

# INSTG001: Access: policies and practice

## Access and Use of Archives and Records

[View Online](#)

'20-Year Rule | The National Archives'. n.d.

<https://www.nationalarchives.gov.uk/about/our-role/transparency/20-year-rule/>.

'About Participatory Budgeting – PB Network'. n.d. <http://pbnetwork.org.uk/about/>.

Access to Archives - Legal Aspects : Proceedings of the Thirty-Second International Conference of the Round Table on Archives. 1998. Paris: International Council on Archives. <http://copac.jisc.ac.uk/id/26793005?style=html&title=Access%20to%20archiveslegal%20aspects>.

'Access to Public Records'. 2015.

<http://www.nationalarchives.gov.uk/documents/information-management/access-to-public-records.pdf>.

Adkins, E.W. 2008. 'Our Journey towards Diversity – and a Call for (More) Action'. The American Archivist 71 (1). <https://doi.org/10.17723/aarc.71.1.lv370048r7875175>.

Ailes, Adrian, and Iain Watt. 1999. 'Survey of Visitors to British Archives, June 1981'. Journal of the Society of Archivists 20 (2): 177–94. <https://doi.org/10.1080/003798199103604>.

Allan, Kate. 2009. Paper Wars: Access to Information in South Africa. Johannesburg: Wits University Press.

Allen, Nicola. 2006. 'Articulating an Agenda for Change—the RSA Archive Experience 1'. Journal of the Society of Archivists 27 (2): 165–86. <https://doi.org/10.1080/00379810601093417>.

Allen, Susan M. 1997. 'Preventing Theft in Academic Libraries and Special Collections'. Library & Archival Security 14 (1): 29–43. [https://doi.org/10.1300/J114v14n01\\_04](https://doi.org/10.1300/J114v14n01_04).

Allison-Bunnell, Jodi, Elizabeth Yakel, and Janet Hauck. 2011. 'Researchers at Work: Assessing Needs for Content and Presentation of Archival Materials'. Journal of Archival Organization 9 (2): 67–104. <https://doi.org/10.1080/15332748.2011.598400>.

Anderson, I. 2006a. 'Archival Digitisation: Breaking out of the Strong Box'. In Record Keeping in a Hybrid Environment: Managing the Creation, Use, Preservation and Disposal of Unpublished Information Objects in Context. Vol. Chandos information professional series. Oxford: Chandos.

Anderson, Ian G. 2008. 'Necessary but Not Sufficient. Modelling Online Archive

Development in the UK'. D-Lib Magazine 14 (1/2).  
<https://doi.org/10.1045/january2008-anderson>.

Andrews, Patricia M. 1998. 'Changing Attitudes in Government to Record Closures'. Journal of the Society of Archivists 19 (1): 17-24. <https://doi.org/10.1080/00379819809514419>.

'Archive Service Accreditation Guidance -June 2014'. n.d.  
<http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-guidance-june-2014.pdf>.

'Archive Service Accreditation Standard - June 2014'. n.d.  
<http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-standard-june-2014.pdf>.

'Archives & Records Association: Other Useful Publications'. n.d.  
<http://www.archives.org.uk/publications/other-useful-publications.html>.

'Archives and Copyright: Developing an Agenda for Reform | CREATE'. n.d.  
<http://www.create.ac.uk/archivesandcopyright2013/>.

Archives and Records Association UK and Ireland. n.d. 'Don't Risk It! Know Your Records Toolkit'.  
[https://static1.squarespace.com/static/60773266d31a1f2f300e02ef/t/61b372539fb38257077688b7/1639150171611/FINAL\\_Dont\\_Risk\\_It\\_Toolkit\\_July14.pdf](https://static1.squarespace.com/static/60773266d31a1f2f300e02ef/t/61b372539fb38257077688b7/1639150171611/FINAL_Dont_Risk_It_Toolkit_July14.pdf).

'Archives for the 21st Century | The National Archives'. n.d.  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/238511/7744.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/238511/7744.pdf).

'Archives for the 21st Century in Action, 2010'. n.d.  
<http://www.nationalarchives.gov.uk/documents/information-management/archives-for-the-21st-century-in-action.pdf>.

'Archives for the 21st Century in Action: Refreshed 2012-15'. 2012. National Archives.  
<https://webarchive.nationalarchives.gov.uk/ukgwa/20120817113526/https://www.nationalarchives.gov.uk/archives-sector/archives-21-century.htm>.

'Archives of the People, by the People, for the People on JSTOR'. n.d.  
[http://www.jstor.org.libproxy.ucl.ac.uk/stable/40294576?Search=yes&resultItemClick=true&searchText=evans&searchText=by&searchText=the&searchText=people&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Devans%2Bby%2Bthe%2Bpeople%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3BsbbBox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page\\_scan\\_tab\\_contents](http://www.jstor.org.libproxy.ucl.ac.uk/stable/40294576?Search=yes&resultItemClick=true&searchText=evans&searchText=by&searchText=the&searchText=people&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Devans%2Bby%2Bthe%2Bpeople%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3BsbbBox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page_scan_tab_contents).

Aslib. n.d. 'Records Management Journal'. Electronic resource.  
<http://www.emeraldinsight.com/loi/rmj>.

Barata, Kimberly. 2002. 'Archives in the Digital Age : A Study for Resource (via MLA Research Resources Webpage)'.  
<http://webarchive.nationalarchives.gov.uk/20110802101741/http://research.mla.gov.uk/evidence/view-publication.php?dm=nrm&pubid=4>.

- . 2004. 'Archives in the Digital Age'. *Journal of the Society of Archivists* 25 (1): 63–70. <https://doi.org/10.1080/0037981042000199151>.
- Barbosa, Belem, and Pedro Quelhas Brito. 2012. 'Do Open Day Events Develop Art Museum Audiences?' *Museum Management and Curatorship* 27 (1): 17–33. <https://doi.org/10.1080/09647775.2012.644694>.
- Barratt, Nick. 2009. 'From Memory to Digital Record: Personal Heritage and Archive Use in the Twenty-First Century'. *Records Management Journal* 19 (1): 8–15. <https://doi.org/10.1108/09565690910937209>.
- Bastian, J A. 2002. 'Taking Custody, Giving Access: A Postcustodial Role for a New Century'. *Archivaria*, no. 53: 76–93. <https://archivaria.ca/index.php/archivaria/article/view/12838/14059>.
- Bastian, Jeannette Allis and Alexander, Ben. 2009. *Community Archives: The Shaping of Memory*. Vol. Principles and practice in records management and archives. London: Facet. <https://doi.org/10.29085/9781856049047>.
- Benisar, David. 2006b. 'Freedom of Information Around the World 2006 Report'. Privacy International. [http://www.freedominfo.org/documents/global\\_survey2006.pdf](http://www.freedominfo.org/documents/global_survey2006.pdf).
- Berry, Charlotte, and Lucy MacKeith. 2007. 'Colliding Worlds in the Curatorial Environment: The Archivist and the Activist'. *Journal of the Society of Archivists* 28 (2): 139–49. <https://doi.org/10.1080/00379810701607793>.
- Bettington, Jackie and Australian Society of Archivists. 2008. *Keeping Archives*. 3rd ed. Canberra: Australian Society of Archivists Inc.
- Blais, G. 1995. 'Access to Archival Records. A Review of Current Issues: A RAMP Study'. Paris: UNESCO. [http://www.unesco.org/ulis/cgi-bin/ulis.pl?catno=102187&set=005BF68F10\\_0\\_231&gp=1&lin=1&ll=1](http://www.unesco.org/ulis/cgi-bin/ulis.pl?catno=102187&set=005BF68F10_0_231&gp=1&lin=1&ll=1).
- Bond, David, Vaid, Angeli, and Society of Archivists (Great Britain). 1998. *Archive Education Services*. Vol. Best practice guideline. London: Society of Archivists.
- Booker, J. 1991. 'Access Policy'. In *Managing Business Archives*. Oxford: Butterworth/Heinemann in association with the Business Archives Council.
- Boyns, Rosemary. 1999. 'Archivists and Family Historians: Local Authority Record Repositories and the Family History User Group'. *Journal of the Society of Archivists* 20 (1): 61–74. <https://doi.org/10.1080/003798199103730>.
- Bradely, C. 2006. 'Meditate, Mediate, Celebrate: Public Programming in a Post-Modern World'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 34 (2).
- Bradsher, James Gregory. 1989. *Managing Archives and Archival Institutions*. Chicago: University of Chicago Press.
- Bressey, C. 2006. 'Invisible Presence: The Whitening of the Black Community in the

Historical Imagination of British Archives'. *Archivaria* 61: 47–61.  
<https://archivaria.ca/index.php/archivaria/article/view/12534>.

Brewster Kahle. 2007. 'Universal Access to All Knowledge'. *The American Archivist* 70 (1): 23–31. <http://www.jstor.org/stable/40294448>.

Bridgley, K., M. Dixon, and P. Dozois. 2003. 'In Search of the Chill: Access to Information and Record-Keeping in the Government of Canada'. *Archivaria* 55.  
<https://archivaria.ca/index.php/archivaria/article/view/12402/13496>.

Brikci-Nigassa, P. 2002a. 'Social Inclusion and Archives'. In *Archives in the UK and the Government Agenda*. Liverpool: LUCAS.

'Bringing Citizen Scientists and Historians Together | Museumsandtheweb.Com'. n.d.  
[http://www.museumsandtheweb.com/mw2011/papers/bringing\\_citizen\\_scientists\\_and\\_historians\\_tog](http://www.museumsandtheweb.com/mw2011/papers/bringing_citizen_scientists_and_historians_tog).

'British Government, Department for Culture, Media and Sport, Policy Action Team 10: Arts and Sport, 1997'. n.d.  
[http://webarchive.nationalarchives.gov.uk/+/http://www.cabinetoffice.gov.uk/media/cabinetoffice/social\\_exclusion\\_task\\_force/assets/publications\\_1997\\_to\\_2006/pat\\_report\\_10.pdf](http://webarchive.nationalarchives.gov.uk/+/http://www.cabinetoffice.gov.uk/media/cabinetoffice/social_exclusion_task_force/assets/publications_1997_to_2006/pat_report_10.pdf).

'British Library Preservation Advisory Centre: Using Collections'. n.d.  
<http://www.bl.uk/blpac/pdf/handling.pdf>.

Brooke, Heather. 2007. *Your Right to Know: A Citizen's Guide to the Freedom of Information Act*. 2nd ed. London: Pluto.  
<https://www-jstor-org.libproxy.ucl.ac.uk/stable/j.ctt183q5c2>.

Bruce W. Dearstyne. 1987. 'What Is the "Use" of Archives? A Challenge for the Profession'. *The American Archivist* 50 (1): 76–87. <http://www.jstor.org/stable/40294350>.

'Building the Big Society'. 2010. UK Government Cabinet Office.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/78979/building-big-society\\_0.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/78979/building-big-society_0.pdf).

Burton, Antoinette M. 2005. *Archive Stories: Facts, Fictions, and the Writing of History*. Durham, N.C.: Duke University Press.  
<https://read.dukeupress.edu/books/book/989/Archive-StoriesFacts-Fictions-and-the-Writing-of>.

Buttler, Anthony L. 1996. 'The Results of a Survey of Visitors to Warwickshire County Record Office'. *Journal of the Society of Archivists* 17 (2): 175–81.  
<https://doi.org/10.1080/00379819609511800>.

Byrne, A. 2011. 'Wikileaks and Web 2.0: Privacy, Security and Other Things That Keep Me Awake'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 39 (1).  
<https://publications.archivists.org.au/index.php/asa/article/view/10119>.

'Can Museums Be All Things to All People?: Missions, Goals and Marketing's Role'. n.d.  
<https://www.tandfonline.com/doi/abs/10.1080/09647770000301803>.

Care Leavers Association. n.d. 'Access to Records'. Care Leavers Association.  
<http://www.careleavers.com/accesstorecords>.

'Care Leavers to Get Access to Their Records| Rachel Williams | Society | The Guardian'.  
n.d.  
<http://www.theguardian.com/society/2014/mar/18/care-leavers-access-records-new-rules>.

Casini, P. 2003. 'European Governance, Citizens's Rights of Access to Documents and the Role of Archives'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 31 (2). <https://www.tandfonline.com/loi/raam20>.

Ceeney, Natalie. 2008. 'The Role of a 21st-Century National Archive—The Relevance of the Jenkinsonian Tradition, and a Redefinition for the Information Society'. *Journal of the Society of Archivists* 29 (1): 57–71. <https://doi.org/10.1080/00379810802499868>.

Chenier, E. 2009. 'Hidden from Historians: Preserving Lesbian Oral History in Canada'. *Archivaria* 68: 247–69. <https://archivaria.ca/index.php/archivaria/article/view/13239>.

Chute, Tamar G. 2002. 'What's in a Name?' *Journal of Archival Organization* 1 (2): 5–40.  
[https://doi.org/10.1300/J201v01n02\\_02](https://doi.org/10.1300/J201v01n02_02).

Coaston, Makeda, Heritage Diversity Task Force, and London (England). 2009a. *Embedding Shared Heritage: The Heritage Diversity Task Force Report*. London: Greater London Authority.

———. 2009b. *Embedding Shared Heritage: The Heritage Diversity Task Force Report*. London: Greater London Authority.

'Code Of Practice For Archivists And Records Managers Under Section 51(4) Of The Data Protection Act 1998'. 2007.  
<http://www.nationalarchives.gov.uk/documents/information-management/dp-code-of-practice.pdf>.

Cole, Denise. 2008. 'Museum Marketing as a Tool for Survival and Creativity: The Mining Museum Perspective'. *Museum Management and Curatorship* 23 (2): 177–92.  
<https://doi.org/10.1080/09647770701865576>.

Coleman, Allison, and Susan J. Davies. 2002. 'Copyright and Collections: Recognising the Realities of Cross-Domain Integration'. *Journal of the Society of Archivists* 23 (2): 223–32.  
<https://doi.org/10.1080/0037981022000006426>.

'Community Archives and the Sustainable Communities Agenda (MLA / Jura Consultants)'. 2009. Midlothian: Jura Consultants.  
<https://webarchive.nationalarchives.gov.uk/20101117061613/http://research.mla.gov.uk/evidence/view-publication.php?pubid=949>.

'Community Archives: The National Directory of Community Archives in the UK'. n.d.  
<http://www.communityarchives.org.uk/>.

'Community Engagement and the Olympic and Paralympic Games Special Issue: Journal of the Society of Archivists - Volume 33, Issue 1, 2012'. n.d.

<https://www.tandfonline.com/toc/cjsa20/33/1>.

Constitutional Reform and Governance Act 2010. n.d.  
<http://www.legislation.gov.uk/ukpga/2010/25/part/6>.

Conway, P. 2000a. 'Facts and Frameworks: An Approach to Studying the Users of Archives'. In *American Archival Studies: Readings in Theory and Practice*. Chicago: Society of American Archivists.

Cook, Michael. 1977a. *Archives Administration: A Manual for Intermediate and Smaller Organizations and for Local Government*. Folkestone: Dawson.

———. 1977b. 'The Management of Information from Archives, Hampshire 1999 (Chapter 10)'. In *Archives Administration: A Manual for Intermediate and Smaller Organizations and for Local Government*. Folkestone: Dawson.

Cooper, Chris. 2008. 'Online On-Site: Transforming Public Services in The National Archives'. *Journal of the Society of Archivists* 29 (2): 193–206.  
<https://doi.org/10.1080/00379810902909428>.

Cosgrave, Rachel. 2003. 'The AIM25 Project'. *Journal of the Society of Archivists* 24 (2): 159–74. <https://doi.org/10.1080/0037981032000127025>.

Council of the European Union , European Parliament. 2016. DIRECTIVE (EU) 2016/680 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016.

Couture, Carol and Rousseau, Jean-Yves. 1987. *The Life of a Document: A Global Approach to Archives and Records Management*. Montréal: Véhicule Press.

Cox, Richard J. 1998. 'Access in the Digital Information Age and the Archival Mission: The United States'. *Journal of the Society of Archivists* 19 (1): 25–40.  
<https://doi.org/10.1080/00379819809514420>.

Cox, Richard J. 2006. *Ethics, Accountability and Recordkeeping in a Dangerous World*. Vol. Principles and practice in records management and archives. London: Facet.

Craven, L. 2007. 'Epic Group Identity and the Archive in the Modern World'. *Archives* 32 (117): 144–58. <https://doi.org/10.3828/archives.2007.11>.

Craven, Louise. 2016. 'From the Archivist's Cardigan to the Very Dead Sheep: What Are Archives? What Are Archivists? What Do They Do?' In *What Are Archives?: Cultural and Theoretical Perspectives : A Reader*. London: Routledge.  
<https://www.taylorfrancis.com/books/9781134759736>.

Craven, Louise. 2016a. 'Opening Pandora's Box: What Is an Archive in the Digital Environment'. In *What Are Archives?: Cultural and Theoretical Perspectives : A Reader*. London: Routledge. <https://www.taylorfrancis.com/books/9781134759736>.

———. 2016b. 'The Online Archivist: A Positive Approach to the Digital Information Age'. In *What Are Archives?: Cultural and Theoretical Perspectives : A Reader*. London: Routledge.  
<https://www.taylorfrancis.com/books/9781134759736>.

- Crockett, Margaret. 2009. 'A Practitioner's Guide to the Freedom of Information Act 2000'. *Journal of the Society of Archivists* 30 (2): 191-225.  
<https://doi.org/10.1080/00379810903444995>.
- Crooke, Elizabeth. 2010. 'The Politics of Community Heritage: Motivations, Authority and Control'. *International Journal of Heritage Studies* 16 (1-2): 16-29.  
<https://doi.org/10.1080/13527250903441705>.
- Crooke, Elizabeth M. 2007. *Museums and Community: Ideas, Issues and Challenges*. Vol. Museum meanings. London: Routledge.  
[https://ucl.primo.exlibrisgroup.com/discovery/fulldisplay?docid=cdi\\_askewsholts\\_vlebooks\\_9781134305933&context=PC&vid=44UCL\\_INST:UCL\\_VU2&lang=en&search\\_scope=MyInst\\_and\\_CI&adaptor=Primo%20Central&tab=Everything&query=any,contains,museums%20and%20community:%20ideas,%20issues%20and%20challenges&offset=0](https://ucl.primo.exlibrisgroup.com/discovery/fulldisplay?docid=cdi_askewsholts_vlebooks_9781134305933&context=PC&vid=44UCL_INST:UCL_VU2&lang=en&search_scope=MyInst_and_CI&adaptor=Primo%20Central&tab=Everything&query=any,contains,museums%20and%20community:%20ideas,%20issues%20and%20challenges&offset=0).
- Crymble, Adam. 2010a. 'An Analysis of Twitter and Facebook Use by the Archival Community'. *Archivaria* 70. <https://archivaria.ca/index.php/archivaria/article/view/13298>.
- Cuachi, J. 2004. 'The Development and Implementation of a Access Standard at the Archives of New Zealand'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 32 (1).
- Daniels, M.G., and E. Yakel. 2010. 'Seek and You May Find: Successful Search in Online Finding Aid Systems'. *The American Archivist* 73 (2).  
<https://www.jstor.org/stable/23290758>.
- Danielson, Elena S. 2010. *The Ethical Archivist*. Chicago: Society of American Archivists.
- Data Protection Act 1998. n.d. <http://www.legislation.gov.uk/ukpga/1998/29/contents>.
- 'DCMS, Taking Part Surveys 2006-Present'. n.d.  
<https://www.gov.uk/government/organisations/departments-for-culture-media-sport/series/sat-2>.
- De Groot, Jerome. 2009. *Consuming History: Historians and Heritage in Contemporary Popular Culture*. London: Routledge.
- De Lusenet, Yola, and Pieter J. D. Drenth. 1999. 'Preservation and Access: Two Concepts, One Goal-the Work of the European Commission on Preservation and Access (ECPA)'. *Journal of the Society of Archivists* 20 (2): 161-68.  
<https://doi.org/10.1080/003798199103587>.
- 'Department for Communities and Local Government'. n.d.  
<https://www.gov.uk/government/organisations/departments-for-communities-and-local-government#details>.
- Department for Culture Media and Sport. 4AD. '[Archived] Taking Part Surveys 2011-2012'. 4AD.  
[https://webarchive.nationalarchives.gov.uk/20121204120203/http://www.culture.gov.uk/what\\_we\\_do/research\\_and\\_statistics/4828.aspx](https://webarchive.nationalarchives.gov.uk/20121204120203/http://www.culture.gov.uk/what_we_do/research_and_statistics/4828.aspx).
- 'Derbyshire Record Office | The National Archives'. n.d.

<https://www.nationalarchives.gov.uk/archives-sector/case-studies-and-research-reports/case-studies/sustainable-services/derbyshire-record-office/>.

'Design through Research: The Concepts behind Discovery | The National Archives Blog'. n.d.

<http://blog.nationalarchives.gov.uk/blog/design-through-research-the-concepts-behind-discovery/>.

'Designing Libraries - Derbyshire Record Office'. n.d.

<http://www.designinglibraries.org.uk/?PageID=407>.

DETR. 1999. 'Implementing Best Values: A Consultation Paper on Draft Guidance'.

<http://dclg.ptfs-europe.com/AWData/Library1/Departmental%20Publications/Department%20of%20the%20Environment,%20Transport%20and%20the%20Regions/1999/Implementing%20Best%20Values-DETR-1999.pdf>.

'Developing the 21st Century Archive. An Action Plan for United Kingdom Archives, 2001'.

n.d. <https://www.nationalarchives.gov.uk/documents/information-management/phase2.pdf>.

'Disability Portfolio (MLA)'. n.d.

[http://webarchive.nationalarchives.gov.uk/20070705145739/http://www.mla.gov.uk/webdav/harmonise?Page/@id=73&Document/@id=23032&Section\[@stateId\\_eq\\_left\\_hand\\_root\]/@id=4302](http://webarchive.nationalarchives.gov.uk/20070705145739/http://www.mla.gov.uk/webdav/harmonise?Page/@id=73&Document/@id=23032&Section[@stateId_eq_left_hand_root]/@id=4302).

'Discovery: The Story so Far | The National Archives Blog'. n.d.

<http://blog.nationalarchives.gov.uk/blog/discovery-the-story-so-far/#more-4859>.

Dodd et al., Jocelyn. 2005. 'Engaging Archives with Inspiring Learning for All'.

[https://www.academia.edu/2369312/Engaging\\_Archives\\_with\\_Inspiring\\_Learning\\_for\\_All\\_A\\_report\\_prepared\\_for\\_MLA\\_North\\_West](https://www.academia.edu/2369312/Engaging_Archives_with_Inspiring_Learning_for_All_A_report_prepared_for_MLA_North_West).

Dryden, J. 2011. 'Copyfraud or Legitimate Concerns? Controlling Further Uses of Online Archival Holdings'. *The American Archivist* 74 (2). <https://www.jstor.org/stable/23079049>.

Duff, W. 2002b. 'Understanding the Information-Seeking Behaviour of Archival Researchers in a Digital Age: Paths, Processes and Preferences'. In *Proceedings of the DLM-Forum 2002: Access and Preservation of Electronic Information: Best Practices and Solutions*: Barcelona, 6-8 May 2002, INSAR:331-35. Luxembourg: Office for Official Publications of the European Communities.

Duff, W. 2008. 'Archivist's Views of User-Based Evaluation: Benefits, Barriers and Requirements'. *The American Archivist* 71 (1): 144-66.

<https://doi.org/10.17723/aarc.71.1.y70837374478t146>.

Duff, Wendy, and Allyson Fox. 2006. "'You're a Guide Rather than an Expert": Archival Reference from an Archivist's Point of View'. *Journal of the Society of Archivists* 27 (2): 129-53. <https://doi.org/10.1080/00379810601075943>.

Duff, Wendy M. 2010. 'Archival Mediation'. In *Currents of Archival Thinking*, 115-36. Santa Barbara, Calif: Libraries Unlimited.

<https://contentstore.cla.co.uk/secure/link?id=2b959c40-dc21-f011-81a2-de36721ebb7e>.



Dunn, F. I. and Society of Archivists (Great Britain). 1994. Security: A Guide for Use in Appraising and Implementing Security Systems and Procedures in Archive Operations, Covering Buildings, Staff, the Public and Repository Management. Vol. Best practice guideline. London: Society of Archivists.

Durrani, S. 2001a. 'Social and Racial Exclusion Handbook for Libraries, Archives, Museums and Galleries'.  
<http://vitabooks.co.uk/wp-content/uploads/sites/6/2014/10/Social-racial-exclusion-handbook-2ed-2-Aug-01-2.pdf>.

Eastwood, Terry and MacNeil, Heather. 2010. Currents of Archival Thinking. Santa Barbara, Calif: Libraries Unlimited.  
<https://ebookcentral.proquest.com/lib/ucl/detail.action?docID=4776509>.

Ellis, Judith and Australian Society of Archivists. 1993. Keeping Archives. 2nd ed. Victoria: Thorpe, in association with the Australian Society of Archivists.

'Envisioning the Archival Commons on JSTOR'. n.d.  
[http://www.jstor.org.libproxy.ucl.ac.uk/stable/27802694?Search=yes&resultItemClick=true&searchText=anderson&searchText=archival&searchText=commons&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Danderson%2Barchival%2Bcommons%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3Bsbbox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page\\_scan\\_tab\\_contents](http://www.jstor.org.libproxy.ucl.ac.uk/stable/27802694?Search=yes&resultItemClick=true&searchText=anderson&searchText=archival&searchText=commons&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Danderson%2Barchival%2Bcommons%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3Bsbbox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page_scan_tab_contents).

Equality Act 2010. n.d.

'Equality Act Guidance - Publications - GOV.UK'. n.d.  
<https://www.gov.uk/government/publications/equality-act-guidance>.

Eschenfelder, Kristin R., and Michelle Caswell. 2010. 'Digital Cultural Collections in an Age of Reuse and Remixes'. Proceedings of the American Society for Information Science and Technology 47 (1): 1–10. <https://doi.org/10.1002/meet.14504701045>.

Etherton, Judith. 1991. 'Record Offices and the National Curriculum'. Journal of the Society of Archivists 12 (1): 51–62. <https://doi.org/10.1080/00379819109514395>.

———. 2006. 'The Role of Archives in the Perception of Self'. Journal of the Society of Archivists 27 (2): 227–46. <https://doi.org/10.1080/00379810601101301>.

Evans, Nesta. 1995. 'Survey of Services Provided by Archive Offices'. Journal of the Society of Archivists 16 (1): 77–78. <https://doi.org/10.1080/00379819509511762>.

'Explore Your Archive Toolkit | The National Archives'. n.d.  
<https://www.nationalarchives.gov.uk/documents/archives/explore-your-archive-toolkit.pdf>.

'Finding Archives in Discovery | The National Archives Blog'. n.d.  
<http://blog.nationalarchives.gov.uk/blog/finding-archives-in-discovery/#comment-471633>.

'Finding Archives: What's next? | The National Archives Blog'. n.d.

<http://blog.nationalarchives.gov.uk/blog/finding-archives-whats-next/>.

Flanagan, Mary, and Peter Carini. 2012. 'How Games Can Help Us Access and Understand Archival Images'. *The American Archivist* 75 (2): 514–37.  
<https://doi.org/10.17723/aarc.75.2.b424537w27970gu4>.

Flinn, A. 2008a. 'Migrations, Disputed Heritages and Multicultured Identities: Archives in Post-Colonial Societies'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 36 (2): 54–75.

Flinn, A. 2010. 'An Attack on Professionalism and Scholarship? Democratising Archives and the Production of Knowledge'. *Ariadne* 62. <http://www.ariadne.ac.uk/issue62/flinn/>.

Flinn, A. 2010a. 'Independent Community Archives and Community-Generated Content: "Writing, Saving and Sharing Our Histories"'. *Convergence: The International Journal of Research into New Media Technologies* 16 (1): 39–51.  
<https://doi.org/10.1177/1354856509347707>.

———. 2010b. 'Independent Community Archives and Community-Generated Content: "Writing, Saving and Sharing Our Histories"'. *Convergence: The International Journal of Research into New Media Technologies* 16 (1): 39–51.  
<https://doi.org/10.1177/1354856509347707>.

———. 2011. 'The Impact of Independent and Community Archives on Professional Archival Thinking and Practice'. In *The Future of Archives and Recordkeeping: A Reader*. London: Facet.  
[https://ucl.primo.exlibrisgroup.com/view/action/uresolver.do?operation=resolveService&package\\_service\\_id=14509809360004761&institutionId=4761&customerId=4760&VE=true](https://ucl.primo.exlibrisgroup.com/view/action/uresolver.do?operation=resolveService&package_service_id=14509809360004761&institutionId=4761&customerId=4760&VE=true).

Flinn, A., and Jones, H. 2009a. 'The Freedom of Information Act in Practice: The User's Perspective'. In *Freedom of Information: Open Access, Empty Archives?* London: Routledge.

Flinn, A., and G. Pick. 2009. 'Diversifying and Democratising Archive Collections - an Agenda for Transformation'. In *Embedding Shared Heritage: The Heritage Diversity Task Force Report*. London: Greater London Authority.

Flinn, A., and Stevens, M. 2009b. '"It Is Noh Mistri, Wi Mekin Histri"'. *Telling Our Own Story: Independent and Community Archives in the United Kingdom, Challenging and Subverting the Mainstream*. In *Community Archives: The Shaping of Memory*. Vol. Principles and practice in records management and archives. London: Facet.  
<https://doi.org/10.29085/9781856049047>.

Flinn, Andrew. 2007. 'Community Histories, Community Archives: Some Opportunities and Challenges'. *Journal of the Society of Archivists* 28 (2): 151–76.  
<https://doi.org/10.1080/00379810701611936>.

Flinn, Andrew. 2008b. 'Archives and Their Communities: Serving the People'. *Comma*, no. 1: 157–68. <http://copac.ac.uk/search?isbn=1680-1865&sort-order=ti%252C-date&rn=3>.

Flinn, Andrew. 2010. 'An Attack on Professionalism and Scholarship? Democratising

Archives and the Production of Knowledge'. *Ariadne* 62.

<http://www.ariadne.ac.uk/issue62/flinn>.

———. 2011. 'Archival Activism: Independent and Community-Led Archives, Radical Public History and the Heritage Professions'. *Interactions: UCLA Journal of Education and Information Studies* 7 (2). <http://www.escholarship.org/uc/item/9pt2490x>.

Flinn, Andrew, Mary Stevens, and Elizabeth Shepherd. 2009. 'Whose Memories, Whose Archives? Independent Community Archives, Autonomy and the Mainstream'. *Archival Science* 9 (1-2): 71-86. <https://doi.org/10.1007/s10502-009-9105-2>.

Flynn, Sarah J. A., Matthew Hillyard, and Bill Stocking. 2001. 'A2A: The Development of a Strand in the National Archives Network'. *Journal of the Society of Archivists* 22 (2): 177-91. <https://doi.org/10.1080/00379810120081127>.

Fogerty, James E. 1983. 'Filling the Gap: Oral History in the Archives'. *The American Archivist* 46 (2): 148-57. <http://www.jstor.org/stable/40292583>.

'FOI and Data Protection Team, UCL's Constitution Unit'. n.d.

<https://www.ucl.ac.uk/constitution-unit/research/research-archive/freedom-information-and-data-protection-archive>.

Forbes, Heather, and Rosemary Dunhill. 1997. 'Survey of Local Authority Archive Services: 1996 Update'. *Journal of the Society of Archivists* 18 (1): 37-57. <https://doi.org/10.1080/00379819709511811>.

Forde, Helen. 2002. 'Preservation Past and Future'. *Journal of the Society of Archivists* 23 (2): 165-70. <https://doi.org/10.1080/0037981022000006345>.

———. 2004. '"We Must Remember Our Past so That We Do Not Repeat It"'. *Journal of the Society of Archivists* 25 (2): 117-22. <https://doi.org/10.1080/0037981042000271448>.

———. 2005. 'Access and Preservation in the 21st Century: What Has Changed?' *Journal of the Society of Archivists* 26 (2): 193-200. <https://doi.org/10.1080/00039810500284549>.

Forde, Helen. 2007. *Preserving Archives. Vol. Principles and practice in records management and archives*. London: Facet.

<https://www.cambridge.org/core/books/preserving-archives/6B925C91B8250CDC0E60BC173BA14F54>.

Forsyth, I. 2003. 'Access Law and Lost Records: A Commentary on "In Search of the Chill"'. *Archivaria* 55: 21-26. <https://archivaria.ca/index.php/archivaria/article/view/12403/13498>.

'Freedom of Information | Politics | The Guardian'. n.d.

<http://www.guardian.co.uk/politics/freedomofinformation>.

'Freedom of Information Act | The National Archives'. n.d.

<http://www.nationalarchives.gov.uk/information-management/legislation/section-46.htm>.

Freedom of Information Act 2000. n.d.

<http://www.legislation.gov.uk/ukpga/2000/36/contents>.

- 'Freedom of Information Guidance for Practitioners'. n.d.  
<https://webarchive.nationalarchives.gov.uk/20150603171202/https://www.justice.gov.uk/information-access-rights/foi-guidance-for-practitioners>.
- 'Freedom of Information Research - Information Commissioner's Office'. n.d.  
[http://www.ico.gov.uk/about\\_us/research/freedom\\_of\\_information.aspx](http://www.ico.gov.uk/about_us/research/freedom_of_information.aspx).
- 'Freedom of Information (Scotland) Act 2002'. n.d.  
<http://www.hmsso.gov.uk/legislation/scotland/acts2002/20020013.htm>.
- Freeman, E.T. 1984. 'In the Eye of the Beholder: Archives Administration from the User's Point of View'. *The American Archivist* 47 (2). <https://www.jstor.org/stable/40292652>.
- Gale, C., and K. Webb. 2008. 'Maximising Access to Historical Medical Records'. *Archives* 33 (118): 70–84. <https://doi.org/10.3828/archives.2008.5>.
- Garmendia, Jone. 2002. 'User Input in the Development of Online Services: The PRO Catalogue'. *Journal of the Society of Archivists* 23 (1): 51–57.  
<https://doi.org/10.1080/00379810220120555>.
- Gee, Stacey. 2002. 'A Standard Service for All? The Case for a Flexible Attitude'. *Journal of the Society of Archivists* 23 (2): 233–38. <https://doi.org/10.1080/0037981022000006417>.
- Ghetu Krause, Magia, and Elizabeth Yakel. 2007. 'Interaction in Virtual Archives: The Polar Bear Expedition Digital Collections Next Generation Finding Aid'. *The American Archivist* 70 (2): 282–314. <http://www.jstor.org/stable/40294572>.
- Gilliland, Anne. 2011. 'Neutrality, Social Justice and the Obligations of Archival Education and Educators in the Twenty-First Century'. *Archival Science* 11 (3–4): 193–209.  
<https://doi.org/10.1007/s10502-011-9147-0>.
- Glover, M., and Holsen, S. 2006c. 'Freedom of Information: History, Experience and Records & Information Management Implications in the USA, Canada and the UK'.  
[http://www.armaedfoundation.org/pdfs/Freedom\\_of\\_Information\\_in\\_US\\_UK\\_and\\_Canada.pdf](http://www.armaedfoundation.org/pdfs/Freedom_of_Information_in_US_UK_and_Canada.pdf).
- Good Practice, Best Value: Improving Local Public Services. 1999. Great Britain, Department of the Environment, Transport and the Regions.  
<https://copac.jisc.ac.uk/id/19783377?style=html&title=Good%20practice%2C%20best%20valueimproving%20local%20public%20services>.
- 'Government Policy on Archives'. 2000. *Journal of the Society of Archivists* 21 (1): 11–26.  
<https://doi.org/10.1080/00379810050006885>.
- 'Government Policy on Archives: Action Plan, 2002'. n.d.  
<http://webarchive.nationalarchives.gov.uk/+http://www.nationalarchives.gov.uk/policy/idac/government.htm>.
- Gray, Victor. 2003. 'Relating into Relevance'. *Journal of the Society of Archivists* 24 (1): 5–13. <https://doi.org/10.1080/0037981032000060993>.
- . 2008. '"Who's That Knocking on Our Door?": Archives, Outreach and Community'. *Journal of the Society of Archivists* 29 (1): 1–8.

<https://doi.org/10.1080/00379810802499652>.

GREAT BRITAIN. Cabinet Office. 2000. Minority Ethnic Issues in Social Exclusion and Neighbourhood Renewal: A Guide to the Work of the Social Exclusion Unit and the Policy Action Teams so Far. GREAT BRITAIN. Cabinet Office.  
<http://www.scie-socialcareonline.org.uk/minority-ethnic-issues-in-social-exclusion-and-neighbourhood-renewal-a-guide-to-the-work-of-the-social-exclusion-unit-and-the-policy-action-teams-so-far/r/a11G00000017xtAIAQ>.

Great Britain. Cabinet Office and Great Britain. Social Exclusion Unit. 2000. National Strategy for Neighbourhood Renewal: A Framework for Consultation : Report by the Social Exclusion Unit. London: Cabinet Office.  
[https://webarchive.nationalarchives.gov.uk/+/http://www.cabinetoffice.gov.uk/media/cabinetoffice/social\\_exclusion\\_task\\_force/assets/publications\\_1997\\_to\\_2006/ns\\_consultation.pdf](https://webarchive.nationalarchives.gov.uk/+/http://www.cabinetoffice.gov.uk/media/cabinetoffice/social_exclusion_task_force/assets/publications_1997_to_2006/ns_consultation.pdf).

Great Britain. Department for Culture, Media and Sport. 2000. 'Centres for Social Change: Museums, Galleries and Archives for All : Policy Guidance on Social Inclusion for DCMS Funded and Local Authority Museums, Galleries and Archives in England'. Electronic resource. London: Department for Culture, Media and Sport.  
[http://webarchive.nationalarchives.gov.uk/20100113222743/http://www.cep.culture.gov.uk/images/publications/centers\\_social\\_change.pdf](http://webarchive.nationalarchives.gov.uk/20100113222743/http://www.cep.culture.gov.uk/images/publications/centers_social_change.pdf).

Great Britain. Libraries, Information and Archives Division. 2001. Libraries, Museums, Galleries and Archives for All: Co-Operating across the Sectors to Tackle Social Exclusion. [London]: Department for Culture, Media and Sport.

Great Britain. Social Exclusion Unit. 2004. Breaking the Cycle: Taking Stock of Progress and Priorities for the Future : A Report by the Social Exclusion Unit. Electronic resource. London: Social Exclusion Unit, Office of the Deputy Prime Minister.  
<http://dera.ioe.ac.uk/id/eprint/6212>.

'Guidance for Exhibiting Archive and Library Materials'. 2000. National Preservation Office.  
<https://collectionstrust.org.uk/wp-content/uploads/2017/01/National-Preservation-Office-Guidance-for-exhibiting-archive-and-library-materials-Feb-2000.pdf>.

'Guidance on Best Value Performance Indicators for 2003/2004 - Local Government - Department for Communities and Local Government'. n.d.  
<http://webarchive.nationalarchives.gov.uk/20120919132719/www.communities.gov.uk/archived/publications/localgovernment/guidancebest2?view=Standard>.

Harris, V. 2009c. 'Conclusion: From Gatekeeping to Hospitality'. In Paper Wars: Access to Information in South Africa. Johannesburg: Wits University Press.

Harris, Verne. 1997. 'Claiming Less, Delivering More: A Critique of Positivist Formulations on Archives in South Africa'. *Archivaria* 44.  
<https://archivaria.ca/index.php/archivaria/article/view/12200/13217>.

Harvey, D. R. 2010. 'Using and Re-Using Data (Chapter 15)'. In Digital Curation: A How-to-Do-It Manual. London: Facet.

Healy, Susan. 2009. 'Developing and Re-Developing the Code of Practice on Records

Management under Section 46 of the Freedom of Information Act 2000'. *Journal of the Society of Archivists* 30 (2): 167–90. <https://doi.org/10.1080/00379810903444987>.

'Heather Brooke'. n.d. <http://heatherbrooke.org/>.

Hill, Amanda. 2002. 'Bringing Archives Online through the Archives Hub'. *Journal of the Society of Archivists* 23 (2): 239–48. <https://doi.org/10.1080/0037981022000006408>.

———. 2004. 'Serving the Invisible Researcher: Meeting the Needs of Online Users'. *Journal of the Society of Archivists* 25 (2): 139–48. <https://doi.org/10.1080/0037981042000271466>.

Hill, Jennie. 2011. *The Future of Archives and Recordkeeping: A Reader*. London: Facet. <https://www.cambridge.org/core/books/future-of-archives-and-recordkeeping/D327064FEB8BB97CA37EB2496C97DED6>.

Hilton, Chris. 2013. 'Rise of the Machines | Wellcome Library'. 2013. <http://blog.wellcomelibrary.org/2013/12/rise-of-the-machines/>.

Hilton, Christopher, and Sue Gold. 1998. 'A Publicity Working Party at the Wellcome Institute'. *Journal of the Society of Archivists* 19 (1): 41–52. <https://doi.org/10.1080/00379819809514421>.

'History of the Public Records Acts - The National Archives'. n.d. <http://www.nationalarchives.gov.uk/information-management/legislation/public-records-act/history-of-pra/>.

Hole, Brian. 2013. 'A Many-Cornered Thing: The Role of Heritage in Indian Nation-Building'. *Journal of Intervention and Statebuilding* 7 (2): 196–222. <https://doi.org/10.1080/17502977.2012.714244>.

Holmlund, Mona and Avery, Cheryl. 2010. *Better off Forgetting?: Essays on Archives, Public Policy, and Collective Memory*. Toronto: University of Toronto Press. <https://www.jstor.org/stable/10.3138/9781442689879>.

Holsen, Sarah. n.d. 'Freedom of Information in the U.K., U.S., and Canada'. *Information Management Journal* 41 (3): 50–52. <https://search.proquest.com/docview/227729065?accountid=14511>.

Hopkins, Ieuan. 2008. 'Places From Which to Speak'. *Journal of the Society of Archivists* 29 (1): 83–109. <https://doi.org/10.1080/00379810802515069>.

'HOW CAN I HELP YOU?: BECOMING USER-CENTERED IN SPECIAL COLLECTIONS on JSTOR'. n.d. [http://www.jstor.org.libproxy.ucl.ac.uk/stable/41756680?Search=yes&resultItemClick=true&searchText=How&searchText=Games&searchText=Can&searchText=Help&searchText=Us&searchText=Access&searchText=and&searchText=Understand&searchText=Archival&searchText=Images&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3DHow%2BGames%2BCan%2BHelp%2BUs%2BAccess%2Band%2BUnderstand%2BArchival%2BImages%26amp%3Bprq%3Dflanagan%2Bgames%26amp%3Bwc%3Don%26amp%3Bso%3Drel%26amp%3Bfc%3Doff%26amp%3Bhp%3D25&seq=1#page\\_scan\\_tab\\_contents](http://www.jstor.org.libproxy.ucl.ac.uk/stable/41756680?Search=yes&resultItemClick=true&searchText=How&searchText=Games&searchText=Can&searchText=Help&searchText=Us&searchText=Access&searchText=and&searchText=Understand&searchText=Archival&searchText=Images&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3DHow%2BGames%2BCan%2BHelp%2BUs%2BAccess%2Band%2BUnderstand%2BArchival%2BImages%26amp%3Bprq%3Dflanagan%2Bgames%26amp%3Bwc%3Don%26amp%3Bso%3Drel%26amp%3Bfc%3Doff%26amp%3Bhp%3D25&seq=1#page_scan_tab_contents).

Huvila, Isto. 2008. 'Participatory Archive: Towards Decentralised Curation, Radical User Orientation, and Broader Contextualisation of Records Management'. *Archival Science* 8 (1): 15–36. <https://doi.org/10.1007/s10502-008-9071-0>.

Hyslop, G. 2002. 'For Many Audiences: Developing Public Programs at the National Archives of Australia'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 30 (1). <https://www.tandfonline.com/loi/raam20>.

'Informal Adult Learning White Paper: The Learning Revolution'. n.d.  
[http://webarchive.nationalarchives.gov.uk/+/http://www.dius.gov.uk/skills/engaging\\_learners/informal\\_adult\\_learning/white\\_paper](http://webarchive.nationalarchives.gov.uk/+/http://www.dius.gov.uk/skills/engaging_learners/informal_adult_learning/white_paper).

Information Commissioner's Office. n.d. 'Data (Use and Access) Act 2025 - Guidance'. Information Commissioner's Office.  
<https://ico.org.uk/about-the-ico/what-we-do/legislation-we-cover/data-use-and-access-act-2025/>.

'Inspiring Learning, Building Communities (MLA)'. n.d.  
[http://www.mla.gov.uk/what/policy\\_development/~media/Files/pdf/2007/inspiring\\_learning\\_building\\_communities](http://www.mla.gov.uk/what/policy_development/~media/Files/pdf/2007/inspiring_learning_building_communities).

'Institute for Public Policy Research (IPPR), The New Identity Politics, 2007'. n.d.  
[https://www.ippr.org/files/images/media/files/publication/2011/05/New%20identity%20politics\\_1562.pdf](https://www.ippr.org/files/images/media/files/publication/2011/05/New%20identity%20politics_1562.pdf).

International Conference of the Round Table on Archives and International Council on Archives. 1999. *Access to Information: Technological Challenges : Proceedings of the Thirty-Third International Conference of the Round Table on Archives : XXXIII Stockholm 1998*. Paris, France: ICA.

Jenkins, Tiffany. 2013. 'Introduction to the Special Issue on Cultural Interventions'. *Journal of Intervention and Statebuilding* 7 (2): 119–24.  
<https://doi.org/10.1080/17502977.2012.714239>.

Jenkinson, Hilary. 1965. *A Manual of Archive Administration*. 2nd ed. reprinted. Lund, Humphries.

Jimerson, Randall C. 2007. 'Archives for All: Professional Responsibility and Social Justice'. *The American Archivist* 70 (2): 252–81. <http://www.jstor.org/stable/40294571>.

Jimerson, Randall C. and Society of American Archivists. 2009. *Archives Power: Memory, Accountability, and Social Justice*. Chicago: Society of American Archivists.

Johnson, A. 2016. 'Users, Use and Context: Supporting Interaction between Users and Digital Archives'. In *What Are Archives?: Cultural and Theoretical Perspectives : A Reader*. London: Routledge. <https://www.taylorfrancis.com/books/9781134759736>.

Johnson, V. 2007. '"Creating History": Confronting the Myth of Objectivity in the Archive'. *Archives* 32 (117): 128–43. <https://doi.org/10.3828/archives.2007.10>.

Johnston, Ian. 2001. 'Whose History Is It Anyway?' *Journal of the Society of Archivists* 22 (2): 213–29. <https://doi.org/10.1080/00379810120081154>.

- Jones, Matthew. 1997. 'Archives and Museums—Threat or Opportunity?' *Journal of the Society of Archivists* 18 (1): 27–35. <https://doi.org/10.1080/00379819709511810>.
- Jones, Michael, and Cate O'Neill. 2014. 'Identity, Records and Archival Evidence: Exploring the Needs of Forgotten Australians and Former Child Migrants'. *Archives and Records* 35 (2): 110–25. <https://doi.org/10.1080/23257962.2014.951032>.
- Kaplan, Elisabeth. 2000. 'We Are What We Collect, We Collect What We Are: Archives and the Construction of Identity'. *The American Archivist* 63 (1): 126–51. <http://www.jstor.org/stable/40283823>.
- Karadkar, Unmil P., and Ciaran B. Trace. 2013. 'Mobile Device Policies in Archive Reading Rooms'. *Proceedings of the American Society for Information Science and Technology* 50 (1): 1–3. <https://doi.org/10.1002/meet.14505001173>.
- Kecskeméti, Charles, Székely, Iván, and Council of Europe. 2005. *Access to Archives: A Handbook of Guidelines for Implementation of Recommendation No R (2000)13 on a European Policy on Access to Archives*. Strasbourg: Council of Europe Publishing.
- Kepley, D.R. 1989. 'Reference Service and Access'. In *Managing Archives and Archival Institutions*. Chicago: University of Chicago Press.
- Ketelaar, Eric. 2006. 'Access: The Democratic Imperative'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 34 (2). <https://publications.archivists.org.au/index.php/asa/article/view/9865/9859>.
- . 2008. 'Archives as Spaces of Memory'. *Journal of the Society of Archivists* 29 (1): 9–27. <https://doi.org/10.1080/00379810802499678>.
- Krause, M. 2010b. 'Undergraduates in the Archives: Using an Assessment Rubric to Measure Learning'. *The American Archivist* 73. <https://www.jstor.org/stable/23290757>.
- 'Legislation and Regulations | The National Archives'. n.d. <https://www.nationalarchives.gov.uk/information-management/legislation/>.
- Lester, Peter. 2006. 'Is the Virtual Exhibition the Natural Successor to the Physical?' *Journal of the Society of Archivists* 27 (1): 85–101. <https://doi.org/10.1080/00039810600691304>.
- Little, H. 2007. 'Archive Fever as Genealogical Fever: Coming Home to Scottish Archives'. *Archivaria* 64. <https://archivaria.ca/index.php/archivaria/article/view/13147>.
- Little, Hannah. 2011. 'Identifying the Genealogical Self'. *Archival Science* 11 (3–4): 241–52. <https://doi.org/10.1007/s10502-011-9159-9>.
- Littler, Jo and Naidoo, Roshii. 2005. *The Politics of Heritage: The Legacies of 'Race'*. Vol. Comedia. London: Routledge.
- 'Localism Act 2011'. 2011. The Stationery Office. <http://www.legislation.gov.uk/ukpga/2011/20/contents/enacted>.
- London (England). Mayor's Commission on African and Asian Heritage, London (England). Mayor, and Greater London Authority. 2005a. *Delivering Shared Heritage: The Mayor's Commission on African and Asian Heritage*. London: Greater London Authority.



———. 2005b. *Delivering Shared Heritage: The Mayor's Commission on African and Asian Heritage*. London: Greater London Authority.

———. 2005c. *Delivering Shared Heritage: The Mayor's Commission on African and Asian Heritage*. London: Greater London Authority.

Longmore, Bruno B. W. 2000. 'Business Orientation and Customer Service Delivery: The Tyranny of the Customer'. *Journal of the Society of Archivists* 21 (1): 27–36. <https://doi.org/10.1080/00379810050006894>.

Lowenthal, D. 2006. 'Archival Perils: An Historian's Pliant'. *Archives* 31 (114): 49–75. <https://doi.org/10.3828/archives.2006.6>.

MacNeil, Heather. 1992. *Without Consent: The Ethics of Disclosing Personal Information in Public Archives*. [Chicago, Ill.]: Society of American Archivists.

MacQueen, Hector L. 2005. 'Reform of Archival Legislation: A Scots Perspective 1'. *Journal of the Society of Archivists* 26 (2): 201–13. <https://doi.org/10.1080/00039810500284689>.  
Magee, Karl, and Susannah Waters. 2011. 'Archives, Artists and Designers'. *Journal of the Society of Archivists* 32 (2): 273–85. <https://doi.org/10.1080/00379816.2011.619707>.

Mander, D. 2009d. 'Special, Local and about Us: The Development of Community Archives in Britain'. In *Community Archives: The Shaping of Memory*. Vol. Principles and practice in records management and archives. London: Facet. <https://doi.org/10.29085/9781856049047>.

'Manuscript Transcription by Crowdsourcing: Transcribe Bentham | Moyle | LIBER Quarterly'. n.d. <http://liber.library.uu.nl/index.php/lq/article/view/7999>.

Marsden, Christopher. 2001. 'Sectors and Domains: Some Reflections on Co-Operation and Integration'. *Journal of the Society of Archivists* 22 (1): 17–23. <https://doi.org/10.1080/00379810120037469>.

Matin, S.I. 2005. 'Inheriting Diversity. Archiving the Past'. In *The Politics of Heritage: The Legacies of 'Race'*. Vol. Comedia. London: Routledge.

Mayor's Commission on African & Asian Heritage. 2009e. 'Subcommittee for Diversifying Audiences: Report & Recommendations'. [https://historyworks-media-01.s3.amazonaws.com/media/uploads/14-7-11pd\\_diversifying\\_audiences\\_highlighted.pdf](https://historyworks-media-01.s3.amazonaws.com/media/uploads/14-7-11pd_diversifying_audiences_highlighted.pdf).

McKemmish, Sue and Charles Sturt University. 2005. *Archives: Recordkeeping in Society*. Vol. Topics in Australasian library and information studies. Wagga Wagga, N.S.W.: Centre for Information Studies, Charles Sturt University.

Meijer, Albert. 2001. 'Accountability in an Information Age: Opportunities and Risks for Records Management'. *Archival Science* 1 (4): 361–72. <https://doi.org/10.1007/BF02438902>.

Menne-Haritz, Angelika. 2001. 'Access — The Reformulation of an Archival Paradigm'. *Archival Science* 1 (1): 57–82. <https://search.proquest.com/publication/26061?OpenUrlRefId=info:xri/sid:primo>.

Methven, Patricia and Society of Archivists (Great Britain). 1993. *Measuring Performance: A Practical Guide for Use in the Setting of Standards and Measurement of Collection Policy, Document Production, Repository Facilities, Cataloguing, Indexing, Outreach and User Satisfaction*. Vol. Best practice guideline. London: Society of Archivists.

Meyer, E. T. 2011. 'Splashes and Ripples: Synthesizing the Evidence on the Impacts of Digital Resources'. London: JISC.  
[http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=1846535](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1846535).

Miller, Fredric M. 1981. 'Social History and Archival Practice'. *The American Archivist* 44 (2): 113–24. <http://www.jstor.org/stable/40292380>.

MLA. 5AD. '[ARCHIVED CONTENT] Find out about Disability'. 5AD.  
[http://webarchive.nationalarchives.gov.uk/20110802101741/http://www.mla.gov.uk/what/support/toolkits/libraries\\_disability/find\\_out\\_about\\_disability](http://webarchive.nationalarchives.gov.uk/20110802101741/http://www.mla.gov.uk/what/support/toolkits/libraries_disability/find_out_about_disability).

'MLA, "Access For All" Toolkit. Enabling Inclusion for Museums, Libraries and Archives, 2004'. n.d. <https://collectionstrust.org.uk/resource/access-for-all-toolkit/>.

'MLA, Setting the Pace. 2007-2012'. 2007.  
[http://www.mla.gov.uk/what/publications/~media/Files/pdf/2007/setting\\_the\\_pace.ashx](http://www.mla.gov.uk/what/publications/~media/Files/pdf/2007/setting_the_pace.ashx).

'Modeling Crowdsourcing for Cultural Heritage | MW2014: Museums and the Web 2014'. n.d.  
<http://mw2014.museumsandtheweb.com/paper/modeling-crowdsourcing-for-cultural-heritage/>.

'Modes of Seeing: Digitized Photographic Archives and the Experienced User on JSTOR'. n.d.  
[http://www.jstor.org.libproxy.ucl.ac.uk/stable/23290754?Search=yes&resultItemClick=true&searchText=flanagan&searchText=games&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Dflanagan%2Bgames%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3BsbBox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page\\_scan\\_tab\\_contents](http://www.jstor.org.libproxy.ucl.ac.uk/stable/23290754?Search=yes&resultItemClick=true&searchText=flanagan&searchText=games&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Dflanagan%2Bgames%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3BsbBox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page_scan_tab_contents).

Moore, Shaunna, and Susan Pell. 2010. 'Autonomous Archives'. *International Journal of Heritage Studies* 16 (4–5): 255–68. <https://doi.org/10.1080/13527251003775513>.

Moran, Jenny, and Martin Taylor. 2003. 'Lowering the Drawbridge: Further Thoughts on Discriminating between Readers'. *Journal of the Society of Archivists* 24 (1): 55–64. <https://doi.org/10.1080/0037981032000061037>.

Mortimer, Ian. 2002. 'Discriminating Between Readers: The Case for a Policy of Flexibility'. *Journal of the Society of Archivists* 23 (1): 59–67. <https://doi.org/10.1080/00379810220120564>.

Moss, M. 2005. 'The Hutton Inquiry, the President of Nigeria and What the Butler Hoped to See'. *The English Historical Review* 120 (487): 577–92. <https://doi.org/10.1093/ehr/cei121>.

———. 2007. 'Choreographed Encounter – the Archive and Public History'. *Archives* 32

(116): 41–57. <https://doi.org/10.3828/archives.2007.4>.

Moss, Michael. 1997. 'Living with Insecurity: Lessons from the University of Glasgow Archives and Business Record Centre'. *Journal of the Society of Archivists* 18 (1): 19–25. <https://doi.org/10.1080/00379819709511809>.

'Museums, Libraries and Archives - Learning - Home'. n.d. <http://www.artscouncil.org.uk/advice-and-guidance/inspiring-learning-all-home-page>.

Museums, Libraries and Archives Council (Great Britain). 2004. *Investing in Knowledge: A Five-Year Vision for England's Museums, Libraries and Archives*. London: Museums, Libraries and Archives Council.

Museums, Libraries and Archives Council (Great Britain). Archives Task Force. 2004. *Listening to the Past, Speaking to the Future: Report of the Archives Task Force*. London: Museums, Libraries and Archives Council. <http://www.ceice.gva.es/documents/163449496/163453359/ArchivesTaskForce.pdf/58e8d636-af87-4588-ae48-e7f2f4ce6f66>.

Naidoo, Roshi, George Padmore Institute, and London Museums, Libraries and Archives Council (England). 2006. *Exploring Archives: A Teacher's Resource Pack to Support Creative Citizenship Education through the Use of Archives, The George Padmore Institute. History and Citizenship Key Stages 3-4. Multimedia. Vol. Exploring archives*. London: MLA London.

National Archives (Great Britain). 2004. *Community Access to Archives Project: Final Report*. [Richmond]: National Archives, CAAP.

National Council on Archives. 2002c. 'Changing the Future of Our Past'. <http://www.archives.org.uk/images/documents/Publications/changingfutureofourpast.pdf>.  
———. 2003a. 'Interoperability Protocol'. <http://www.archives.org.uk/images/documents/Publications/interoperabilityprotocol.pdf>.

National Council on Archives (Great Britain). 1998a. *Archives On-Line: The Establishment of a United Kingdom Archival Network*. Birmingham: National Council on Archives. <http://www.archives.org.uk/images/documents/Publications/archivesonline.pdf>.

———. 1998b. *Archives On-Line: The Establishment of a United Kingdom Archival Network*. Birmingham: National Council on Archives.

———. 2000. *British Archives: The Way Forward*. [London]: Bell + Howell. <http://www.archives.org.uk/images/documents/britisharchivesthewayforward.pdf>.

———. 2001. *Archives in the Regions : An Overview of the English Regional Archive Strategies*. Sheffield: National Council on Archives. <http://copac.jisc.ac.uk/id/10269767?style=html&title=Archives%20in%20the%20regionsan%20overview%20of%20the%20English%20regional>.

National Council on Archives (Great Britain), Museums, Libraries and Archives Council (Great Britain), and National Archives (Great Britain). 2005. *Giving Value: Funding Priorities for UK Archives 2005-2010*. Richmond, Surrey: National Archives. [http://www.bl.uk/aboutus/acrossuk/worknat/full/newsandevents/nca\\_giving\\_value.pdf](http://www.bl.uk/aboutus/acrossuk/worknat/full/newsandevents/nca_giving_value.pdf).

National Preservation Office. 2002d. 'Photocopying of Library and Archive Materials'. <http://www.bl.uk/blpac/pdf/photocopy.pdf>.

Nesmith, T. 2010c. 'Archivists and Public Affairs: Towards a New Archival Public Programming'. In *Better off Forgetting?: Essays on Archives, Public Policy, and Collective Memory*. Toronto: University of Toronto Press. <https://www-jstor-org.libproxy.ucl.ac.uk/stable/10.3138/9781442689879>.

'New Directions in Social Policy: Developing the Evidence Base for Museums, Libraries and Archives in England (MLA)'. n.d. <http://eprints.whiterose.ac.uk/76509/>.

Newman, Andrew, and Fiona McLean. 2004. 'Presumption, Policy and Practice'. *International Journal of Cultural Policy* 10 (2): 167–81. <https://doi.org/10.1080/1028663042000255790>.

Nicholls, C. 2001b. 'The Role of Outreach in Australian Archive Programs'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 29.

Nicholls, C. n.d. 'Exhibiting Evidence: A Case Study'. *Archivaria* 55 (1): 27–42. <https://archivaria.ca/index.php/archivaria/article/view/12404/13500>.

Nilsson Stutz, Liv. 2013. 'Claims to the Past. A Critical View of the Arguments Driving Repatriation of Cultural Heritage and Their Role in Contemporary Identity Politics'. *Journal of Intervention and Statebuilding* 7 (2): 170–95. <https://doi.org/10.1080/17502977.2012.714243>.

Norgrove, K., S. Mirchandani, and J. Goddard. 2008. 'Community Archives Landscape Research, MLA, 2008'. <http://webarchive.nationalarchives.gov.uk/20111013135435/http://research.mla.gov.uk/evidence/view-publication.php?pubid=950>.

Norgrove, Katie and National Council on Archives (Great Britain). 2001. *Taking Part: An Audit of Social Inclusion Work in Archives*. Sheffield: National Council on Archives. <http://www.archives.org.uk/images/documents/takingpart.pdf>.

'Other Archival Legislation - The National Archives'. n.d. <http://www.nationalarchives.gov.uk/information-management/legislation/other-archival-legislation/>.

Özdemir, Lâle. 2009. 'The National Archives and the Lord Chancellor's Advisory Council on National Records and Archives in the Freedom of Information Era'. *Journal of the Society of Archivists* 30 (2): 137–45. <https://doi.org/10.1080/00379810903444961>.

Padfield, Timothy. 2015. *Copyright for Archivists and Records Managers*. Fifth edition. London: Facet Publishing.

Parker, Sandra. 2002. *Neighbourhood Renewal & Social Inclusion : The Role of Museums, Archives and Libraries*. Newcastle uponTyne. <http://copac.jisc.ac.uk/id/20532714?style=html&title=Neighbourhood%20renewal%20%26%20social%20inclusionthe%20role%20of>.

Pearce-Moses, Richard. 2007. 'Janus in Cyberspace: Archives on the Threshold of the

Digital Era'. *The American Archivist* 70 (1): 13–22. <http://www.jstor.org/stable/40294447>.

'Performance Framework, Partnerships and Local Area Agreements - Local Government - Communities and Local Government'. n.d.  
<http://webarchive.nationalarchives.gov.uk/+/http://www.communities.gov.uk/localgovernment/performanceframeworkpartnerships/>.

Procter, Margaret. 2005. 'On the Crest of a Wave or Swimming Against the Tide? Professional Education in an Information-Conscious Society1'. *Journal of the Society of Archivists* 26 (1): 55–73. <https://doi.org/10.1080/00039810500047433>.

———. 2007. 'Professional Education and the Public Policy Agenda1'. *Journal of the Society of Archivists* 28 (1): 19–34. <https://doi.org/10.1080/00379810701365194>.

Prom, C.J. 2011. 'Using Web Analytics to Improve Online Access to Archival Resources'. *The American Archivist* 74 (1): 158–84.  
<https://doi.org/10.17723/aarc.74.1.h56018515230417v>.

'Protection of Personal Data - European Commission'. n.d.  
<http://ec.europa.eu/justice/data-protection/>.

'Public Records Act - Frequently Asked Questions - The National Archives'. n.d.  
<http://www.nationalarchives.gov.uk/information-management/legislation/public-records-act/pr-a-faqs/>.

'Public Records Act 1958 (Pre Freedom of Information) and Public Records Act 1958 (as Amended by Freedom of Information Act 2000)'. n.d.  
<http://www.nationalarchives.gov.uk/information-management/legislation/public-records-act.htm>.

Public Services Quality Group, National Council on Archives. 2008c. 'A Standard for Access to Archives'.  
[https://static1.squarespace.com/static/60773266d31a1f2f300e02ef/t/61b855baf9e15d5909a1060a/1639470522963/access\\_standard\\_2008.pdf](https://static1.squarespace.com/static/60773266d31a1f2f300e02ef/t/61b855baf9e15d5909a1060a/1639470522963/access_standard_2008.pdf).

Pugh, Mary Jo and Society of American Archivists. 2005. *Providing Reference Services for Archives & Manuscripts*. [Rev. ed.]. Vol. Archival fundamentals series. Chicago, Ill: Society of American Archivists.

Quirk, Rachel, Martin Olver, Max Hammond, and Claire Davies. n.d. 'Guide to Researching Audiences'. [https://sca.jiscinvolve.org/wp/files/2009/07/sca\\_audiences\\_guide\\_v1-03.pdf](https://sca.jiscinvolve.org/wp/files/2009/07/sca_audiences_guide_v1-03.pdf).

'REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016'. n.d.  
<https://publications.europa.eu/en/publication-detail/-/publication/3e485e15-11bd-11e6-ba9a-01aa75ed71a1/language-en>.

Resource. 2003b. 'Security in Museums, Archives and Libraries: A Practical Guide'.  
<http://326gtd123dbk1xdkdm489u1q.wpengine.netdna-cdn.com/wp-content/uploads/2016/11/Security-in-Museums-Archives-and-Libraries-A-Practical-Guide.pdf>.

Resource: The Council for Museums, Archives and Libraries. 2001. *Using Museums,*

Archives and Libraries to Develop a Learning Community: A Strategic Plan for Action. London: Resource: The Council for Museums, Archives and Libraries.

Resource's Archives Agenda : A Consultation Paper for the UK Archives Community, April 2001. 2001. London: Resource.

<http://copac.ac.uk/search?keyword=Archives%20Agenda%20Consultation%20Paper&sort-order=ti%2C-date&rn=1>.

'Results of Surveys of Visitors to British Archives 2002, 2004, 2006, 2007, 2009, 2011'. n.d. <http://www.archives.org.uk/publications/other-useful-publications.html>.

'Review of The 30 Year Rule'. 2009. The Stationary Office. <http://webarchive.nationalarchives.gov.uk/20090516124148/http://www.30yearrulereview.org.uk>.

'Revisiting Collections: Revealing Significance - an ALM London Project'. 2005. London: ALM London. [http://valbott.co.uk/wp-content/uploads/2010/08/revisiting\\_collections.pdf](http://valbott.co.uk/wp-content/uploads/2010/08/revisiting_collections.pdf).

Rolan, Gregory. 2014. 'Towards Archive 2.0: Issues in Archival Systems Interoperability'. Archives and Manuscripts, October, 1-19. <https://doi.org/10.1080/01576895.2014.959535>.

Runciman, W. G. 2004. Hutton and Butler: Lifting the Lid on the Workings of Power. Oxford: Published for the British Academy by Oxford University Press.

Sabin, R.W., and L. Samuels. 2003. 'Listening to the Past, Speaking to the Future. Annex E: Towards a Better Understanding of Non-Users'. MLA. <https://webarchive.nationalarchives.gov.uk/20111013140256/http://research.mla.gov.uk/evidence/view-publication.php?pubid=11>.

Samouelian, Mary. 2009. 'Embracing Web 2.0: Archives and the Newest Generation of Web Applications'. The American Archivist 72 (1): 42-71. <http://www.jstor.org/stable/40294595>.

Sandell, Richard. 1998. 'Museums as Agents of Social Inclusion'. Museum Management and Curatorship 17 (4): 401-18. <https://doi.org/10.1080/09647779800401704>.

———. 2003. 'Social Inclusion, the Museum and the Dynamics of Sectoral Change'. Museum Studies 1 (1). <https://journals.le.ac.uk/ojs1/index.php/mas/article/view/13>.

Sanderson, Margaret H. B. 1990. 'Exhibitions and Education Services: The Scottish Record Office Experience'. Journal of the Society of Archivists 11 (1-2): 10-16. <https://doi.org/10.1080/00379819009511617>.

Schellenberg, T. R. 1975. Modern Archives: Principles and Techniques. Vol. Midway reprints. Chicago, Ill: University of Chicago Press.

Schultz, Lainie. 2014. 'Maintaining Aboriginal Engagement in Australian Museums: Two Models of Inclusion'. Museum Management and Curatorship 29 (5): 412-28. <https://doi.org/10.1080/09647775.2014.957489>.

Screene, Lorraine. 2005. 'How Prepared Are Public Bodies for the Implementation of the UK

Freedom of Information Act, in January 2005?' *Records Management Journal* 15 (1): 34–42. <https://doi.org/10.1108/09565690510585411>.

'Securing Excellence; Delivering for Communities Museum, Libraries and Archives and the Local Government White Paper'. n.d. [http://webarchive.nationalarchives.gov.uk/20120215221625/http://www.mla.gov.uk/what/publications/~media/Files/pdf/2007/securing\\_excellenceUpdated.ashx](http://webarchive.nationalarchives.gov.uk/20120215221625/http://www.mla.gov.uk/what/publications/~media/Files/pdf/2007/securing_excellenceUpdated.ashx).

Sexton, Anna, Chris Turner, Geoffrey Yeo, and Susan Hockey. 2004. 'Understanding Users: A Prerequisite for Developing New Technologies'. *Journal of the Society of Archivists* 25 (1): 33–49. <https://doi.org/10.1080/0037981042000199133>.

Sexton, Anna, Geoffrey Yeo, Chris Turner, and Susan Hockey. 2004. 'User Feedback: Testing the Leaders Demonstrator Application'. *Journal of the Society of Archivists* 25 (2): 189–208. <https://doi.org/10.1080/0037981042000271501>.

Shenton, Caroline. 2002. *Archival Web Sites: A Guide to Creating, Designing, Marketing and Maintaining a Web Site for Archive Services*. Vol. Best practice guideline. London: Society of Archivists.

Shepherd, E., A. Stevenson, and A. Flinn. 2011. 'Freedom of Information and Records Management in Local Government: Help or Hindrance?' *Information Polity* 16 (2). [http://discovery.ucl.ac.uk/1324069/1/Shepherd\\_information\\_polity-2010-final.pdf](http://discovery.ucl.ac.uk/1324069/1/Shepherd_information_polity-2010-final.pdf).

Shepherd, Elizabeth. 2007. 'Freedom of Information and Records Management in the UK: What Has Been the Impact?' *Journal of the Society of Archivists* 28 (2): 125–38. <https://doi.org/10.1080/00379810701607736>.

Shepherd, Elizabeth, and Elizabeth Ennion. 2007. 'How Has the Implementation of the UK Freedom of Information Act 2000 Affected Archives and Records Management Services?' *Records Management Journal* 17 (1): 32–51. <https://doi.org/10.1108/09565690710730688>.

Shepherd, Elizabeth, Alice Stevenson, and Andrew Flinn. 2009. 'The Impact of Freedom of Information on Records Management and Record Use in Local Government: A Literature Review'. *Journal of the Society of Archivists* 30 (2): 227–48. <https://doi.org/10.1080/00379810903445000>.

———. 2010. 'Information Governance, Records Management, and Freedom of Information: A Study of Local Government Authorities in England'. *Government Information Quarterly* 27 (4): 337–45. <https://doi.org/10.1016/j.giq.2010.02.008>.

———. 2011. 'Records Management in English Local Government: The Effect of Freedom of Information'. *Records Management Journal* 21 (2): 122–34. <https://doi.org/10.1108/09565691111152053>.

Shepherd, Elizabeth and Yeo, Geoffrey. 2002. *Managing Records: A Handbook of Principles and Practice*. London: Facet Publishing.

Sherratt, Tim. n.d. 'Archives of Emotion'. <http://discontents.com.au/archives-of-emotion/>.  
Sillitoe, Paul J. 1998. 'Privacy in a Public Place: Managing Public Access to Personal Information Controlled by Archives Services'. *Journal of the Society of Archivists* 19 (1):

5–15. <https://doi.org/10.1080/00379819809514418>.

Sixsmith, Mike. 1995. *Touring Exhibitions: The Touring Exhibition Group's Manual of Good Practice*. Oxford: Butterworth-Heinemann.

'Small Stories in a Big Data World'. n.d.  
<http://discontents.com.au/small-stories-in-a-big-data-world/>.

Smith, Elizabeth Hallam. 2003. 'Customer Focus and Marketing in Archive Service Delivery: Theory and Practice 1'. *Journal of the Society of Archivists* 24 (1): 35–53.  
<https://doi.org/10.1080/0037981032000061028>.

Smith, Kelvin. 2004. *Freedom of Information: A Practical Guide to Implementing the Act*. London: Facet.

Smyth, Z. 2003. 'The Impact of Freedom of Information Legislation in Ireland 1'. *Journal of the Society of Archivists* 24 (1): 83–91. <https://doi.org/10.1080/0037981032000061055>.

Society of Archivists (Great Britain). n.d. 'Journal of the Society of Archivists'. Electronic resource. <https://www.tandfonline.com/loi/cjsa20>.

Stevens, Mary, Andrew Flinn, and Elizabeth Shepherd. 2010. 'New Frameworks for Community Engagement in the Archive Sector: From Handing over to Handing On'. *International Journal of Heritage Studies* 16 (1–2): 59–76.  
<https://doi.org/10.1080/13527250903441770>.

Storey, Richard, A. M. Wherry, and J. F. Wilson. 1989. 'Three Views on Security'. *Journal of the Society of Archivists* 10 (3): 108–14. <https://doi.org/10.1080/00379818909514367>.

'Strong and Prosperous Communities - the Local Government White Paper - Local Government - Communities and Local Government'. n.d.  
<http://webarchive.nationalarchives.gov.uk/+/http://www.communities.gov.uk/localgovernment/strategies/strongprosperous/>.

Stylianou-Lambert, Theopisti. 2010. 'Re-Conceptualizing Museum Audiences: Power, Activity, Responsibility'. *Visitor Studies* 13 (2): 130–44.  
<https://doi.org/10.1080/10645578.2010.509693>.

'Supporting Archives | Arts Council'. n.d.  
<http://www.artscouncil.org.uk/what-we-do/supporting-archives/>.

Survey of Provision for Disabled Users of Museums, Archives, and Libraries : Executive Summary : SOLON Consultants' Report to Re:Source, 2001. 2001. London: Resource.  
<http://copac.jisc.ac.uk/id/30645437?style=html&title=Survey%20of%20provision%20for%20disabled%20users%20of%20museums%2C>.

Swain, Ellen D. 2003. 'Oral History in the Archives: Its Documentary Role in the Twenty-First Century'. *The American Archivist* 66 (1): 139–58.  
<http://www.jstor.org/stable/40294221>.

'Taking Part: The National Survey of Culture, Leisure and Sport Annual Report 2005/2006'. n.d. [http://www.mla.gov.uk/what/publications/~media/Files/pdf/2007/taking\\_part.ashx](http://www.mla.gov.uk/what/publications/~media/Files/pdf/2007/taking_part.ashx).



- Taylor, C., Harrower, G., Mirchandani, S., and Norgrove, K. n.d. 'Ancestral and Literary Tourism in the East Midlands'. MLA.  
<http://emms.org.uk/swf/mmf/pdf/Audience%2520Development/2011/Ancestral%2520and%2520Literary%2520Tourism%2520-%2520Resource%2520pack.pdf>.
- Taylor, S. 2003. 'Protecting Privacy in Canada's Private Sector'. The Information Management Journal 37 (4).  
<https://search.proquest.com/docview/227717705?accountid=14511>.
- Terras, Melissa. 2014. 'Reuse of Digitised Content (4): Chasing an Orphan Work Through the UK's New Copyright Licensing Scheme'. Blogspot. 2014.  
<https://melissaterras.blogspot.com/2014/10/reuse-of-digitised-content-4-chasing.html>.
- 'The Environmental Information Regulations 2004'. n.d.  
<http://www.legislation.gov.uk/ukxi/2004/3391/contents/made>.
- The National Archives. 2002e. 'Freedom of Information. Lord Chancellor's Code of Practice on the Management of Records under Section 46 of the Freedom of Information Act 2000'.  
<https://webarchive.nationalarchives.gov.uk/20150603223501/https://www.justice.gov.uk/downloads/information-access-rights/foi/foi-section-46-code-of-practice.pdf>.
- . n.d. 'Access to Public Records'.  
<https://www.nationalarchives.gov.uk/information-management/manage-information/select-on-and-transfer/sensitivity-reviews-on-selected-records/access-to-public-records/>.
- . n.d. 'Data Protection Act 1998. A Guide for Records Managers and Archivists'.  
<http://www.legislation.gov.uk/ukpga/1998/29/contents>.
- . n.d. 'Re-Using Public Sector Information'.  
<http://www.nationalarchives.gov.uk/information-management/re-using-public-sector-information/>.
- The National Archives UK. 2004. 'Community Access to Archives Project, Final Report and Best Practice Guidelines'.  
<https://web.archive.org/web/20071120081640/http://www.nationalarchives.gov.uk/documents/finalreport.pdf>.
- . n.d. 'Projects'. The National Archives UK.  
<https://www.nationalarchives.gov.uk/education/outreach/projects/>.
- '"The Old Version Flickers More": Digital Preservation from the User's Perspective on JSTOR'. n.d.  
[http://www.jstor.org.libproxy.ucl.ac.uk/stable/40294315?Search=yes&resultItemClick=true&searchText=flanagan&searchText=games&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Dflanagan%2Bgames%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3Bsbbox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page\\_scan\\_tab\\_contents](http://www.jstor.org.libproxy.ucl.ac.uk/stable/40294315?Search=yes&resultItemClick=true&searchText=flanagan&searchText=games&searchUri=%2Faction%2FdoBasicSearch%3FQuery%3Dflanagan%2Bgames%26amp%3Bfilter%3Djid%253A10.2307%252Fj50000557%26amp%3BSearch%3DSearch%26amp%3Bwc%3Don%26amp%3Bfc%3Doff%26amp%3BglobalSearch%3D%26amp%3Bsbbox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page_scan_tab_contents).
- Theimer, K. 2011. 'What Is the Meaning of Archives 2.0?' The American Archivist 74 (1).  
<https://doi.org/10.17723/aarc.74.1.h7tn4m4027407666>.

Theimer, Kate. 2010. 'Interactivity, Flexibility and Transparency: Social Media and Archives 2.0'. In *The Future of Archives and Recordkeeping: A Reader*. London: Facet.  
[https://ucl.primo.exlibrisgroup.com/view/action/uresolver.do?operation=resolveService&package\\_service\\_id=14509809360004761&institutionId=4761&customerId=4760&VE=true](https://ucl.primo.exlibrisgroup.com/view/action/uresolver.do?operation=resolveService&package_service_id=14509809360004761&institutionId=4761&customerId=4760&VE=true).

Theimer, Kate. 2010. *Web 2.0 Tools and Strategies for Archives and Local History Collections*. London: Facet.

Tim Owen and Rosalind Johnson. 1999. 'Libraries, Museums and Archive Collaboration in the United Kingdom and Europe'. *Art Libraries Journal* 24 (4): 10-13.  
<https://search.proquest.com/publication/636385?OpenUrlRefId=info:xri/sid:primo>.

'TNA Report on the Re-Use of Public Sector Information'. 2010.  
<http://www.nationalarchives.gov.uk/documents/information-management/psi-report.pdf>.

Tough, Alistair and Moss, Michael. 2006. *Record Keeping in a Hybrid Environment: Managing the Creation, Use, Preservation and Disposal of Unpublished Information Objects in Context*. Vol. Chandos information professional series. Oxford: Chandos.

Trant, J. 2008d. 'Curating Collections Knowledge: Museums on the Cyberinfrastructure'. In *Museum Informatics: People, Information, and Technology in Museums*. Vol. Routledge studies in library and information science. New York: Routledge.  
[https://ucl.primo.exlibrisgroup.com/view/action/uresolver.do?operation=resolveService&package\\_service\\_id=14908805540004761&institutionId=4761&customerId=4760&VE=true](https://ucl.primo.exlibrisgroup.com/view/action/uresolver.do?operation=resolveService&package_service_id=14908805540004761&institutionId=4761&customerId=4760&VE=true).

Trinkaus, R.G. 1989. 'Preserving Special Collections through Internal Security'. *College and Research Libraries* 50 (4). <https://crl.acrl.org/index.php/crl/article/view/14482/15928>.

Turton, Alison and Business Archives Council (Great Britain). 1991. 'The Public Relations Uses of Business Archives'. In *Managing Business Archives*. Oxford: Butterworth/Heinemann in association with the Business Archives Council.

Twigge, S. 2003. 'Public Records, Public Consultation. The Involvement of Stakeholders in the Selection of Records at the PRO'. *Archives and Manuscripts: The Journal of the Archives Section, the Library Association of Australia* 31 (1).  
<https://www.tandfonline.com/loi/raam20>.

'UK Freedom of Information Blog'. n.d. <http://foia.blogspot.co.uk/>.

Valge, Jaak, and Birgit Kibal. 2007. 'Restrictions on Access to Archives and Records in Europe: A History and the Current Situation'. *Journal of the Society of Archivists* 28 (2): 193-214. <https://doi.org/10.1080/00379810701611951>.

Viejo-Rose, Dacia. 2013. 'Reconstructing Heritage in the Aftermath of Civil War: Re-Visioning the Nation and the Implications of International Involvement'. *Journal of Intervention and Statebuilding* 7 (2): 125-48.  
<https://doi.org/10.1080/17502977.2012.714241>.

Washburn et al., Bruce. 2013. 'Social Media and Archives: A Survey of Archive Users'. Dublin, Ohio: OCLC Research.

<http://www.oclc.org/research/publications/library/2013/2013-06r.html>.

Waterton, Emma, and Steve Watson. 2011. *Heritage and Community Engagement: Collaboration or Contestation?* Abingdon: Routledge.

Weir, Chris. 1991. 'Selling Yourself: Outreach & Promotion in the Nottinghamshire Archives Office'. *Journal of the Society of Archivists* 12 (1): 15–25.  
<https://doi.org/10.1080/00379819109514390>.

Weir, Christopher. 2004. 'The Marketing Context. Outreach: Luxury or Necessity?' *Journal of the Society of Archivists* 25 (1): 71–77. <https://doi.org/10.1080/0037981042000199160>.

'Welcome | TIDSR: Toolkit for the Impact of Digitised Scholarly Resources'. n.d.

'Wellcome Digital Library'. n.d. <http://wellcomedigitallibrary.blogspot.co.uk/>.

West, Celine, and Charlotte H. F. Smith. 2005. '"WE ARE NOT A GOVERNMENT POODLE"'. *International Journal of Cultural Policy* 11 (3): 275–88.  
<https://doi.org/10.1080/10286630500411259>.

'WhatDoTheyKnow - Make and Browse Freedom of Information (FOI) Requests'. n.d.  
<https://www.whatdotheyknow.com/>.

Whiteside, Andrew. 2002. 'Enhancing Provision of Archive Services for the Visually Impaired'. *Journal of the Society of Archivists* 23 (1): 73–86.  
<https://doi.org/10.1080/00379810220120582>.

Williams, Caroline. 2006. *Managing Archives: Foundations, Principles and Practice*. Vol. Chandos information professional series. Oxford: Chandos Publishing.

Wilson, Ian E. 1995. 'Strategies for Communication'. *Journal of the Society of Archivists* 16 (1): 55–69. <https://doi.org/10.1080/00379819509511760>.

Wood, H. 2000b. 'The Fetish of the Document: An Exploration of Attitudes towards Archives'. In *New Directions in Archival Research*. Liverpool: Liverpool University Centre for Archive Studies.

Wormleighton, Tim. 1995. 'The Devon Record Office Service Point Scheme'. *Journal of the Society of Archivists* 16 (2): 173–78. <https://doi.org/10.1080/00379819509511775>.

WORTHY, BEN. 2010. 'More Open but Not More Trusted? The Effect of the Freedom of Information Act 2000 on the United Kingdom Central Government'. *Governance* 23 (4): 561–82. <https://doi.org/10.1111/j.1468-0491.2010.01498.x>.

Wythe, Deborah and Society of American Archivists. 2004. *Museum Archives: An Introduction*. Chicago: Society of American Archivists.

X, Ajamu, T. Campbell, and M. Stevens. 2009. 'Love and Lubrication in the Archives, or Rukus!: A Black Queer Archive for the United Kingdom'. *Archivaria* 68: 271–194.  
<https://archivaria.ca/index.php/archivaria/article/view/13240>.

Yakel, E. 2003c. 'Impact of Internet-Based Discovery Tools on Use and Users of Archives'. Comma 2-3.

Yakel, E., S. Shaw, and P. Reynolds. 2007. 'Creating the Next Generation of Archival Finding Aids'. D-Lib Magazine 13 (5/6). <https://doi.org/10.1045/may2007-yakel>.

Yakel, E., and D.A. Torres. 2007. 'Genealogists as a "Community of Records"'. The American Archivist 70 (1). <https://www.jstor.org/stable/40294451>.

Yeo, Geoffrey. 2005. 'Understanding Users and Use: A Market Segmentation Approach'. Journal of the Society of Archivists 26 (1): 25-53.  
<https://doi.org/10.1080/00039810500047425>.