

# INSTG001: Access: policies and practice

## Access and Use of Archives and Records

[View Online](#)

20-year rule | The National Archives (no date). Available at:  
<https://www.nationalarchives.gov.uk/about/our-role/transparency/20-year-rule/>.

About Participatory Budgeting – PB Network (no date). Available at:  
<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. Available at:  
<http://copac.jisc.ac.uk/id/26793005?style=html&title=Access%20to%20archiveslegal%20aspects>.

'Access to Public Records' (2015). Available at:  
<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). Available at:  
<https://doi.org/10.17723/aarc.71.1.lv370048r7875175>.

Ailes, A. and Watt, I. (1999) 'Survey of Visitors to British Archives, June 1981', *Journal of the Society of Archivists*, 20(2), pp. 177–194. Available at:  
<https://doi.org/10.1080/003798199103604>.

Allan, Kate (2009) *Paper wars: access to information in South Africa*. Johannesburg: Wits University Press.

Allen, N. (2006) 'Articulating an agenda for change—the RSA archive experience 1', *Journal of the Society of Archivists*, 27(2), pp. 165–186. Available at:  
<https://doi.org/10.1080/00379810601093417>.

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

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

Anderson, I. (2006) '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unpublished information objects in context. Oxford: Chandos.

Anderson, I.G. (2008) 'Necessary but Not Sufficient. Modelling Online Archive Development in the UK', D-Lib Magazine, 14(1/2). Available at: <https://doi.org/10.1045/january2008-anderson>.

Andrews, P.M. (1998) 'Changing attitudes in government to record closures', Journal of the Society of Archivists, 19(1), pp. 17–24. Available at: <https://doi.org/10.1080/00379819809514419>.

'Archive Service Accreditation Guidance -June 2014' (no date). Available at: <http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-guidance-june-2014.pdf>.

'Archive Service Accreditation Standard - June 2014' (no date). Available at: <http://www.nationalarchives.gov.uk/documents/archives/archive-service-accreditation-standard-june-2014.pdf>.

Archives & Records Association: Other Useful Publications (no date). Available at: <http://www.archives.org.uk/publications/other-useful-publications.html>.

Archives and Copyright: Developing an Agenda for Reform | CREATE (no date). Available at: <http://www.create.ac.uk/archivesandcopyright2013/>.

Archives and Records Association UK and Ireland (no date) 'Don't Risk It! Know Your Records Toolkit'. Available at: [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' (no date). Available at: [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' (no date). Available at: <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. Available at: <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' (no date). Available at: [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%3Bsbbox%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%3Bsbbox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D&seq=1#page_scan_tab_contents).

Aslib (no date) 'Records management journal'. Available at: <http://www.emeraldinsight.com/loi/rmj>.

- Barata, K. (2002) 'Archives in the digital age : a study for resource (via MLA Research Resources webpage)'. Available at: <http://webarchive.nationalarchives.gov.uk/20110802101741/http://research.mla.gov.uk/evidence/view-publication.php?dm=nrm&pubid=4>.
- Barata, K. (2004) 'Archives in the digital age', *Journal of the Society of Archivists*, 25(1), pp. 63–70. Available at: <https://doi.org/10.1080/0037981042000199151>.
- Barbosa, B. and Brito, P.Q. (2012) 'Do open day events develop art museum audiences?', *Museum Management and Curatorship*, 27(1), pp. 17–33. Available at: <https://doi.org/10.1080/09647775.2012.644694>.
- Barratt, N. (2009) 'From memory to digital record: Personal heritage and archive use in the twenty-first century', *Records Management Journal*, 19(1), pp. 8–15. Available at: <https://doi.org/10.1108/09565690910937209>.
- Bastian, J.A. (2002) 'Taking custody, giving access: a postcustodial role for a new century', *Archivaria*, (53), pp. 76–93. Available at: <https://archivaria.ca/index.php/archivaria/article/view/12838/14059>.
- Bastian, Jeannette Allis and Alexander, Ben (2009) *Community archives: the shaping of memory*. London: Facet. Available at: <https://doi.org/10.29085/9781856049047>.
- Benisar, David (2006) 'Freedom of Information Around the World 2006 Report'. Privacy International. Available at: [http://www.freedominfo.org/documents/global\\_survey2006.pdf](http://www.freedominfo.org/documents/global_survey2006.pdf).
- Berry, C. and MacKeith, L. (2007) 'Colliding Worlds in the Curatorial Environment: The Archivist and the Activist', *Journal of the Society of Archivists*, 28(2), pp. 139–149. Available at: <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. Available at: [http://www.unesco.org/ulis/cgi-bin/ulis.pl?catno=102187&set=005BF68F10\\_0\\_231&mp;gp=1&lin=1&ll=1](http://www.unesco.org/ulis/cgi-bin/ulis.pl?catno=102187&set=005BF68F10_0_231&mp;gp=1&lin=1&ll=1).
- Bond, David, Vaid, Angeli, and Society of Archivists (Great Britain) (1998) *Archive education services*. 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), pp. 61–74. Available at: <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, pp. 47–61. Available at: <https://archivaria.ca/index.php/archivaria/article/view/12534>.

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

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

Brikci-Nigassa, P. (2002) 'Social Inclusion and Archives', in *Archives in the UK and the government agenda*. Liverpool: LUCAS.

Bringing Citizen Scientists and Historians Together | [museumsandtheweb.com](http://museumsandtheweb.com) (no date). Available at: [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' (no date). Available at: [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' (no date). Available at: <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. Available at: <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), pp. 76–87. Available at: <http://www.jstor.org/stable/40294350>.

'Building the Big Society' (2010). UK Government Cabinet Office. Available at: [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. Available at: <https://read.dukeupress.edu/books/book/989/Archive-StoriesFacts-Fictions-and-the-Writing-of>.

Buttler, A.L. (1996) 'The results of a survey of visitors to Warwickshire county record office', *Journal of the Society of Archivists*, 17(2), pp. 175–181. Available at: <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). Available at:  
<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 (no date). Available at: <https://www.tandfonline.com/doi/abs/10.1080/09647770000301803>.

Care Leavers Association (no date) Access to Records. Care Leavers Association. Available at: <http://www.careleavers.com/accesstorecords>.

Care leavers to get access to their records| Rachel Williams | Society | The Guardian (no date). Available at:  
<http://www.theguardian.com/society/2014/mar/18/care-leavers-access-records-new-rules>.

Casini, P. (2003) 'European Governance, Citizen'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). Available at: <https://www.tandfonline.com/loi/raam20>.

Ceeney, N. (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), pp. 57–71. Available at:  
<https://doi.org/10.1080/00379810802499868>.

Chenier, E. (2009) 'Hidden from Historians: Preserving Lesbian Oral History in Canada', *Archivaria*, 68, pp. 247–269. Available at:  
<https://archivaria.ca/index.php/archivaria/article/view/13239>.

Chute, T.G. (2002) 'What's in a Name?', *Journal of Archival Organization*, 1(2), pp. 5–40. Available at: [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.

Coaston, Makeda, Heritage Diversity Task Force, and London (England) (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). Available at:  
<http://www.nationalarchives.gov.uk/documents/information-management/dp-code-of-practice.pdf>.

Cole, D. (2008) 'Museum marketing as a tool for survival and creativity: the mining museum perspective', *Museum Management and Curatorship*, 23(2), pp. 177–192. Available at: <https://doi.org/10.1080/09647770701865576>.

Coleman, A. and Davies, S.J. (2002) 'Copyright and Collections: Recognising the realities of cross-domain integration', *Journal of the Society of Archivists*, 23(2), pp. 223–232. Available at: <https://doi.org/10.1080/0037981022000006426>.

'Community archives and the sustainable communities agenda (MLA / Jura Consultants)' (2009). Midlothian: Jura Consultants. Available at: <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 (no date). Available at: <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' (no date). Available at: <https://www.tandfonline.com/toc/cjsa20/33/1>.

Constitutional Reform and Governance Act 2010 (no date). Available at: <http://www.legislation.gov.uk/ukpga/2010/25/part/6>.

Conway, P. (2000) '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.

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

Cosgrave, R. (2003) 'The AIM25 project', *Journal of the Society of Archivists*, 24(2), pp. 159–174. Available at: <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. Available at: <https://publications.europa.eu/en/publication-detail/-/publication/182703d1-11bd-11e6-ba9a-01aa75ed71a1>.

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. (2006) *Ethics, accountability and recordkeeping in a dangerous world*. London: Facet.

Cox, R.J. (1998) 'Access in the digital information age and the archival mission: The United States', *Journal of the Society of Archivists*, 19(1), pp. 25–40. Available at: <https://doi.org/10.1080/00379819809514420>.

Craven, L. (2007) 'Epic group identity and the archive in the modern world', *Archives*, 32(117), pp. 144–158. Available at: <https://doi.org/10.3828/archives.2007.11>.

Craven, L. (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. Available at: <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. Available at: <https://www.taylorfrancis.com/books/9781134759736>.

Craven, Louise (2016b) 'The Online Archivist: a positive approach to the digital information age', in *What are archives?: cultural and theoretical perspectives : a reader*. London: Routledge. Available at: <https://www.taylorfrancis.com/books/9781134759736>.

Crockett, M. (2009) 'A Practitioner's Guide to the Freedom of Information Act 2000', *Journal of the Society of Archivists*, 30(2), pp. 191–225. Available at: <https://doi.org/10.1080/00379810903444995>.

Crooke, E. (2010) 'The politics of community heritage: motivations, authority and control', *International Journal of Heritage Studies*, 16(1–2), pp. 16–29. Available at: <https://doi.org/10.1080/13527250903441705>.

Crooke, Elizabeth M. (2007) *Museums and community: ideas, issues and challenges*. London: Routledge. Available at: [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 (2010) 'An Analysis of Twitter and Facebook Use by the Archival Community', *Archivaria*, 70. Available at: <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 Yakel, E. (2010) 'Seek and You May Find: Successful Search in Online Finding Aid Systems', *The American archivist*, 73(2). Available at: <https://www.jstor.org/stable/23290758>.

Danielson, Elena S. (2010) *The Ethical Archivist*. Chicago: Society of American Archivists. Data Protection Act 1998 (no date). Available at: <http://www.legislation.gov.uk/ukpga/1998/29/contents>.

DCMS, *Taking Part Surveys 2006-present* (no date). Available at: <https://www.gov.uk/government/organisations/department-for-culture-media-sport/series/sat-2>.

De Groot, Jerome (2009) *Consuming history: historians and heritage in contemporary popular culture*. London: Routledge.

De Lusenet, Y. and Drenth, P.J.D. (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), pp. 161–168. Available at: <https://doi.org/10.1080/003798199103587>.

Department for Communities and Local Government (no date). Available at: <https://www.gov.uk/government/organisations/department-for-communities-and-local-government#details>.

Department for Culture Media and Sport (4AD) [Archived] Taking Part Surveys 2011-2012. Available at: [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 (no date). Available at: <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 (no date). Available at: <http://blog.nationalarchives.gov.uk/blog/design-through-research-the-concepts-behind-discovery/>.

Designing Libraries - Derbyshire Record Office (no date). Available at: <http://www.designinglibraries.org.uk/?PageID=407>.

DETR (1999) 'Implementing Best Values: a consultation paper on draft guidance'. Available at: <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 (no date). Available at: <https://www.nationalarchives.gov.uk/documents/information-management/phase2.pdf>.

Disability Portfolio (MLA) (no date). Available at: [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 (no date). Available at: <http://blog.nationalarchives.gov.uk/blog/discovery-the-story-so-far/#more-4859>.

Dodd et al., J. (2005) 'Engaging Archives with Inspiring Learning for All'. Available at: [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). Available at: <https://www.jstor.org/stable/23079049>.

Duff, W. (2002) 'Understanding the information-seeking behaviour of archival researchers



in a digital age: paths, processes and preferences', in Proceedings of the DLM-Forum 2002: @ccess and preservation of electronic information : best practices and solutions : Barcelona, 6-8 May 2002. Luxembourg: Office for Official Publications of the European Communities, pp. 331-335.

Duff, W. (2008) 'Archivist's views of User-based Evaluation: benefits, barriers and requirements', *The American archivist*, 71(1), pp. 144-166. Available at: <https://doi.org/10.17723/aarc.71.1.y70837374478t146>.

Duff, W. and Fox, A. (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), pp. 129-153. Available at: <https://doi.org/10.1080/00379810601075943>.

Duff, W.M. (2010) 'Archival Mediation', in *Currents of archival thinking*. Santa Barbara, Calif: Libraries Unlimited, pp. 115-136. Available at: <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*. London: Society of Archivists.

Durrani, S. (2001) 'Social and racial exclusion handbook for libraries, archives, museums and galleries'. Available at: <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. Available at: <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' (no date). Available at: [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 (no date). Available at: <http://www.legislation.gov.uk/ukpga/2010/15/contents>.

Equality Act guidance - Publications - GOV.UK (no date). Available at: <https://www.gov.uk/government/publications/equality-act-guidance>.

Eschenfelder, K.R. and Caswell, M. (2010) 'Digital cultural collections in an age of reuse and remixes', *Proceedings of the American Society for Information Science and Technology*, 47(1), pp. 1-10. Available at: <https://doi.org/10.1002/meet.14504701045>.

Etherton, J. (1991) 'Record offices and the national curriculum', *Journal of the Society of Archivists*, 12(1), pp. 51–62. Available at: <https://doi.org/10.1080/00379819109514395>.

Etherton, J. (2006) 'The role of archives in the perception of self', *Journal of the Society of Archivists*, 27(2), pp. 227–246. Available at: <https://doi.org/10.1080/00379810601101301>.

Evans, N. (1995) 'Survey of services provided by archive offices', *Journal of the Society of Archivists*, 16(1), pp. 77–78. Available at: <https://doi.org/10.1080/00379819509511762>.

Explore Your Archive toolkit | The National Archives (no date). Available at: <https://www.nationalarchives.gov.uk/documents/archives/explore-your-archive-toolkit.pdf>.

Finding Archives in Discovery | The National Archives blog (no date). Available at: <http://blog.nationalarchives.gov.uk/blog/finding-archives-in-discovery/#comment-471633>.

Finding Archives: what's next? | The National Archives blog (no date). Available at: <http://blog.nationalarchives.gov.uk/blog/finding-archives-whats-next/>.

Flanagan, M. and Carini, P. (2012) 'How Games Can Help Us Access and Understand Archival Images', *The American Archivist*, 75(2), pp. 514–537. Available at: <https://doi.org/10.17723/aarc.75.2.b424537w27970gu4>.

Flinn, A. (2007) 'Community Histories, Community Archives: Some Opportunities and Challenges', *Journal of the Society of Archivists*, 28(2), pp. 151–176. Available at: <https://doi.org/10.1080/00379810701611936>.

Flinn, A. (2008) 'Migrations, disputed heritages and multicultural identities: archives in post-colonial societies', *Archives and manuscripts: the journal of the Archives Section, the Library Association of Australia*, 36(2), pp. 54–75.

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

Flinn, Andrew (2010) 'An Attack on Professionalism and Scholarship? Democratising Archives and the Production of Knowledge', *Ariadne*, 62. Available at: <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), pp. 39–51. Available at: <https://doi.org/10.1177/1354856509347707>.

Flinn, A. (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), pp. 39–51. Available at: <https://doi.org/10.1177/1354856509347707>.

Flinn, A. (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). Available at: <http://www.escholarship.org/uc/item/9pt2490x>.

Flinn, A. (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. Available at: [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. (2009) 'The Freedom of Information Act in Practice: the User's Perspective', in *Freedom of information: open access, empty archives?* London: Routledge.

Flinn, A. and Pick, G. (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. (2009) "'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*. London: Facet. Available at: <https://doi.org/10.29085/9781856049047>.

Flinn, A., Stevens, M. and Shepherd, E. (2009) 'Whose memories, whose archives? Independent community archives, autonomy and the mainstream', *Archival Science*, 9(1-2), pp. 71-86. Available at: <https://doi.org/10.1007/s10502-009-9105-2>.

Flinn, Andrew (2008) 'Archives and their communities: serving the people', *Comma*, (1), pp. 157-168. Available at: <http://copac.ac.uk/search?isn=1680-1865&sort-order=ti%252C-date&rn=3>.

Flynn, S.J.A., Hillyard, M. and Stocking, B. (2001) 'A2A: The development of a strand in the national archives network', *Journal of the Society of Archivists*, 22(2), pp. 177-191. Available at: <https://doi.org/10.1080/00379810120081127>.

Fogerty, J.E. (1983) 'Filling the Gap: Oral History in the Archives', *The American Archivist*, 46(2), pp. 148-157. Available at: <http://www.jstor.org/stable/40292583>.

FOI and Data Protection Team, UCL's Constitution Unit (no date). Available at: <https://www.ucl.ac.uk/constitution-unit/research/research-archive/freedom-information-and-data-protection-archive>.

Forbes, H. and Dunhill, R. (1997) 'Survey of local authority archive services: 1996 update', *Journal of the Society of Archivists*, 18(1), pp. 37-57. Available at: <https://doi.org/10.1080/00379819709511811>.

Forde, H. (2002) 'Preservation Past and Future', *Journal of the Society of Archivists*, 23(2), pp. 165-170. Available at: <https://doi.org/10.1080/0037981022000006345>.

Forde, H. (2004) "'We must remember our past so that we do not repeat it'", *Journal of the Society of Archivists*, 25(2), pp. 117-122. Available at: <https://doi.org/10.1080/0037981042000271448>.

Forde, H. (2005) 'Access and preservation in the 21st century: What has changed?', *Journal of the Society of Archivists*, 26(2), pp. 193–200. Available at: <https://doi.org/10.1080/00039810500284549>.

Forde, Helen (2007) *Preserving archives*. London: Facet. Available at: <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, pp. 21–26. Available at: <https://archivaria.ca/index.php/archivaria/article/view/12403/13498>.

Freedom of information | Politics | The Guardian (no date). Available at: <http://www.guardian.co.uk/politics/freedomofinformation>.

Freedom of Information Act | The National Archives (no date). Available at: <http://www.nationalarchives.gov.uk/information-management/legislation/section-46.htm>.

Freedom of Information Act 2000 (no date). Available at: <http://www.legislation.gov.uk/ukpga/2000/36/contents>.

Freedom of information guidance for practitioners (no date). Available at: <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 (no date). Available at: [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 (no date). Available at: <http://www.hms0.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). Available at: <https://www.jstor.org/stable/40292652>.

Gale, C. and Webb, K. (2008) 'Maximising access to historical medical records', *Archives*, 33(118), pp. 70–84. Available at: <https://doi.org/10.3828/archives.2008.5>.

Garmendia, J. (2002) 'User Input in the Development of Online Services: The PRO catalogue', *Journal of the Society of Archivists*, 23(1), pp. 51–57. Available at: <https://doi.org/10.1080/00379810220120555>.

Gee, S. (2002) 'A Standard Service for All? The case for a flexible attitude', *Journal of the Society of Archivists*, 23(2), pp. 233–238. Available at: <https://doi.org/10.1080/0037981022000006417>.

Ghetu Krause, M. and Yakel, E. (2007) 'Interaction in Virtual Archives: The Polar Bear Expedition Digital Collections Next Generation Finding Aid', *The American Archivist*, 70(2), pp. 282–314. Available at: <http://www.jstor.org/stable/40294572>.

Gilliland, A. (2011) 'Neutrality, social justice and the obligations of archival education and educators in the twenty-first century', *Archival Science*, 11(3–4), pp. 193–209. Available at:

<https://doi.org/10.1007/s10502-011-9147-0>.

Glover, M. and Holsen, S. (2006) 'Freedom of Information: History, Experience and Records & Information Management Implications in the USA, Canada and the UK'. Available at: [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. Available at: <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), pp. 11–26. Available at: <https://doi.org/10.1080/00379810050006885>.

'Government Policy on Archives: Action Plan, 2002' (no date). Available at: <http://webarchive.nationalarchives.gov.uk/+/http://www.nationalarchives.gov.uk/policy/ida/c/government.htm>.

Gray, V. (2003) 'Relating into Relevance', *Journal of the Society of Archivists*, 24(1), pp. 5–13. Available at: <https://doi.org/10.1080/0037981032000060993>.

Gray, V. (2008) "'Who's that Knocking on Our Door?': Archives, Outreach and Community", *Journal of the Society of Archivists*, 29(1), pp. 1–8. Available at: <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. Available at: <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. Available at: [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'. London: Department for Culture, Media and Sport. Available at: [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. Available at: <http://dera.ioe.ac.uk/id/eprint/6212>.

'Guidance for exhibiting archive and library materials' (2000). National Preservation Office. Available at: <https://collectiontrust.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' (no date). Available at: <http://webarchive.nationalarchives.gov.uk/20120919132719/www.communities.gov.uk/archived/publications/localgovernment/guidancebest2?view=Standard>.

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

Harris, V. (2009) 'Conclusion: from Gatekeeping to Hospitality', in *Paper wars: access to information in South Africa*. Johannesburg: Wits University Press.

Harvey, D. R. (2010) 'Using and Re-using Data (Chapter 15)', in *Digital curation: a how-to-do-it manual*. London: Facet.

Healy, S. (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), pp. 167–190. Available at: <https://doi.org/10.1080/00379810903444987>.

Heather Brooke (no date). Available at: <http://heatherbrooke.org/>.

Hill, A. (2002) 'Bringing Archives Online through the Archives Hub', *Journal of the Society of Archivists*, 23(2), pp. 239–248. Available at: <https://doi.org/10.1080/0037981022000006408>.

Hill, A. (2004) 'Serving the invisible researcher: Meeting the needs of online users', *Journal of the Society of Archivists*, 25(2), pp. 139–148. Available at: <https://doi.org/10.1080/0037981042000271466>.

Hill, Jennie (2011) *The future of archives and recordkeeping: a reader*. London: Facet. Available at: <https://www.cambridge.org/core/books/future-of-archives-and-recordkeeping/D327064FEB8BB97CA37EB2496C97DED6>.

Hilton, C. (2013) *Rise of the machines* | Wellcome Library. Available at: <http://blog.wellcomelibrary.org/2013/12/rise-of-the-machines/>.

Hilton, C. and Gold, S. (1998) 'A publicity working party at the Wellcome institute', *Journal of the Society of Archivists*, 19(1), pp. 41–52. Available at: <https://doi.org/10.1080/00379819809514421>.

History of the Public Records Acts - The National Archives (no date). Available at:

<http://www.nationalarchives.gov.uk/information-management/legislation/public-records-act/history-of-pra/>.

Hole, B. (2013) 'A Many-Cornered Thing: The Role of Heritage in Indian Nation-Building', *Journal of Intervention and Statebuilding*, 7(2), pp. 196–222. Available at: <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. Available at: <https://www.jstor.org/stable/10.3138/9781442689879>.

Holsen, S. (no date) 'Freedom of Information in the U.K., U.S., and Canada', *Information Management Journal*, 41(3), pp. 50–52. Available at: <https://search.proquest.com/docview/227729065?accountid=14511>.

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

'HOW CAN I HELP YOU?: BECOMING USER-CENTERED IN SPECIAL COLLECTIONS on JSTOR' (no date). Available at: [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, I. (2008) 'Participatory archive: towards decentralised curation, radical user orientation, and broader contextualisation of records management', *Archival Science*, 8(1), pp. 15–36. Available at: <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). Available at: <https://www.tandfonline.com/loi/raam20>.

'Informal adult learning White Paper: The Learning Revolution' (no date). Available at: [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 (no date) *Data (use and Access) Act 2025 - Guidance*. Information Commissioner's Office. Available at: <https://ico.org.uk/about-the-ico/what-we-do/legislation-we-cover/data-use-and-access-act-2025/>.

'Inspiring Learning, Building Communities (MLA)' (no date). Available at: [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' (no date). Available at:

[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, T. (2013) 'Introduction to the Special Issue on Cultural Interventions', *Journal of Intervention and Statebuilding*, 7(2), pp. 119–124. Available at: <https://doi.org/10.1080/17502977.2012.714239>.

Jenkinson, Hilary (1965) *A manual of archive administration*. 2nd ed. reprinted. Lund, Humphries.

Jimerson, Randall C. and Society of American Archivists (2009) *Archives power: memory, accountability, and social justice*. Chicago: Society of American Archivists.

Jimerson, R.C. (2007) 'Archives for All: Professional Responsibility and Social Justice', *The American Archivist*, 70(2), pp. 252–281. Available at: <http://www.jstor.org/stable/40294571>.

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. Available at: <https://www.taylorfrancis.com/books/9781134759736>.

Johnson, V. (2007) '"Creating History": confronting the myth of objectivity in the archive', *Archives*, 32(117), pp. 128–143. Available at: <https://doi.org/10.3828/archives.2007.10>.

Johnston, I. (2001) 'Whose History is it Anyway?', *Journal of the Society of Archivists*, 22(2), pp. 213–229. Available at: <https://doi.org/10.1080/00379810120081154>.

Jones, M. (1997) 'Archives and museums—threat or opportunity?', *Journal of the Society of Archivists*, 18(1), pp. 27–35. Available at: <https://doi.org/10.1080/00379819709511810>.

Jones, M. and O'Neill, C. (2014) 'Identity, records and archival evidence: exploring the needs of Forgotten Australians and Former Child Migrants', *Archives and Records*, 35(2), pp. 110–125. Available at: <https://doi.org/10.1080/23257962.2014.951032>.

Kaplan, E. (2000) 'We Are What We Collect, We Collect What We Are: Archives and the Construction of Identity', *The American Archivist*, 63(1), pp. 126–151. Available at: <http://www.jstor.org/stable/40283823>.

Karadkar, U.P. and Trace, C.B. (2013) 'Mobile device policies in archive reading rooms', *Proceedings of the American Society for Information Science and Technology*, 50(1), pp. 1–3. Available at: <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, E. (2006) 'Access: the Democratic Imperative', *Archives and manuscripts: the journal of the Archives Section, the Library Association of Australia*, 34(2). Available at: <https://publications.archivists.org.au/index.php/asa/article/view/9865/9859>.

Ketelaar, E. (2008) 'Archives as Spaces of Memory', *Journal of the Society of Archivists*, 29(1), pp. 9–27. Available at: <https://doi.org/10.1080/00379810802499678>.

Krause, M. (2010) 'Undergraduates in the Archives: Using an Assessment Rubric to Measure Learning', *The American archivist*, 73. Available at: <https://www.jstor.org/stable/23290757>.

Legislation and regulations | The National Archives (no date). Available at: <https://www.nationalarchives.gov.uk/information-management/legislation/>.

Lester, P. (2006) 'Is the virtual exhibition the natural successor to the physical?', *Journal of the Society of Archivists*, 27(1), pp. 85–101. Available at: <https://doi.org/10.1080/00039810600691304>.

Little, H. (2007) 'Archive Fever as Genealogical Fever: Coming Home to Scottish Archives', *Archivaria*, 64. Available at: <https://archivaria.ca/index.php/archivaria/article/view/13147>.  
Little, H. (2011) 'Identifying the genealogical self', *Archival Science*, 11(3–4), pp. 241–252. Available at: <https://doi.org/10.1007/s10502-011-9159-9>.

Littler, Jo and Naidoo, Roshi (2005) *The politics of heritage: the legacies of 'race'*. London: Routledge.

'Localism Act 2011' (2011). The Stationery Office. Available at: <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.

London (England). Mayor's Commission on African and Asian Heritage, London (England). Mayor, and Greater London Authority (2005b) *Delivering shared heritage: the Mayor's Commission on African and Asian Heritage*. London: Greater London Authority.

London (England). Mayor's Commission on African and Asian Heritage, London (England). Mayor, and Greater London Authority (2005c) *Delivering shared heritage: the Mayor's Commission on African and Asian Heritage*. London: Greater London Authority.

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

Lowenthal, D. (2006) 'Archival Perils: An Historian's Pliant', *Archives*, 31(114), pp. 49–75. Available at: <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, H.L. (2005) 'Reform of archival legislation: A Scots perspective 1', *Journal of the Society of Archivists*, 26(2), pp. 201–213. Available at: <https://doi.org/10.1080/00039810500284689>.
- Magee, K. and Waters, S. (2011) 'Archives, Artists and Designers', *Journal of the Society of Archivists*, 32(2), pp. 273–285. Available at: <https://doi.org/10.1080/00379816.2011.619707>.
- Mander, D. (2009) 'Special, local and about us: the development of community archives in Britain', in *Community archives: the shaping of memory*. London: Facet. Available at: <https://doi.org/10.29085/9781856049047>.
- Manuscript Transcription by Crowdsourcing: Transcribe Bentham | Moyle | LIBER Quarterly (no date). Available at: <http://liber.library.uu.nl/index.php/lq/article/view/7999>.
- Marsden, C. (2001) 'Sectors and Domains: Some reflections on co-operation and integration', *Journal of the Society of Archivists*, 22(1), pp. 17–23. Available at: <https://doi.org/10.1080/00379810120037469>.
- Matin, S.I. (2005) 'Inheriting Diversity. Archiving the Past', in *The politics of heritage: the legacies of 'race'*. London: Routledge.
- Mayor's Commission on African & Asian Heritage (2009) 'Subcommittee for Diversifying Audiences: Report & Recommendations'. Available at: [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*. Wagga Wagga, N.S.W.: Centre for Information Studies, Charles Sturt University.
- Meijer, A. (2001) 'Accountability in an information age: Opportunities and risks for records management', *Archival Science*, 1(4), pp. 361–372. Available at: <https://doi.org/10.1007/BF02438902>.
- Menne-Haritz, A. (2001) 'Access — The reformulation of an archival paradigm', *Archival Science*, 1(1), pp. 57–82. Available at: <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*. London: Society of Archivists.
- Meyer, E.T. (2011) 'Splashes and Ripples: Synthesizing the Evidence on the Impacts of Digital Resources'. London: JISC. Available at: [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=1846535](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1846535).
- Miller, F.M. (1981) 'Social History and Archival Practice', *The American Archivist*, 44(2), pp. 113–124. Available at: <http://www.jstor.org/stable/40292380>.
- MLA (5AD) [ARCHIVED CONTENT] Find out about disability. Available at: <http://webarchive.nationalarchives.gov.uk/20110802101741/http://www.mla.gov.uk/what/s>

upport/toolkits/libraries\_disability/find\_out\_about\_disability.

MLA, 'Access For All' Toolkit. Enabling inclusion for museums, libraries and archives, 2004 (no date). Available at: <https://collectionstrust.org.uk/resource/access-for-all-toolkit/>.

'MLA, Setting the pace. 2007-2012' (2007). Available at: [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 (no date). Available at: <http://mw2014.museumsandtheweb.com/paper/modeling-crowdsourcing-for-cultural-heritage/>.

'Modes of Seeing: Digitized Photographic Archives and the Experienced User on JSTOR' (no date). Available at: [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, S. and Pell, S. (2010) 'Autonomous archives', *International Journal of Heritage Studies*, 16(4-5), pp. 255-268. Available at: <https://doi.org/10.1080/13527251003775513>.

Moran, J. and Taylor, M. (2003) 'Lowering the Drawbridge: Further thoughts on discriminating between readers', *Journal of the Society of Archivists*, 24(1), pp. 55-64. Available at: <https://doi.org/10.1080/0037981032000061037>.

Mortimer, I. (2002) 'Discriminating Between Readers: The case for a policy of flexibility', *Journal of the Society of Archivists*, 23(1), pp. 59-67. Available at: <https://doi.org/10.1080/00379810220120564>.

Moss, M. (1997) 'Living with insecurity: Lessons from the university of Glasgow archives and business record centre', *Journal of the Society of Archivists*, 18(1), pp. 19-25. Available at: <https://doi.org/10.1080/00379819709511809>.

Moss, M. (2005) 'The Hutton Inquiry, the President of Nigeria and What the Butler Hoped to See', *The English Historical Review*, 120(487), pp. 577-592. Available at: <https://doi.org/10.1093/ehr/cei121>.

Moss, M. (2007) 'Choreographed Encounter - the Archive and Public History', *Archives*, 32(116), pp. 41-57. Available at: <https://doi.org/10.3828/archives.2007.4>.

Museums, libraries and archives - learning - Home (no date). Available at: <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. Available at: <http://www.ceice.gva.es/documents/163449496/163453359/ArchivesTaskForce.pdf/58e8d636-af87-4588-ae48-e7f2f4ce6f66>.

Naidoo, R., 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]. London: MLA London.

National Archives (Great Britain) (2004) Community Access to Archives Project: final report . [Richmond]: National Archives, CAAP.

National Council on Archives (2002) 'Changing the Future of Our Past'. Available at: <http://www.archives.org.uk/images/documents/Publications/changingfutureofourpast.pdf>.  
National Council on Archives (2003) 'Interoperability Protocol'. Available at: <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. Available at: <http://www.archives.org.uk/images/documents/Publications/archivesonline.pdf>.

National Council on Archives (Great Britain) (1998b) Archives on-line: the establishment of a United Kingdom archival network. Birmingham: National Council on Archives.

National Council on Archives (Great Britain) (2000) British archives: the way forward. [London]: Bell + Howell. Available at: <http://www.archives.org.uk/images/documents/britisharchivesthewayforward.pdf>.

National Council on Archives (Great Britain) (2001) Archives in the regions : an overview of the English regional archive strategies. Sheffield: National Council on Archives. Available at: <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. Available at: [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 (2002) 'Photocopying of library and archive materials'. Available at: <http://www.bl.uk/blpac/pdf/photocopy.pdf>.

Nesmith, T. (2010) '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. Available at: <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) (no date). Available at: <http://eprints.whiterose.ac.uk/76509/>.

- Newman, A. and McLean, F. (2004) 'Presumption, policy and practice', *International Journal of Cultural Policy*, 10(2), pp. 167–181. Available at: <https://doi.org/10.1080/1028663042000255790>.
- Nicholls, C. (2001) '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. (no date) 'Exhibiting Evidence: A Case Study', *Archivaria*, 55(1), pp. 27–42. Available at: <https://archivaria.ca/index.php/archivaria/article/view/12404/13500>.
- Nilsson Stutz, L. (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), pp. 170–195. Available at: <https://doi.org/10.1080/17502977.2012.714243>.
- Norgrove, K., Mirchandani, S. and Goddard, J. (2008) 'Community Archives Landscape Research, MLA, 2008'. Available at: <http://webarchive.nationalarchives.gov.uk/20111013135435/http://research.mla.gov.uk/evidence/view-publication.php?pubid=950>.
- Norgrove, K. and National Council on Archives (Great Britain) (2001) *Taking part: an audit of social inclusion work in archives*. Sheffield: National Council on Archives. Available at: <http://www.archives.org.uk/images/documents/takingpart.pdf>.
- Other archival legislation - The National Archives (no date). Available at: <http://www.nationalarchives.gov.uk/information-management/legislation/other-archival-legislation/>.
- Özdemir, L. (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), pp. 137–145. Available at: <https://doi.org/10.1080/00379810903444961>.
- Padfield, T. (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. Available at: <http://copac.jisc.ac.uk/id/20532714?style=html&title=Neighbourhood%20renewal%20%26%20social%20inclusionthe%20role%20of>.
- Pearce-Moses, R. (2007) 'Janus in Cyberspace: Archives on the Threshold of the Digital Era', *The American Archivist*, 70(1), pp. 13–22. Available at: <http://www.jstor.org/stable/40294447>.
- 'Performance Framework, Partnerships and Local Area Agreements - Local government - Communities and Local Government' (no date). Available at: <http://webarchive.nationalarchives.gov.uk/+http://www.communities.gov.uk/localgovernment/performanceframeworkpartnerships/>.
- Procter, M. (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),

pp. 55–73. Available at: <https://doi.org/10.1080/00039810500047433>.

Procter, M. (2007) 'Professional education and the public policy agenda1', *Journal of the Society of Archivists*, 28(1), pp. 19–34. Available at: <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), pp. 158–184. Available at: <https://doi.org/10.17723/aarc.74.1.h56018515230417v>.

Protection of personal data - European Commission (no date). Available at: <http://ec.europa.eu/justice/data-protection/>.

Public Records Act - frequently asked questions - The National Archives (no date). Available at: <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)' (no date). Available at: <http://www.nationalarchives.gov.uk/information-management/legislation/public-records-act.htm>.

Public Services Quality Group, National Council on Archives (2008) 'A Standard for Access to Archives'. Available at: [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.]. Chicago, Ill: Society of American Archivists.

Quirk, R. et al. (no date) *Guide to Researching Audiences*. Available at: [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 (no date). Available at: <https://publications.europa.eu/en/publication-detail/-/publication/3e485e15-11bd-11e6-ba9a-01aa75ed71a1/language-en>.

Resource (2003) 'Security in Museums, Archives and Libraries: A Practical Guide'. Available at: <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. Available at: <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, 23006, 2007, 2009, 2011 (no date). Available at: <http://www.archives.org.uk/publications/other-useful-publications.html>.

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

'Revisiting Collections: Revealing Significance - an ALM London project' (2005). London: ALM London. Available at: [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, G. (2014) 'Towards Archive 2.0: issues in archival systems interoperability', *Archives and Manuscripts*, pp. 1-19. Available at: <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 Samuels, L. (2003) 'Listening to the Past, Speaking to the Future. Annex E: Towards a better understanding of non-users'. MLA. Available at: <https://webarchive.nationalarchives.gov.uk/20111013140256/http://research.mla.gov.uk/evidence/view-publication.php?pubid=11>.

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

Sandell, R. (1998) 'Museums as Agents of Social Inclusion', *Museum Management and Curatorship*, 17(4), pp. 401-418. Available at: <https://doi.org/10.1080/09647779800401704>.

Sandell, R. (2003) 'Social inclusion, the museum and the dynamics of sectoral change', *Museum Studies*, 1(1). Available at: <https://journals.le.ac.uk/ojs1/index.php/mas/article/view/13>.

Sanderson, M.H.B. (1990) 'Exhibitions and education services: The Scottish record office experience', *Journal of the Society of Archivists*, 11(1-2), pp. 10-16. Available at: <https://doi.org/10.1080/00379819009511617>.

Schellenberg, T. R. (1975) *Modern archives: principles and techniques*. Chicago, Ill: University of Chicago Press.

Schultz, L. (2014) 'Maintaining Aboriginal engagement in Australian museums: two models of inclusion', *Museum Management and Curatorship*, 29(5), pp. 412-428. Available at: <https://doi.org/10.1080/09647775.2014.957489>.

Screene, L. (2005) 'How prepared are public bodies for the implementation of the UK Freedom of Information Act, in January 2005?', *Records Management Journal*, 15(1), pp. 34-42. Available at: <https://doi.org/10.1108/09565690510585411>.

'Securing excellence; delivering for communities Museum, Libraries and Archives and the

- Local Government White Paper' (no date). Available at: [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, A., Turner, C., et al. (2004) 'Understanding users: a prerequisite for developing new technologies', *Journal of the Society of Archivists*, 25(1), pp. 33–49. Available at: <https://doi.org/10.1080/0037981042000199133>.
- Sexton, A., Yeo, G., et al. (2004) 'User feedback: Testing the leaders demonstrator application', *Journal of the Society of Archivists*, 25(2), pp. 189–208. Available at: <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*. London: Society of Archivists.
- Shepherd, E. (2007) 'Freedom of Information and Records Management in the UK: What has been the Impact?', *Journal of the Society of Archivists*, 28(2), pp. 125–138. Available at: <https://doi.org/10.1080/00379810701607736>.
- Shepherd, E. and Ennion, E. (2007) 'How has the implementation of the UK Freedom of Information Act 2000 affected archives and records management services?', *Records Management Journal*, 17(1), pp. 32–51. Available at: <https://doi.org/10.1108/09565690710730688>.
- Shepherd, E., Stevenson, A. and Flinn, A. (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), pp. 227–248. Available at: <https://doi.org/10.1080/00379810903445000>.
- Shepherd, E., Stevenson, A. and Flinn, A. (2010) 'Information governance, records management, and freedom of information: A study of local government authorities in England', *Government Information Quarterly*, 27(4), pp. 337–345. Available at: <https://doi.org/10.1016/j.giq.2010.02.008>.
- Shepherd, E., Stevenson, A. and Flinn, A. (2011) 'Freedom of Information and records management in local government: Help or hindrance?', *Information polity*, 16(2). Available at: [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, Stevenson, A. and Flinn, A. (2011) 'Records management in English local government: the effect of freedom of information', *Records Management Journal*, 21(2), pp. 122–134. Available at: <https://doi.org/10.1108/09565691111152053>.
- Shepherd, Elizabeth and Yeo, Geoffrey (2002) *Managing records: a handbook of principles and practice*. London: Facet Publishing.
- Sherratt, T. (no date) *Archives of Emotion*. Available at: <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), pp. 5–15. Available at: <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 (no date). Available at:  
<http://discontents.com.au/small-stories-in-a-big-data-world/>.

Smith, E.H. (2003) 'Customer Focus and Marketing in Archive Service Delivery: Theory and practice 1', *Journal of the Society of Archivists*, 24(1), pp. 35–53. Available at:  
<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), pp. 83–91. Available at:  
<https://doi.org/10.1080/0037981032000061055>.

Society of Archivists (Great Britain) (no date) 'Journal of the Society of Archivists'. Available at: <https://www.tandfonline.com/loi/cjsa20>.

Stevens, M., Flinn, A. and Shepherd, E. (2010) 'New frameworks for community engagement in the archive sector: from handing over to handing on', *International Journal of Heritage Studies*, 16(1–2), pp. 59–76. Available at:  
<https://doi.org/10.1080/13527250903441770>.

Storey, R., Wherry, A.M. and Wilson, J.F. (1989) 'Three views on security', *Journal of the Society of Archivists*, 10(3), pp. 108–114. Available at:  
<https://doi.org/10.1080/00379818909514367>.

'Strong and prosperous communities - the local government white paper - Local government - Communities and Local Government' (no date). Available at:  
<http://webarchive.nationalarchives.gov.uk/+/http://www.communities.gov.uk/localgovernment/strategies/strongprosperous/>.

Stylianou-Lambert, T. (2010) 'Re-conceptualizing Museum Audiences: Power, Activity, Responsibility', *Visitor Studies*, 13(2), pp. 130–144. Available at:  
<https://doi.org/10.1080/10645578.2010.509693>.

Supporting archives | Arts Council (no date). Available at:  
<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. Available at:  
<http://copac.jisc.ac.uk/id/30645437?style=html&title=Survey%20of%20provision%20for%20disabled%20users%20of%20museums%2C>.

Swain, E.D. (2003) 'Oral History in the Archives: Its Documentary Role in the Twenty-First Century', *The American Archivist*, 66(1), pp. 139–158. Available at:  
<http://www.jstor.org/stable/40294221>.

'Taking Part: The National Survey of Culture, Leisure and Sport Annual Report 2005/2006'

(no date). Available at:  
[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. et al. (no date) 'Ancestral and Literary Tourism in the East Midlands'. MLA. Available at:  
<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). Available at:  
<https://search.proquest.com/docview/227717705?accountid=14511>.

Terras, M. (2014) Reuse of Digitised Content (4): Chasing an Orphan Work Through the UK's New Copyright Licensing Scheme. Blogspot. Available at:  
<https://melissaterras.blogspot.com/2014/10/reuse-of-digitised-content-4-chasing.html>.

The Environmental Information Regulations 2004 (no date). Available at:  
<http://www.legislation.gov.uk/uksi/2004/3391/contents/made>.

The National Archives (2002) 'Freedom of Information. Lord Chancellor's Code of Practice on the Management of Records under Section 46 of the Freedom of Information Act 2000'. Available at:  
<https://webarchive.nationalarchives.gov.uk/20150603223501/https://www.justice.gov.uk/downloads/information-access-rights/foi/foi-section-46-code-of-practice.pdf>.

The National Archives (no date a) Access to Public Records. Available at:  
<https://www.nationalarchives.gov.uk/information-management/manage-information/selecti-on-and-transfer/sensitivity-reviews-on-selected-records/access-to-public-records/>.

The National Archives (no date b) 'Data Protection Act 1998. A Guide for Records Managers and Archivists'. Available at:  
<http://www.legislation.gov.uk/ukpga/1998/29/contents>.

The National Archives (no date c) Re-using public sector information. Available at:  
<http://www.nationalarchives.gov.uk/information-management/re-using-public-sector-inform-ation/>.

The National Archives UK (2004) 'Community Access to Archives Project, Final Report and Best Practice Guidelines'. Available at:  
<https://web.archive.org/web/20071120081640/http://www.nationalarchives.gov.uk/documents/finalreport.pdf>.

The National Archives UK (no date) Projects. The National Archives UK. Available at:  
<https://www.nationalarchives.gov.uk/education/outreach/projects/>.

'"The Old Version Flickers More": Digital Preservation from the User's Perspective on JSTOR' (no date). Available at:  
<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%3Bgl-obalSearch%3D%26amp%3BsbBox%3D%26amp%3BsbjBox%3D%26amp%3BsbpBox%3D>

&seq=1#page\_scan\_tab\_contents.

Theimer, K. (2010) 'Interactivity, flexibility and transparency: social media and Archives 2.0', in *The future of archives and recordkeeping: a reader*. London: Facet. Available at: [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, K. (2011) 'What Is the Meaning of Archives 2.0?', *The American archivist*, 74(1). Available at: <https://doi.org/10.17723/aarc.74.1.h7tn4m4027407666>.

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), pp. 10–13. Available at: <https://search.proquest.com/publication/636385?OpenUrlRefId=info:xri/sid:primo>.

'TNA report on the re-use of public sector information' (2010). Available at: <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*. Oxford: Chandos.

Trant, J. (2008) 'Curating Collections Knowledge: Museums on the Cyberinfrastructure', in *Museum informatics: people, information, and technology in museums*. New York: Routledge. Available at: [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). Available at: <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). Available at: <https://www.tandfonline.com/loi/raam20>.

UK Freedom of Information Blog (no date). Available at: <http://foia.blogspot.co.uk/>.

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

Viejo-Rose, D. (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), pp. 125–148. Available at:  
<https://doi.org/10.1080/17502977.2012.714241>.

Washburn et al., B. (2013) 'Social Media and Archives: A Survey of Archive Users'. Dublin, Ohio: OCLC Research. Available at:  
<http://www.oclc.org/research/publications/library/2013/2013-06r.html>.

Waterton, E. and Watson, S. (2011) *Heritage and community engagement: collaboration or contestation?* Abingdon: Routledge.

Weir, C. (1991) 'Selling yourself: Outreach & promotion in the Nottinghamshire archives office', *Journal of the Society of Archivists*, 12(1), pp. 15–25. Available at:  
<https://doi.org/10.1080/00379819109514390>.

Weir, C. (2004) 'The marketing context. Outreach: luxury or necessity?', *Journal of the Society of Archivists*, 25(1), pp. 71–77. Available at:  
<https://doi.org/10.1080/0037981042000199160>.

Welcome | TIDSR: Toolkit for the Impact of Digitised Scholarly Resources (no date).

Wellcome Digital Library (no date). Available at:  
<http://wellcomedigitalallibrary.blogspot.co.uk/>.

West, C. and Smith, C.H.F. (2005) '"WE ARE NOT A GOVERNMENT POODLE"', *International Journal of Cultural Policy*, 11(3), pp. 275–288. Available at:  
<https://doi.org/10.1080/10286630500411259>.

WhatDoTheyKnow - Make and browse Freedom of Information (FOI) requests (no date). Available at: <https://www.whatdotheyknow.com/>.

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

Williams, Caroline (2006) *Managing archives: foundations, principles and practice*. Oxford: Chandos Publishing.

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

Wood, H. (2000) '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, T. (1995) 'The Devon record office service point scheme', *Journal of the Society of Archivists*, 16(2), pp. 173–178. Available at:  
<https://doi.org/10.1080/00379819509511775>.

WORTHY, B. (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), pp. 561–582. Available at: <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, A., Campbell, T. and Stevens, M. (2009) 'Love and Lubrication in the Archives, or rukus!: A Black Queer Archive for the United Kingdom', *Archivaria*, 68, pp. 271–194. Available at: <https://archivaria.ca/index.php/archivaria/article/view/13240>.

Yakel, E. (2003) 'Impact of Internet-based Discovery Tools on Use and Users of Archives', *Comma*, 2–3.

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

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

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