materials that contain information about the phenomena one wishes to study. These documents vary greatly. Some are primary documents, or eye-witness accounts written by people who experienced the particular event or behaviour. Others are secondary documents by people who were not present on the scene but who received the information necessary to compile the document by interviewing eyewitnesses or by reading primary documents.

Documents are an unobtrusive source of information. The documents for this study were brochures, finding aids and inventories from the three offices. The researcher read and analysed them. Bailey (1994) states that the advantage of document study is that they allow research on subjects to which the researcher does not have physical access, and thus cannot study by any other method.

3.6 Ethical considerations

The researcher presented the research proposal to the University of Fort Hare Higher Degrees Committee and was accepted. Ethical approval was given by the University of Fort Hare Research Ethics Committee (UREC) in the form of Ethical Clearance Certificate (See appendix 4).

Several ethical issues were addressed while collecting, analysing data, and reporting the findings for this study. Everyone conducting social science research on human subjects will be involved in research ethics. Markula and Silk (2011); Piper and Simons (2005); and King (2010) agree that ethical practice is often defined as doing no harm. They further state that research ethics refers to guidelines that are developed to ensure that all research participants are treated with dignity and respect. In this regard the researcher had to seek informed consent (See appendix 3) from the participants to participate in the research. The researcher provided the participants with sufficient information of the research study, on the covering letter of the interview schedule, to enable them to make an informed choice regarding their participation. Therefore, each participant had voluntarily, knowingly and freely decided to become involved in the study. As Piper and Simons (2005) opine that informed consent is needed from each person interviewed, not simply the major gatekeeper in an institution or project. The researcher asked the participants interviewed to sign a written informed consent form.

The researcher further adhered to the principle of privacy and confidentiality. This principle refers to the participant's right not to be identified in the research study (Sekaran, 2003). Markula and Silk (2011) quotes (McNamee, Olivier & Wainwright, 2007: 145) in that 'participants are particularly vulnerable to invasion of privacy, unwanted identification, breach of confidentiality and trust, misrepresentation and exploitation.' The researcher did not include the names of participants in the final written research study.

The researcher made the participants fully aware that they have the right to withdraw from a study at any point, without any requirement to explain their decision and without any subsequent consequences for them. Permission to carry out the study in the designated archives repositories was requested from the Eastern Cape Provincial Archivist in the Department of Sport, Recreation, Arts and Culture.

3.7 Data analysis

The major strength of case study data collection is the opportunity to use different sources of evidence (Yin, 2009). Since qualitative research is not a linear, step-by-step process, data collection and analysis is a simultaneous activity. Analysis begins with the first interview, the first observation, and the first document read.

The researcher followed a rigorous methodological path that began with a thorough literature review and the careful and thoughtful posing of research questions and objectives. The case study research employed a variety of tools for data collection, namely interviews, observations and document analysis. Data gathered was normally largely qualitative, but included some quantitative data. The researcher then analysed collected data using Statistically Package for Social Sciences 21 (SPSS 21) and Microsoft Excel 2010. This provided a summary of the main features of a set of data collected from a sample of participants as pointed out by Goodwin (2004). Once the analysis of each case was completed, a cross case analysis was conducted to identify common themes from all cases. Analysed data was presented

using tables and graphs. The study used both quantitative and qualitative methods for analysing data.

3.8 Reliability and Validity

According to Connaway and Powell (2010) research is considered to be valid when the conclusions reliable and when the findings are repeatable.

3.8.1 Reliability

Reliability is concerned with the replicability and consistency of findings (Thyler, 2010). It is an extent to which a data collection procedure and analysis yield the same answer for multiple participants in the research process. Reliability is also called dependability (Thyler, 2010).

In this case study reliability is addressed through the triangulation technique. The researcher categorised data to address the initial purpose of the study and cross-checked facts and discrepancies in accounts. Some interviews were repeated to gather additional data and to verify key observations. The findings were then organised under pre-determined themes. Once the findings were presented accessibly and attractively, the researcher demonstrated insight by discussing each element of the findings in relation to the literature drew upon in the literature review.

3.8.2 Validity

According to Yang and Miller (2008) validity implies logic and well-grounded principles of evidence. It is concerned with accuracy of findings (Thyer, 2010). Validity is also referred to as credibility. It involves truthfulness of study findings (Connaway and Powell, 2010). The study ensured data validity by applying quality control.

3.9 Problems encountered in the field

Khumalo and Ndlovu (2003) cite Punch, (1989); Clarke, (1975) that in order to bring about a correct perception about research, researchers ought to acknowledge the difficulties they encountered in the field. There are practical problems in research even in the most ideal situations (Namla and Pearce, 2009). The researcher interviewed the participants in their work environment and that proved to be a problem because they had their core day-to-day functions beside the researcher's appointment and had to honour them. This delayed the data collection process and the researcher had to extend time to accommodate some participants. Moreover, interviewing needs more time than questionnaires and thus the data collection was time-consuming for the researcher.

3.10 Summary

This chapter gave an overview of the research design and methodology. In obtaining information about the effect of converted buildings on the management of archives and records in South Africa with focus on the Eastern Cape Province repositories

ended in a multifaceted design and method of data collection, consisting of in-depth interviews, observation schedules and document analysis. The conceptual framework of the study including participant selection was outlined. Relevant aspects such as validity, reliability, problems encountered in the field, and ethical considerations were discussed in detail. The next chapter will analyse and present the data collected.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1 Introduction

In this chapter the researcher presents and analyses the data gathered at the Eastern Cape Provincial archives. The researcher presents the data using tables and charts. Charts are classified as: pie chart, bar chart, stacked bar chart, histogram, frequency polygon and ogive curve (Panneerselvam, 2004). The study was guided by the following objectives:

- To find out the nature of archives buildings in the Eastern Cape Province.
- To find out if the archive building complies with the legal and regulatory framework of records and archives management.
- To evaluate if the archive building has space for extension.
- To establish if there is appropriate space for various archival functions.
- To find out if the archives building is accessible to current and potential users.
- To determine if there is an adequate storage accommodation.
- To determine if there are preservation measures in place to safeguard the collection.
- To determine the security of the storage facilities.
- To identify challenges of the current provincial archives buildings to the management of records and archives.

Collected data were analysed using Statistically Package for Social Sciences 21 (SPSS 21) and Microsoft Excel 2010.

4.2 Demographic data

The interview schedule had a demographic data section to provide the researcher with information that illuminates the characteristics of the respondents.

4.2.1 Gender

The table 4.1 below summarises the gender of respondents. It shows that the majority of respondents are females. There were substantially more female (69%) respondents than male (31%) respondents.

Table 4.1: Gender of respondents (n=13)

GENDER	FREQUENCY	PERCENTANGE
Male	4	31%
Female	9	69%
Total	13	100%

4.2.2 Age

The age range of respondents was from under twenty to over sixty. The majority(53.8%) of respondents were aged 41 – 50, followed by (23.1%) aged 31 – 40 while few (7.7%) respondents were in the age bracket of 20 – 30, 51 – 60 and over 60 with none under the age of 20 years (table 4.2).

Table 4.2: Age of respondents (n = 13)

AGE	FREQUENCY	PERCENTAGE
Under 20	0	0
20 – 30	1	7.7
31 – 40	3	23.1
41 – 50	7	53.8
51 – 60	1	7.7
Over 60	1	7.7
TOTAL	13	100

4.2.3 Level of education

All respondents had some level of formal education attained. Chart 4.1 below indicates qualifications ranging from high school (38.5%), technikon (15.4%) and university (46%). There were no responses in the primary school, FET college and other categories.

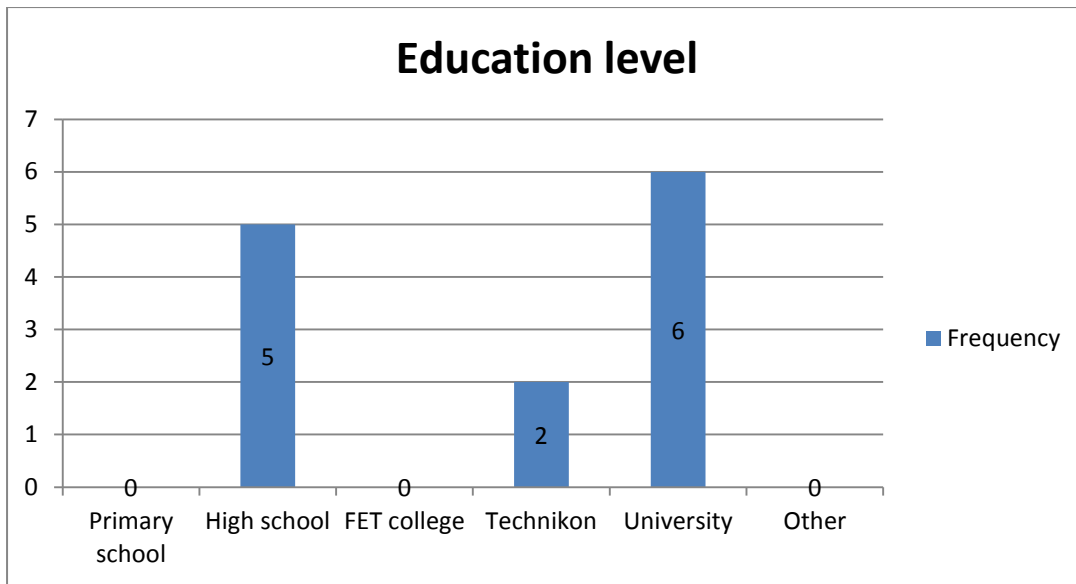


Chart 4.1: Respondents' level of education (n=13)

4.2.4 Position in the institution

The provincial archives employees were asked the position they occupied in their institution. The positions listed included assistant manager, records manager, principal archivist, senior archivist and archivist. Chart 4.2 below indicates that the majority (31%) of respondents indicated their position in the institutions as Principal Archivist and Senior Archivist, followed by Archivist (23%) and Assistant Manager (15%).

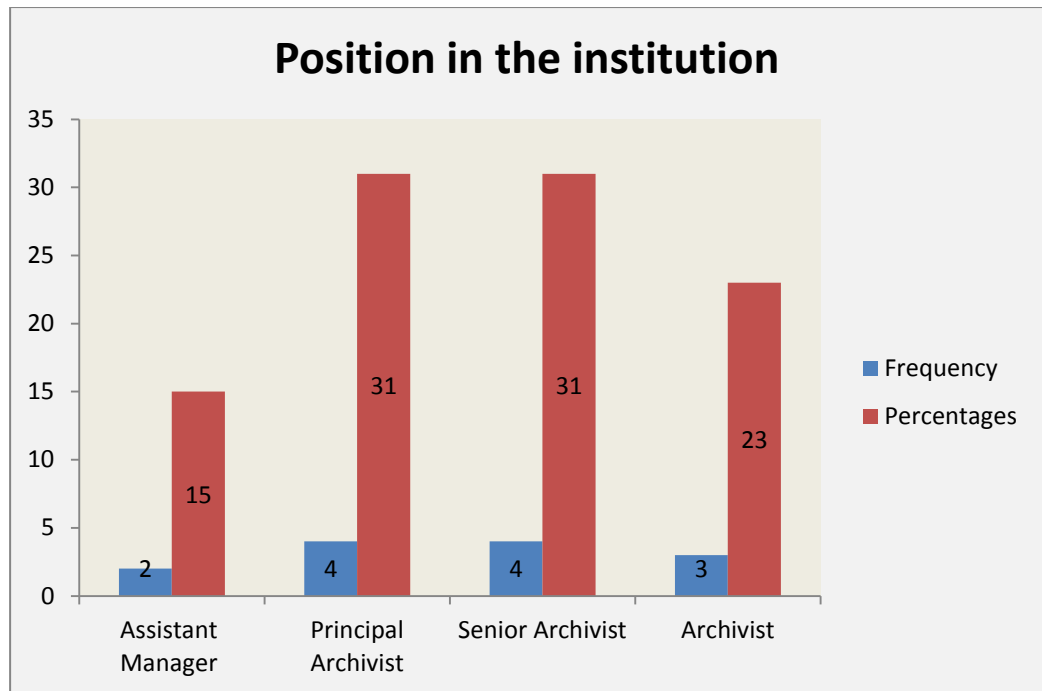


Chart 4.2: Position in institution (n=13)

4.3 The buildings

This section sought to find out the current type of buildings that house the provincial archives.

4.3.1 Type of building

The respondents were asked if the archives buildings they occupied are a purpose-built or converted building. All respondents from the three Eastern Cape Provincial Archives indicated that they occupied converted archives buildings.

4.3.2 Previous use of building

The researcher wanted to know what the building was used for before its current use. Four (31.1%) respondents from King William's Town Archives stated that their building was used as a milling factory before the current occupation, four (31.1%) of the respondents from Mthatha Provincial Archives mentioned that their building was used as the former Transkei parliament then known as Bhunga. They were moved from Bhunga in 2002 when the building was reassigned as one of the three sites of the Nelson Mandela Museum. At present they occupy a section in the Mthatha Public Library that was previously used for library purposes. Two (15.4%) respondents in Port Elizabeth Archives indicated that the archives building was used as a mortuary, while the other two (15.4%) contended that the building was used as a motor vehicle mechanic warehouse. One (7%) respondent stated that she had no clue what the building was used for before the Port Elizabeth Provincial Archives occupied it.

4.3.3 Period of building occupation

The researcher wanted to know how long the institutions had occupied the buildings. In Port Elizabeth Archives two (15.4%) respondents said since 1986, that is for the past 28 years, while three (23%) indicated that they did not know. In Mthatha Archives two (15.4%) respondents revealed that they have occupied the building for 30 years, they were referring to the archives storerooms that are still attached to Bhunga building. The other two (15.4%) respondents said they did not know. Four (30.8%) respondents in King William's Town indicated that the Department has occupied the building for ±16 years. The early Ciskei archival records generated by

departmental offices when the administrative centre was still in Zwelitsha were previously kept at Bhisho.

4.3.4 Property title

Respondents were asked whether the institution owns or has leased the building. Four (30.8%) respondents from King William's Town Archives indicated that the Department owns the building while five (38.4%) respondents from Port Elizabeth Archives and four respondents (30.8%) from Mthatha Archives stated that the buildings are leased.

4.3.5 Plans for purpose-built archives building

Since all respondents agreed that they occupy converted archives buildings, the researcher asked if there were any plans for a purpose-built archives building. Chart 4.3 shows that 6(46.2%) respondents indicated that there were plans for a purpose-built archives building and 7(53.8%) respondents indicated that there were no plans for a purpose-built archives building.

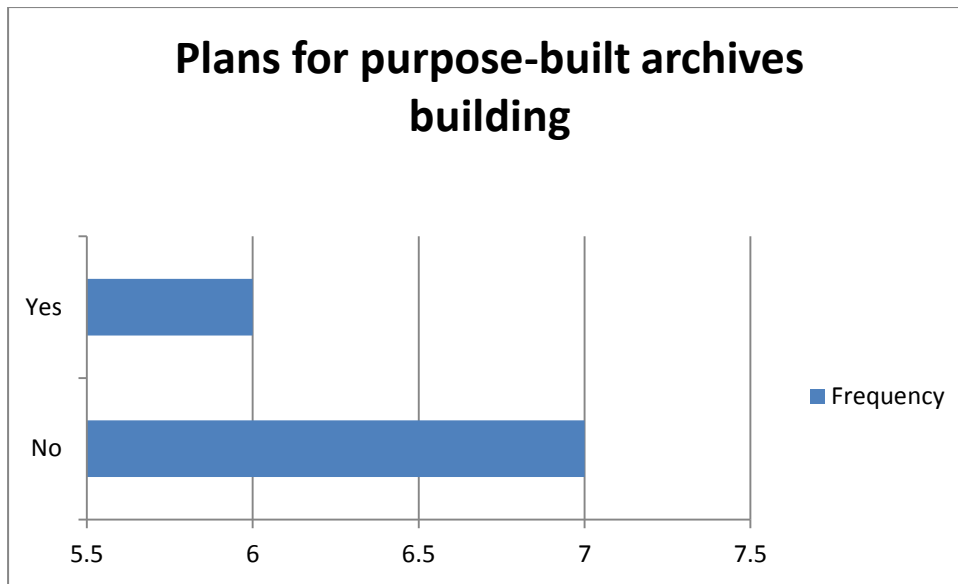


Chart 4.3: Plans for purpose-built building (n=13)

4.3.6 Building renovation

Respondents were asked if their buildings have ever been renovated. 4(30.8%) respondents at Port Elizabeth Archives stated that their building has been renovated and 9(69.2%) respondents at King William’s Town and Mthatha Archives, indicated that their building has never been renovated. Those at Port Elizabeth Archives were further asked to state the nature of renovations and the impact this had on the management of records and archives in the institution. The researcher summarised responses as follows:

- Two respondents pointed out that additional staff offices were built. They explained that the renovations allowed one staff member to occupy an office and service delivery to researcher improved since everyone has enough space to work in.

The researcher observed that the additional offices were built in the storeroom and this resulted in lights being switched on all day. This may be harmful to records, Pacifico and Wilsted (2009) state that most archival materials are highly sensitive to light exposure, capable of being damaged relatively rapidly and that the light sensitivity of archival materials mandates the use of lower lighting level that are a safe distance from the collections materials to avoid heat damage. Phillips (1995) also points out that permanent working spaces cannot be placed in storerooms.

- One respondent indicated that the restrooms were plastered. This renovation did not have any impact to the management of records and archives in the institution.
- One respondent indicated that a leaking roof was sealed. This prevented water damage to the collections. According to Wallace and Webber (2011) water is a threat to all vital records. They opine that paper records begin deteriorating in as little as three hours after contact with water. Within the first day, mould, fungus and bacteria begin growing on paper.
- Two respondents did not answer the question.

4.3.7 Tenancy in the building

The researcher asked if the archives department is the only tenant in the building. Four (30.8%) King William's Town Archives respondents indicated that their

department was the only tenant in the building while 9(69.2%) respondents in Mthatha and Port Elizabeth Provincial Archives stated that they shared the building with other tenants. Hopper (2007) advises that if the archive is within an existing building it should be a self-contained unit. Although the respondents of The King William’s Town Provincial Archives indicated that their department is the only tenant in the building, the researcher observed that the King William’s Town Provincial Archives share their building with the Provincial Department of Sport, Recreation, Arts and Culture. The researcher also noticed that the provincial office for libraries is located in the same building as well. (See chart 4.4)

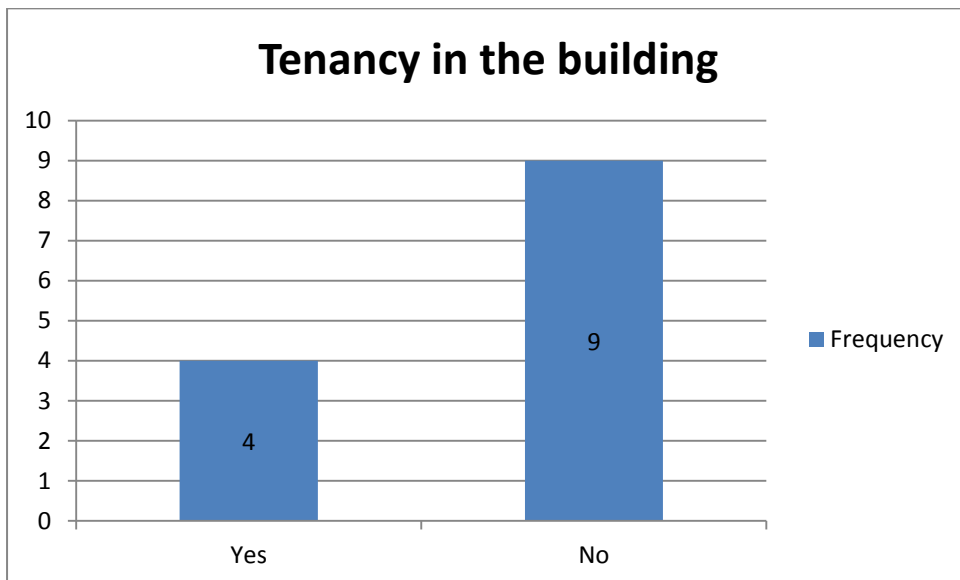


Chart 4.4: Tenancy in the building (n= 13)

Those respondents who indicated that their archives offices building were not the only tenant in the building were asked to state how this arrangement affects the management of records and archives. The respondents indicated the following:

- In Mthatha, two respondents indicated that the Provincial Archives are located in a small and overcrowded space that is not suitable for proper storage and use of archival materials.

On observation the researcher noticed that the repository/ storeroom is a passageway to restrooms and kitchen so the lights have to be switched on throughout the day. The water leaked from the toilets and posed danger to the collections. Staff use the kitchen to prepare meals and dine in the same space. Such areas are likely to be infested with pests. Pests include those organisms that damage or destroy museum or archives structures and collections (Merritt and Reilly, 2010). They include microorganisms, insects, rodents, birds and other vertebrates that are destructive in the archives setting. When pest infestation occurs, building structures can be weakened or objects irreversibly damaged.

- Two respondents stated that the archives section share a reading space with the library and this poses danger to archival materials. Archival materials could easily be stolen as the archivists' office is far for monitoring the users.

The researcher observed influx of public library users during the time of data collection. They made a lot of noise and archives users had no choice but be tolerant.

In Port Elizabeth, five respondents indicated that the archives office share the same block with a number of businesses like a motor mechanic garage, night club and restaurants. They indicated that the noise from the loud music played in the night club annoys both workers and users and this makes them lose concentration at whatever they are doing. Noise intensity, frequency, exposure duration and intermittence or continuation interferes with human activities (Agarwal, 2009). The fumes that emanate from the gaseous pollution like ozone, sulphur dioxide, nitrogen dioxide and nitric acid vapours can be smelt from the storeroom. Merritt and Reilly (2010) state that these are primarily produced by the combustion of fuels by cars and commercial enterprises.

The respondents also noted that each business in the block operates by their own rules as a result the different institutions do not fumigate their premises at the same time. This resulted in pests migrating from the area that is fumigated and die in archives storerooms. Heather and Hallman (2008) indicate that death of pests is not always instantaneous and may take some time. In view of uniqueness of archives holdings, fumigants used to fumigate non-archival facilities could be harmful to archival materials and people. Wellheiser (1992) states that fumigants are known to damage certain constituent materials of collections. Moreover, exposure to pesticides can produce health effects ranging from acute to chronic illness depending on the type of pesticide (Wellheiser, 1992). Some of the most devastating consequences of exposure such as cancer may not surface until decades after initial exposure. Dead pests could also reduce the printed words to excrements.

The researcher observed that the King William's Town Provincial Archives share their building with the Provincial Department of Sport, Recreation, Arts and Culture and the provincial office for libraries. On observation the researcher noticed that the search room is located opposite the boardroom in the building. The boardroom is always busy because all the different components in the building utilise it to convene meetings, workshops and seminars. This poses a huge problem for the researchers because they are constantly disturbed by the noise that comes from the gatherings in the boardroom.

These results indicated that most archives departments share their buildings with other institutions. That practice is likely to compromise the lifespan of archival materials.

4.3.8 Archives building achievement

The researcher wanted to know if the archive buildings achieve the fundamental goals of carrying out archival activities. Chart 4.5 indicates that majority (77%) of the respondents stated that the archive buildings achieve the fundamental goals of carrying out archival activities, while 3(23%) respondents indicated that it does not.

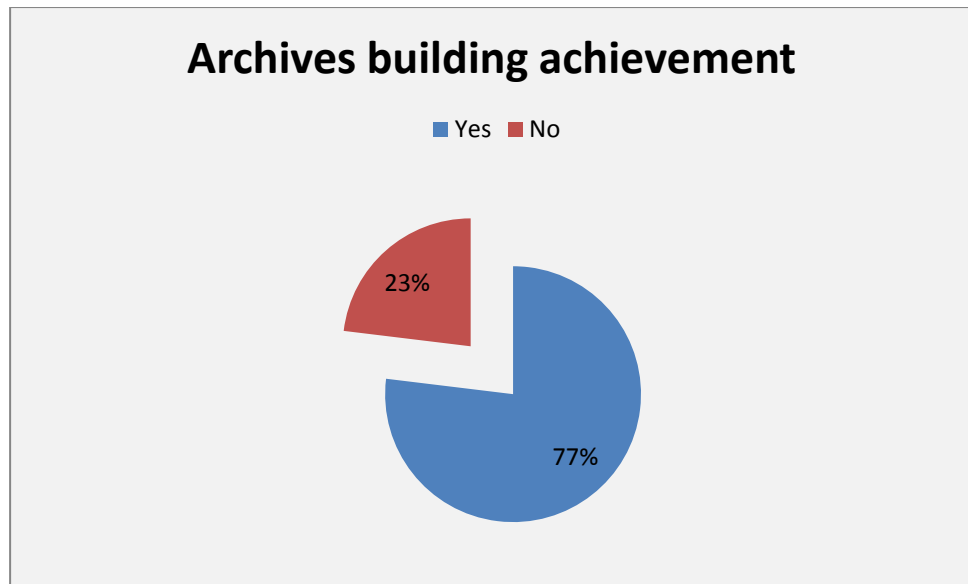


Chart 4.5: Archives building achievement (n = 13)

The response to the question is alarming, considering that the answers are given by archives practitioners. The archives practitioners are assumed to know how the building should perform in order to come to a conclusion that it achieves the fundamental goals of carrying out archival activities. The researcher expected the archives practitioners to have noticed that the building comprises a number of fundamental goals of managing records and archives. The researcher noticed that the archives buildings did not address the following fundamental goals:

- Access,
- Areas in the building (Work area, repositories, staffing area and public areas),
- Preservation, and
- Security.

4.3.9 Space for future expansion

Respondents were asked if the current growth will require additional space in future. All respondents pointed out that it will definitely require additional space. According to available literature overcrowding is one of the most chronic problems of archives because of the rapid growth of modern records. Archivists must then plan constantly for securing and retaining adequate storage space (Maher, 1992). Hooper (2007) adds that the building must be large enough to house not only the current archive contents but also allow for future deposits to the archive. The researcher probed further from the respondents what will be done if the need for space arises. The researcher summarised responses as follows:

King William's Town Archives

- One respondent stated that there is available space for possible extension that is owned by DSRAC. In the event that more space is required the building could be vertically extended.
- One respondent indicated that they may have to lease space.
- One respondent had no idea what will be done.
- One respondent did not provide any answer to the question.

Port Elizabeth Provincial Archives

- One respondent stated that the King William's Town Archives may assist in accommodating excess transfers since they still have unoccupied strong rooms, although this maybe a temporal measure.

- Two respondents indicated that they will turn down transfers from the records creators.
- Two respondents had no idea what they will do if that time comes.

Mthatha Provincial Archives

- Two respondents indicated that they will delay transfer of records from different departments to the archive.
- Two respondents stated that they will be forced to transfer records to the King William's Town Archives since they have more available space.

4.3.10 Compliance with the legal and regulatory framework

One of the objectives was to find out if the archives buildings in the Eastern Cape Province comply with the legal and regulatory framework of records and archives management. Majority (85%) of the respondents indicated they do while 1(15%) respondent stated that they do not comply. One respondent did not provide an answer to the question. From the researcher's observation, the responses given doubted the knowledge of the eleven about the required legal and regulatory frameworks of records and archives management.

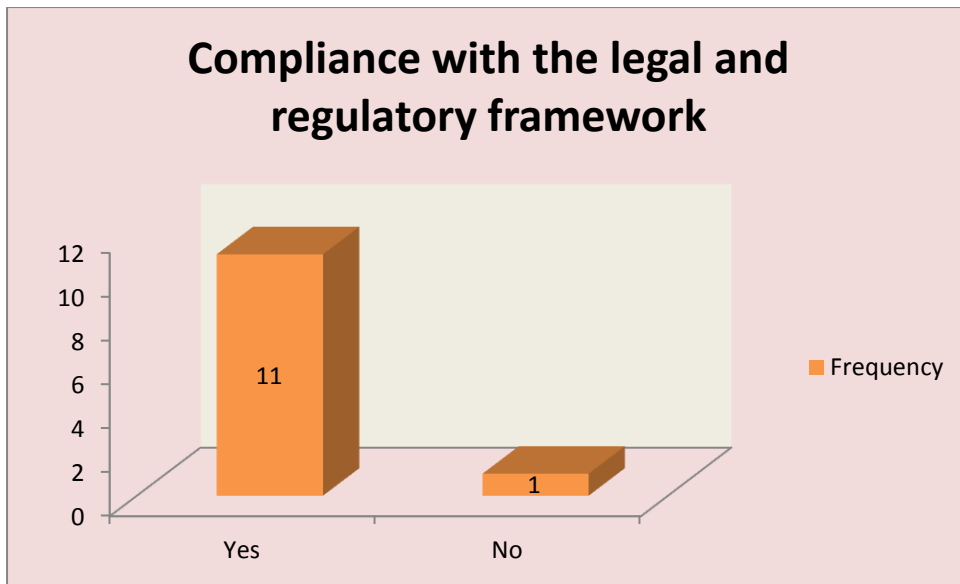


Chart 4.6: Compliance with the legal and regulatory framework (n=12 one respondent did not provide an answer)

4.4 Access

This section sought to find out the nature of physical and intellectual access in the three Eastern Cape Provincial Archives. According to Jaeger and Bowman (2005:66) physical and intellectual access are often interrelated, but each has unique characteristics. The issue of physical access are usually straightforward and easy to understand, especially since they are often observable when one is looking. Issues of intellectual access are more difficult to define and identify. Jaeger and Bowman (2005) state that intellectual access, most generally, is access to information contained in physical documents, electronic document, or other conduits for information. Intellectual access to information includes how the information is categorised, organised, displayed and presented. For example, metadata provides intellectual access to the information contained in an information resource by

allowing the seeker of that information to locate reference to the information resource where it is present.

4.4.1 Location

The respondents were asked if the archives building are located closer to the users and potential users. All respondents indicated that the building is located closer to users and potential users. The researcher noticed this to be untrue because some archives buildings are located in areas that could not be easily located, for example the King William's Town Provincial Archives are located far from the main public road.

4.4.2 Site

A question on whether the site is accessible by the population it is required to was asked. Chart 4.7 indicates that majority (54%) of respondents said it is while the rest (46%) said it was not. From the six respondents that indicated that it is not, 2 (15%) respondents are from Mthatha Archives while 4(31%) respondents are from King Williams' Town Archives.

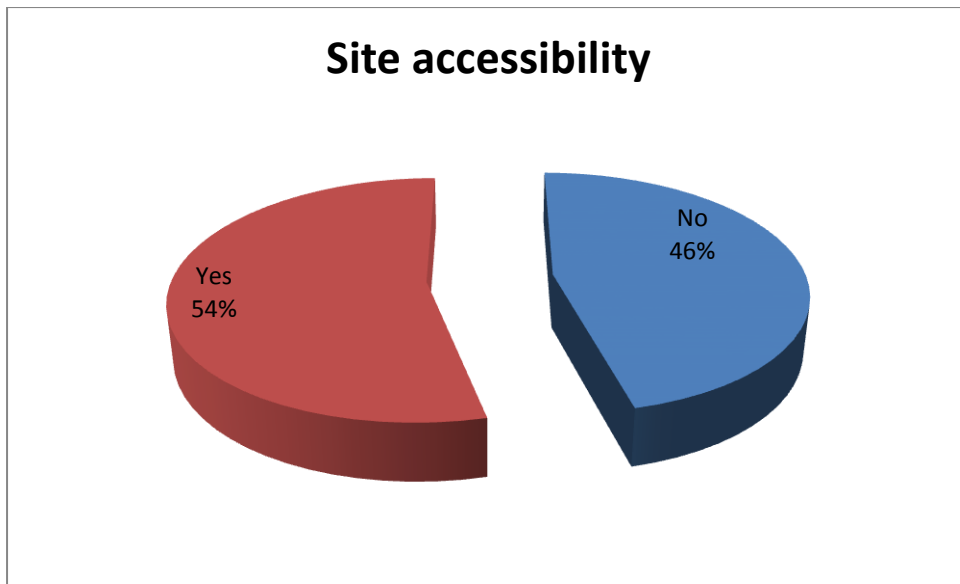


Chart 4.7: Site accessibility (n = 13)

4.4.3 Visibility

Visibility of a building is also made possible by the use of sign boards and pointers. When respondents were asked if the site provides high visibility and identification to the potential and population served, all respondents indicated that their sites do not provide high visibility and identification to both current and potential population served. The researcher observed that in Mthatha the archives are located in the Mthatha Public Library and the signage outside did not include Mthatha Provincial Archives. This means that first time users are likely to either get lost or may have to ask around. The King William's Town Provincial Archives are located at the back of the DSRAC building. There is no board on the main road that points to the direction and entrance to the archives. The only available archives and visible signage is at the entrance of the archives department if one has entered the DSRAC building. In Port Elizabeth Provincial Archives the signage is visible on the wall but the main door

confuses people because it looks old and unused. As a result people pass it and move around the block looking for an entrance to the archives building.

4.4.4 Access by public transport

Respondents were asked if the archives' building is accessible to the public transport. The results indicated that all respondents from the three provincial archives stated that the archives buildings are accessible to the public transport.

From the responses it shows that the buildings are strategically placed and closer to the public transport. This makes it easy for people to travel to the archives buildings. According to observation by the researcher this contradicted the situation in King William's Town Provincial Archives. The King William's Town Provincial Archives offices/ repository are located away from the public transport route. Once archives visitors or users are offloaded by the public transport from the offloading zones they have to look for another street that will lead them to the building. This is likely to inconvenience people and users that are not familiar with the area.

4.4.5 Accessibility by the physically challenged people

According to Hemingway (2011:67) "the design of buildings, public amenities and street; the presentation and positioning of signs; and the inaccessible transport system neglect to cater for diversity in the human body, creating an environment that excludes almost everyone at some point in their lives." The archives buildings design

should ensure that it meets the needs of all people. Eberhart (2005:381) states that archives buildings must not discriminate against physically challenged individuals and should ensure that they have equal access to archives resources. To ensure such access, archives buildings may provide physically challenged individuals with services as:

- Accessible parking
- Clear paths to travel to and throughout the building
- Entrance with adequate, clear openings or automatic doors
- Handrails, ramps and elevators
- Accessible tables and public service desks
- Accessible public convenience such as restrooms and
- Signs that have braille and easily visible character size and font

Respondents were asked if their archives buildings are user friendly for physically challenged people. Below are the findings presented in table 4.3.

Table 4.3: Physically challenged people accessibility (n = 13)

ARCHIVES BUILDING	FREQUENCY		PERCENTAGE
King Williams' Town Provincial Archives	Yes	1	8
	No	3	23
Mthatha Provincial Archives	Yes	4	31
	No	0	0
Port Elizabeth Provincial Archives	Yes	0	0
	No	5	38
Total	13		100

The results show that 1(8%) respondent in King William's Town Provincial Archives indicated that their building is user friendly for physically challenged people while 3(23%) respondents said it is not. In Mthatha Provincial Archives all respondents were of the view that their building is user friendly for physically challenged people while in Port Elizabeth Provincial Archives all respondents (38%) stated that their building is not user friendly to physically challenged people. Respondents who indicated that their building is not user friendly for physically challenged people in the previous question were further asked to list their reasons. The researcher analysed and summarised their reasons as follows:

King Williams' Town Provincial Archives

- Two respondents indicated that there are no handrails and ramps leading to the main entrance of the building.
- One respondent stated that there is no lift/elevator to make mobility easier around the building.

The researcher observed that in the archives building the storerooms are located on the first floor while other sections, including the search room, are located on the ground floor. All archives buildings should be organised and/or constructed to carry out archival activities such as appraisal, acquisition, arrangement, description, reference, outreach, and conservation (Wilsted and Nolte, 1991). Storerooms should be located closer to the reading room because if they are, materials are brought from the storerooms area to researchers in the reading room with ease. This poses danger to the person doing the job. It was further observed that there are no ramps to be used by people on wheelchairs while the bathrooms do not cater for the physically challenged people.

Port Elizabeth Provincial Archives

- One respondent pointed out that there are no parking bays close by the building reserved for the physically challenged people.
- One respondent indicated that access into the building is difficult for the physically challenged individuals; the intercom at the entrance door is placed very high up the door. This makes it impossible for wheelchair bound users to use it.

- One respondent stated that the building is restricted by steps, the reading room is located on the first floor and one has to climb many flights of stairs as there is no lift/elevator in the building. Moreover, heavy records have to be carried by hand by staff from storerooms on ground and second floors to the reading room on the first floor.
- Another respondent noted that there are steps leading to the restrooms, this makes it difficult for the physically challenged people to make their way to them without assistance.

The researcher observed that movement inside the building is constrained by space and layout and the furniture in the reading room is not designed to accommodate the physically challenged people, both staff and users.

Mthatha Provincial Archives

Although all respondents in Mthatha Provincial Archives agreed that their building is user friendly for the physically challenged people, the researcher observed that in reality it is not the case. They have a small bathroom which may restrict manoeuvrability for wheelchair users. This design feature can lead to physically challenged people being dependent on others for assistance.

4.4.6 Descriptions of collections

The researcher drew a list of descriptions of collections and asked respondents to select the ones that are used by users to locate descriptions of collections in their archives facility. Table 4.4 illustrates the findings graphically.

Table 4.4: Collections descriptions (n = 13)

DISCRIPTIONS	FREQUENCY	PERCENTAGE
Finding aids	1	8
Finding aids and inventories	3	23
Inventories (Port Elizabeth)	3	23
Inventories (Mthatha)	4	31
Inventories and other (transfer lists)	2	15
Website	0	0
Computer catalogue	0	0
Total	13	100

One respondent from King Williams' Town Archives indicated that they use finding aids while 3(23%) indicated that they use both finding aids and inventories. Three (23%) respondents from Port Elizabeth Archives said they use inventories and two respondents (15%) said they use inventories and 'other' option, which are transfer lists. All four (31%) respondents from Mthatha Provincial Archives cited that they use inventories. It was observed that the tools used to describe collections were useful in leading the users to their information needs.

4.4.7 Rules governing use of collection

The purpose of the question was to establish rules that govern the use of the collections in various Eastern Cape Provincial Archives. One respondent pointed out that they use the National Archives and Records Service of South Africa Act (Act No. 43 of 1996). Six respondents stated that they use Search Room Rules and Regulations that are communicated verbally to the users, 1(8%) indicated that they use Promotion of Access to Information Act No. 2 of 2000. One respondent (8%) mentioned that they use Disposal Authority Application. Four (31%) did not respond to the question. The researcher noted that although all respondents are based in the Eastern Cape, they did not mention the Eastern Cape Provincial Archives and Records Services Act No. 7 of 2003 that is an important legislation that governs the use of collections.

4.5 Work, staffing and public areas

The study sought to establish if there is appropriate space for various archival functions. According to Maher (1992) archives require space for staff and public functions.

4.5.1 Work space

Respondents were asked if there is enough space to work in for different sections within the building. The majority (77%) of the respondents indicated that there is not enough working space for different sections within the building while 3(23%) respondents stated that there is. (See chart 4.8 below).

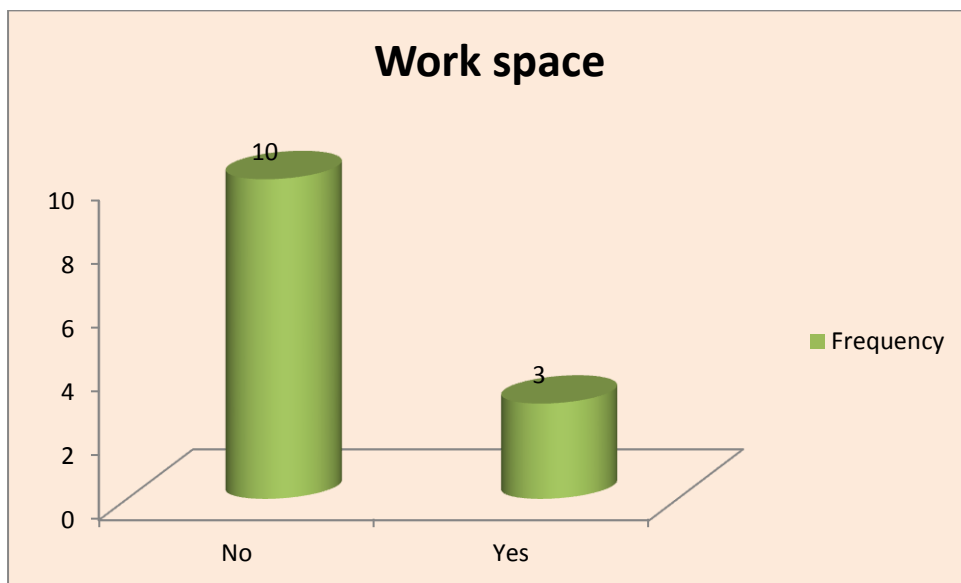


Chart 4.8: Work space (n = 13)

The researcher further probed those who indicated that there was not enough working space. They were asked how the unavailability or shortage of space affected their work. They responded, as follows:

King William's Town Archives

- The sorting room is crowded and this makes it difficult and almost impossible to process archival materials.
- Fumigation of recently transferred records is done once they have been incorporated in archived records in strong rooms because there is no fumigation room. Hernandez (2005) states that there should be an entrance for documents which leads directly to a fumigation area, to avoid the possibility of fungal or insect infection. (Wilsted and Nolte, 1991) agree that new accessions are brought through outside entrance to the fumigation chambers, and then proceed to the processing area.

The researcher observed that the sorting room was dirty and full of unprocessed records.

Mthatha Archives

- The available space has to be used for many functions. This causes delay for some services that have to be rendered. According to Maher (1992) if space must be shared, it should only be with units of a similar function and with same administrative superiors.
- Outreach or community engagement programmes are handicapped as there is no space for exhibitions.
- Administrative duties are difficult to perform in a cramped space that functions as a combination of a reception room, staff office, photocopier room and search room.
- The working and office space puts the health of staff members at risk of catching up infectious diseases like flu. Maher (1992) advises that while archives cannot exist without a body of records, the records repository cannot be called an archival program until there is staff. It is therefore imperative to be sensitive to the working conditions of employees.
- There is no privacy when conducting interviews with researchers and communicating with external stakeholders over the telephone. Maher (1992) indicates that too often, sharing a reading room/ reference room leads to inefficient reference service, conflict with other occupants and reduces security.

Port Elizabeth Archives

- The available space is cramped and this hinders workflow. The cramped, restrictive nature of available space poses significant challenges for those who want to work.
- There is no processing room as a result recently transferred documents have to be stored in the main entrance passageway until they are removed to the storerooms. The safety of records in the main entrance passageway cannot be guaranteed.

4.5.2 Designated offices for staff

The respondents were asked if there are designated offices for staff. Nine (69%) respondents, from King William's Town and Port Elizabeth Provincial Archives, said there are designated offices for staff while 4(31%) respondents, from Mthatha Provincial Archives, said there are not. The results are shown in chart 4.9.

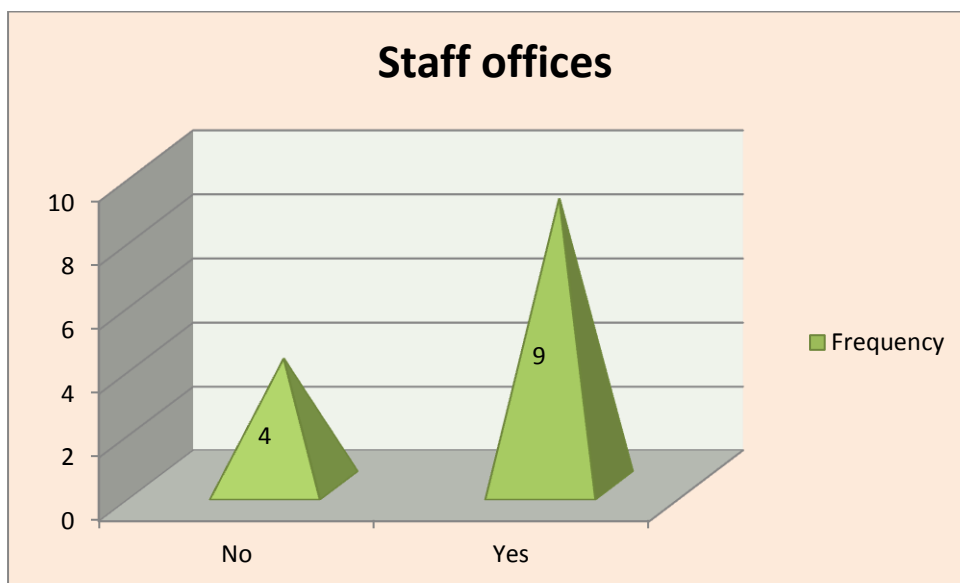


Chart 4.9: Staff offices (n = 13)

The researcher probed further from the Mthatha Provincial Archives respondents that answered that there are no designated offices for staff. It was asked how this arrangement affects their work. It emerged that this arrangement causes disorder because one can never be sure that the documents left in one place could be found in the same location the following day.

The researcher observed that the Mthatha Provincial Archives staff shared the congested working space. This tended to hinder work flow because the office is fully packed with furniture, machines and documents. This result in one taking time to look for one item needed. Wilsted (2007) indicated that staff space may comprise a series of individual offices or areas arranged with office landscaping and cubicles.

4.5.3 Reading room and public space

The reading room must be carefully planned to provide reader comfort with optimum security for materials (Wilsted, 2007). Respondents were asked if there is a reading room for researchers. Chart 4.10 shows that 9(69%) respondents indicated that there is a reading room for researchers while 4(31%) respondents indicated that a reading room for researchers does not exist.

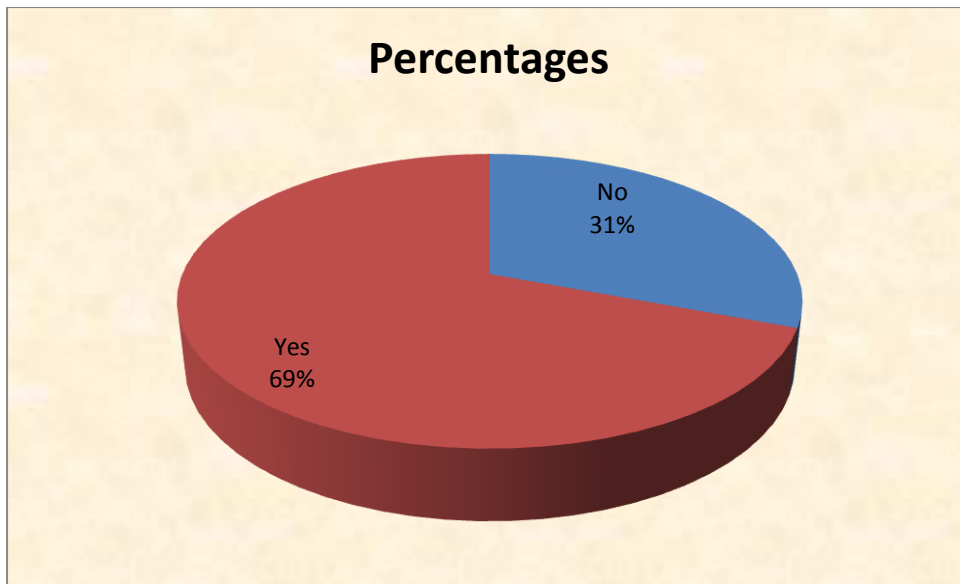


Chart 4.10: Reading room (n = 13)

Those respondents who indicated that they do not have a reading room for researchers are based in Mthatha archives. They were asked how this affects the researchers and services to them. The researcher analysed and summarises the response as follows:

- Two respondents indicated that the archives users at times use the staff office to consult the documents. It is a small office covering ± 4.5 m². It is shared by nine staff members. The researchers feel uncomfortable to share the small office space with the staff. The researcher observed that the archives also share a reading room with the public library.
- One respondent stated that researchers take turns to use available space to consult archival materials. When the room is full researchers are asked to postpone their appointment. This undoubtedly delays services to the researchers and is a total disrespect for the researchers' time and commitment to their work.

- One respondent pointed out that consulting archival materials in an uncomfortable and unsuitable environment is not acceptable as researchers spend up to an entire day using collections.

The researcher noticed that there are no tables designed for the consultation of oversized materials which is a likely threat of damage to the valuable archival materials. It was also observed that the staff office space has noisy office equipment and the noise could be annoying to researchers.

4.5.4 Reference archivist

According to Cohen (2011) reference service in archives has been defined as pointing users to potentially useful sources. The reference archivist is a frontline marketer of archives. The respondents were asked if there is a reference archivist in their archive. All respondents indicated that they do not have a reference archivist. Kumar (2011) indicates that reference work can be just part of an archivist's job in a smaller organisation, or consist most of their occupation in a larger archive where specific roles such as processing archivist and reference archivist may be delineated. The researcher observed that all staff members that deal with users perform the duty of rendering reference services.

4.6 Preservation

Preservation is an on-going maintenance of archival materials through proper storage and handling to ensure their survival for use (Yakel, 1994). Swartzburg and

Bussey (1991:121) state that to ensure that the materials the archive has collected for the benefit of its patrons last as long as possible, the building should provide a proper environment to house them.

4.6.1 Fundamental goal of preserving the collection

Respondents were asked if their archives building achieve the most fundamental goal of preserving the collection. Twelve (92%) respondents said it does not while 1(8%) respondent indicated that it does. The researcher enquired from those respondents that indicated that their archives building does not achieve the most fundamental goal of preserving the collection to explain. Their explanations were analysed and summarised as follows:

Mthatha Provincial Archives

- Two respondents said that there is a lack of proper environmental controls.
- One respondent stated that there is lack of storage facility and limited capacity in terms of shelving. Some collections are stored on floors of an outbuilding.
- One respondent stated that the wooden floor in the storeroom is a fire hazard.
- One respondent stated that archives are exposed to dust, dirt and sunlight because windows are opened to let in fresh air in the building and there are no window shutters.
- Two respondents said that archives are exposed to the ravages of damp and rodents. The building leaks and has not been fumigated for a long time.

The researcher observed that storeroom is awkwardly located in the building. It is not isolated from the areas frequented by the public. The storeroom is located near the kitchen where there are many sources of heat and fire.

Port Elizabeth Provincial Archives

- One respondent indicated that there is a leakage in the roof that is directly on a storeroom where archival materials are kept.
- Two respondents indicated that the environment within the building is not healthy. The windows are not properly sealed in the converted building as a result there is a lot of dust.
- Two respondents stated that the archives' building does not have an air conditioning system that will assist with monitoring temperature and humidity within the building.

The researcher noticed that lights are switched on all day in the storerooms because five staff offices are located there.

King William's Town Provincial Archives

- One respondent stated that the archives building does not have a system that regulates temperature and humidity.
- One respondent indicated that the roof leaks in the storerooms.
- One respondent said that the storeroom doors are not fireproof.

One respondent from Port Elizabeth Provincial Archives who indicated that the archives building achieve the most fundamental goal of preserving the collection was probed to give reasons for the response. The respondent stated that they block excessive natural light by painting the strong room windows white and by installing shutters. The researcher observed that statement to be the true reflection of how storeroom was. Wilsted (2007) indicates that windows should not be used in archival storage area. In building renovations where windows already exist, they should be covered or blocked off to protect collections. This is exactly what was done in Port Elizabeth Provincial Archives.

4.6.2 Archival materials preservation

The most cost-effective method of extending longevity in archival materials is to prevent deterioration to the greatest extent possible. This is why the researcher asked the respondents how they preserve archival materials in their archival institutions. The results were analyzed and summarized as follows:

Mthatha Provincial Archives

- One respondent indicated that they keep to regular housekeeping like dusting and vacuuming storerooms, though it is not easy because the storage areas are fully packed.
- Two respondents indicated that they remove rusty paperclips and staples from documents and replace with plastic coated paperclips.

The researcher observed the archival materials stored in the outside storerooms, closer to Bhunga building, are not preserved. They are not even packed well.

Some records are lying on dusty and damp floors. This is due to the fact that many critical aspects, like to provide the highest level of environmental control, security, and fire detection and suppression in storerooms, were not considered when Mthatha Archives Repository was moved from Bhunga Building to give space for Nelson Mandela Museum.

Port Elizabeth Provincial Archives

- Four respondents indicated that they use acid-free storage enclosures.
- One respondent did not provide an answer.

King William's Town Provincial Archives

- Two respondents indicated that they use acid-free storage enclosures.
- One respondent stated that they use copies for displays.
- One respondent indicated that they fumigate the building and storeroom from time to time

The researcher observed that in King William's Town Archives lights are kept off in storerooms unless in use. Moreover, access to storeroom is limited to archives staff.

4.6.3 Preservation programme

Respondents were asked whether or not their archival facilities have a preservation program. All respondents indicated that their facilities do not have a preservation programme. The researcher felt that the respondents did not know what a

preservation programme should entail. An archival preservation programme is a set of activities that address, in a comprehensive manner, the preservation needs of the institution (Ward, 2000: 49). Because institutions differ in mission, size, character of holdings and clientele, the actual design of the preservation program will vary somewhat from place to place.

The results bear testimony that all three Eastern Cape Provincial Archives do not have a preservation program. Ward (2000) warns that without an organised preservation program, the archives' ability to sustain access will be limited and eventually become impossible. Moreover, an institution that bases its preservation decisions on a clearly defined set of selection criteria and careful assessment of preservation needs is better able to justify treatment decision and resource requests to support the preservation program.

4.6.4 Disaster preparedness and management

Disaster is a common phenomenon that can and will happen when least expected. In fact, it very often comes unannounced and uninvited, with disastrous consequences. Bradley (2010) states that disaster can generally be divided into five categories: natural, pandemic, man-made, war/ terrorism/ crime, and personal. Any disaster, even a minor one, will cost time and money, cause other work to be delayed and possibly inconvenience users (Matthews et.al. 2009). Good disaster management, whilst it can never totally prevent disaster occurring, will reduce their likelihood and enable the archive to deal more efficiently and effectively with them.

4.6.4.1 Disaster preparedness plan

According to Hamill (2013) institutions need a plan for both large disasters and smaller emergencies. Respondents were asked if there is a written disaster preparedness plan for their institutions. All respondents from the three provincial archives indicated they do not have a written disaster preparedness plan in their institutions. This poses a lot of danger to the archives because the benefits of having a disaster preparedness plan cannot be enjoyed. Hamill (2013:207) indicates that disaster preparedness plan provides two benefits:

- It does everything reasonable to prevent an emergency or minimise its impact.
- It reduces response time if an emergency actually happens, in turn helping to minimise damage.

The researcher observed that in King William's Town Provincial archives there were small fire extinguishers hanging on the walls. The respondents indicated that some staff attended a workshop on disaster management and were trained on how to operate fire extinguishers. While the Port Elizabeth Provincial Archives respondents indicated that in the event the building catches fire or experiences rain and wind storm they would call for the services of a fire station that is within a five-kilometre radius from their building. The Mthatha Provincial Archives respondents could not provide answers.

4.7 Security

According to Kahn (2008:39) archives have unique items containing one-of-a-kind letters, memoranda, and photographs. They are at risk of theft because they are wanted by others. Some people are true collectors looking for items that complete their collections. They want to own these materials, regardless of the damage their removal causes to the original object. It is for these reasons that Benny (2013) states that they must be protected from internal and external thefts, vandalism and natural disasters.

4.7.1 Location of the building

Pacifico and Wilsted (2009:9) state that an archival facility should be located on a stand-alone or island site with free access to the entire building perimeter. In case where the archival facility is within a larger building or cannot stand alone on the site, the facility should be completely protected from dangers posed by the neighbouring spaces and buildings. Respondents were asked if the building is located closer or far from other buildings. All respondent indicated that their buildings are closer from other buildings.

4.7.2 Access points to the building

Respondents were asked how many access points are there in the building. Two respondents from Mthatha Provincial Archives indicated that there is one access point while the other two stated that there are two access points. On observation the researcher noted that there are two access points. Those access points are secure,

one is used by the public and the staff while the other is always locked and used by the staff only when they want to access the storerooms that are attached to Bhunga Building.

In Port Elizabeth Provincial Archives, all respondents indicated that there is one access point in the building which the researcher observed to be true. In King William's Town Provincial Archives, three respondents stated that there are two access points while one respondent indicated that there are three access points. The researcher observed that there are two access points.

Duchain (1977) states that there should be a door to be used by staff and users in case of fire or emergency. It should not be possible to open from outside, but must open without any difficulty from the inside. The Port Elizabeth Provincial Archives have not catered for this.

4.7.3 Keys to the building

According to Wilsted (2007:97) locks are the least expensive deterrent to theft. Locked doors provide a barrier between potential thieves and valuable archival collections whether material is in the storage area, processing space, or accessioning room. Pacifico and Wilsted (2009:63) states that procedures for managing manual locks are an important component when using them in an archival facility and should include requirements to:

- Limit the number of keys distributed to staff;
- Maintain careful records of key circulation;
- Ensure the return of all keys when staff leaves archives employment.

Respondents were asked who has keys to the building. In Mthatha Provincial Archives all respondents indicated that the librarian and the manager of archives each have a key to the building. In Port Elizabeth Provincial Archives all respondents stated that all professional staff, comprising of seven people, have a key. In King William's Town Provincial Archives two respondents indicated that keys are in custody of security guards while one respondent stated that they are with security guards and cleaners and one respondent cited that they are with security guards and the caretaker.

4.7.4 Alarm system

According to Hooper (2007), the archive should have 24 hour security guards, intruder alarms be fitted to all doors and windows and should automatically alert the police to the intrusion. Respondents were asked if the alarm system is linked to the police or third party such as a security firm. All respondents indicated that their archive buildings are not fitted with an alarm system. The respondents indicated that the Department of Public Works, which is the caretaker of their buildings, does not have funds to install such security measures.

4.7.5 Storage accommodation for archives

Respondents were asked if there is an adequate and secure storage accommodation for archives. Nine respondents located in Mthatha and Port Elizabeth Provincial Archives indicated that there is no adequate and secure storage accommodation for archives while four respondents attached in King William's Town Provincial Archives indicated that there is. The researcher observed in King William's Town Provincial Archives that their storage areas are locked at all times.

The researcher observed unsecure storage conditions in Port Elizabeth Provincial Archives. Even though archives are secure against fire they are vulnerable to loss. Some staff offices are located in the storerooms and at times they consult the visitors/users/researchers in that area. The researcher further observed in Mthatha Provincial Archives that the accommodation provided is insufficient to allow the archives to be properly arranged and made accessible. The storage area is dirty and not free of waste and rubbish. Holton and Winch (2009) states that dust and organic materials provide an ideal environment for vermin, insects and mould.

4.9 Summary

Chapter 4 described the findings of the study and provided an analysis of the data. The research data in this chapter was collected through the use of in-depth face-to-face interviews and observations. The presented data indicated that there are effects on the management of records and archives housed in converted archives buildings in the Eastern Cape Provincial Archives. The next chapter concludes the study and makes recommendations and suggests area of further research.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The study sought to determine the effect of converted archives building to the management of records and archives in the Eastern Cape Provincial Archive, South Africa. This chapter presents conclusions and recommendations.

5.2 Conclusions based on findings

The researcher set out to investigate the effect of converted archives buildings to the management of records and archives in South Africa: The case study of Eastern Cape Provincial Archives. The following gives a summary of the findings based on the objectives of the study.

5.2.1 The nature of archives buildings in the Eastern Cape Province

The study revealed that all Eastern Cape Provincial Archives are housed in converted archives buildings that are in less suitable condition to facilitate effective management of records and archives. The records and archives have been neglected or stored in undesirable locations such as, dirty store rooms. If archives are kept here more should be done in modernising their buildings interiors to preserve and manage a cultural heritage and to meet special needs of the permanent archival and manuscript collections. Because of this records and archives

are housed in inadequate and overcrowded space that makes it difficult to service these records effectively.

This is far from what is happening in other countries where records and archives are kept in purpose-built buildings which is in tandem with the importance attached to records and archives as a vital national cultural heritage. According to Norton (1938) the obvious advantage of a purpose-built archives building is the greater convenience and flexibility: all the requirements of the brief to the architect can be transferred more easily on to the plans for a new building than those for an adaptation of an old building. In general, it has been seen that a new building designed specifically as an archive allows the space to be used more efficiently, offers greater security and often is less costly than converting an old historic building, which might require costly structural works that are often difficult to achieve (Hernandez, 2005:14). Archives are created in the first instance for the conduct of business and to support accountability, but they also meet requirements of society for transparency and the protection of rights, they underpin citizens' rights in a democratic state and are the raw material of history and memory (Shepherd, 2009).

5.2.2 Compliance with the existing legal and regulatory framework

The study indicated that scholars, historians and general South Africans are disadvantaged because the Eastern Cape Provincial Archives have been less carefully preserved. Some are kept in cramped spaces which makes their physical access impossible. Because of the lack of space in various repositories, the deposits

to the archives are delayed. The users struggle painfully to try to satisfy their research needs. This contravenes the Promotion of Access to Information Act 2 of 2000 in terms of section 11 (1) that states that a requester must be given access to a record of a public body if-

(a) that requester complies with all the procedural requirements in this Act relating to a request for access to that record; and

(b) access so that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

The study also showed that the most serious loss occurred as a result of the Mthatha Provincial Archives move from Bhunga building to Mthatha Public Library which destroyed some records. The proper management and care of public records was not insured in this instance as stipulated in National Archives and Records Services Act (Act No. 43 of 1996) in terms of section 3.

5.2.3 Space for extension to accommodate future growth

According to Swartzburg and Bussey (1991) archives building plan should be adapted for probabilities and possibilities of growth and development. The findings established that consideration was not given sufficient weight in the case of Mthatha and Port Elizabeth Provincial Archives. The sites of both these buildings provide no room for lateral or horizontal extension. Norton (1938) also states that it is important that when selecting a site for the archives building to at least to accommodate a planned expansion to four times the present capacity of the building. The King

William's Town Provincial Archives has enough space for future expansion as DSRAC owns unused land close to the archives department.

5.2.4 Space for various archival functions in the archives buildings

The study revealed that there is inappropriate space located for archival functions, for example in the Mthatha Provincial Archives and Port Elizabeth Provincial Archives. There is no processing area that serves for repackaging, cleaning, sorting, listing, boxing and conservation of records and archives. There are also no additional surfaces for sorting and arranging collections. Collections are sorted on the floors. Available literature indicates that an archives building should be designed to facilitate both the administration of the archival programmes, preservation planning activities, and use of archival records (Yakel, 1994).

The environment remains far from ideal in Mthatha Provincial Archives. Areas specifically designated for storage, researchers and administrations are needed. The archives situation in King William's Town Provincial Archives is slightly different from the two, though its awkward space presents problems. The awkward space disrupts the pattern of the flow of work. The processing room is located on the ground floor and the store rooms are located on the first floor. Once the archives staff has processed the collections, they have to climb a steep and narrow flight of stairs carrying the heavy load to pack in the store rooms. Offices are uncomfortably hot which poses danger to the health of the staff. The lighting elements pose challenges

to records preservation, raise ongoing electricity costs, and require substantial additional cooling to control heat.

According to Gwam (1963), a designated reading room should be provided to enable researchers to access original items from the repository. However, in Mthatha Provincial Archives a quiet area for research and reading is not provided for. The tables available are not designed for the consultative of oversized materials. This poses a threat of damage to the valuable archival materials.

Due to a lack of adequate space the Mthatha Provincial Archives and Port Elizabeth cannot mount effective outreach programmes. They do not have an exhibit space. Wilsted (2007) stresses that Archives' exhibition programs provide an opportunity for users both local and tourists to view archives materials and to gain an understanding of their value in preserving history and culture. This public display, the exhibition, provides direct contact between the archives visitors and the collections (Pastore, 2008).

5.2.5 Accessibility of buildings to both current and potential users

The study showed that they are accessible to current and potential users. However, the researcher observed this to be untrue because some archives buildings are located in areas that could not be easily located. For example, in Mthatha the archives are located in the Mthatha Public Library and the signage outside did not include Mthatha Provincial Archives. This means that first time researchers are likely

to either get lost or may have to ask around. The King William's Town Provincial Archives are located at the back of the DSRAC building. There is no board on the main road that points to the entrance to the archives. The only available archives signage visible is on the entrance of the archives department once one has entered the DSRAC building. In Port Elizabeth Provincial Archives the signage is visible on the wall but the main door confuses people because it looks old and unused. As a result people pass it and move around the block looking for an entrance to the archives building.

Moreover, the King William's Town Provincial Archives building is located away from the public transport route. Once archives visitors or users are offloaded by the public transport from the offloading zones they have to look for another street that will lead them to the building. This is likely to inconvenience people and users that are not familiar with the area.

5.2.6 The adequacy of storage accommodation for archives

Maher (1992) states that in an archives building there should be an adequate storage space. The study found that Mthatha Provincial Archives as an approved repository is seriously in jeopardy. It was established to accept all records from government departments. However, the archives are housed in makeshift building with very little room and could accept relatively few archives. The staff is compelled to turn down or delay transfers of records from the records creators.

There is a space crisis, with current space already filled to overflowing. It is effectively full, and the collections stored there are being subject to a variety of issues such as overcrowding, risk from fire, and lack of proper environmental controls. They are also exposed to the ravages of damp, dust and rodents. These conditions are an embarrassment to the government itself. The Mthatha Provincial Archives looks like a dumping site for non-current records other than a proper archival facility. This does not help in the management of records and archives.

The Eastern Cape Provincial Archives have static shelving in their storage rooms. They have not taken an advantage of maximising their archival records storage capacity by installing mobile storage system. Pacifico (1996) states that mobile storage systems can accommodate a variety of storage housings, including shelving, map cases, microfilm cabinets and roller drawers.

5.2.7 The preservation measures in place to safeguard the collection

The records and archives of the Eastern Cape Province are exposed to all elements of destruction. Preservation process is difficult because the archival facilities do not have HVAC system. This is indeed contrary to what literature indicated on the need for HVAC system in order to achieve strict environmental standards in the records storage areas. Swartzburg and Bussey (1991:121) states that to ensure that the materials the archive has collected for the benefit of its patrons last as long as possible, the building should have proper environment to house them.

5.2.8 Secure storage accommodation for archives

According to Wilsted (2007), archival collections spend 99 percent of their lives in the storeroom environment and planners should make every effort to provide the highest level of security there. The archives buildings should safeguard the permanent valuable wide variety of archival records materials, including paper records, maps, drawings, photographs, film, and electronic records. Some of these contain sensitive/ classified information; all are irreplaceable. Hence the need for security system to protect archives staff and archival records alike from such threats as theft, unauthorised disclosure of classified information. The protection of records and archives in the Eastern Cape Provincial Archives is achieved through continual monitoring by archives staff and by the use of lock and key in the storage areas. There is no electronic or alarmed security system in place.

The Mthatha Provincial Archives and Port Elizabeth Provincial Archives storage facilities are awkwardly located in the building. They are not isolated from the areas frequented by the public and working areas. Moreover, the King Williams' Town Provincial Archives storerooms are not easily accessible to the search room. The principle of making all stores easily accessible to the search room, administrative offices, was not followed in the conversion of the Eastern Cape Provincial Archives, as a result supervision and coordination of activities to ensure the security of repository holdings is difficult.

The Mthatha Provincial Archives do not provide ready access to storerooms. Some are located in an outbuilding that is almost impossible to access because of its dilapidated condition. Therefore, staff cannot provide appropriate support to researchers. The archival materials are at risk of being damaged when they are carried from the outbuilding to the archive because there is no covered or roofed corridor to ensure their safety from the elements of weather like rain and dust.

5.2.9 The challenges presented by the current provincial archives buildings on the management of records and archives

As far as the state records are concerned, the picture at the moment is not promising. The condition of storage leaves very much to be desired, in general, large number of documents suffered damage, either from damp, or dirt and accumulation of a thick coat of fine black dust.

The study indicated that there is a lack of proper environmental controls in all Eastern Cape Provincial Archives. The archival materials may diminish because of humidity, insects and neglect.

The researcher observed that the vast majority of Mthatha Provincial Archive materials are kept in fire hazardous stores. Electrical wires are hanging from the roof and walls, they have not been properly insulated.

Another challenge that faces the Eastern Cape Provincial Archives is that they do not own the buildings that house the records and archives. Some buildings have been leased for the past twenty eight years. The disadvantage of a leasing option is that the lease contract might expire and not renewed by the landlord after having spent a lot of money converting the space to meet the current needs. Moreover, respondents (53.8%) indicated that there are no plans of purpose-built building.

The goals to justify the study worked in conjunction with theoretical framework. Two concepts used when considering how to manage records and archives were those of life-cycle theory and continuum. For these theories to realise their full significance records and archives should be housed in a purpose-built archives building where records are systematically kept. The findings established that the current buildings present a lot of challenges to the management of records and archives.

5.3 Final conclusions

Through interviews, observations and document analysis, this study investigated the effect of converted to the management of records and archives in the Eastern Cape Provincial Archives. A case study research design was employed. A need to study the effect of converted archives buildings to the management of records and archives was identified. Discussions on the methodology employed in this study were made. Furthermore, the results of the analysis were discussed and conclusions were drawn based on the findings. Contributions of the study were discussed and recommendations were offered for further research.

5.4 Recommendations

From the findings of the study the following recommendations are made. It is hoped that if adopted they may contribute to the improvement of the current archival buildings which will in turn influence the management of records and archives in the province.

The findings of the study as well as the suggestions of the respondents helped the researcher prepare the following recommendations:

1. Funding

- The provincial archives run under the mandate of national archives where national archives pose a supervisory role. National archives should commit resources into the provincial management of records and archive. Such resources should essentially be committed towards ensuring that provincial records and archives are housed in purpose-built buildings.

2. Infrastructure

- The national government has to assist the provincial government in ensuring that their records and archives are housed in suitable archives facilities.
- The government should recognise the importance of keeping records and archives in a purpose built building. They are an important national heritage and their role in accountability cannot be

overlooked. The government should come with standard plans for the housing of archives that even if the buildings are converted they should adhere to required standards.

- It is recommended that archives practitioners should have sound professional education on archive buildings and their effect on the management of records and archives. This is important as it will enable them to play a meaningful role in the planning of building for the housing of records and archives.

3. Legal framework

- The building housing archives should be within the required legal and regulatory framework.
- The study recommends for the revision of the current legal framework to include requirements for the proper housing of records and archives.

5.5 Further research

Available literature has shown that not much research has been done on how a building impacts the management of records and archive in Africa. This area merits more research.

5.6 Summary

Chapter 5 presents conclusions based on findings, summarisation of the study based on the objectives of the study, final conclusions of the study along with recommendations for further research.

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APPENDICES

Appendix 1

INTERVIEW SCHEDULE

The effect of converted archives buildings on records and archives management in South Africa: The case study of Eastern Cape Provincial Archives

I, Vuyolwethu Ethel Feni-Fete a master's student at the University of Fort Hare, am undertaking research to determine the effect of converted archives buildings on records and archives management in South Africa. The study will be conducted in the three Eastern Cape Provincial Archives. I kindly request you to participate in an interview. The interview will last approximately 30 minutes of your time. Your answers may help in determining the suitability of the building and the management of archives. Although your response is of outmost importance to me, your participation is entirely voluntary. Information provided by you remains confidential and will be reported in summary format only.

Interviewer: Vuyolwethu Ethel Feni-Fete

Instructions for filling the self-administered interview schedule

- (a) Tick the applicable answer(s)
- (b) Use spaces provided to write your answers to questions.
- (c) Please do not leave blank spaces. If the question does not apply please indicate "N/A".

A. Demographic Data

1. Indicate your gender.

Male	
Female	

2. Which age group do you fall under?

Under 20
20 – 30
31 – 40
41 – 50
51 – 60
Over 60

3. Which level of education you have reached?

Primary school	
High school	
FET college	
Technikon	
University	
Other	

4. What position do you occupy in your institution?

.....

.....

B. The building

5. Which type of archives building is this?

Purpose-built building	
Converted archives building	

6. If it is a converted archives building, what was it used for before your institution occupied it?

.....

7. How long has your institution occupied the building?

.....

8. Does your institution own the building or is it leased?

.....

9. If it is leased, how long has it been leased?

.....

10. Are there any plans for a purpose-built archives building?

Yes	
No	

11. Has the building ever been renovated?

Yes	
No	

12. If your answer to number (11) is 'Yes', please state the nature of renovation and the impact it have to the management of records and archives in your institution.

.....
.....

13. Is your institution the only tenant in the building?

Yes	
No	

14. If your answer to number (13) is 'Yes', please state how this arrangement affect the management of records and archives?

.....
.....

15. Does the archive building achieve the most fundamental goal of carrying out archival activities?

Yes	
No	

16. Will your present growth not require additional space in future?

Yes	
No	

17. If your answer to question 16 is yes, what will happen?

.....
.....

18. Does your archive building comply with the legal and regulatory framework of records and archives management?

Yes	
No	

C. Access

19. Is the building located closer to the users or potential users?

Yes	
No	

20. Is the site easily accessible by the population it serves?

Yes	
No	

21. Does the site provide high visibility and identification to the population served?

Yes	
No	

22. Is the archives building accessible to public transport?

Yes	
No	

23. If your answer to question 22 is no, please provide your views.

.....

.....

24. Is the building user friendly for physically challenged people?

Yes	
No	

25. If the answer to the previous question is 'No', please list your reasons.

.....

.....

26. Through which of the following are users able to locate descriptions of the collection? (Please specify the applicable options)

Finding aids	
Word processed registers/ inventories	
Web site, please provide URL	
Computer catalogue accessible remotely	
Other, please specify	

27. Which rules govern the use of the collections?

.....

.....

D. Work, staffing and public areas

28. Is there enough space to work for different sections within the building?

Yes	
No	

29. If the answer is no, how does this affect your work?

.....

.....

30. Are there designated offices for the staff?

Yes	
No	

31. If the answer is no, how does this affect your work?

.....

.....

32. Is there a reading room for the researchers?

Yes	
No	

33. If the answer is no, how does this affect the researchers and your services to them?

.....

.....

34. Is there a reference archivist?

Yes	
No	

35. If your answer to question 34 is 'Yes', is the reference archivist office located near the search room and easily accessible by the public?

.....

E. Preservation

36. Does your archive building achieve the most fundamental goal of preserving the collection?

Yes	
No	

37. If your answer to question (36) is 'Yes' and 'No', please explain.

.....

.....

38. How do you preserve your archival materials?

.....
.....

39. Does your institution have an archival preservation program?

Yes	
No	

40. If your answer to question 39 is 'Yes', do you have a person in charge of preservation programme?

Yes	
No	

41. If your answer to question 39 is 'Yes', how successful do you consider the archival preservation program in achieving your institution's preservation goals?

Successful	
Unsuccessful	

42. If your answer to question 41 is unsuccessful, list problems experienced in preservation of archival materials.

.....
.....
.....

43. Does your building have a heating, ventilation and air conditioning (HVAC) system in all repositories?

Yes	
No	

44. If your answer to question 43 is no, why were other repositories given preference to others?

.....

.....

45. If you have HVAC system, how often is it maintained?

.....

46. Is the building designed to take the maximum advantage of passive and natural sources of heat, cooling, ventilation, and light?

Yes	
No	

F. Security

47. Is the building located closer or far from other buildings?

.....

48. How many access points are there to the building?

.....

49. Who has keys to the building?

.....

50. Is the alarm system linked to the police or third party such as a security firm?

Yes	
No	

51. Is there an adequate and secure storage accommodation for archives?

Yes	
No	

G. Disaster preparedness and management (*request a copy*)

52. Is there a written disaster preparedness plan for your institution?

Yes	
No	

53. If 'Yes'. Please choose the aspects of the plan that are covered from the list below.

It deals with the building	
It deals with safe evacuation of people	
It deals with archival materials/ collection	
It lists emergency supplies	
Unsure	
Other, please specify	

54. Are the users alerted or informed of the disaster preparedness plan?

Yes	
No	

55. Choose from the list the natural disasters covered by your plan.

Floods	
Earthquakes	
Tornado	
Micro-organisms	
Insects	
Storms	
Unsure	
Other, please specify	

56. Choose from the human-made disasters covered by your plan from the list

Fire	
Theft or Vandalism	
Contamination	
Unsure	
Other, please specify	

57. What problems to the management of records and archives you experience in operating in a converted archives building?

.....

.....

.....

.....

Thank you for your co-operation in completing this questionnaire.

Appendix 2

OBSERVATION GUIDE

The effect of converted archives buildings on records and archives management in South Africa: The case study of Eastern Cape Provincial Archives

Location

Name of storeroom

Date

Time

Location

1. Where is the storeroom located?

.....

2. Is the repository accessible to public transport?

Yes	
No	

The environment conditions in the storerooms

3. Is there a heating, ventilation and air conditioning (HVAC) system?

Yes	
No	

4. Is the HVAC system on?

Yes	
No	
Unsure	

4. Is the storeroom hot or cold?

.....

5. Are lights turned off when not in use?

.....

Appearance of the storerooms

6. Is the storeroom clean?

.....

7. What type of shelving is used?

Metal	
Wood	
Other, please specify	

8. Are the materials in order?

.....

9. Are they numbered and labelled?

.....

Building

10. Does the archive building have space to give allowance for extension to accommodate future growth of the collections?

Yes	
No	

11. Does the area provide substantial space for all archival functions?

Yes	
No	

12. Is there a reading room for the researchers?

Yes	
No	

13. Is the reference archivist office located near the search room and easily accessible by the public?

Yes	
No	

14. Is there a covered loading dock nearby for ease in transferring archives material?

Yes	
No	

Security

15. Are the building doors closed at all times?

.....

16. Are the windows burglar proofed?

.....

17. Is it easy for anyone to enter the archives building?

.....

Preservation

18. What is the general condition of materials?

.....

.....

.....

Appendix 3

Informed Consent Form

Title of the study: The effect of converted buildings on records and archives management in South Africa: The case study of Eastern Cape Provincial Archives.

I volunteer to participate in a research project conducted by Mrs Vuyolwethu Ethel Feni-Fete from the University of Fort Hare.

1. My participation in this project is voluntary. I understand that I will not be paid for my participation. I may withdraw and discontinue participation at any time without penalty.
2. If, I feel uncomfortable in any way during the interview session, I have the right to decline to answer any question or to end the interview.
3. I understand that the researcher will not identify me by name in any reports using information obtained from this interview, and that my confidentiality as a participant in this study will remain secure.
4. I have read and understand the explanation provided to me. I have had all my questions answered to my satisfaction, and I voluntarily agree to participate in this study.
5. I have been given a copy of this consent form.

My Signature

Date

My Printed Name

Signature of the Investigator

For further information, please contact:

Mrs Vuyolwethu Ethel Feni-Fete

040 060 2363

071 880 7404

Appendix 4

Ethical Clearance Certificate



University of Fort Hare
Together in Excellence

ETHICAL CLEARANCE CERTIFICATE

Certificate Reference Number: KHA031 SFEN01

Project title: **Exploring the effect of converted archives buildings on records management in South Africa: The case of Eastern Cape Provincial Archives**

Nature of Project: Masters

Principal Researcher: Vuyolwethu E Feni - Fete

Supervisor: Mr. FE Khayundi

Co-supervisor:

On behalf of the University of Fort Hare's Research Ethics Committee (UREC) I hereby give ethical approval in respect of the undertakings contained in the above-mentioned project and research instrument(s). Should any other instruments be used, these require separate authorization. The Researcher may therefore commence with the research as from the date of this certificate, using the reference number indicated above.

Please note that the UREC must be informed immediately of

- Any material change in the conditions or undertakings mentioned in the document
- Any material breaches of ethical undertakings or events that impact upon the ethical conduct of the research

The Principal Researcher must report to the UREC in the prescribed format, where applicable, annually, and at the end of the project, in respect of ethical compliance.

The UREC retains the right to

- Withdraw or amend this Ethical Clearance Certificate if
 - Any unethical principal or practices are revealed or suspected
 - Relevant information has been withheld or misrepresented
 - Regulatory changes of whatsoever nature so require
 - The conditions contained in the Certificate have not been adhered to
- Request access to any information or data at any time during the course or after completion of the project.

The Ethics Committee wished you well in your research.

Yours sincerely


Professor Gideon de Wet
Dean of Research

28 October 2013