



RECORDS MANAGEMENT AND ARCHIVES

ANNUAL REPORT
2019-2020

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I. INTRODUCTION

The following report contains a summary of activities and services provided by Records Management and Archives (RMA) to Departments and units within the University and the wider Montreal community, as well as a layout of annual operational responsibilities and projects.

2019-2020 brought significant changes to RMA via three events:

1. Relocation to the Faubourg Building in August 2019, ending more than 25 years in the Hall Building.
2. Staff departures from two positions held by long-term RMA Team members: Nathalie Parant in January 2020, and Vincent Ouellette in February 2020.
3. Teleworking indefinitely as of mid-March 2020 due to the Covid-19 Pandemic.

In response to these major shifts, RMA quickly integrated adjustments and readjustments to workflows that brought optimal results.

With several services reduced or suspended, the Team remained dedicated to providing access to collections and programming wherever possible. Moreover, both the Records Management and Historical Archives Teams recognised change, stoppage, and remote work as opportunities to develop beneficial initiatives in digital preservation and in the dissemination of records management guidelines and skills.

2. RECORDS MANAGEMENT ACTIVITIES

2.1. Service Offer and Statistics

The Records Management (RM) service offer includes the following five components:

1. Advisory and filing services
2. File retrieval services
3. Secure Shredding services
4. RM Training
5. RM Month and Day

2.1.1. Advisory and Filing Services

Advisory and filing services include records assessment and analysis, reorganization of shared drives, implementation of the Records Classification & Retention Plan (RCRP), and the transfer of valuable records to historical archives. Services are provided to Departments and units using project management techniques that include assessment, partner evaluation, and post-mortem reporting.

Upon request, records management Clerks assist Departments and units with the filing of hard copy and digital documents in filing cabinets and shared drives. Clerk responsibilities include:

- Filing, sorting, and organizing current records based on the Records Classification and Retention Policy (RCRP) structure.

- Applying retention rules to boxes of unsorted, loose, and unprocessed documents.
- Submitting destruction lists and transfers of documents to Historical Archives;
- Proceeding with inventory and semi-active box documents.

Advisory and filing services were provided to **22 Departments and units** in 2019-20 (up from 18 in 2018-2019):

- The majority of services were related to paper documents.
- **9 of the following 22** Departments and units implemented the RCRP structure into their shared drives.

Academic Departments	Administrative Units
Centre for Oral History and Digital Storytelling (COHDS)	Access Centre for Students with Disabilities (ACSD)
Centre for Interdisciplinary Studies in Society and Culture (CISSC)	Enrollment Services (OCE)
Department of Cinema	Financial Services (Restricted Funds, Accounts Payable)
Department of Economics	University Hospitality
Department of Political Science	Libraries
JMSB Research Programs	Office of Community Engagement
Office of the Dean, Gina Cody School of Engineering and Computer Science	Office of the Vice President Services
Simone de Beauvoir Institute	Office of the Provost and Vice-Provost Academic Affairs (PVPAA)
	Office of the Treasurer
	School of Community and Public Affairs (SCPA)
	Student Success Centre (SSC)
	University Advancement
	University Communications Services (UCS)
	University Secretariat
Subtotal: 8	Subtotal: 14
Total: 22	

2.1.2. File retrieval services

File requests -also called Semi-Active Requests- are requests from Departments and units for the retrieval of boxes of documents previously sent to RMA for retention services.

Total requests	57
Number of Departments and Units that submitted requests	18
Total boxes requested	451
Total time	38 hours

Of 451 boxes requested in 2019-2020, Human Resources, the Office of the Registrar, and Health Services retrieved the highest number.

Note: as of September, 2019 the tracking of requests switched from an excel filing system within a shared drive to the online document management system Ultima.

2.1.3. Secure Shredding

As of early 2019, Access (formerly Docu-Dépôt) was awarded a 5-year contract with RMA for secure shredding services across the University. In 2019-2020 secure shredding containers were located in **28 Departments and 39 Units**, with several utilizing multiple containers.

Secure shredding containers are provided in two sizes, as follows:

Size	Number
32-gallon (capacity 4 boxes)	95
65-gallon (capacity 8 boxes)	39
Total	134

To reduce secure shredding costs, RMA reviewed and adjusted pick-up frequency and container capacity in 2019. With the exception of Departments and units requiring large capacity containers, all were downgraded from 65 to 32-gallon containers and pick-up frequency went from bi-monthly to monthly.

2.1.4. Records Management Training

In-class and online RM skills training sessions are offered to the internal University community on an ongoing basis. Regular updates are made to training presentations, including the development of video sessions on YouTube and in Cspace. Since July 2018, Email Management training has been the most in-demand session (presented in campus computer labs in collaboration with IITS).

Note:

- As of March 2020, all in-class sessions were suspended due to the Covid-19 pandemic and as of fall, 2020 were offered indefinitely online and via Zoom.
- MDD training sessions were discontinued in 2020.
- In-class Boxing Procedure training sessions will be discontinued as of winter 2020 due to lack of registration.

Training Session	Online on Moodle	Number of In-class sessions offered	Number of in-class Participants
RM – Basic Notions	ongoing	2	17
Email Management	ongoing	1	10
Boxing Procedure	ongoing	2	11
MDD	0	0	0
Records Management Fundamentals	0	0	0

Managing Documents using RCRP	0	0	0
Managing Documents using RCRP	0	0	0
Total	-	5	38

2.1.5. Records Management Month and Records Management Day
In alignment with annual traditions of spring-cleaning, RMA has celebrated April Records Management Month (established by ARMA International) and Records Management Day since 2018 as one of several events that assist Departments and units with organizing information and divesting offices of obsolete hard copy and digital materials, including email. RM Day has occurred in full and half-day formats.

Due to the Covid-19 pandemic, RM Day was cancelled for the 2019-2020 year.

2.2. Operational Responsibilities and Projects

In addition to the services outlined above, RM engaged in the following projects in 2019-2020:

- Preparation for the replacement of Documentum and MDD to SharePoint.
- Updates to rules development within the Retention Classification & Retention Plan (RCRP).
- Content review of Cspace RM pages.
- Presentations to Departments and units of the RM service offer.
- Development of records management internal processes.

Residual issues related to the move of RMA from the HB to FB in August 2019 implicated several RM resources into mid-2020.

3. HISTORICAL ARCHIVES ACTIVITIES

3.1. Archives Research Services

RMA is the sole repository mandated to collect and provide access to extensive holdings of Concordia University institutional documentation and its two founding institutions: Loyola College and Sir George Williams University. RMA is open to faculty, students, and staff of Concordia and to external researchers, including the general public.

RMA also collects and provides access to private archival fonds and collections related to the history of the University including, but not limited to, the documents of faculty, staff, and research centres. In this context, fonds are defined as the whole of a group of documents created or accumulated by an individual, a family, or a corporate body in the course of their activities or functions. Collections are documents assembled on the basis of a common characteristic.

3.1.1. Statistics

In 2019-2020, Historical Archives received **140 requests** with an **average of 12 requests per month**, and a total of **101 hours** responding to requests. While

October is usually the month HA receives the highest number of requests, the numbers below reflect suspension of services as of August 2019 due to move and closure of RMA:

Category	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Historical Archives - Internal Researchers	25	11	12	7	2	8	7	4	1	3	3	1	84
Historical Archives – External Researchers	3	6	7	5	5	5	2	5	11	4	1	2	56
Total Requests	28	17	19	12	7	13	9	9	12	7	4	3	140
Total Hours	45	17	17	3	2	4	2	3	3	2	2	1	101

3.1.2. Contributions

HA research services contributes to research projects that take place both within Concordia and the community at-large. Listed below are the 2019-2020 contributions to projects:

Project	RMA Contribution
1. External Projects	
1.1. 125th Anniversary of YMCA Camp Kanawana	Photographs from YMCA fonds
1.2. Launch of THÉÂTRE DIAMANT À QUÉBEC. Multimedia installation on the YMCA from 1879-1946, Place d'Youville https://www.lediamant.ca/en/explore/	Photographs from YMCA fonds
1.3. Heritage Minute on Oscar Peterson and Montreal boroughs of Little Burgundy and Saint Henri from 1930-1950: https://www.historicacanada.ca/heritageminutes	Photographs from John Gilmore fonds
2. Fundraising Projects	
2.1. Donor's book on George Lengvari	Photographs and articles
3. Events and Presentations	
3.1. Homecoming Events: Advancement and Alumni Relations	Photographs
3.2. Inductees to Concordia Sports Hall of Fame	Photographs
3.3. Concordia Shuffle 30th Anniversary	Research of previous Shuffles to create commemorative T-shirt with last dates to 1990.
3.4. 40th Anniversary of Concordia Liberal Arts College	Photographs
4. Now Stories	
4.1. 45 th Anniversary of SGW and Loyola Merger	Photographs

Project	RMA Contribution
Click here for the story	
4.2. Article on James Tupper (Concordia Theatre graduate, Actor Big Little Lies) Click here for the story	Photographs
5. In Memoriam	
5.1. Ronald Coyte, Professor, Department of Political Science Click here for the story	Photographs
5.2. Jo Vellacott, Professor, Simone de Beauvoir Institute Click here for the story	Photographs
5.3. Donald Boisvert, Professor, Department of Religion, Former Dean of Students Click here for the story	Photographs

3.2. Accessions

An accession is the acquisition of a group of archival materials through donation, purchase, or transfer from a Department or Unit by an individual, family, or organization. Accessioning is the procedure followed to bring acquired material under the intellectual and legal control of the University. Fonds are the whole of the records related to an individual, family or organization (the word is always plural).

The following are highlights from 2019-20 HA accessions statistics:

Activity	Number
Total number of accessions	51
Total additions to fonds	41
New archival fonds	10
Total paper textual records accessioned	Total boxes: 28 Total length of paper textual records: 18m (17.97m)
Total digital textual records accessioned	29,160
Total born-digital photos accessioned	16,300
Total paper photographs accessioned	1,112
Total DVDs accessioned	87
Total CDs accessioned	539
Total books accessioned	22
Largest accession	University Advancement: 16,300 born-digital photos

3.3. Processing

Archival processing is the preparation, organization, and description of archival materials for use. Processing is the core of archival work.

The following **seven new and previously unprocessed fonds** were ingested into the RMA digital archive in 2019-2020:

Fonds	Items and archival requirements
Centre for Mature Students	<ul style="list-style-type: none">Digital material processed into Archivemata, our digital preservation platformDescription created in AtoM, our online archives catalog
Addition: Victor Teboul	<ul style="list-style-type: none">Audio-visual material processed into ArchivemataDescription updated in AtoM
Addition: Robert N. Wilkins	<ul style="list-style-type: none">Digital material processed into ArchivemataDescription updated in AtoM
Addition: Office of the President and Vice-Chancellor	<ul style="list-style-type: none">Digital material processed into ArchivemataDescription updated in AtoMMetadata updated
Addition: University Advancement	<ul style="list-style-type: none">Digital material processed into ArchivemataDescription updated in AtoMMetadata updated
Addition: Office of the Principal	<ul style="list-style-type: none">Oral histories related to the merger of SGW and Loyola processed into Archivemata
Migration of Audio-Visual Database*	<ul style="list-style-type: none">Database migrated into AtoM
Digital Content	<ul style="list-style-type: none">50,149 files which represents 99.4GB of content were transferred to RMA in 2019-2020

*Migration of AV database was a sizeable collaborative project with *Special Collections* in which nearly every RMA staff member took part.

3.4. Digital Preservation Activities

Due to the move of RMA, archival boxes and the new vault were inaccessible to RMA staff from August 2019 - Fall 2020. This also affected access to much of the equipment related to the functioning of the Digital Preservation Program.

The following Digital Preservation projects were multi-month efforts that took place throughout 2019-2020:

3.4.1. System upgrades

In 2019-20 the open-source online digital preservation platforms Archivemata and Access to Memory (AtoM) were upgraded by RMA. Keeping these systems up-to-date ensures desired system performance is maintained and improved upon. Updating also allow RMA to take advantage of newly released features that support the active preservation and ongoing access to digital record holdings.

Date	Preservation system upgrade
Nov. 2019	Archivemata version 1.10.1
Nov. 2019	AtoM version 2.5.3

3.4.2. Web Archiving

Web archiving is the process of capturing and giving access to the informational value of a website at a particular moment in time. RMA captures Concordia and Concordia-related websites to track their historic evolution and archive sites that could potentially disappear from the web as a process of preserving historic records making them accessible as valuable research pathways.

A total of 187GB of new data and 1,387,752 documents were added to the following web archive collections.

Project
Covid-19 Web Collection
Institutional Web Collection
University Publications
Student Associations and Groups

3.4.3. Hardware and Software

The following hardware and software were acquired in 2019-2020 to aid the transfer, re-formatting, and backup of digital content:

- Renewal of the subscription to QuickView Plus
- T35u-RW USB 3.0 Forensic SATA/IDE Bridge Kit
- T9 Forensic FireWire Bridge Kit
- BitCurator HP Laptop

4. RMA ONLINE

RMA maintains the following dynamic online platforms that facilitate outreach, ongoing communication, and dialogue with the internal University community and the community at-large:

- [RMA Website](#) and [Cspace](#) – Concordia internal information source for employees
- Social Media: [Facebook](#), [Instagram](#), [Twitter](#), [YouTube](#)

4.1.1. Website Statistics

The RMA website is comprised of over 300 pages of information organized according to Records Management and Historical Archives, and areas of interest and documents (i.e. Buildings, Important Dates, Honorary Degrees, Concordia publications). 2019-20 user statistics are as follows:

Total number of visits: **45,669**

17,978 different users created 24,572 viewing sessions and 45,669 page views, for an average of 1.86 pages per session. An average session duration was 2.25 minutes.

80% of users were located Canada; 50% of which were in Montreal.

The majority of users accessed the site with Chrome (52%) and Safari (30%).

62% of users connected via desktop and laptop computers. 28% connected on a mobile device (34%) or tablet (4%).

Top 10 pages visited:

Rank	Page	Page Views
1	/offices/archives.html	6,045
2	/offices/archives/buildings/sgw/faubourg-building.html	3,242
3	/offices/archives/buildings.html	1,920
4	/offices/archives/undergraduate-calendars.html	1,327
5	/offices/archives/buildings/sgw/va-building.html	1,101
6	/offices/archives/stories/sgw.html	1,066
7	/offices/archives/honorary-degree-recipients.html	871
8	/offices/archives/publications.html	821
9	/offices/archives/fonds-collections.html	815
10	/offices/archives/graduate-calendars.html	724

4.1.2. Social Media

Social Media has been paramount to RMA dissemination methodologies since 2017. The following statistics are related to four platforms regularly maintained by five RMA staff members in the Social Media Working Group led by John Richan (Digital Archivist) in 2019-20:

Platform	Output	Followers	Engagements
Facebook	84 posts	194	470 (70 comments, 48 shares)
Twitter	139 posts	225	826 (638 likes, 176 retweets, 12 replies)
Instagram	76 posts	532	1,600
YouTube channel	7 videos uploaded	N/A	N/A
Total	306 posts	951	2,896

RMA participated in three Social Media events in 2019-2020:

- [Society of American Archivists \(SAA\) - #AskAnArchivistDay](#): An annual Twitter event in early October wherein archivists answer questions about archives, including day-to-day activities, education, specific records in collections, pointers for the next generation of archivists, etc. The #AskAnArchivist hashtag is used for each post.
- [Digital Preservation Coalition - World Digital Preservation Day \(WDPD\)](#): Held on Twitter on the first Thursday of November, WDPD promotes greater awareness and understanding of digital preservation as a practice that permeates business, policy making, and personal archives. The 2020 theme: *Digits: for Good*, connected members of the digital preservation community and celebrated the positive impact of digital preservation, particularly around the preservation, sharing, and study of research and development data related to COVID-19 vaccines.
- [National Archives - #ArchivesHashtagParty](#): A Twitter and Instagram event with a different theme each first Friday of the month that highlights items from collections held by libraries, archives, galleries, museums.

Date	Event	Platform
Oct. 2, 2019	SAA #AskAnArchivist Day	Twitter (with promo posts on other platforms)
Nov. 7, 2019	Digital Preservation Coalition World Digital Preservation Day	Twitter (with promo posts on other platforms)
Monthly	National Archives #ArchivesHashtagParty	Twitter and Instagram (with promo posts on Facebook)

5. STAFFING

As of April 30, 2020, the RMA team included 11 employees, as follows:

- 1 Director - Marie-Pierre Aubé
- 1 Interim Team Lead, Records Management – Julie Daoust
- 1 Team Lead, Historical Archives – Nathalie Hodgson
- 1 Digital Archivist – John Richan
- 1 Technician – Caroline Sigjoun
- 2 Archivists and Records Analysts – Eric Côté and Emmanuelle Hoarau
- 1 Records Management Assistant – Olivier Bissailon-Lemay
- 1 Records Management Clerk – Jasmin Cormier-Labrecque
- 1 Administrative Assistant – Candice Tarnowski

2019-2020 saw the departure of two longstanding and highly valued members of the RMA Team:

- January 2020: **Nathalie Parant, Lead Records Management**. Nathalie joined RMA in 2008 (12 years of service).
- March 2020: **Vincent Ouellette, Archivist**. Vincent joined RMA in 1988 (32 years of service).

As of March, 2020, Julie Daoust became Interim Lead, Records Management. The Archivist position has not been filled due to Covid-19 restrictions.

6. CONCLUSION

RMA experienced a beneficial year despite ongoing delays related to the move of the unit in August, 2019, the departure of two longstanding key staff members, unprecedented telework challenges as of mid-March, 2020 due to the Covid-19 pandemic, and preparation for the changeover from MDD to SharePoint in late Summer 2020.

Records Management provided advisory services to 22 Departments and units (down only five from 2018-2019), conducted 18 filing and boxing projects (up from 10 in 2018-2019), and trained 38 users (down from 104 in 2018-2019).

Historical Archives accessioned 41 additions to fonds, 10 new fonds, and processed 7 fonds. The Digital Preservation program hit milestones in the form of system upgrades and the migration of the AV database in collaboration with Special Collections. There was also marked growth in RMA Social Media channels with 236 new followers and over 3000 likes.

RMA contributed materials for 14 external and internal projects and events, including gallery and virtual exhibitions, publications, and events.

Again, with several services reduced or suspended, the RMA Team remained dedicated to providing as much access to collections and programming as possible and transformed difficulties into opportunities for new initiatives. A successful year, indeed.