



SURVEY RESULTS

EXECUTIVE SUMMARY

Introduction

Academic libraries are actively acquiring much more than individual papers and institutional record collections—they are also acquiring community-based collections. Community-based collections are those that have been amassed not by one individual but by a collective, which may take the form of a museum, ethnic or cultural organization, or other diaspora group active in the documentation of its past. Often these collections have significant emotional dimensions in that they speak to the community's heritage and identity. As such, these broad archives are often extremely personal to those who collected, and sometimes created, the materials. In addition to more traditional roles such as caring for the physical collection, in working with community-based collections libraries are navigating new territory with the integration and stewardship of these active and directly connected communities. A commitment to ongoing community engagement, with some level of shared governance or other collaborative activity to build, process, or publicize the collection, is often a key part of acquiring community-based collections.

The purpose of this survey was two-fold: first to assess the breadth of collecting practice taking place at the intersection of research libraries and cultural communities, and second, to discover what activities are being conducted by these libraries to support community groups in the collection, documentation, and stewardship of their shared heritage, including public outreach and educational initiatives relating to the collection. This type of work augments the traditional service role of libraries by suggesting a greater continuity between the repository and the originator(s) of a collection.

Forty-eight of the 125 ARL member libraries submitted survey responses for 55 community-based collections between March 2 and April 6, 2015, for a 38% response rate. The data shared suggests that, while collecting practices are far from uniform, libraries are acquiring community-based collections with accelerating frequency. Nineteen respondents (35%) report not having any community-based collections while 36 (65%) report having one or more. Most of those institutions have one or two collections, though six (11%) report having more than 15. Several respondents also indicated that their community-based collection is composed of several smaller collections.

The majority of respondents (29 or 81%) have acquired these collections within the past 25 years. Twelve of those who have community-based collections (23%) are currently discussing acquiring another collection, while four have no plans to acquire another one in the future. Twenty-eight respondents (54%) agree that there is an increasing need for libraries to acquire such collections, including five who do not yet have one. Most of the respondents who do not currently have community-based collections do not expect to acquire any in the future, though several said they would be open to the idea if there was a need or the material fit within their collecting goals.

Collections: Scale, Scope, and Support

The 55 collections reported on in this survey represent diverse communities, including activist groups, professional organizations and societies, music cultures, ethnic groups, and communities brought together through shared experiences. Despite this diversity, the communities are united by a variety of often overlapping characteristics. The majority (23 or 64%) share a

special interest or represent an affinity group; sixteen (44%) are part of a social group; fifteen (42%) are joined by a common ethnic group or geographic location; eight (22%) are part of a professional organization; seven (19%) are part of a political organization; five (14%) are part of a religious organization; and eleven (31%) share some other characteristic. The comments of those that marked the box for “Other characteristic” indicate that several could also be classified as a special interest or affinity group. The majority of communities represented by these collections (23 or 64%) are local in whole or in part to the collecting library.

Community-based collections come to libraries in a variety of ways. In most cases (24 or 69%), there is an affinity between the collection and existing library holdings and interests. The survey data also indicate the communities have a wide variety of urgencies that necessitates collection partnerships and support, including aging of the community (37%) and threats to the materials (23%). Over half of the respondents (20 or 57%) described particular urgencies in depth, most commonly the need to preserve records and histories in danger of being lost or overlooked. Many librarians report working with key community “ambassadors” in the acquisitions and outreach process.

The majority of the community-based collections hold materials that are consistent with traditional library and special collections holdings, including manuscripts, photographs, newspapers, artifacts, books, oral histories, audio-visual materials, and ephemera, though most of the collections primarily hold manuscripts and photographs. Although the libraries process and house these diverse materials in varying ways, several respondents observed that housing artifacts presents a particular challenge. Finding aids (28 or 80%) and MARC entries in library catalogues (24 or 69%) are the two most common ways to describe the collection, although a number of institutions use spreadsheets (34%) and publicly-accessible databases (26%) to arrange collection items.

Community-based collections are both created and managed by group effort. Most of the respondents (28 or 78%) have a team of library professionals who share processing/cataloguing, reference, interpretation, and other duties on a daily basis, with graduate and undergraduate student assistants

playing significant roles. The general governance of the collection is the sole responsibility of the library for most of the respondents (24 or 67%), but seven (19%) reported they share governance duties with the community organization.

In most cases, financial responsibility for collection care rests solely on the libraries’ shoulders (28 responses or 78%); only a small portion (6 or 17%) shares that responsibility with the community. This financial burden is a significant and troubling aspect of collection care when coupled with the number of respondents (32 or 89%) who reported that there is no endowment supporting the collection. Only four libraries (11%) report having an endowment and those were secured after acquisition of the collection.

Community Stewardship

While stewardship of the affiliated community is an integral part of managing community-based collections, the survey responses indicate that libraries may be veering away from formal, regularly scheduled, stewardship structures like advisory councils. Instead, many report more casual methods, such as informal meetings or ongoing personal relationships. To this end, email and in-person, one-on-one meetings are the most commonly reported methods of communicating with community members, although several libraries also send collection announcements through community newsletters. Notably, virtual meeting platforms such as Skype or GoToMeeting are the least used methods of communication.

Donor Relations

The large majority of survey respondents (32 or 89%) have no annual membership or friends affiliation associated with the community-based collection, but they do encourage private donations. Only about half of the respondents publicly recognize monetary donations, typically by way of a published list of donors’ names.

Volunteer Activities

Despite expressing a desire to do so, most of the responding libraries (28 or 78%) are not retaining any members of the affiliated community as volunteers with the collection. Though no clear reason is given for not employing volunteers from the community,

respondents speculate that if such a program were implemented, it would center on a crowdsourcing format. Of the affiliated community members who are already volunteers, some are indeed engaged in crowdsourcing and metadata activities, but they more commonly assist with exhibits and interpretation projects.

While it seems that, overall, there are few volunteer opportunities within community-based collections, the responding libraries reported using more non-community volunteers (13 or 36%) than affiliated-community volunteers (8 or 22%). In their comments about volunteer opportunities, respondents noted that the non-community volunteers tend to be students or interns, most commonly involved in collections processing/care activities. This seems to complement the affiliated-community volunteers' work on crowdsourcing and metadata projects. These various experiments with volunteer engagement represent a desirable division of volunteer labor; a division that seeks to balance the deep knowledge of collection content by affiliated-community members, the availability and interest of non-community volunteers, and the expertise of professional library staff.

Engagement

Milestones of community engagement vary widely among the responding libraries, but the most common landmark events include special exhibits, interpretive programs or lectures, the initial acquisition of the collection, and digitization of all or part of the collection materials. Several respondents also noted the importance of hiring an assistant curator or connecting with individual community members as milestones of engagement.

Most of the libraries report stable or increased in-person use of the collection following its acquisition and several respondents specified that visitation fluctuates near anniversaries or significant dates within the collection and/or community. Comments indicate that in-person use by the affiliated community may see a decrease due to members' age or other factors affecting the size or strength of that community. Despite multiple comments from library staff whose collections are not digitized (or are unavailable for digital viewing), there appears to have been an uptick in online visitation for about half of the collections (52%)

since their acquisition, with respondents crediting virtual exhibits and eliminated physical space for the increase in online engagement.

Outreach and Promotion

Outreach and promotion activities for community-based collections seem to be on par with other library collections. Instances of promoting finding aids, contacting faculty, including items in exhibitions, and registered user communications are similar. The difference is having certain activities also undertaken by the community. In general, libraries seem to be undertaking the bulk of outreach work through engaging in communications, events, exhibitions, and education activities, which are all part of the general library endeavors. Yet, the community is also undertaking significant outreach work, such as by contacting other community members (15 responses or 68%), hosting events (11 or 50%), and sharing via social media (9 or 40%).

Rewards and Challenges

Community-based collections present libraries and archives with an opportunity for dynamism and innovation. They defy traditional archival theory not only because they include a heterogeneous array of object types, but also because, as several respondents noted, they can involve negotiating interpersonal relationships. There are great rewards and complex challenges associated with preserving and incorporating these collections into an academic institution. As one respondent noted, "it is a sacred responsibility that consumes many."

Most of the respondents agree that a primary reward of archiving community-based collections is preserving a possibly overlooked history. Several respondents also shared the feeling that the collection benefits from the context provided by the rest of the library's holdings and vice versa. Providing access and strengthening community relationships are also shared rewards of managing community-based collections.

As with many types of collections, there are also significant challenges. A lack of resources is the main challenge respondents face with community-based collections. While not unique to this type of collection,

this issue is perhaps more acutely felt when working with expanding collections that benefit from an ongoing investment of time and energy to support a variety of preservation needs. Most of the survey respondents cite financial and staffing resources as a challenge to working with community-based collections. The amount of time needed for processing, digitization, and community outreach paired with small budgets is a concern. Adequate storage space for materials is also a problem reported by a number of institutions.

Staff / Community Satisfaction

Both library staff and the community are perceived as being mostly satisfied (68% and 72% respectively) with the working relationships they have with each other. Comments from respondents indicate that the slight dissatisfaction may be linked to divergent expectations and goals between library staff and community members. Staff satisfaction with the overall strategy for managing the community-based collections is slightly lower (58%), but even those reporting dissatisfaction or neutrality optimistically describe possibilities for continuing growth and improvement in the future.

Rewarding experiences for library faculty and staff are often closely tied to job duties such as providing access, preserving a legacy, and facilitating original research and scholarship. Respondents also identified a number of rewards derived from working with community-based collections, including revitalizing organizations and strengthening communities. Several respondents also noted the possibility of highlighting diversity, promoting inclusiveness, and providing a presence to underrepresented and marginalized groups.

Assessment

Twenty-nine of the survey respondents (52%) have done some kind of collection assessment. The most common assessment technique is gathering statistics (20 responses or 69%), which is most frequently conducted on an annual basis. Statistics are most commonly gathered on collection usage and outreach efforts. Some respondents have collected internal collection processing statistics, as well. About half of

the respondents have conducted internal surveys of library staff, typically on collection processing, on a one-time or occasional basis. Ten have conducted interviews and focus groups with community users, most often to gather information on collection use and outreach. In at least one instance, an interview of community members also contributed to collection processing as the interviews yielded oral history records for the collection. Occasionally, some respondents have solicited comments from or surveyed collection users. About half of the responding libraries have used several of these methods at different times to assess their community-based collections.

The primary purpose of conducting collection assessments is to understand and improve collection usage. Other reasons are related to grant requirements or grant preparation, and as part of library-wide collection management assessment. Two respondents used assessment for the express purpose of building relationships with the local community, soliciting their feedback, or promoting external stakeholder “buy in.” Significantly, no respondents reported that assessment is a way of promoting internal stakeholder buy-in within the library.

It appears that assessment is not currently seen as a major component of most community-based collections work. Statistics gathering on collection processing and usage forms part of many libraries’ normal institutional assessment procedures and priority-setting exercises. For a notable minority of respondents, however, collection assessment is an important way to improve community-based collection processing, usage, and engagement, and for a small number of institutions, assessment is a way to create a vehicle to solicit involvement with collection communities and users in ongoing collection development work.

Conclusion

The institutional incorporation of community-based collections expands the mission of library faculty and staff from custodianship to stewardship, not only of a collection, but also of a community. In this process, libraries and community partners bring together archival knowledge with interpersonal skills, local expertise, and emotional intelligence. Importantly, libraries may also depart from the unidirectional

description of collections, as traditionally practiced by archives and repositories, to a multifocal process that includes the voices of the community. This takes a variety of collection management forms; the majority of community-based collections are treated similarly to other library acquisitions, while a smaller number of libraries (~20%) are experimenting with innovative peer-to-peer forms of engagement.

The low survey response rate coupled with the relatively recent acquisition of the reported collections suggests that this is new territory for ARL member institutions. The generosity and intensity of the responses received on this survey point to this as an important, growing area for research libraries to

watch in the near future. One can also infer from the responses that the libraries' traditional strengths of service, preservation, and access are assets in the acquisition of community-based collections. Yet, academic research libraries seem to lack widespread expertise and resources in community stewardship and could benefit from looking toward similar cultural stewards outside of peer institutions. This SPEC Kit aims to provide important documentation and support for conversations between libraries, archives, and other cultural entities about developing sustainable models to preserve and support community and cultural heritage.

SURVEY QUESTIONS AND RESPONSES

The SPEC Survey on Community-based Collections was designed by **Lourdes Santamaría-Wheeler**, Exhibits Coordinator, **Jessica Belcoure Marcetti**, Volunteer Coordinator for the Panama Canal Museum Collection, **Rebecca Fitzsimmons**, Intake Coordinator for the Panama Canal Museum Collection, **Margarita Vargas-Betancourt**, Caribbean Basin Librarian, and **Sophia Krzys Acord**, Associate Director of the Center for the Humanities and the Public Sphere, at the University of Florida. These results are based on 55 responses from 48 of the 125 ARL member libraries (38%) by the deadline of April 6, 2015. The survey's introductory text and questions are reproduced below, followed by the response data and selected comments from the respondents.

Many libraries today are actively acquiring much more than individual papers and institutional record collections—they are also acquiring community-based collections. Community-based collections are those that have been amassed not by one individual but by a collective, which may take the form of a museum, ethnic or cultural organization, or other diaspora group active in the documentation of its past. Often these collections are emotional in that they speak to the community's heritage and identity. As such, these broad archives are often extremely personal to those who collected, and sometimes created, the materials. In addition to more traditional roles such as caring for the physical collection, in working with community-based collections libraries are navigating new territory with the integration and stewardship of these active and directly connected communities. An ongoing commitment to community engagement, with some level of shared governance or other collaborative activity to build, process, or publicize the collection, is often a key part of acquiring community-based collections.

The purpose of this survey is two-fold: to assess the breadth of practice taking place at the intersection of academic research libraries and cultural communities, and to discover what activities are being conducted by these libraries to support community groups in the collection, documentation, and stewardship of their shared heritage, including public outreach and educational initiatives relating the collection. This type of work enhances and may potentially transform the traditional service role of libraries by suggesting a greater continuity between the repository and the originator(s) of a collection.

The survey results will help academic libraries evaluate the potential impacts of acquiring community-based collections. The results will also be evaluated to answer the following questions: By preserving and making accessible archival materials, how do research libraries assist partner communities in achieving their outreach and stewardship goals? How do these projects draw on new competencies and expertise for library professionals, and what strategies have libraries developed to support and evaluate this work? What models have libraries developed to collaborate in new ways with the donors and creators of archival materials, while keeping shared missions moving forward productively?

Some libraries have multiple, distinct community-based collections that may be organized and/or managed differently. In order to more broadly understand the current landscape of community-based collections within ARL member libraries, we welcome separate responses from the curators or managers of as many distinct collections within an institution as wish to complete the survey. Please submit separate surveys for each community-based collection.

BACKGROUND

1. How many community-based collections does your library hold (total)? N=55

19 respondents reported 0 community-based collections; 36 reported one or more.

Minimum	Maximum	Mean	Median	Std Dev
1	1000	53.50	2.00	189.26

# of Collections	Responses
0	19
1	10
2	10
3	1
4	2
5	2
6	0
7	1
10	1
12	1
15	2
>15	6

2. Do you anticipate acquiring more community-based collections in the future? N=54

Yes, there is an increasing need for libraries to do so	28	54%
Yes, we are already discussing/negotiating another collection acquisition	12	23%
No	15	29%

Comments N=21

Answered Yes N=15

Community-based collections are central to everything we do (documenting Mormonism as a whole, as well as groups, organizations, individuals, and families within this group).

For clarity, this survey will only discuss non-university community records.

Historically the University of Pennsylvania has accepted the institutional records of a small number of active Philadelphia-based community organizations. UPenn is perceived to have the space and resources to provide secure storage of an organization's papers and provide access. With respect to selection, Penn Library curators select materials that have a high research value.

In addition to the Pan Am Flight 103/Lockerbie Air Disaster Archives, the Syracuse University Libraries' Special Collections Research Center holds the Oneida Community Collection (1811–1983, bulk dates 1850–1900). The Pan Am Flight 103 Archives was ultimately chosen as the Libraries' representative collection owing to the significant involvement of Archives staff with members of the Pan Am 103 community, and the collection's ongoing expansion. The Libraries

also continues to offer support for community-based collections held by various groups affiliated with the university, such as the La Casita Cultural Center, which are not strictly considered part of the Libraries' collections.

In general, the acquisition of private collections (e.g., non-university records) is discretionary, and most times, individuals or organizations initiate the transfer or donation of their records to the University Archives.

It is an under-documented area in our Jazz Studies holdings: societies, performance groups, etc.

Many of these collections relate to issues of current interest to researchers, such as labor/work rights, civil rights, ethnic studies, immigration, race, gender, sexuality, or conservation and the environment.

The Archives has experimented with decentralized, thematic acquisitions in the past 25 years. While our US Navy Japanese/Oriental Language School Archival Project could be construed as a community collection area, as it deals with a specific group of attendees and sensei of the WWII era school, virtually all of the 200 plus collections acquired in that collection area came from specific donors. It is the nature of archival collections that they need to be donated by individuals or individual organizations. Frequently, a scholar or activist will build such a collection of subject specific, time specific, or geographically specific sources. Each of these collections includes a "community" of a sort, even though the donor was an individual or the organization was a singular entity. In a way, when archives seek primary source collections in specific subject collecting areas, such as human rights, or labor unions, or ethnic or racial activists, or the Atomic West, we are performing a type of community archiving, as the collections consist of related and often intertwined sources. We have also accepted the collections of a number of individuals who created such community-based archival collections.

The collection we hold is made up of approximately 80 archival collections, totaling over 200 linear feet.

The library holds a number of collections consisting of the records of political and pacifist organizations, but as these are organizational records rather than collections curated by a group or collective, they don't seem to fit the definition in this survey. The library does provide discoverability to the book collections of several campus community organizations, including the Museum of Art, the Ontario Public Interest Research Group, and the Student Health Education Centre, among others. These collections remain in the custody of their respective organizations but are included in the library's catalogue as information resources available to the campus community. This is an important collecting area for the library.

This total includes local churches and religious organizations. Some of these collections will have accruals coming in. Others are frozen because the organization is now defunct. We would acquire such collections if and when they come to our attention and if they fit our collection mandate.

While I believe this collecting model will be a growth area for many special collections repositories into the future, its demands are resource intensive. Consequently, libraries and archives will need to be highly selective when deciding whether to make commitments to additional community-based collecting initiatives.

Answered No N=4

Maybe! It depends on the offers and the research needs.

The University Libraries currently does not participate in any community-based collection efforts.

We're open to collecting such collections or working with organizations that do, but no concrete plans to think about such collections separately from the other sorts of collections we acquire.

While we are not currently discussing/negotiating any collections, if there is a need, I would anticipate an acquisition to be possible.

Additional Comments N=2

Possibly, if they fit within the parameters of our collecting goals.

Unsure.

EXAMPLES OF COMMUNITY-BASED COLLECTIONS

3. What is the name of the community-based collection you will be describing in this survey?
4. Please enter the name of the holding library, unit, or collection within which this community-based collection resides.
5. Please briefly describe the nature of the collection. N=36

Chinese Experience in Western Canada

Bruce Peel Special Collections Library, University of Alberta

This community-based collection focuses on the Chinese experience in the Canadian prairies. It includes photos, letters, and other print documents that highlight Chinese immigrant stories, as well as their involvement in their prairie communities.

Records of the New England Conference of the United Methodist Church

Boston University School of Theology Library

The collection is comprised of church records from individual towns and cities in the states of New Hampshire, Vermont, Massachusetts, Rhode Island, and Maine. Each United Methodist Church upon closing or merging with another church is to send their records to the Annual Conference's archival repository. For the New England Annual Conference that repository is Boston University School of Theology Library. The collection holds conference journals and records from predecessor conferences (when the conferences were organized by state, or region, i.e., New Hampshire Conference, Vermont Conference, etc.) Records from various agencies of the New England Conference are also sent to the archives, as are any groups and organizations relating to New England Methodism. There is a wide variety of record formats, everything from videocassette and glass lantern slides to paper and large paintings or plaques.

Saints at War Collection

L. Tom Perry Special Collections, Harold B. Lee Library, Brigham Young University

This is a collection of oral histories and other historical records related to veterans who are members of the Church of Jesus Christ of Latter-day Saints (Mormons), spanning from the Mexican-American War to the present.

June L. Mazer Lesbian Archives

UCLA Library Special Collections

The June L. Mazer Lesbian Archives at UCLA Library is an outreach and collection-building partnership that will expand access to the Mazer Archives and expand UCLA Library's holdings in this important area of social and cultural history. The Mazer Archives is the largest major archive on the West Coast dedicated to preserving and promoting lesbian and feminist history and culture.

Herman Baca Papers

Special Collections & Archives, University of California, San Diego

This collection is 45 linear feet of material collected/created by Chicano activist Herman Baca and the Committee on Chicano Rights, a San Diego organization. It includes correspondence, documents, artwork, photographs & slides, newspaper clippings, and organizational materials.

US Navy Japanese Language School Collection

Archives, University of Colorado at Boulder

This composite collection consists of materials drawn together from numerous sources, university records, Who's Who, the web, Worldcat, and other sources to provide information on many of the 1650 attendees of the US Navy Japanese Language School during WWII. Archival staff compiled this information into a collection. The collection consists of 9 linear feet of individual files, restricted transcripts, and general files. The collection supplements the other 200 collections we hold on that topic.

Germans from Russia

Archives & Special Collections, Colorado State University Libraries

This collection originally emerged to support research conducted as part of the Germans from Russia in Colorado Study Project, which was active at Colorado State University under Dr. Heitman's direction in the late 1970s. It includes a full range of secondary resources and many original documents dealing with the migration of Germans to Russia's open lands of the lower Volga River beginning in the 1760s, plus sources detailing their Russian sojourn and subsequent move to the United States over one hundred years later. Specialized information on local settlements in the United States and specific accounts of Germans from Russia in Colorado make this collection unique. The collection documents early migration to Colorado settlements, religious and family matters, occupations, and social mobility. There is considerable material on the early sugar beet industry and the role of the Germans from Russia in its early growth, plus a general view of the history of Colorado from the perspective of this ethnic group. The story of the assimilation and influence of Germans from Russia in Colorado makes this collection an important resource for the understanding of the history and development of the state. Formats include books, journal articles, theses, dissertations, oral history tapes and transcripts, photographs, manuscripts, and government publications. Most of the collection is in English, but some German language materials are included. In addition to academic study, the collection is occasionally used for genealogical research.

National Park Service Employees Collection

Agricultural and Natural Resources Archive, Colorado State University Libraries

This collection consists of publications, brochures, work documents, letters, photographs, audio and video files, artifacts, and other memorabilia related to the experiences of National Park Service employees. Gathered over a period of more than 50 years, the collection has two major contributors as well as more than 20 current and retired NPS employees who sent their materials to Ken Mabery, NPS Superintendent of Scottsbluff National Monument. With the consent of the other donors, Ken donated the collection to CSU Libraries in 2012.

Cornell Hip Hop Collection

Division of Rare and Manuscript Collections, Cornell University Library

The mission of the Cornell Hip Hop Collection (CHHC) is to collect and make accessible the historical artifacts of Hip Hop culture and to ensure their preservation for future generations. Established in 2007 with the gift of a private collection, it has since grown into the largest archive in the world dedicated to collecting the origins and spread of Hip Hop, from the 1970s to the present.

Panama Canal Museum Collection

Special and Area Studies Collections, George A. Smathers Libraries, University of Florida

The collection is comprised of over 18,000 items, including photographs, books, artworks, manuscripts, oral histories, and artifacts relating to the more than 100 year history of the Canal and focusing on the American Era. Though it no longer functions as a museum, the collection is open for research and a significant portion is freely available online.

Westside Community Alliance

Archives & Records Management Department, Georgia Tech

It is a group started in the Ivan Allen College of Liberal Arts. They work with other Georgia Tech groups and neighborhoods to build and sustain relationships with communities on the Westside of Atlanta.

Manoa Valley Papers

Hawaiian Collection, Hamilton Library, University of Hawaii at Manoa

Research materials used for the book *Manoa: The Story of a Valley*, history of Manoa valley, pre-contact to 1993.

Bethlehem Howell Neighborhood Center collections

University of Illinois at Chicago, Richard J. Daley Library, Special Collections and University Archives

Bethlehem Center and Howell House were church-related neighborhood houses serving the Pilsen area on the Near West Side of Chicago. They provided religious, social services, and personal welfare assistance to an immigrant community composed predominantly of Bohemians, Poles, and Czechs. The two centers cooperated throughout their history, merging in 1961 as the Neighborhood Service Organization. The Neighborhood Service Organization, popularly known as Casa Aztlán (the name reflects the current Hispanic ethnicity of the neighborhood) continues to serve the Pilsen area. This collection reflects the activities performed by both the Bethlehem and Howell Neighborhood Houses and their relationships with outside government bodies, community organizations, settlement houses, religious institutions, and service agencies. The bulk of the work consists of correspondences, reports, and community activity from 1935 to 1955. The BHNC collection provides hundreds of documents depicting second-generation immigrant social and community life in the Chicago's Pilsen Neighborhood.

Guide to the League of United Latin American Citizens (LULAC) Council 10 (Davenport, Iowa) records

Iowa Women's Archives, University of Iowa Libraries

The members of Davenport LULAC Council 10 engaged in a wide range of social and political activities. They held annual fiestas and queen competitions and participated in the national LULAC scholarship program to fund educational opportunities for Mexican American students to pursue college education. The council maintained a rigorous civil rights agenda and, during the 1960s, collaborated with other activists to secure fair housing legislation and the appointment of a full-time director to the Davenport Human Relations Commission in 1970.

Point St-Charles Popular Archives

McGill University Archives

Documents created by popular Archives Pointe Saint-Charles (APPSC) relate to the internal administration of the APPSC as well as to special projects and outreach. Administrative records include agendas and minutes of board meetings, annual reports, correspondence, funding for research and applications, information on membership and donations, archival theory and manuals procedures, and strategic planning documents. Educational material includes issues related to community education, oral history projects, and other outreach initiatives undertaken by the archives. The active participation of the APPSC with other community organizations in the Pointe is also reflected in this series, especially for the members of the Guardian Council Action.

African Studies Association Papers

Herskovits Library of African Studies, Northwestern University

As the official repository of the Association, we hold membership information, committee reports, and minutes, subscription information, anything the association would like us to keep.

Illinois Caucus for Adolescent Health Archive

Charles Deering McCormick Library of Special Collections, Northwestern University

The ICAH was founded in 1977 as the Illinois Caucus on Teenage Pregnancy. Its name was changed in 1991 to reflect expanded focus. Jenny Krauss and other activists in the Chicago Women's Liberation Union helped steer the program.

Northwestern University Settlement Association, Records of the

Northwestern University Archives

Administrative records, client records, scrapbooks, and photographs of the Northwestern University Settlement Association, a special service organization founded in 1891 and serving largely poor and immigrant populations on the north side of Chicago.

Stillwater League of Women Voters

Special Collections and University Archives, Oklahoma State University

Collection of correspondence, notices, bulletins, emails, scrapbooks, newsletters, yearbooks, membership lists, minutes, and records.

PCUN—Pineros y Campesinos Unidos Noroeste (Northwest Treeplanters and Farmworkers United)

Special Collections and University Archives, University of Oregon Libraries

Measuring 18.5 linear feet, PCUN was established in 1985 in Woodburn, Oregon, as a way of uniting and organizing treeplanters and farmworkers to improve their working conditions. The PCUN records consists of correspondence, newsletters, publications, photographs, newspaper clippings, audio recordings, and other documents that provide a view of the history of the largest labor union and Latino organization in the State of Oregon.

Canadian Women's Movement (1960s–1980s)

Archives and Special Collections, Morisset Library, University of Ottawa

The documents in this community-based collection are related to the women's history in Canada and more closely to the feminist movement since the 1960s. The Canadian Women's Movement Archives (CWMA) Collection and the Canadian Women's Movement Archives (CWMA) fonds are the two major resources for research on contemporary women's movement in Canada. However, this community-based collection also contains dozens of other archival fonds related to non-governmental organizations and individuals who worked for the improvement of the political, social, and economical condition of Canadian women since the 1960s. This collection is composed of textual material, publications, photographs, buttons, banners, sound recording, and moving images, etc.

American Musicological Society

Kislak Center for Special Collections, Rare Books and Manuscripts, University of Pennsylvania

This collection comprises the administrative records of the Society, reflecting trends in musicological scholarship and academic training through the course of the twentieth century. Included is correspondence with individuals and institutions related to music research, as well as correspondence among officers of the Society and among committees. Also included are minutes, membership records and directories, records of annual meetings, events and chapters, financial and tax records, and miscellaneous administrative records.

Eighth Air Force Archives

Special Collections Library, Pennsylvania State University

Established in 1991, the Eighth Air Force Archive acquires and preserves original primary source documentation and reference materials devoted to the history of this important strategic bombing group during World War II, and the role that 8th Air Force veterans played in defeating the Axis powers. The Archive also collects records of the Eighth Air Force Historical Society, documenting the society's relationship with various state 8th Air Force veteran's groups, and other World War II era combat, aviation, and support organizations active in preserving the historical legacy of "The Mighty Eighth," through publications, reunions, and the building of war memorials. Through donations and gifts provided by veterans and their families, local and state Eighth Air Force veteran's associations, private collectors, and independent researchers, the Eighth Air Force Archive collects a wide variety of materials including: original documents and manuscripts; veteran's correspondence, diaries, and scrapbooks; audio-taped oral histories; film and video-tapes documenting combat sorties and the history of the 8th Air Force; maps; photographs and original graphic art; ephemera; newspaper clippings; books, periodicals, and veteran's organization newsletters and publications.

Greater Lafayette Holocaust Remembrance Conference records

Archives and Special Collections, Purdue University

Correspondence, news clippings, programs, posters, photos & A/V materials relating to the annual conference

National Council of Jewish Women (Rochester Division)

River Campus Libraries, Department of Rare Books, Special Collections, and Preservation, University of Rochester

The National Council of Jewish Women (NCJW) was founded in 1893; the Rochester Division organized in 1895. In 1945 the Council initiated an overseas student scholarship program to allow foreign students to receive graduate training in American

universities. Israeli, Brazilian, French, Moroccan, and Dutch students participated in the program. The NCJW has offered assistance to the poor and services to youth and aging through its Friendship Club (1951), the Rochester School Volunteer Program (RSVP, 1962), Teen-Age Recreation Program (TARP, 1958), Meals on Wheels (1959), and two sponsored scout troops (1950). The NCJW also takes an active interest in politics. During election years, their newsletter, the Bulletin, has presented the NCJW's position on various issues, including housing, urban renewal, nuclear weapons testing, the Vietnam War, and the 1972 Mid-East Peace Plan. The collection contains correspondence and minutes of board meetings, as well as budgets, presidents' and committee reports, and copies of the Bulletin. Gift of the Rochester Division of the National Council of Jewish Women, August, 1977.

The Duke Ellington Society Collection, 1986–2002

Institute of Jazz Studies, Rutgers University

Documentation of conferences, signage, awards, and other memorabilia

Pacific Asian Coalition-New Jersey Chapter

Special Collection and University Archives, Rutgers University

The Pacific/Asian Coalition, New Jersey Chapter (PAC NJ), is a nonprofit group operating to promote the welfare and highlight the issues of the Asian-Pacific American community in New Jersey. The Coalition was one of the first Asian-Pacific American organizations in New Jersey. The records in this collection represent the work of the Coalition from 1974 to 2007, with the bulk of the documents dating from 1976 to 1986. Included among the records are meeting minutes, newsletters, directories, and festival programs, together with press clippings.

California Social Welfare Archives

Special Collections, University of Southern California

The California Social Welfare Archives (CSWA) was organized in 1979 to collect materials that chronicle the history and diversity of social welfare in California, with an emphasis on Southern California. The archive contains correspondence, minutes, memoranda, annual reports, research papers, conference proceedings, oral histories, and newsletters of California social welfare and related organizations that have reflected in their programs the development of social welfare programs, problems, issues, and services in the State. It also contains the personal papers of social workers or social work lay or civic leaders who participated in the emergence of social programs, public or private. Included in the collection are documents illustrating the roles of philanthropic groups and, especially, those depicting the history of marginalized groups as providers and consumers of mainstream social welfare services, as well as their experience in developing and using their own community services through, for example, benevolent societies and religious groups.

Los Angeles Gay and Lesbian Center

ONE National Gay & Lesbian Archives at the University of Southern California Libraries

The L.A. Gay and Lesbian Center was the first of its kind and began in 1969–70. We began collecting the materials early on since we existed as an independent institution before joining with USC. The Center operates HIV, AIDS, STD, alcohol, elder housing, youth housing, equal rights, and education campaigns for the gay community to name but a few. We first collected years 1970–1988. Recently we acquired 1989–2008. The collections include office materials, images, program records, videos, and much more.

Jewish Buffalo Archives Project

University Archives, University at Buffalo, SUNY

The Jewish Buffalo Archives Project collects mainly twentieth century documentation relating to the diverse histories, religious traditions, and cultures of Jewish communities within the Greater Buffalo area of Western New York, encompassing the geographic areas of Erie and Niagara Counties.

Pan Am Flight 103/Lockerbie Air Disaster Archives

Syracuse University Archives, Syracuse University Libraries

In January of 1989, then Chancellor Melvin A. Eggers made a promise to the families of the 35 students killed in the December

21, 1988, bombing of Pan Am Flight 103 who had been studying abroad through Syracuse University's Division of International Programs Abroad (DIPA). Their "sons and daughters will be remembered at Syracuse University as long as any of us shall live and as long as the University shall stand...everything that we are collecting," he continued, "will eventually be placed in an archive and will be a permanent memorial to those who died." That promised archive is now the Pan Am Flight 103/Lockerbie Air Disaster Archives at Syracuse University Libraries, a grief-based set of collections that daily honor the commitment to remember those 35 students. The Pan Am 103 Archives further exists to memorialize all 270 victims; and represent the work, experiences, and bonds of family, friends, residents of Lockerbie, law enforcement, and organizations in the aftermath of this tragic act of terror. The Pan Am Flight 103 Archives was established at Syracuse University in 1990 with the following mission: 1) To bring together in one place materials generated regarding the disaster and make those materials available for research, and 2) Provide a place to personalize our students whose lives were lost; where their families can donate materials by or about them to let the world know in some way what has been lost by their deaths. In 2005, the scope of the archives was officially expanded to include the records of individuals and organizations beyond the university that pertained to the bombing, and to offer the archives as a home for friends and family members to deposit materials memorializing all 270 victims. To date, the Pan Am Flight 103 Archives has accepted more than 300 boxes and oversize materials containing thousands of records pertaining to all aspects of the bombing. Donors include a range of Syracuse University administrative and academic units, authors, attorneys, Syracuse University alumni, first responders from Lockerbie, investigators, and, overwhelmingly, the victims' families. Collection materials include victims' personal items; books, articles, and government publications; documents related to the investigation and trial of Abdel Basset Ali al-Megrahi and Lamien Khalifah Fhimah; internal documents from the Victims of Pan Am Flight 103, Inc. (VPAF 103, Inc.) family group concerning its advocacy work for justice, victims' rights, and enhanced airline security; information on international memorials in Syracuse, Lockerbie, and Washington, DC; materials produced by the Remembrance/Lockerbie Scholars program; records generated by Syracuse University administrative and academic departments; and oral histories from family members, first responders, faculty, and alumni. Every aspect of the tragedy of Pan Am Flight 103—the investigation, the trial, and even today's controversies—has relevance in the Archives.

International Archives on Women in Architecture

Special Collections, University Libraries, Virginia Tech

The International Archives of Women in Architecture (IAWA) comprises over 425 individual collections, including the professional papers of women architects, landscape architects, designers, architectural historians and critics, and urban planners, as well as the records of women's architectural organizations.

Documenting Ferguson Collection

Olin Library, Washington University in St. Louis

The Documenting Ferguson Collection includes a digital repository that seeks to preserve and make accessible community- and media-generated, original content that was captured and created following the killing of 18-year-old Michael Brown by police officer Darren Wilson in Ferguson, Missouri, on August 9, 2014. It also includes physical material and oral histories. A freely available resource for students, scholars, teachers, and the greater community, Documenting Ferguson has the ultimate goal of providing diverse perspectives of the events surrounding the conflicts in Ferguson.

Concordia Club fonds

Special Collections & Archives, University of Waterloo Library

The Concordia Club originated as the Concordia Male Choir in October 1873 when Berlin (now Kitchener) had a population of approximately 3,000 people, the majority of whom were of German origin. Today the Concordia Club is the largest of the German-Canadian Clubs in Kitchener. It strives to preserve German language, customs, and traditions, and serves as a place where old and new Canadians of German descent can meet. Choral music still forms a very important part of Concordia's year-round activities, but the club also offers its members a wide range of other cultural, as well as sporting and social, activities through its many other subgroups. The Concordia Club has played a valuable role in promoting the preservation of the German language through its founding of the German Language School Concordia in 1970, and its continued support of the school after it was integrated into the Waterloo County public school system in 1973. The German literary competition introduced by

Concordia in 1979, and its donation of scholarships to students of German language in local universities have also played an important role here. The club also places priority on caring for its aged members, and the club was behind the decision to secure land for a seniors' residence for the German-Canadian community in 1983. As a result of the efforts of Concordia the Senioren Haus Concordia Inc. was founded as a separate non-profit corporation with a board of directors comprising representatives from all German clubs in Kitchener. In 1984, the Senioren Haus Concordia was officially opened, and in 1990 the building of a second seniors' residence, Villa Concordia, was completed.

K-W Oktoberfest, Inc. fonds

Special Collections & Archives, University of Waterloo Library

The K-W Oktoberfest fonds consists of the records of an annual festival celebrating German culture, heritage, and tradition in general and in our region in particular. Originally a beer festival patterned after the famous Munich Oktoberfest, the festival shifted emphasis in the early 1970s to promoting Oktoberfest as a cultural heritage event. Originally five days long, the festival now spans nine days; it is the world's second-largest Bavarian festival and features Canada's only Thanksgiving Day Parade and the Miss Oktoberfest Beauty Pageant, among many other events. The records of K-W Oktoberfest document all aspects of the growth and day-to-day operation of the festival from its beginnings in 1969. They consist of incoming and outgoing correspondence, committee minutes and reports, publications, ephemera, audio-visual materials, and other material created or received by the Corporation in the course of its business.

Madison's LGBT Community, 1960–Present

University of Wisconsin-Madison Archives (oral history collection)

Oral history interviews with LGBTQA people on campus and in Madison.

ACQUISITION OF THE COLLECTION

6. When did the library acquire or begin building this collection? N=36

Year	Responses
1950s	1
1970s	3
1980s	3
1990s	11
2000s	11
2010s	7

7. Please briefly describe how the collection was acquired and the circumstances surrounding acquisition. N=36

This collection began through an initial donation by Wallace B. Chung and Madeline H. Chung, which formed the basis of a local 2010 exhibit: *The Other Side of Gold Mountain*. It grew through support from Helen Cheung and the local Edmonton Chinese community, who donated additional memorabilia and shared their Prairie experiences and stories. These new materials were featured in a 2014 exhibit: *Painted Faces on the Prairies: Cantonese Opera and the Edmonton Chinese Community*.

I am not clear on that information as the collection had already been assembled for some time upon my arrival on the job in June of 2005.

The collection was created in tandem with scholars, community groups, veterans' organizations, and the Library of Congress. Professors Robert Freeman and Dennis Wright of Brigham Young University's Department of Religion embarked on what they thought would be a small set of interviews done with veterans who were members of the Church of Jesus Christ of Latter-day Saints. Their small project has blossomed into over 2000 interviews with more being collected.

Via a partnership between the Mazer Board, UCLA's Center for the Study of Women, and UCLA Library. We collectively secured an NEH grant to process and provide access to the Mazer collections via UCLA Library.

Special Collections reached out to an important community voice in 2004. About a year of conversations took place with H. Baca and members of the Committee on Chicano Rights Archive Group. The Friends of the UCSD Library contributed funds to permit the purchase of the materials in 2004.

Initially, in the late 1970s and 1980s, the Archives was assisting a researcher on this topic. While assisting the researcher, staff duplicated and pulled together material they located for the researcher to develop a body of files to assist future researchers on the subject. Materials were pulled together from various donors into the collection in the 1990s, and after 2000, when the USN JLS/OLS Archival Project began a long very active phase, staff and students amassed considerable information from a wide variety of sources, which were then organized into this collection.

History professor Sidney Heitman established the Colorado State University Germans from Russia in Colorado Study Project in 1975. The study project focused on northern Colorado and conducted extensive interviews with Germans from Russia. The four-year project focused on the influence Germans from Russia had on Colorado, since they constituted the state's second largest ethnic group. The development of a comprehensive collection of material on Volga Germans in Colorado was a high priority of the project. The original collection includes project files, oral history tapes and transcripts, conference papers, undergraduate student research, clippings, slides, and sound recordings. In recent years we have accessioned manuscript collections from members of the German Russian community and have built a substantial named monographic collection that complements Dr. Heitman's original study materials. A collaborative website, hosted by CSU, highlighting materials housed at the State Archive of Saratov Province/GASO (Russian Federation) also complements this collection.

In early 2009, a CSU Environmental History professor contacted us to inquire whether the CSU Libraries might be interested in acquiring a collection of books and related materials from emeritus professor and retired NPS employee John Albright. At that time, the Agricultural Archive was preparing to expand its collecting focus to include materials related to the natural resources careers of many CSU alumni in the National Park Service and Forest Service. After accepting the donation of the Albright collection, the archivist began contacting others in the natural resources field to advertise the Libraries' interest in collecting NPS-related materials, and Ken Mabery started thinking that CSU might be a good repository to house the 50 boxes of NPS-related books and other materials that he and his friend Bill Supernaugh had been collecting for many years. After numerous discussions, Ken donated the collection to CSU in 2012.

The CHHC began as a private collection assembled by a former record industry executive concerned with ensuring that the history of the origins of Hip Hop, as underground street culture invented by black and brown teenagers in the Bronx, NY, and surrounding neighborhoods in the 1970s, would be preserved for future generations. The donor selected Cornell University to assume institutional stewardship of his collection. In the eight years since, it has grown from its initial 15,000 items to more than 200,000 items.

The Panama Canal Museum, formerly located in Seminole, FL, closed in 2012 (12 years after opening) and transferred its collection to the University of Florida George A. Smathers Libraries.

The group's need to preserve and make available physical and digital collections.

Following the publication of the book, the library received the collection as a gift.

The circumstances of the acquisition are unclear. However, a deed of gift dated 3/16/70 by the Board President of the Neighborhood Service Organization indicates that the collection was acquired directly from the still-active administration of the Bethlehem Center and Howell House with intentions to donate future deposits of records.

Were donated by LULAC Council 10.

The Point St-Charles Popular Archives was being closed down, and consequently, contacted the McGill University Archives as another institution for managing the records. The McGill University Archives acquired the Point St-Charles Popular Archives in 2008.

Decision was made in the 1950s to do so.

Gift of the Illinois Caucus for Adolescent Health

Donated by the host organization after an extended period of negotiation.

The organization was looking for a place to maintain their records and our department staff had built relationships with the organization.

Curators learned about PCUN, the largest Latino organization in Oregon, and of its purpose. The records were deemed invaluable for research in this field; curators met with PCUN leaders to begin discussions about acquiring the non-current records for the library.

The editor of the feminist newspaper, *The Other Woman*, was the custodian of many archival documents related to the feminist movement and from 1977 until 1983 she preserved the material relating to the Canadian Women's Movement in her apartment. In 1983, a Canada Community Development Grant allowed her to relocate the documents in a room near the Women's Information Centre in Toronto. A group of volunteers started to catalog the collection and it became available to a select group of researchers. The lack of funds and tension between the members led to the donation of the collection to the University of Ottawa in 1992.

In the early 70s, the AMS gave some thought to an ordered preservation of their records. In 1972, Louise Cuyler made a microfilm copy of the Society's minute books from 1934–1971, and deposited the originals at the New York Public Library. As of 1987, the minute books themselves were considered a permanent part of the NYPL collection. The microfilm remains a part of the Penn collection. In about 1970, Clayton Henderson of Beloit College and later of St. Mary's was appointed archivist, and he began to collect material there with the intention of writing a history of the society. By 1981, Henderson writes that he suspected missing records might be in the Library of Congress, in the Virginia Bonded Warehouse, among the effects of Gustave Reese, and in the New York Public Library of Performing Arts. Certainly some of the material remained in university files of the individual officers. In 1987, the Society resolved to move all of the records to a central location. Because the Business Office of the Society had been located at the University of Pennsylvania for many years, Philadelphia seemed a logical site for the archive. As John Roberts of Penn's Van Pelt Library wrote at the time, "Because of the long association between the AMS and the University of Pennsylvania, we believe it is highly appropriate that the society's archives be located here." The archives were transferred as a gift to the University of Pennsylvania in January of 1989. Since then various officers and committee chairs have added their files to the collection. Currently, the bulk of the material begins with the first meeting of the AMA in June of 1934, and ends with the end of H. Wiley Hitchcock's presidential term in 1992. The most significant gap occurs from 1950–1958; the presidential files of Gustave Reese, Donald Grout (1953–54), Karl Geiringer, and J. Murray Barbour do not appear to have been included.

In December 1990, James Hill, editor of the 8th AF News, the newsletter of the Eighth Air Force Historical Society (8AFHS) contacted the library, inquiring about the donation of materials to the archives. Mr. Hill had retained manuscripts, books, and photographs that were submitted to the 8AF News, that he felt needed to be preserved for

historical research and posterity. A former instructor at Penn State for ten years, Mr. Hill decided on the University Libraries as the designated repository for establishing an archive devoted to the history of the 8th Air Force. On October 28, 1991, an agreement was reached to formally establish the Eighth Air Force Archive, along with a gift for preservation and maintenance of the collection. The agreement provided for 8th Air Force members to forward their materials to Mr. Hill, who then delivered them to the archives, until his death in 1998.

A member of the conference association approached the archives about preserving the collection.

Gift of the Rochester Division of the National Council of Jewish Women, August 1977.

The Duke Ellington Society has been an IJS partner for a long time. We have hosted several conferences and symposia over the years, and at some point in the late 90s they were looking for a place to deposit their collection of recordings of guest lectures, and with Dan Morgenstern being a close friend of TDES, the IJS was the best fit for the materials.

Donation; we have spoken before Asian American community groups informing them about our desire to document diverse community organizations and this and other collections have resulted, with more expected in the future. The Head of Special Collections and University Archives sits on the NJ State Historical Records Advisory Board, which has identified ethnic community groups as a critical collecting area.

The collection was begun in 1979 by the USC School of Social Work and was housed in the school's library. It was formally given to USC Libraries Special Collection in 1999 when the School of Social Work merged its library and the founding librarian retired.

The first round is now unclear as it happened before anyone now working in our facility's tenure. The most recent donation occurred when we realized that the collection had not continued to grow and we contacted the Center and begged them to give us the rest.

The Bureau of Jewish Education of Greater Buffalo began collecting records in about 2007. In 2008, University Archives offered to be the holding repository for collections once they were processed by BJE's archivist.

The decision to establish a centralized Pan Am Flight 103 Archives at Syracuse University was made 18 months after the bombing. During this time, departments and individuals had of course been generating and collecting materials related to the tragedy, and its immediate aftermath. A letter signed by then archivist, Amy Doherty, and the Vice President for Undergraduate Studies, Ronald Cavanagh, stating the mission of the new Archives was sent to university deans and directors in 1990. Materials began to arrive soon thereafter. A similar letter was sent to the families of the 35 students lost in the bombing. This letter offered the newly created Pan Am Flight 103/Lockerbie Air Disaster Archives as a place for families to donate "correspondence, journals or diaries, photographs, newspaper clippings," examples of creative work, video and audio tapes by or about their child or about the events following the disaster." The first family collection received by the Archives was for Kenneth J. Bissett, a junior at Cornell who has been studying abroad through Syracuse University. Since that first donation, the Pan Am 103 Archives has amassed over 100 distinct collections, some, such as the Clippings Collection, created through the work of Archives staff.

In 1983, Dr. Milka Bliznakov (a professor in architecture for Virginia Tech's College of Architecture and Urban Studies) initiated a campaign to learn more about the historical contributions of women to architecture and design. She corresponded with hundreds of women architects across the United States and Europe. In 1985, the College of Architecture and Urban Studies entered into a joint partnership with the University Libraries to establish a dedicated repository for such materials. Within the first year, the IAWA had received materials from 28 women and the International Union of Women Architects. In 2015, the IAWA collections represent over 400 women architects and women's organizations.

With direction from the University Librarian, the Documenting Ferguson Project Team was formed and developed a three-pronged strategy in documenting and preserving the events unfolding in Ferguson, Missouri, relating to the killing of 18-year-old Michael Brown by police officer Darren Wilson on August 9, 2014.

The Concordia Club was approaching its 125th anniversary and needed an archival repository to take over the stewardship of its collection. This donation followed on the heels of the K-W Oktoberfest donation a few years earlier.

The K-W Oktoberfest fonds was acquired as a result of the organisation's 25th anniversary planning.

Saw the need to start documenting and found out the State Historical Society did not have an oral history collection on this topic.

8. What forces drove the need for a collection partnership or acquisition? Check all that apply. N=35

Existing expertise and holdings in the library	24	69%
Aging of the community	13	37%
Conflict or other threats to the physical materials	8	23%
Economic difficulties	5	14%
Conflict or other threats to community stability	1	3%
Other force	20	57%

Please briefly describe the other force(s). N=20

A primary goal for this initiative was to document the existence and contributions of a community that was frequently overlooked or ignored, particularly for the sake of scholarship and classroom use.

An effort to preserve the records for future research on the topics of race, ethnicity, labor, and immigration.

As new communities age and in the case of ethnic groups rapidly assimilate, the records are in danger of being lost.

Colorado State University history professor Sidney Heitman initiated a study of this unique population to preserve the history of the mass ethnic migration to this region and in response to the aging population of immigrants. A 2006 strategic partnership between Colorado State University and Saratov State University (Russian Federation)—and the founding of the International Center for German-Russian Studies—contributed to increased activity in working to collect materials related to Colorado's German Russian population.

Desire to preserve collection & make it available for research.

Ken was running out of space to house the collection, and wanted to find a permanent repository to preserve the materials and make them available to the public.

Lack of sufficient coverage of the subject by other research libraries. Growth of interest in the subject by students and scholars across multiple academic disciplines (the rise of Hip Hop Studies in the academy). Increasing recognition of the historical significance and impact of this community across the globe.

Of the 270 men, women, and children killed in the December 21, 1988, terrorist bombing of Pan Am Flight 103 over Lockerbie, Scotland, 35 were students returning home from studying abroad through Syracuse University's Division of International Programs Abroad (DIPA). This tragic number meant the university had lost more victims than any other institution with an existing archive. The charge of Chancellor Eggers that the university community fulfill a commitment to preserve the memory of those 35 students and the tragic events of Pan Am Flight 103 necessitated the creation

of a grief-based archive that would responsibly and respectfully house and care for the materials associated with that memory. In the years surrounding the 15th anniversary of the bombing, the perpetual commitment, dedication, and abilities demonstrated by the university and archives staff made the Pan Am Flight 103/Lockerbie Air Disaster Archives the logical home for collection materials pertaining to all 270 victims, as well as associated organizations and individuals.

Opportunity, timing, and strong connections with individuals and community groups.

Space constraints at the Mazer were preventing them from expanding their collecting efforts. This was a way to open up space, in addition to providing wider research access to the collection and having the collections fully processed and description available online.

Sustainability of the archives and creating a repository for the community before they passed away.

The Book of Discipline of the United Methodist Church, the book of orders and rules that unite and organize the Church, states that certain records from the local church, church agencies, and other organizations are to be sent to the Annual Conference archives for the region. The delivery of these archival items, determined by the retention schedule created and updated by the General Commission on Archives and History, are to be sent when the local church, agency, or organization closes or merges.

The major anniversary necessitated use, organization, and preservation of the historical records. The loss of memory represented by both aging and death of members and the challenges posed by whatever records exist along with the possibility of their loss combine to encourage the organization to seek a safe home for their history.

The occasion of a major anniversary, the loss of memory represented by an aging community, and the challenges posed by whatever records exist all combine to encourage the organization to seek a safe home for their history. They usually want an archival repository to arrange and describe their records so that they can access their own history.

The Point St-Charles Popular Archives was being dissolved due to decreasing financial resources and lack of space, for instance. The McGill University Archives had the space and expertise for dealing with and managing community archives and was able to provide access to the records. As a result, the McGill University Archives acquired the collections.

The World War II era veterans were already in their eighties when we started our most active phase of collecting. Their families often did not plan for archiving. We needed to save this legacy before it became difficult to do so.

They spent a great deal of time gathering the information, and they wanted to preserve it.

Unknown, but by 1970 the Pilsen neighborhood population had changed from primarily European immigrants to primarily Mexican immigrants. I can guess that the services and focus of the Neighborhood Service Organization changed along with the local community and so access to older records didn't have as much relevance. The Pilsen neighborhood is close to the university, and the library at that time was actively (and still is) collecting Chicago's near west side communities' historical documents, making UIC a natural home.

We felt that we needed to extend our collecting priorities to better serve our primary clientele, as well as document the important organizations, movements, and voices of our own region.

We needed to collect history as it was happening on our doorstep as memorials, community meetings, protests, and rallies were taking place. There was not a system in place to capture this history as it was happening, especially to document, preserve, and make community and media content accessible.

CHARACTERISTICS OF THE COMMUNITY

9. Please indicate which characteristic(s) unites the community the collection represents. Check all that apply. N=36

Shared special interest/affinity group	23	64%
Social group	16	44%
Ethnic group	15	42%
Geographic location	15	42%
Professional organization	8	22%
Political organization	7	19%
Religious organization	5	14%
Other characteristic	11	31%

Please briefly describe the other characteristic(s). N=11

A shared heritage of the community that is not an ethnicity.

Community made up of both creative artists and fans/participants sharing a set of artistic and aesthetic practices and affiliated social and political goals and perspectives.

Community members affiliated with the Pan Am Flight 103/Lockerbie Air Disaster Archives possess a shared experience of loss. All members of the community group have in some way been affected by the bombing of Pan Am 103, and the subsequent crash in Lockerbie, Scotland. Members of this international community include family and friends of the 270 victims; first responders to the crash site; residents of Lockerbie; alumni and classmates of the 35 students killed in the bombing; faculty and staff of DIPA, Syracuse University, and the colleges whose students were studying abroad through these programs; investigators and lawyers; journalists and authors. While connections of each member to the events of Pan Am 103 are multifarious, their shared commitment to honoring the memory of the victims and preserving the lessons of this tragic event are what bring them together as a community.

Feminist movement

Gender and sexuality group

Labor union

Military group. They were students recruited into the Navy and Marine Corps from around the country to come to the University of Colorado to be trained (mostly) by Japanese American instructors in Japanese, Chinese, Russian, and Malay between 1942 and 1945. Included are those who were the instructors.

Not sure what other characteristic LGBTQA would neatly fit into.

Profession and gender (women in architecture/design)

The Mazer Archives document the community, culture, political activity, and personal interests of the West Coast lesbian community

Veteran's group

10. Please indicate the proximity of the members of the community the collection represents. Check all that apply. N=36

Local (within 100 miles)	23	64%
Dispersed	13	36%
An immigrant or diaspora group	10	28%
Distant (more than 100 miles away)	6	17%
Other proximity	8	22%

Please briefly describe the other proximity. N=8

California

Current membership includes 3,400 individuals and 1,000 institutional subscribers from over forty nations participate in the Society.

Everywhere in Canada

State-wide (Illinois)

This community and its artistic inventions originated in the Bronx, NY, in the 1970s. Its ideas, aesthetics, and modes of expression have since spread and are now practiced internationally and have spawned a global multi-billion dollar music and entertainment industry.

West Coast, primarily California

While there is a local, Edmonton focus to this collection, it does also represent Chinese communities across the Prairies.

While they were all in Boulder, Colorado, during WWII, the WWII veterans and instructors lived all over the country, in Europe, Israel, South America, and Asia. The community they were part of only existed between 1942 and 1946, geographically, because they attended the language school, but they were also active in the Pacific Theater, in the Occupation of Japan, and in Asia-related academic, diplomatic, and intelligence communities during the past 50 years.

MATERIALS IN THE COLLECTION

11. Please indicate the type of materials in this community-based collection. Check all that apply. N=36

Manuscripts	32	89%
Photographs	29	81%
Newspapers	28	78%
Artifacts	22	61%
Books	22	61%
Oral Histories	22	61%
Artwork	17	47%
Digital formats (video games, databases, websites, software, etc.)	17	47%
Textiles, common (i.e., t-shirts, hats, etc.)	12	33%
Religious objects	5	14%
Textiles	5	14%
Other material	18	50%

Please briefly describe the other material(s). N=18

A large collection of images of historical NJ quilts with descriptions including the communities they were based in.

Audio and video materials

Audio-visual materials, posters, correspondence

Audio/visual materials

Collection consists entirely of reel-to-reel sound recordings.

For digital material, this also includes electronic records. There are also sound recordings and moving images in analog format.

Government documents

Large-format architectural drawings and models

Letters, diaries, menus, invitations, a small number of three-dimensional objects used primarily for exhibits

Meeting minutes, interviews, pamphlets, and reports

Music, sound recordings (both unique and commercial), film, video (both analog and digital)

Newsletters

Planning documents, memos, flyers, and policy documents

Related government publications such as "Conoceme en Iowa."

Reports, correspondence, newsletters, financial records

Sound and moving image in a variety of formats (audio cassettes, vinyl records, floppy discs, CDs, DVDs, film reels)
(2 responses)

The working documents of an organization with all its reports, decisions, conference information

12. Please indicate the approximate quantity of each type of material that is in the collection. Please make one selection per row. N=36

Material	1 A few items	2	3	4	5 Most of the collection	N
Photographs	6	6	13	5	1	31
Manuscripts	2	2	5	4	17	30
Newspapers	12	11	4	2	0	29
Books	7	6	7	3	3	26
Oral Histories	8	7	5	2	2	24
Artifacts	12	9	1	1	0	23
Artwork	12	3	3	0	0	18
Digital formats (video games, databases, websites, software, etc.)	8	4	2	0	3	17
Textiles, common (i.e., t-shirts, hats, etc.)	10	4	0	0	0	14

Material	1 A few items	2	3	4	5 Most of the collection	N
Religious objects	6	3	0	0	0	9
Textiles	6	2	1	0	0	9
Other material	2	4	2	5	4	17
Total Respondents	26	27	25	13	29	36

ARRANGEMENT AND DESCRIPTION OF THE COLLECTION

13. Are artifacts in the collection separated from books and/or archival materials for the purposes of arrangement and description? N=32

Yes 18 56%
 No 14 44%

Comments N=10

Answered Yes N=6

Artifacts and models are separated from archival materials for the purposes of arrangement and description, although they remain in a single finding aid.

Artifacts are described as a separate series by format along with other non-textual materials. However, they are not housed in separate locations.

Artifacts have been physically separated from other collection materials in most cases, but, ultimately, the decision to separate is based upon the size, condition, material, or format of the artifact. Some small three-dimensional artifacts and pieces of memorabilia remain with their collections.

Kept with collection, but stored in separate containers for preservation purposes.

Size, format, and conservation issues require that we separate materials.

This is in process. Artifacts are separated from books but not always from archival materials.

Answered No N=2

Collection is currently not arranged or processed.

There are no artifacts.

Additional Comments N=2

Not relevant

We avoid collecting artifacts in the Archives.

14. What tools are used to arrange and describe the collection? For each tool used, please indicate whether collection or item-level records are created. Check all that apply. N=35

Tools	Collection-level Record	Item-level Record	N
Finding Aid, including EAD	21	13	28
MARC records in a library catalog	18	9	24
Archival management system, such as Archivists' Toolkit	12	8	17
Spreadsheets, such as Excel	7	10	12
Publicly accessible database developed and maintained by the library	5	6	9
Internal-use database developed and maintained by the library	7	5	8
Museum collections management system, such as PastPerfect	0	0	0
Other tool	3	4	5
Total Respondents	28	21	35

15. Please specify the software used to arrange and describe the collection. N=34

Finding Aid	31	91%
Archival management system	19	56%
Publicly accessible database	12	35%
Spreadsheet	10	29%
Internal-use database	8	24%
Museum collections management system	0	—
Other tool	7	21%

Please specify the other tool. N=7

Consolidated database of finding aids shared by several Virginia heritage institutions.

Library online catalog

Omeka, Archive-It, LibGuides

OPAC: Voyager

Our OPAC contains the collection-level record.

Selected material is digitized and described at the item level in the CARLI instance of CONTENTdm.

We are in the process of implementing ArchivesSpace. Some of our community organization collections make use of spreadsheets, MS Access databases, EAD-encoded finding aids.

FINANCIAL SUPPORT FOR THE COLLECTION

16. Who is financially responsible for the care of this community-based collection? N=36

Library only	28	78%
Library and community organization	6	17%
Library and other campus department	1	3%
Other entity	1	3%

Please identify the other entity. N=1

There are several small endowments to help with maintenance of the archives and acquisitions.

17. Is the collection endowed? N=36

Yes, collection was acquired with endowment	0	—
Yes, endowment was secured after collection was acquired	4	11%
No	32	89%

18. Please share any additional information regarding financial support of the collection. N=10

A successful fundraising campaign subsidized the cost of the Painted Faces on the Prairies exhibition catalogue and opera performance.

Donors are encouraged to provide some financial support, but this is entirely voluntary and they are not financially responsible for the funds.

Donors are encouraged to provide some financial support, however, this is entirely voluntary and they are not financially responsible for the collection.

Donors, granting agencies, Friends support group, fundraising events, and the USC School of Social Work

Endowments are associated with individual collections, although some support the general IAWA collections.

It should be noted that the endowment does not cover the entire costs of the Pan Am 103 Archives. Expenses such as archival supplies, equipment, conferences, and travel expenses are provided for, but the full salary and benefits of the Assistant Archivist are provided by donated funds from families and friends. As such, the position is not considered permanent but is reliant upon the community to provide continued funding.

Monies are provided each year (+/- \$10,000) by the New England Conference and the New England United Methodist Historical Society for supplies, student staffing, and travel. My salary is paid by Boston University.

The collection came to the Libraries with money that formed the basis of an endowment. Friends of the Collection/ the community contributes financially through donations but is not responsible.

The collection is supported though a combination of: 1) % of time dedicated by regular permanent staff; 2) allocation of discretionary funds by the University Librarian; 3) allocation of discretionary funds by Cornell Library's Division of Rare and Manuscript Collections; and 4) fundraising and gifts.

We do accept financial donations to support the US Nava Japanese/Oriental Language School Archival Project, but not just to support this collection.

STAFF SUPPORT FOR THE COLLECTION

19. Who is charged with daily operations of the collection? Check all that apply. N=36

Staff Category	Processing and/or cataloguing	Reference	Interpretation	Other activity	N
A team of library professionals	19	24	16	11	28
A dedicated curator or archivist	13	12	10	6	16
Graduate Assistant	10	4	2	1	11
Community volunteers	4	3	3	4	8
Temporary or grant-funded positions in the library	4	2	2	1	5
Other staff category/configuration	9	6	4	6	13
Total Respondents	33	33	24	18	36

If you selected "Other activity" above, please briefly describe the activity and specify the staff category. N=18

A dedicated curator or archivist N=5

Archivist: Art and Artifacts display/exhibitions, receptions, accompanying programs, wall text, basically from installation to breakdown of all art exhibitions for the school and all exhibitions within the library, etc. Teach workshops on conducting research with primary sources, how to use big data to enhance your dissertations, teach section of 2-credit course, Research Colloquium for Doctoral Students on Research methods, workshop on how to search for materials. Meet one-on-one with students to develop research topic and find appropriate resources for that topic. Cover circulation when needed. Manage/managed facilities issues with regard to the library, but especially the archives and rare book collection. I am also active in coordinating with Building and Grounds about some library related upkeep (such as sinks in the bathroom overflowing, pest prevention and removal, etc.)

Collection development

Oral history training of possible volunteers interviewers or faculty/students in a class.

The dedicated archivist assists with outreach and the creation of exhibits.

Under the guidance of the Director and Pan Am 103 Archivist, the Assistant Archivist for the Pan Am Flight 103/ Lockerbie Air Disaster Archives is tasked with daily operations and liaison activities for the Archives. In addition to collections processing, creation of EAD finding aids, collaboration with the Archives web manager, and reference interactions, the Assistant Archivist assists in donor and public relations through the acknowledgement of financial and in-kind donations, and co-hosting of campus visits; maintenance of the Pan Am Flight 103 Archives social media presence; campus outreach and instruction to faculty, staff, students, and Remembrance/Lockerbie Scholars; participation in committee work; and collections advocacy. The Director and Pan Am 103 Archivist is chiefly responsible for all decisions regarding the collections development, advancement, and strategic planning for the Archives; however,

the Assistant Archivist is typically involved in these discussions. In addition to the Director and Pan Am 103 Archivist, and the Assistant Archivist for Pan Am 103, the Archives occasionally uses both graduate and undergraduate student assistance. These students may be employed through work-study, fellowship, assistantship, or internship programs. The level and type of support received from students varies by major, previous experience, and class standing. Graduate students typically assist with processing, creation of EAD finding aids, and exhibits. Undergraduate students have assisted in scanning and digitization projects.

A dedicated curator or archivist/A team of library professionals N=1

Community outreach activities

A team of library professionals N=7

Acquisition of new material

Exhibits, talks, displays, scanning, preservation for all staff categories. (2 responses)

No one is dedicated to this collection, on its own. We have one grant archivist, two interns, and two paid student assistants who work on the other USN JLS/OLS collections. A staff archivist organized this collection on two occasions, once with the assistance of a student assistant.

Occasional exhibits and public programs; also use the endowments to fund an annual research grant for external scholars.

Outreach exhibits, events, and scholarly research by archivist, and Outreach exhibits, events by team of library professionals

Providing access to the collection

A team of library professionals/Community volunteers N=1

Local volunteers from the Edmonton Chinese Computer Society did assist with the scanning of some materials, which will eventually form part of a digital version of this collection.

A team of library professionals/Temporary or grant-funded positions in the library/Community volunteers N=1

Outreach and social media by community volunteers, library team, and grant-funded positions; collection relocation performed by volunteers.

A team of library professionals/Graduate Assistant/Community volunteers N=1

Exhibition management

If you selected "Other staff category/configuration" above, please briefly describe the category/configuration and specify the activity. N=12

Processing and/or cataloguing N=2

Student assistants have helped arrange the archive.

The cataloguing and technical processing is not a daily activity, but needed to be reflected in the answer.

Reference N=1

Student staffing for reference support

Other activity N=2

Exhibition management, paraprofessional staff

Program manager

Processing and/or cataloguing/Reference N=2

All donations related to this collection are given to one staff member for processing.

Work-study students

Processing and/or cataloguing/Other activity N=1

Public outreach events that publicize the collections are handled by librarians and paraprofessional staff.

Processing and/or cataloguing/Reference/Interpretation N=3

Department head and librarian (professionals), library associates (paraprofessionals), co-op students and interns (2 responses)

Undergraduate students help with processing, reference, and interpretation.

Interpretation/Other activity N=1

A Board of Advisors, comprised of professional architects from around the world, occasionally develops exhibits using the collection.

20. Please indicate the total FTE of the individuals in these staff categories. (Enter a whole number with up to two digit decimal, i.e., 2.25) N=34

Staff Category	N	Minimum	Maximum	Mean	Median	Std Dev
Team	23	0.05	7.75	2.47	2.00	2.15
Curator or archivist	19	0.01	8.00	1.75	1.00	2.08
Graduate Assistant	6	0.25	2.00	1.79	1.25	1.66
Community volunteers	5	0.05	3.00	1.61	2.00	1.19
Temporary position	4	0.25	2.00	1.06	1.00	0.72
Other category	12	0.05	4.00	1.48	0.95	1.37

21. Has working with a community-based collection drawn on or required different skills and/or expertise than those traditionally employed by library professionals at the library? N=36

Yes 14 39%

No 22 61%

If yes, please briefly describe the different skills or expertise needed. N=14

Archivists who create such composite collections need to be researchers and have expertise on the topic they are collecting.

Collection management can be challenging as the provenance of the collection is mixed and sometimes “pre-curated” prior to acquisition.

Consensus building and community outreach are more important skills for these types of collections.

Emotional intelligence, dealing with personal loss, soft people skills, extensive artifact handling

Networking within the community

Partnership, ongoing work with volunteers, building relationships/friendships with community members, fostering investment

Spanish-speaking graduate student

The Assistant Curator hired for outreach and teaching activities was chosen specifically for his deep knowledge of the culture and his membership in the community, not for his background or skills in the library or archival professions.

The position requires working knowledge of preservation, arrangement, and description practices for architectural materials. Working with the community involves frequent engagement with donors who are not familiar with the expertise of information professionals.

This has required ongoing communication with the community and the development of public events the focus on their interests and priorities.

Using Omeka Contribution plug-in; capturing current information; accepting digital material from community members

When it implies new acquisition related to this community-based collection there is often political implication. You need to know how to navigate, probably more than generally expected in a not community-based type of collection.

Work with this particular community-based, grief-based collection requires a more enhanced sensitivity to donor relations than may perhaps be required of other collections under the care of the Syracuse University Libraries, or other institutions, generally. Furthermore, owing to the University Archives’ and Pan Am Flight 103 Archives’ incorporation within the Libraries unit, skills and expertise typical within the archives field are not necessarily held by all professionals within the larger unit.

Working to acquire and maintain community collections requires special collections staff to understand and negotiate relationships between what can be perceived as monolithic institutional power and community-focused organizations. Respect and tact may be more necessary than what’s required during acquisition procedures with library vendors, for instance.

22. Has the community nature of this collection had a different demand on library staff time than a collection without a community affiliation? N=36

Yes	18	50%
No	18	50%

If yes, please briefly describe the demand on staff time. N=17

Access is governed by privacy legislation as the collection contains personal information. Reproduction is subject to the Canadian Copyright Act as not all copyright was transferred to the Archives at the time of the donation.

As mentioned, above, involvement with this particular community-based collection involves a heightened degree of, and sensitivity to, donor needs and expectations than may be required of other collections. This often necessitates a greater dedication of staff time. Staff attend yearly anniversary memorials, both on campus during Syracuse University's Remembrance Week, as well as in Washington, D.C. for the December 21st ceremonies at the Arlington Memorial Cairn, located in Arlington National Cemetery. Additional Remembrance Week activities include a Remembrance/Lockerbie Scholars Convocation, extended open hours for the Pan Am 103 Archives, and attendance at events for the families' group. Staff have also been asked to serve as members of the selection committee for Remembrance Scholars; and Edward Galvin, the Director and Pan Am 103 Archivist, is currently a member of the advisory board for the Victims of Pan Am Flight 103, Inc. (VPAF) family group. While the deeply personal connections of Archives staff to the work of upholding Syracuse University's commitment to the victims of Pan Am Flight 103 makes it an honor to attend and participate in such additional commitments, the requirements beyond that of standard archives duties can sometimes be extensive.

Attending community events after hours

Building consensus and engaging in community outreach can take more time than collections that do not require such activities.

Dedicated outreach efforts that extend far beyond research library / campus boundaries - types of outreach activities non-traditional for archivists and curators - establishment of a "Visiting Scholar" program snapped to include artists and other community members

Increased man hours for events; increased/sustained communications; demand on staff time from community; frequent reporting

Increased number of reference requests and ongoing donor communication needed as collection grows.

Increased urgency to encode finding aids, digitize materials, and assist in grant projects for these particular collections.

It has fostered communications with Conservation and Digital Research and Publishing within the Libraries and academic departments outside the Libraries to address community generated ideas that are not only innovative but also in keeping with the public engagement mission of the University of Iowa—recipient of the 2015 Community Education Classification by the Carnegie Foundation.

More public relations and outreach efforts.

Since the community remains actively involved in many aspects of the collection, staff corresponds and meets with several members of the community on a regular basis.

Staff time to cultivate relationships, service to those interested in collection, new and different visitors to library to access collection, new demand to reading of Chinese characters/languages for creating and using finding aids, helping community members.

There are significant outreach and programming expectations, although that diminished in recent years as the WWII veterans passed away.

There is a need for access to important documents in a timely manner for publicity and anniversaries. The staff end up knowing more of the history and content of records than the community as we are the memory keepers. (2 responses)

Things I do that are of different demand would include the programming and presentations on records management at the church level, district level, and conference level. I also travel to pick up records at local churches in all five states that I cover.

Yes, and no. It depends on the community but they generally consider the Archives as their own which implies that you have to be more present, more active, and their expectations could be very high.

GOVERNANCE OF THE COLLECTION

23. Does the library have an individual, specific strategic plan or collection development policy for this collection? N=35

Yes, a strategic plan	2	6%
Yes, a collection development policy	9	26%
No, part of library-wide strategic plan	5	14%
No, part of a library-wide collection development policy	15	43%
No, but these documents are forthcoming	4	11%

Comments N=11

Answered Yes N=5

Collection falls within the collection development policy for Special Collections and University Archives.

The collection development policy for this collection is also incorporated into the department's planning documents.

There is a MOU between the Archives and the BJE.

This collection is largely complete, but may continue to grow. We'll be delighted to add to it.

This community collection is just one of many community collections the library actively collects. So, while we don't have a collection development policy specifically for the collection being described in this survey we do have a more general collection development policy for documenting community organization material.

Answered No N=6

No, it's part of a "departmental" collection policy.

The Bruce Peel Special Collections Library Collection Policy adheres to the guiding principles of the University of Alberta Libraries' Collection Development Policy and is deliberately quite broad and open to allow for new opportunities and areas for collecting.

The collection falls within the library's systematic efforts to build and sustain creative and relevant collections of unique and rare historical materials and to broaden the library's collecting mission to reflect the contributions of communities previously largely ignored in the historical record. The collection has a public "Mission Statement" which directs its activities.

The collection is governed by the Memorandum of Agreement that transfers ownership to the University Library.

There are many unofficial, collection specific guiding principles developed over time.

There is renewed interest in these materials by the ASA so I suspect we can work on policy.

24. Who is responsible for the governance (general decision making) of the community-based collection? Check all that apply. N=36

Library only	24	67%
Library and community organization	7	19%
Library and other department in the parent institution	2	6%
A separate corporation or group	1	3%
Library and cultural organization	0	—
Other entity	8	22%

Please identify the other entity. N=8

African Studies Association

CSWA Board

Library does consult with key community stakeholders.

Much depends on the type of collection. Some collecting efforts require liaisons with community entities, others extra-library departments, others faculty within the library, and others are archives -only controlled.

ONE Archive is largely, to date, given independence to make decisions with regard to its collection policies and care.

The fonds is governed by the Memorandum of Agreement that transfers ownership to the University Library.

The volunteers on the project also have a say on the general decision making.

While the library is responsible for making decisions about the collection's growth and direction, it does so with support and input from a diverse Advisory Board made up of scholars, artists, and other community members.

25. Please briefly describe the current duties of the governing body, including division of labor. N=20

Appraisal and acquisition, arrangement and description, cataloging, and conducting oral histories

Archives & Special Collections manages the collection for the library.

Archives and Special Collections within the library in in charge of all the aspects of the management of this community-based collection.

As mentioned previously, the Director and Pan Am 103 Archivist, Edward Galvin, is chiefly responsible for all decisions regarding the collections development, advancement, and strategic planning for the Archives. The Assistant Archivist is typically involved in these decisions, and is also responsible for daily operations of the Archives. As the University Archives and Pan Am Flight 103 Archives have recently come under the purview of the Syracuse University Libraries, Mr. Galvin now serves as a member of the Libraries Executive Team representing the needs and goals of the Archives in relation to more general Libraries planning.

Collection development, service delivery, liaison, processing, conservation, fundraising, marketing and promotion. While the majority of work is performed by Bruce Peel Special Collections Library staff, they do work closely with Library Information Technology Services for processing and web work, as well as campus Advancement and Communication colleagues on fundraising, donations work, promotion of events, etc.

Decisions regarding description, accessioning and deaccessioning, preservation, access policies

Leadership for the collection is provided by the library's Curator of Rare Books & Manuscripts with the assistance of a dedicated Assistant Curator for the collection. They operate with support and input from an Advisory Board of community members and scholars.

Make decisions about processing and cataloguing the collection and making it accessible to the public.

Staff in Special Collections and University Archives work together to manage the collection and provide access to it.

The archivist, who is an ex-officio member of the New England Historical society and the Commission on Archives for the New England Annual Conference, educates the churches, organizes, preserves, and provides access to the public to the records in the collection. The New England Historical Society provides funds for its maintenance and display of the artifacts stored at the Lawrence, Massachusetts, offices and the records stored at Boston University School of Theology. Decision making about the scope of the collection development policy is addressed with these groups. Discussion and action on historic preservation and historic recognition of sites in the New England area of specific United Methodist or Methodist Episcopal historical interest take place. Plaques are added to buildings at one or both of our semi-annual meetings. Tours and information in the form of oral speakers and newsletter articles are disseminated among the New England Annual Conference people interested in the history of Methodism in New England.

The BJE collects and processes collections; University Archives is the holding repository, performs reference requests, digitization, etc.

The board is the governing body and decides the activities of the archives.

The governing body is responsible for the submission of these materials. They are working to organize the materials before they submit them in order to improve ingesting them.

The library has responsibility for staffing, for cataloging, for processing, for outreach, for space, and for general maintenance.

The library is responsible for collection development, preservation, arrangement, description, outreach, and financial decisions relating to the collections.

The University Archivist is responsible for approving all acquisitions of private collections, regardless of the donor type (individual, institution, or community). Archivists are responsible for the archival appraisal of the collection, and supervising the processing and arrangement and description of the collection. The processing and arrangement and description may be done by a graduate student or an archivist.

The University Library works with the 501c3's governing board to oversee the collection through the director.

There is an advisory Executive Council made up of community members and library representatives.

To arrange, preserve, and make available for use the contents of the archive.

We meet a few times each year to discuss the project's goals and visions.

26. Has the governance structure for the collection changed since its acquisition? N=34

Yes	5	15%
No	29	85%

If yes, please briefly describe how the structure has changed. N=5

At the time of acquisition, the McGill University Archives reported directly to the Office of the Secretariat, and final approval for larger collections was required by the Secretary-General. Now the McGill University Archives reports to the Office of the Dean of Trenholme Libraries and approval for substantial new acquisitions is done through a committee that is chaired by the Dean of Trenholme Libraries.

It was completely community run. It is now in the hands of the university, but largely overseen by a conglomerate of the university and the 501c3, which serves as a "friends of the library" like institution.

The dedicated Assistant Curator position was added four years after the collection's 2007 arrival, and the Advisory Board has continued to evolve and expand.

The Executive Council temporarily (less than a year) had a committee structure that was eliminated due to lack of functionality and effectiveness.

The governing body has been housed at various institutions across the country with different staff and this has affected the strength of the collection.

27. Are there any restrictions on use of the collection? N=35

Yes, usage/research is limited to community members only	0	—
Yes, any publication must be approved in writing by the community	2	6%
Yes, other	3	9%
No	30	86%

Comments N=11

Answered Yes N=4

Applicable restrictions are not covered by above categories.

Some digitized materials are restricted to viewing only on campus.

There are photocopies of University of Colorado transcripts, which by Archives and University Policy require permission from the Registrar's Office for access, beyond directory information.

Yes, there are restrictions on the collections, which is determined by provincial privacy legislation and federal copyright law.

Answered No N=7

No restrictions apply, with the exception of a few selected boxes within constituent sub-collections that have been so designated by their donors/creators for specified time periods due to personal or privacy concerns.

There are no restrictions beyond standard donor restrictions, or records management restrictions (in the case of student university records). The collection is open to the public, with special arrangements for private space made for family visits. Although not restrictions, some collection materials are accompanied with notices indicating the presence of graphic or disturbing content.

There are very few items that are restricted. As the archivist and personal responsible for the copyright and literary rights of the items in my collections, I make the decision to provide access to the records on a case-by-case basis.

We do have some community collections with restrictions on use and access. Our current expectation is that collections that we bring in should be open to researchers.

We do not accept funds with restrictions. (2 responses)

With caveats: each oral history narrator can choose to embargo their oral history interview for 1–50 years. They also can choose to not have their interview available online. They can, if argued effectively, choose to be named Anonymous, instead of giving their name.

DONOR RELATIONS

28. Does the collection have a specific annual membership or friends' affiliation that can be purchased? N=36

Yes, with multiple giving levels	4	11%
Yes, with a single giving level	0	—
No	32	89%

Comments N=2

Not at this time, though one may be established in the future.

People can subscribe to the newsletter, and also become members of the New England United Methodist Historical Society for a nominal fee. There are individual and institutional membership levels.

29. If a membership or friends' affiliation can be purchased, is there a membership card? N=4

Yes	0	—
No	4	100%

Comments N=2

You do receive the newsletter and another publication, possibly Methodist History.

The community has requested a physical card.

30. Are monetary donations to the collection publicly recognized? N=28

Yes	13	46%
No	15	54%

If yes, please indicate the type of recognition given. Check all that apply. N=13

Published annual list	4	31%
Naming opportunities	4	31%
Physical or virtual bookplates	3	23%
Plaques	1	8%
Membership card	0	—
Other type of recognition	9	69%

Please briefly describe the other type of recognition. N=9

A list of financial and in-kind donors is provided on the Archives website, as well as in the Libraries annual publication.

Acknowledgment on relevant web pages, brochures, or collection news bulletins

Donors determine whether or not they want their names published. This is also dependent on the amount donated.

Donor recognition takes place at a level above the Special Collections & Archives department. (2 responses)

In library newsletters and sometimes listed on the products produced.

Listing in annual event program

Sponsors have been recognized in print exhibition catalogues and banners promoting the collection and related exhibits and events.

Thank you letter given by governing university faculty body to donors. Library does not receive or recognize contributions.

Through the newsletter or the recently developed website.

Additional Comments N=3

As noted, there is no direct relationship in terms of governance between the AMS governing body and the Libraries.

Donations to the collection go to the community organization (BJE).

We did not receive any monetary donations for this collection but we hope we will and use the actual university donation program.

COMMUNITY STEWARDSHIP

31. What formal or informal structures are in place to support community stewardship? Check all that apply. N=28

An annual or biannual meeting or gathering of the community	5	18%
An advisory council with community and library members	4	14%
An advisory council made up of community members	2	7%
A private foundation	1	4%
Other structure	18	64%

Please briefly describe the other structure. N=18

Archival staff interact with executive staff of the community organization.

As noted, there is no direct relationship in terms of governance between the AMS governing body and the Libraries.

Donor outreach. Colorado State University's International Center for German-Russian Studies.

Informal meetings with representatives of collections as desired by either party.

It doesn't apply. We have informal relationship with different members (individual and organizational) of the feminist community.

It's non-formal group of me, community volunteers, and any interested student and/or community member.

Library staff work with the PCUN leadership to discuss care and promotion of the collection.

Meetings with university faculty stakeholders

None

Occasional contacts between archivist and donors

One-to-one relationship building is key informal structure for ongoing community stewardship. Library staff work with an ambassador within the community.

The assistant curator maintains communications with LULAC Council 10 and frequently participates in its events—particularly with regard to publicizing its history.

The board consists of library professionals and members of the community.

The McGill University Libraries and Archives, through the Dean of Trenholme Libraries, supports community and library stewardship in a variety of ways. There is no one specific structure related to this collection.

There are no formal structures.

There are none, other than a newsletter published monthly on the project at large, of which this collection is a small part.

This is something that we will work out in the coming years, now that the ASA secretariat has an increased interest.

We occasionally hold informal meetings with representatives of collections as desired by either party.

32. Using a scale of 1 to 5, with 1 being less frequent and 5 being most frequent, please indicate how frequently each means of communication between the library and community-appointed representatives is used. N=31

Means of Communication	1 Less frequent	2	3	4	5 Most frequent	N
Email	3	2	6	6	14	31
In-person one-on-one meetings	8	4	7	1	8	28
Phone conferences	11	2	10	2	1	26
In-person group meetings	8	4	3	5	5	25
Participation at community reunions or other gatherings	11	5	5	0	1	22
Virtual meetings (i.e., Skype)	16	2	1	0	0	19
Other communication method	5	1	0	1	0	7
Total Respondents	24	11	20	12	19	31

Please briefly describe the other communication method. N=7

Announcements in online newsletters

As far as I know, there hasn't been communication between the library and the ICAH since the gift arrived in 2003.

Occasional meetings with organization representatives at the campus

Semi-annual Archives newsletter including articles on Pan Am Flight 103 Archives; holiday cards sent to donors; social media interactions; collections website

The Office of the Dean of Trenholme Libraries engages with individuals and organizations through a variety of methods, and the frequency varies depending upon the individual or the organization. Because of this, it is difficult to answer this question.

There has been irregular communication these past ten years. I'd say two meetings in total.

Two meetings per year where we all come together as a group, and a newsletter.

VOLUNTEER ACTIVITIES

33. Does the affiliated community volunteer with the collection? N=36

Yes, virtually (i.e., crowd sourced web information)	6	17%
Yes, in person	6	17%
No	28	78%

Comments N=6

Currently, community members do not volunteer with this collection but we are planning future crowdsourcing projects that will involve community members.

Inquiries and information may be sent to the archives and archivist through email.

Not at this time; possibly in the future.

Not yet.

Some of our collections do make use of community volunteers, but not many.

The community is involved in identifying and transferring materials, producing research and publications, developing exhibits, and promoting the collection abroad.

If yes, please briefly describe community member volunteer projects. N=9

Assistance with processing and exhibition

Commenting and providing metadata on collection blog

Creation of exhibits, lectures, and community presentations

Helping to identify photographs

One of the more recent projects was the relocation of the artifacts collection from St. Paul's Church in Newport, RI, to the New England Conference offices in Lawrence, MA. These artifacts can be seen by all visitors to the conference

offices. Whereas, with the collection in Newport, RI, the artifacts were rarely seen or visited because of the constraints of security for the church. This is a much better situation. Two to four people were instrumental in moving the artifacts to Lawrence, RI. Others did investigative work, such as looking into... how many objects there were and where would everything fit, what would be a central location where many people would benefit, what would be the most secure option for the artifacts, physically, environmentally, and with regard to theft? Now the New England United Methodist Historical Society and New England Conference Commission on Archives are collaborating on looking into additional funds and resources for off-site storage needs, historic preservation aid to a few churches in New Hampshire and Maine, and other projects as they are brought up to the committees.

Significant projects developed by community members include several exhibits and publications. Community members also help populate a public biographical database.

Some artists volunteer by providing metadata or other descriptive information about their collections, or by visiting to teach students directly about their archives and their artistic creations and experiences.

Volunteers have helped with some scanning work. In addition, teams of volunteers contributed to an exhibit and event that featured the collection. They helped with food, ushering, event setup, singing.

We have some of our volunteers, who created the collections, with us for over 30 years.

34. Are there opportunities for non-community members to volunteer with the collection? N=36

Yes, in person	10	28%
Yes, virtually (i.e., crowd sourced web information)	7	19%
No	23	64%

Comments N=9

History Department internship for credit

I think if we made more information about the organization and collection known, more people would be willing to help out. It is difficult for volunteers to work with the records collections because we are centrally located in the middle of Boston, MA. Many of those that would be of an age or interest level to volunteer are not able to easily access the city. It is unfortunate, but something that can be rectified thanks to the resources allocated to students that have work-study money. Little cost comes from the two organizations' funds for staffing because I strive to hire work-study students whose scholarship money is subsidized by the government. All they need to do is come and work for me to earn that money.

The collection hosts occasional student interns or volunteers, as needed.

The Pan Am Flight 103 Archives has occasionally provided internship opportunities to graduate students from Syracuse University's library science and museum studies departments. These students have assisted Archives staff in mounting exhibits, processing collections, and generating EAD finding aids.

Two archives volunteers

We are in the preliminary stages of planning a crowdsourcing (translation) project for a digitized manuscript collection related to this community.

We are not currently able to accommodate volunteers due to lack of space and supervisory resources. (2 responses)

We generally do not have volunteers in Special Collections.

If yes, please briefly describe community member volunteer projects. N=9

A volunteer could hypothetically make the current finding aid better, but most likely a library staff member will be doing that.

All aspects of collection processing, social media, interpretation, digitization, and outreach

Conduct interviews (after training), attend project meetings, process collection (including transcription).

Data input, collections organization

In general, volunteers are welcome to help process collections.

Non-community members have volunteered to help process the collection.

Opportunities to contribute new information about the contents of the collection, including identifying individuals or events in photographs, is generally possible.

Volunteers have assisted in processing parts of the collection.

We offer academic internships to work with our collections.

COMMUNITY ENGAGEMENT

35. What would you consider to be important milestones in building and expanding community engagement with the library collection? N=28

Acquiring it and getting it cataloged/processed.

Because the acquisition of the Bethlehem Howell Neighborhood Center collection took place so long ago it would be wonderful to re-engage with the current administration to continue the documentation of the organizations history. Typical milestones include anniversaries.

BJE published a book describing the collections.

Book publications, productions for public television, creation of collection finding aid, and major exhibits using collection.

Capstone symposium at the conclusion of grant funded processing

Centennial Celebration, digitization of high school yearbooks, library attendance at annual community reunion

Collections to be featured and commemorated at the International Union of Women in Architecture (UIFA) Congress, 2015. Social media outreach began in 2011. First research prize awarded in 2000. Biographical database established in 1995. International newsletter created in 1989. Hosted first traveling exhibit, 1988 (accessioned into the archives in 1991). First research symposium held in 1986. Board of Advisors established in 1986. First collections arrive in 1985.

Completion of the online finding aid and emailed announcement to NPS retirees groups

Crowdsourcing and digital humanities projects with digitized materials. Scholarly research in collaboration with US institutions; Saratov State University and the State Archives of Saratov Province (Russian Federation). Continuation of outreach to the American Historical Society of Germans from Russia (including exhibits and presentations).

Exhibits, events featuring the community collection, tied in with anniversaries of the community group

Finding a way to get people into the city to review the records or getting the records to the people through digitization efforts. To begin, grant funding would need to be secured by the New England United Methodist Historical Society or through the New England Annual Conference to make more digitization efforts happen. We partnered with Ancestry.com to have many membership ledgers digitized at no cost. They took the membership books off site, scanned them, and are part of the ancestry.com database. This project was a win-win. We didn't have to do any of the work on site, and we got a great number of records digitized. Another effort like that would be welcome for other parts of the collection.

Getting a critical mass of donated materials to create a compelling community story. Mounting exhibits and publishing exhibit catalogues. Reaching a fundraising/sponsorship goal.

Getting the system in place to capture community contributions in Omeka and Archive-It. Attend public events that discuss the collection and other projects in the community.

Having the TDES deposit more recent records in the archives.

Implement our online database to describe our holding and digitize documents to promote this collection.

Involvement in the advisory work and with ad hoc committees of the organization

Large campus-wide event to mark and celebrate the acquisition of the collection, involving the president's office and the dean of the Libraries.

Making them feel welcome.

Of the many milestones achieved by the Pan Am Flight 103 Archives the 2005 expansion of the collections to include materials memorializing all 270 victims, and the hiring of a full-time dedicated Assistant Archivist in 2011 are perhaps the most significant. The first has allowed the Archives to make available a more comprehensive record of the bombing and subsequent incidents, while also augmenting its connections to the community it serves and represents. The second of these two milestones has allowed the Archives to fulfill the university's remembrance commitment on a daily basis, increase public advocacy for the collection beyond the community group, and ensure the processing and accessibility of collections in a timely manner. Furthermore, the addition of an Archives staff member concerned solely to the work of the Pan Am Flight 103 Archives and community conveys to family, friends, and those affiliated with the bombing the level of dedication felt by all members of the Archives, Libraries, and university staff to caring for the record of the events and the lives of their loved ones.

Presentation about LULAC Council 10 history given by the assistant curator on the 50th anniversary celebration of the Council in 2009. Recognizing its historical significance helped foster a surge of community activism to rebuild the organization. Its membership has risen from under 40 to around 180. Today, it is the largest LULAC Council in the Midwest and once again taking a leadership role in its community on issues of social justice, education, and civil rights.

Public programming; encouragement for other groups to donate collections

Special events such as anniversaries can be important milestones to engage and provide outreach to communities. Other milestones may revolve around exhibits or conferences, which highlight a particular theme that is of interest to the community.

The fact that the ASA sent someone to come and look at the collection and renew the partnership. She was here for two days.

The few presentations we have given, including those in the media helped.

The hire of a community member as an “Assistant Curator.” The addition of key national community leaders to the Collection’s Advisory Board. The establishment of the “Visiting Scholar” position, the first incumbent of which is a globally celebrated and revered legend and founder of the Community.

The library’s digitizing of the entire collection has been the most significant milestone. Also, hosting a large public gathering, with the then-Lieutenant Governor of California, indicated how much the university valued the collection and its community connection.

To continue developing our Fedora repository so researchers and community group can access digital materials.

With the creation and publication of the AMS finding aid, it is expected that the collection will be exposed through archivegrid, Worldcat and other search engines thus increasing interest in the collection for both members use and researchers more generally.

36. Please indicate whether community use of the collection has increased, decreased, or stayed about the same since the collection was acquired. Please make one selection per row. N=33

Community use	Increased	Decreased	Stayed about the same	N
In-person usage	14	0	18	32
Virtual usage (i.e., digital visits)	12	1	10	23
Total Respondents	20	1	21	33

Comments N=11

Collection has not been digitized.

Council 10 members and donor relatives regularly visit the collection, sometimes in conjunction with parent student orientation visits to the University of Iowa. The council regularly organizes outings to bring donors and relatives to visit their collections.

Digital access not available yet.

I think since I have been here (since June 2005) more people have accessed the collection than in previous years. I have an attitude that this information should be used for research. I do a great deal of outreach directly to the churches teaching them about how to organize their records at their churches, and prepare them for delivery to the school of theology library. Being more active in the field, and making my presence known to the many people out there in the community has spurred more inquiry and more interest in the collection.

In person usage was high before library acquisition due to the physical museum space, yet virtual presence was non-existent. With library acquisition, the permanent physical space was eliminated but there has been an increase in digitized materials available.

No virtual usage.

Researcher use of the collection has also increased. There is no digitized version of the collection at this time.

Since its beginnings in 1990, the Pan Am Flight 103/Lockerbie Air Disaster Archives has provided vital information to law enforcement, journalists, attorneys, and victims’ families. Collection materials have been accessed again and

again—by Syracuse University Remembrance Scholars researching the student victims; by a faculty member writing a play based on the lives of these vibrant young people; by journalists writing follow up stories on the tragedy and its continuing impact. While the Archives is well used, many of the heaviest periods of inquiry are linked to the timeline of Pan Am 103 and current events that bring the continued relevance of the bombing to the forefront of discussion. Fall brings families, visitors, and alumni attending the university’s Remembrance Week events. New applicants for the Remembrance Scholarships that will be rewarded the following academic year frequent the Archives during the winter. The approach of December 21st brings with it inquiries surrounding the anniversary of the bombing, particularly during milestone events such as the 25th anniversary in 2013. Finalists for Remembrance Scholarships return in spring to prepare for interviews with the selection committee, and become more acquainted with the 35 students they’ll be asked to represent. Events such as the release of Abdel Basset Ali al-Megrahi, or the capture and death of Muammar Gaddafi during the Libyan Civil War necessarily result in inquiries from the press. In addition to in-person usage, the curation of the Archives website has increased virtual usage of the collections. The inclusion of online exhibits, such as the Timeline of Events: The Pan Am 103 Saga, and a series of monthly features honoring specific victims ensure that the website serves as an engaging and informative portal to the Archives. Finally, recent university initiatives to improve web accessibility have resulted in the creation of dozens of new EAD finding aids and pages that will allow for an increase in virtual research by a broader range of patrons.

The collection is not available digitally.

Unfortunately, the decrease is due to the shrinking veteran community; however, research by others is increasing.

With digitization of the entire collection, completed almost one year ago, in-person use is beginning to decrease, while virtual use has skyrocketed. The Baca Collection is the most heavily visited/used of all the library’s digital sites.

STAFF/COMMUNITY SATISFACTION

37. Using a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied, please indicate the level of perceived satisfaction that library faculty and/or staff have about working with the community represented by the collection. N=35

1 Very Dissatisfied	0	—
2	2	6%
Neutral	9	26%
4	12	34%
5 Very Satisfied	12	34%

Comments N=4

Library dissatisfaction stems from managing realistic community expectations, and reconciling the divergent mission of the original organization (museum) and that of the library.

Most interaction occurred around the acquisition and transfer of the collection.

Overall it is very satisfying, occasionally some of the volunteers take a lead and this can cause issues.

We want to engage more with community members to acquire material and promote use of material.

38. Based on staff interactions and communications with the community represented by the collection, and using a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied, please indicate the level of perceived satisfaction that the community has about working with the library. N=35

1 Very Dissatisfied	1	3%
2	0	—
Neutral	9	26%
4	9	26%
5 Very Satisfied	16	46%

Comments N=4

In general it is a good experience. We would like to do more but it is not always possible due to the lack of resources and other projects. Within the last few months we did a lot of progress but their expectations are very high.

The community at large is generally neutral but community appointed representatives tend to focus on the negative, dissatisfactory aspects of the relationship, which tends to overshadow the positive experiences.

This is based on feedback with community ambassador with whom library liaises regularly.

We have not done much of this assessment.

39. Using a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied, please indicate how satisfied you are with the overall strategy for managing this community-based collection. N=36

1 Very Dissatisfied	1	3%
2	2	6%
Neutral	12	33%
4	12	33%
5 Very Satisfied	9	25%

Comments N=5

I suppose this is just about to change now that the ASA sees this collection as their historical record.

I think we are doing a great job. I just wish, as a one-person operation, that I could reach more people, and do more public relations around what I do and how it affects their future interaction with this community-based collection. I also want people to use the records for research, so I am in the classrooms telling students about our holdings. It is hard to get people excited, but believe me I try my hardest to make things work. I know the people of the churches and the New England Annual Conference that I have interacted with, that are invested and interested, are happy with my performance and help with their records needs. I go out into the field during the spring and summer to do pickups of records and talk to people about what they have in their churches or agencies that they might want to get ready to preserve so that the items will be in good enough shape to ship or for me to pick up in the future.

Need more resources to adequately help with curatorial care of the collection.

The strategy is slowly improving.

Would be interested in expanding strategy, and hope to do so in future.

OUTREACH & ENGAGEMENT

40. Please indicate which outreach activities library staff and/or community members have coordinated in the past year to engage interested communities? Check all that apply. N=31

Outreach Activities	Library staff	Community members	N
Contacting faculty/researchers directly	27	6	28
Contacting community members directly	19	15	26
Announcements on library website regarding updates and new collections	20	5	20
Hosting events at the site of the collection	19	7	19
Using social networking tools	14	9	18
Providing instructional workshops	14	3	14
Hosting events at the site of the community	8	11	14
Publishing reports on the value of collection	12	3	13
eNewsletters	8	3	9
Having a speakers council for community members	4	2	5
Other activity	6	3	7
Total Respondents	29	22	31

If you selected "Other activity/Library staff" above, please briefly describe the activity. N=6

Actively participating in events at various outside (not affiliated with the community) locations to promote awareness and usage of the collection to a broader audience.

Exhibitions

Local exhibits and professional presentations

Started a research travel grant for the collection in 2014.

We are in the process of making the finding aid available online so that the general public, including the community, will be able to access the file listing and description of the collection much easier.

We have a curator who does most of our exhibitions, programming and social media.

If you selected "Other activity/Community members" above, please briefly describe the activity.

N=3

Fundraising dinners

If researchers contact the community, the community redirects the researchers to the University Archives. It is not known if the community is engaging in outreach activities, in general.

Traveling exhibits

41. Please indicate which of the following activities the library engages in for this community-based collection and for library collections in general. Check all that apply. N=32

Activities	Community-based collection	General library collections	N
Promote finding aids	23	30	30
Contact faculty/researcher directly	25	28	30
Promote newly digitized content	17	28	28
Feature collection items in exhibitions	23	28	28
Social media presence	19	26	27
Use library website to post announcements on updates	19	25	25
Provide informational workshops	15	21	22
Provide ongoing communication with registered users	10	13	15
Publish research on the collection	11	13	14
Other activity	7	5	8
Total Respondents	30	31	32

If you selected “Other activity/Community-based collection” above, please briefly describe the activity. N=7

Also have dedicated group study room off of our reference area that highlights the collection.

Coordinated opera event related to collection.

Instruction in Special Collections and University Archives’ classroom to faculty and their students for this community-based collection and other collections.

Orientation for classes (2 responses)

Present case studies and share expertise among other information professionals.

Respond to community interest to highlight their history by developing a website to further disseminate information about Iowa Latino history through a digital humanities project sponsored by the University of Iowa Libraries.

If you selected “Other activity/General library collections” above, please briefly describe the activity. N=5

Active social media presence, programmatic outreach to campus and external media, partnership programs for events and other media activities.

Instruction in Special Collections and University Archives’ classroom to faculty and their students for this community-based collection and other collections.

Orientation for classes (2 responses)

Present case studies and share expertise among other information professionals.

Additional Comment N=1

The activities apply equally to all collections. At this time, we are just focusing on promoting finding aids for this specific community collection.

42. If items from the community-based collection are featured in exhibitions, please indicate how often they are on view onsite and offsite (i.e., traveling or loans to other institutions). N=31

Frequency	Onsite	Offsite	N
Never	3	16	16
Less than once a year	9	3	11
Once per year	5	3	7
2-3 times per year	3	2	5
3+ times per year	4	2	5
Permanently	5	1	6
Total Respondents	29	27	31

Comments N=13

Exhibitions of community-based collections are rare. In the case of the AMS an exhibition was organized to celebrate the 75th anniversary of the organization.

Frequency is completely dependent on the themes of exhibits.

It's an online exhibit.

Materials in collections are available for loan to other heritage institutions for exhibition.

Not regularly exhibited but were exhibited in conjunction with capstone symposium.

Our materials are not available for loans.

The artifacts portion of the collection belonging to the New England United Methodist Historical Society is permanently installed at the conference offices of the New England Annual Conference in Lawrence, MA.

The collection has become an increasingly requested target of international museums and archives seeking to borrow materials for exhibition.

There is a permanent, rotating display of fewer than 20 items in the library. The recent Canal anniversary has significantly increased exhibition loan requests.

This collection will go on exhibit in 2016, onsite and in collaboration with the community and a local public library.

We do not lend our materials.

We have a gallery in West Hollywood, in our USC space and we use other offsite spaces.

While the loaning of collection materials is not standard policy for the Archives, items have been exhibited offsite in the past. This type of exhibit use of Pan Am Flight 103 collection items is, however, extremely rare.

43. Please indicate how the library tracks the impact from outreach and engagement activities for this community-based collection and for general library collections. Check all that apply. N=32

Tracking Method	Community-based collection	General library collections	N
Number of reference questions	22	29	29
Head count at events	17	24	25
Qualitative feedback received by the library	14	23	23
Hit count based on special URLs for tracking sources	12	19	19
Social media sharing	12	16	18
Search queries	7	12	12
Hit count in specific date ranges	4	8	8
Other tracking method	4	2	4
Total respondents	28	31	32

If you selected "Other tracking method/Community-based collection" above, please briefly describe the tracking method. N=3

Number of donated items, appraised value, linear metres of materials

Quantitative tracking of inquiries and community surveys; comment cards at events

Statistics on use of collections in our reading room

If you selected "Other tracking method/General library collections" above, please briefly describe the tracking method. N=2

Comment cards at events

Statistics on use of collections in our reading room

COLLECTION ASSESSMENT

44. For each method used to assess this collection, please indicate how frequently it has been done. N=29

Assessment Methods	Annually	Biennially	Occasionally	Once	N
Statistics gathering	14	1	3	2	20
Internal surveys (library staff only)	1	2	5	7	15
In-person interviews/focus groups of community users	1	0	5	4	10
Comment solicitation	0	1	6	2	9
External surveys (collection users)	0	0	4	1	5
Other assessment method	0	0	0	0	0
Total Respondents	15	3	12	10	29

45. For each assessment method used, please indicate the subject matter. Check all that apply. N=25

Subject	Internal survey	External survey	Interview/ focus group	Statistics	Comment solicitation	Other method	N
Collection processing	10	1	2	8	1	1	18
Collection usage	5	2	3	16	3	0	18
Collection outreach	4	1	4	10	5	0	15
Community stewardship	1	1	3	1	2	0	6
Other subject matter	1	0	0	0	0	0	1
Total Respondents	11	3	5	16	5	1	25

Please briefly describe the other subject matter. N=1

Fonds are assessed before acquisition takes place to ensure the finds fit the collections mandate.

Additional Comment N=1

Curator of collection exhibition catalogue interviewed community members to solicit their stories.

46. If the library has conducted assessments of this community-based collection within the last three years, what was the *primary reason* the assessment was conducted? N=14

Improving collection usage	7	50%
Funding requirement	2	14%
Promoting external stakeholder buy-in	1	7%
Promoting internal stakeholder buy-in	0	—
Other reason	4	29%

Please briefly describe the other reason. N=4

For library-wide assessments and in preparation for a grant application.

IJS-wide collections management survey for internal use and setting processing priorities.

To build relationships with local community and get their feedback.

To date UPenn Special Collections has not engaged in such assessments of its community-based collections. In the case of several, for example, the Institute of Contemporary Art (ICA), the ICA is on the Penn Campus, thus access to the records is possible. A part time manuscript cataloger also serves as the “curator” of the collection. In the past year we have worked closely with ICA on special 50th anniversary programming.

REWARDS AND CHALLENGES

47. Please briefly describe up to three rewards of managing this community-based collection. N=36

Acknowledging and honoring the legacy of the 8th Air Force veterans through our outreach. Collaborating with institutions and organizations preserving the history of the Mighty 8th. Facilitating original research and scholarship by building collections in this subject area.

Being able to provide a way for the oral histories to be gathered and preserved. Being able to meet the volunteers and students interested in assistance with this collection. Being able to meet members of the community.

Bringing wider attention to fantastic resource that documents our shared community/culture. Establishing a sustained partnership with the community we want to engage with. Increased access to these collections for learning, research, awareness.

Building new relationships and partnerships within community. Building a collection that will have research potential and will be of interest to future generations of community members. Exceeding fundraising goal for community-based event based on collection.

Care of materials that would otherwise be lost. Bringing together resources that illuminate the complexity/diversity of the subject matter. Exploring library-museum mergers.

Close tie-ins with other collections. Preservation of the history of a longstanding community organization. Enhancing ties between the university and the wider community.

Collections better reflect the local community. Developed community-oriented approaches to archiving. Learning best practices for mass digitization.

Contributing to the development of students who are using this unique collection. Collecting the women's heritage in Canada and feeling it is important.

Documenting a unique community that will likely be more assimilated in the future. Understanding social and cultural history.

Engaging researchers. Enabling student success. Preserving the past. (2 responses)

Engaging the USC community.

Enriching local history through contemporary collections (collections or records that are less than 100 years old). Strengthening ties between the community and archives through stewardship. Acquiring that "thick description" of social institutions and communities.

Fostered community relations in the Quad Cities area and increasingly throughout the state with Latinos in Iowa. Catalyst to further research that led to recovery of previously unknown history not only of Iowa's Mexican history but also of significant aspects of Iowa's African American civil rights history.

Frequent contact with members of the community. Opportunities to develop new skills for preservation and arrangement. Opportunities to interact with a uniquely focused pool of researchers.

Increased community engagement. Broadens research topics supported by libraries. Preserves cultured heritage of a diverse group of people.

It fulfills a department and university mission to document and serve our urban community. I'm proud that my library is actively engaged in collecting the histories of under represented people and making their stories available for future generations of students, scholars, and the intellectually curious.

It has enhanced my understanding of the history of Massachusetts, and most specifically Boston, MA. I enjoy helping people and teaching them how to preserve and organize their collections prior to the records arriving at the library.

It is good for the IJS to maintain a relationship with such important group of Ellington scholars and enthusiasts. There are ongoing programming partnerships, we have co-hosted lectures and conference a few times, and plan to continue to do so.

Preserving history as it happened. Preserving digital content from the community. Collaboration of various library staff.

Provide enhanced accessibility to the materials. Long-term, stable preservation of the collection. Additional research materials made available to CSU students.

Providing scholarly resources to students, patrons and community. International collaboration and interaction with a unique ethnic community. Preserving local and regional history.

Providing valuable research materials for growing scholarship. Enrichment working with staff at organization. Campus wide support for acquiring a valuable collection.

Raw research materials preserved. Goodwill with the community in which the library resides (Manoa).

Relationships that have been established between Archives staff and the family members of the victims of Pan Am 103, as well the relationship that has grown between Syracuse University and Lockerbie, Scotland. The opportunity to play a key role in honoring the university's commitment to remember the 35 student victims, and, now, all 270 victims. The work done at the Pan Am Flight 103 Archives has become a benchmark for other archives facing the collection of materials related to other tragedies.

Renewed interest by parent organization.

Rich engagement and exchange between a powerful and important artistic community and the resources of a major university. Increasing the diversity and inclusiveness of the university of which the collection is a part. Improving representation of communities of color in the scholarly record.

Sharing our expertise. Getting to meet members of this community group. Exposure to other groups.

The collection provides ready reference on a wide array of individual graduates of the USN JLS/OLS, useful for writing the newsletter, and for researchers.

This and other Feminist collections were given to us based on the strength of our various Feminist collections.

Valuable information on community-based social engagement programs complement other library collections.

We provide access to rich cultural content. We serve as a central repository for such groups thus insuring the preservation of the groups. We provide users with the curatorial expertise to provide reference service and research opportunities.

We provide physical access to the collections. Digital access to collections. Finding aid access to collections.

Wonderful material that has supported serious, extended research. Allowed us to form ties with an important community organization.

Working with the group and expanding this collection.

Working with veterans. Working with community groups and making the collection accessible to interested groups.
Working with the materials themselves.

48. Please briefly describe up to three challenges of managing this community-based collection. N=35

Collection continues to grow and therefore makes demands on available space and staff time. Newer formats of organizational record keeping (i.e., digital records and web-based records) challenge our abilities.

Community members are not familiar with archival practices, which can cause conflicting assumptions. Community members have high expectations for staff time and investment. Students need additional training to work with these collections.

Complete development of digital repository.

Dedicated staff time to increase research and holdings. Budget and resource allotment. Building and storage space resources.

Financial sustainability. Balancing investments in this single area of intense growth and interest with other library priorities.

Getting Omeka ready to accept community-donated content. Reaching out to people with diverse perspectives of the event. Curating the content.

High expectations of the community, coupled with low financial support . High expectations of the university coupled with low financial support. Infighting within the community.

Housing large community-based collections is challenging. Cataloging these collections can take longer than expected, if not resourced. Promotion of the collections can be problematic with limited staff.

Increased interactions/staff time responding to questions from donors. Need to manage ongoing additions to collection. Increased demands to promote collection, i.e., exhibits.

Integrating community views into a broader/objective academic setting. Educating community on best practices in Libraries, and material handling. Community communications: adapting former practices and evolving; emotional attachment of community to the collection often clouds reasonable decision making.

It keeps growing and needs to be reprocessed.

Lack of interest from the ASA. Irregular deposit of materials. Archival processing.

Lack of local language expertise to continue with processing of donated materials.

Lack of resources. High and various expectations from the members of the community.

Language. Processing previously unorganized records.

Maintaining an up-to-date collection register/finding aid. Managing copyright on legacy collections.

Need for additional staff time to process the collection. Need for increased shelf space to house additions to the collection.

Need to continue to work with organization to continue to acquire more records.

Never had stable funding, so it's never grown as much as it could. Trying to decide how best (and with whom) to collect the other aspects of the community's history. With three exceptions, the volunteers and students never stay with the project as long as we would want or need.

Not knowing how many community members are using the digitized collection. Maintaining high-level of staff outreach when there are so many other collections needing such.

Online availability (materials not yet digitized).

Poor project management. Too many collaborators with no clear agreed upon decision-making process or clearly defined responsibilities. Too much reliance on graduate assistants to do professional work.

Preservation and conservation are big needs for this collection. Many of the records are fragile, and the space we currently are storing them in does not always guarantee a steady temperature and relative humidity. Space itself is an issue as more and more churches close, and more agencies recognize that they need to send their records to the archives. Currently, this ever-growing collection is housed with other collections held by the school of theology library in a room that is not an adequate size for an archives. Work on this large collection is only part of my job. Coming into this position, I did not know I was the archivist for an institution with small groups in nearly every town in five states, plus agencies, and the New England Conference governing bodies. It has been a challenge to understand who the major players are and how to get the questions I need answered in a system that is highly democratized with a larger than normal turnover of personnel. There is very little institutional memory among the people I interact with on both the church and agency level (pastors and administrators leave or move to other positions in the conference). Funding for this collection will soon become a larger issue as more churches close, and more agencies recognize that they have records in their possession that should be stored at the library.

Protecting personal information. Access (dissemination of) to records with personal information. Copyright.

Protecting the privacy of individuals who may have struggled while still making their stories accessible.

Redundancy of some records. Little regular contact with the organization.

Space. Staff. Financial resources. (2 responses)

Space constraints. Processing costs. Maintaining relationships on an ongoing basis.

Storage: our storage facility is beyond capacity. Lack of funding to support collections long term (including storage, research, preservation, etc.) Since the community organization processes the collections, they hold the expertise on the collections. This can make reference challenging.

Strategically planning collection development with the passing of the WWII generation. Promoting instructional and educational use by our own faculty. Developing new digital initiatives to leverage research and scholarship.

The inability of the university to understand the challenges. The inability of the community to understand the university. The lack of funding.

The relationship is strong, yet casual. It would be great to revive this connection and have active acquisition and outreach activities.

This requires a substantial investment of time that often spills over into weekends and evenings. It requires institutional support, which the Libraries has generously provided.

While rewarding, the connection with victims' families can also be a challenge. The families and donors to the Archives continue to experience varying stages of grief, a fact that can sometimes make the work of achieving archival goals and needs more difficult. Identifying new potential donors of collection materials can sometimes be challenging, owing to

the nature of how individuals and groups are connected to the story of Pan Am Flight 103. Moving further away from December 21, 1988, creates a new challenge of maintaining the immediacy of the Archives, particularly for a generation of students who were yet-to-be born at the time of the bombing.

ADDITIONAL COMMENTS

49. Please enter any additional information that may assist others in understanding your library's experience managing community-based collections, or what you would tell other libraries preparing to acquire a community-based collection. N=13

As noted at the outset, Penn has worked with several community-based organizations in the past to provide homes to organizations' archival record. It is a balancing act. There is a community need for homes for potential collections and records that may be orphaned as organizations, like individuals, try to manage their institutional histories. Providing solutions to community-base organizations are both a potential boon for researchers and members, but a challenge for institutions, like Penn.

Assess your library's ability (staff time, space, etc.) to preserve and make available the collection. Have a clear idea of how the collection will fit your collecting policy.

Be ready for challenges around staffing, space, funding, grants, and the ability to please the needs of the collection, its community, and the library in which you are currently employed. Juggling it all is very difficult. I see and feel all these issues very acutely because I am a one-person operation and this is only part of my job. I came into the position not knowing that I was the archivist for records for churches in each city in the five states that comprise the New England Annual Conference. The challenge is to do my job as archivist for the New England Annual Conference, my job as archivist for the Boston University School of Theology, and as a special collections librarian to the students and researchers in need of research help from me. Setting up a personnel structure that works has been helpful. I don't process collections, but teach students how to properly handle and organize collections. Determining what you can let go of, and have someone else do, is what needs to happen first. Then comes additional planning around other tasks. And finally, or perhaps, this should be done prior to all other planning, securing funds and resources for the collections. I thankfully have in place something that works thanks to those who donate to the New England United Methodist Historical Society. If not for them, I would not have an operations budget for staffing, travel, and supplies.

Before accepting the responsibility of archiving the history and contributions of an active, living community, be prepared to a) make concurrent investments in staff expertise; b) think careful about costs and sustainability of these efforts long term, and whether the resources of your institution will meet the community's expectations; c) include and consult community members a various levels, remaining open and flexible to expanding or countering traditional library procedures and practices.

In our project, the rewards have far outweighed the issues.

It is very satisfying working with community-based collections. They benefit users and researchers, as well as the larger community. They document a very important element of our shared past and history.

It's rewarding, but time-consuming. Community groups can have a different expectation for what should be collected. Funding issues need to be sorted out (which organization gets funding, how much, for what purposes, etc.)

Just do it! It's an extremely rewarding experience and gets the library/university into the community.

Just that it is a sacred responsibility that consumes many.

Lack of informal policies and procedures at outset can lead to confusion and dissatisfaction from both parties. Community education on library functions and setting is integral from the beginning in order to more realistically manage expectations. Definition of who is included in the community can be interpreted more narrowly by those who self-appoint themselves as representatives. This can diminish or ignore other aspects of the community.

Really understand the fabric or make up of the community prior to acquiring the collection to understand the social context in which the records were created. Ask about how personal information was collected and why (are there any disclosure forms?) Ask about copyright for the textual records and images.

To successfully build community-based collections, you need to have a trusted relationship with a strong partner in the community who will be a long-term ambassador. You also need to have strong library and campus support to ensure space, communications, and advancement needs are in place.

We believe that collections that we take in should be open to researchers whenever possible, a goal that is not always possible with community-based collections. The cost over time to the university of stewardship is an issue that community organizations are sometimes not in a position to help with. Establishing effective and appropriate means of communication can sometimes be difficult, especially with organizations that have both paid staff and active volunteers.

RESPONDING INSTITUTIONS

University at Albany, SUNY	Michigan State University
University of Alberta	National Archives and Records Administration
Boston University	North Carolina State University
Brigham Young University	Northwestern University
University at Buffalo, SUNY	Ohio University
University of Calgary	University of Oklahoma
University of California, Los Angeles	Oklahoma State University
University of California, San Diego	University of Oregon
Case Western Reserve University	University of Ottawa
University of Colorado at Boulder	University of Pennsylvania
Colorado State University	Pennsylvania State University
Cornell University	Purdue University
University of Florida	University of Rochester
Georgia Institute of Technology	Rutgers University
University of Hawaii at Manoa	University of Southern California
University of Illinois at Chicago	Syracuse University
University of Iowa	Temple University
Iowa State University	Texas A&M University
Johns Hopkins University	University of Toronto
University of Louisville	University of Virginia
McGill University	Virginia Tech
McMaster University	Washington University in St. Louis
University of Massachusetts, Amherst	University of Waterloo
University of Michigan	University of Wisconsin–Madison