UNIVERSITÉ **Concordia** UNIVERSITY

RECORDS MANAGEMENT AND ARCHIVES

ANNUAL REPORT
2020-2021

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1. INTRODUCTION

The following report contains a summary of 2020-2021 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.

2020-2021 included the following notable changes:

1. Teleworking through the remainder of 2020 and throughout 2021 due to the Covid-19 global Pandemic.
2. Changeover of the University online document storage and retrieval systems from MDD to the SharePoint Online (SPO) service *Concordia's Document Repository* (CONDOR), including the migration of over 1 million internal documents contained in Departmental and Unit drives as well as personal drives.
3. The majority of RMA services provided were related to electronic documents, which differs from previous years wherein most services were related to paper documents.

As in 2019-2020, RMA quickly responded to these changes with integrated adjustments and readjustments to workflows that brought optimal results.

With some services reduced or suspended throughout the year, the Team remained dedicated to providing access to collections and programming wherever possible. In fact, **digital preservation and social media activities, as well as historical archives contributions, doubled in 2020-2021.**

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
6. Outreach Activities

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 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 15 Departments and Units in 2020-2021 (down from 22 in 2019-2020 due to teleworking):
- The majority of services were related to electronic documents, which differs from previous years in which the majority of services were related to hard copy documents.

Academic Departments	Administrative Units
Department of Economics	Access Centre for Students with Disabilities (ACSD)
	Concordia Stores
	Financial Services – Accounts Payable
	Financial Services – General Accounting/Budget
	Financial Services – Project Unity
	JMSB Academic and Student Affairs
	JMSB Graduate Programs
	JMSB Research Programs
	Libraries
	Office of Community Engagement
	Office of the President – Government Relations
	Office of the President – Institutional Planning
	Office of the Provost and Vice-Provost Academic Affairs (PVPAA)
	University Secretariat
Subtotal: 1	Subtotal: 14
Total: 15	

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	25
Number of Departments and Units that submitted requests	3
Total boxes requested	266
Total time	19 hours

2020-2021 requests were reduced by approximately 50% from 2019-2020 due to teleworking. Of 266 boxes requested this year, Human Resources retrieved the highest number.

Note: Semi-Active Requests are tracked through Ultima (online document management system).

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2.1.3. Secure Shredding

In year two of Access's (formerly Docu-Dépôt) 5-year contract with RMA for secure shredding services across the University, containers remained located in **28 Departments and 39 Units** (as they were in 2019-2020) 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**

Pick-up/emptying of full containers was on an as-needed basis in 2020-2021 given the lack of on-campus staff due to remote work.

2.1.4. Records Management Training

Online RM skills training modules were offered to the internal University community on an ongoing basis throughout 2020-2021 on moodle in the myconcordia portal and online in Zoom and Microsoft Teams. A total of **13 live online sessions** were offered **(up from 5 in 2019-2020)** with a total of **324 participants (up from 38 in 2019-2020).**

Training presentations are regularly updated and further developed according to new technology and best practices, including video sessions on YouTube and in Cspace. As in past years, Email Management (offered in collaboration with IITS) continues to be the most in-demand training session. With the migration of MDD to SPO in fall 2020, new trainings on using CONDOR/SPO, Teams, and on Digital Recordkeeping were added and highly attended.

Note:
- As of Fall 2020 in-person sessions were discontinued and offered online
- MDD training sessions were discontinued due to the migration of MDD to CONDOR/SPO in Fall 2020
- Boxing Procedure training sessions have been discontinued indefinitely due to lack of registration.

Training Session	Online on Moodle	Number of Zoom/Teams sessions offered	Number of participants
Records Management Fundamentals	ongoing		
Email Management	ongoing		
Managing Documents using the RCRP	ongoing		
Basic Notions		1	20

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SharePoint Basics		6	121
SharePoint Q&A		3	69
Managing Records in Microsoft Teams		1	32
Digital Document Management		2	82
Total	**-**	**13**	**324**

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. Several events are offered throughout the month to create awareness among CU Faculty and Staff of RM services that assist Departments and units with organizing information and divesting obsolete hard copy and digital materials, including email. RM Day has occurred in full and half-day formats.

Following the cancellation of RM Month in 2019-2020 due to the Pandemic, RM Month 2020-2021 included the following:
- RM Trainings
- A successful Cspace Quiz / Scavenger Hunt with 15 participants. Winner: Angela Bruni
- Daily RM memes posted on RMA social media channels (Instagram, Twitter, Facebook) over one week
- UCS story on RM published in the NOW Faculty and Staff online news
- RMA internal collective filing cleanup following the CONDOR/SPO migration.

2.1.6. Migration to Concordia Document Repository (CONDOR) on SharePoint

From Fall 2020 to mid-2021, RMA migrated **1,006,979 documents** from Documentum and MDD to the new, University-wide online document storage and retrieval system *Concordia Document Repository* (CONDOR), a SharePoint Online (SPO) service.

Several internal Departments and Units are continuing to migrate content from their drives. The over 1 million files mentioned above were migrated from the following Departmental and Unit drives as well as personal drives:

Unit
University Advancement
IITS
Records Management and Archives
University Translation
University Secretariat
Office of the Vice President Student Services (VPSS)
Student Success Centre

In collaboration with Service Adoption Specialists from IITS and the Library, RMA presented a training session on the effective organizing of files in CONDOR/SPO on

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Sept. 25, 2020 as part of the [Office 365 Digital Skills-share Unconference](#) with **138 participants**.

2.2. Operational Responsibilities and Projects

In addition to the services outlined above, RM engaged in the following projects in 2020-2021:

- Updates to rules development within the Retention Classification & Retention Plan (RCRP).
- Content review of Cspace RM pages.
- Presenting the RM service offer to Departments and units.
- Development of records management internal processes.

Ongoing teleworking and residual issues related to the move of RMA from the HB to FB in August 2019 implicated several RM resources into early 2021.

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 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 based on a common characteristic.

3.1.1. Statistics

In 2020-2021 Historical Archives received **145 requests** (up from 140 in 2019-2020) with an **average of 12 requests per month** (equal to 2019-2020), and a total of **231 hours** responding to requests (up from 101 hours in 2019-2020). While October is the month HA historically receives the highest number of requests, February and March had higher numbers this year, and numbers were up despite University closure:

Category	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Historical Archives - Internal Researchers	1	1	4	8	5	7	9	1	6	9	6	4	**61**
Historical Archives – External Researchers	1	2	4	9	6	11	6	6	5	11	17	6	**84**
Total Requests	2	3	8	17	11	18	15	7	11	20	23	10	**145**
Total Hours	29	2	2	10	10	8	40	3	6	65	28	28	**231**

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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 **24 contributions** made to projects in 2020-2021:

Project	RMA Contribution
1. External Projects	
1.1. Exhibition: *Education Shock: Learning, Politics and Architecture in the 1960s and 1970s*, Haus der Kulturen der Welt, Berlin January 29 – July 11, 2021	Image I0074-02-0117 from the Computer Centre Incident, Feb. 1969
1.2. Online exhibition: *A Smoker's War: Cigarettes and the First World War*, Canadian Centre for the Great War (CCGW)	Brochures, reports, minutes: YMCA fonds P0145
1.3. Radio Canada Television production, Public Affairs Magazine *Enquête*: 1960's political trends in Quebec, aired Oct. 1, 2020	Images from the Computer Centre Incident, Feb. 1969
1.4. Tele-Quebec production, *Cette année-là* : Host: Marc Labrèche, Guest: Charles Biddle Jr., aired Nov. 7, 2020	Images of Rockhead's Paradise, John Gilmore fonds P004
1.5. Publication: ***Photogenic Montreal: Activism and Archives in a Post-Industrial City***, co-edited by Martha Langford and Johanne Sloan (CU Dept. of Art History), McGill-Queen's University Press	Images of the Computer Centre Incident
1.6. Publication: ***Deindustrializing Montreal: Entangled Histories of Race, Residence and Class*** by Steven High (CU Dept. of History), McGill-Queen's University Press	Images of the Computer Centre Incident
1.7. Publication: ***The Making of Habitat 67: A tense pas de deux between Moshe Safdie and August Komendant***, Réjean Legault (UQAM), published by the Society for the Study of Architecture in Canada Journal, Fall 2021	Image from Denis Dinicacopoulos fonds
1.8. Publication: ***Uninvited: Canadian Women Artists in the Modern Moment***, edited by Sarah Milroy, Co-published by Figure1 Publishing and the McMichael Canadian Art Collection	Image from Anne Savage fonds
1.9. SAQ 100th anniversary advertising campaign featuring archival images of Quebec community activities, parties, weddings, festivals, music, jazz, etc. on posters, windows, checkout counters, websites, screens, and a 15-second video projected at the 2021 live and virtual Montreal Jazz Festival	Two images from John Gilmore fonds: P004-02-004 and P004-02-050
1.10. Ville de Montreal preliminary study assessing the heritage interest of the Sir George Williams Campus	

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Project	RMA Contribution
(Note: a similar study on the Loyola Campus was conducted in 2016 by Susan Bronson)	
2. Internal Projects	
2.1. Exhibition: CU Library: *Take a Moment for Representation: An Anti-Racism Series*. Dec. 8, 2020 – Dec. 24, 2021. Research pending.	Pending
2.2. Website: 4th Space *Protests and Pedagogy* programming.	Verification and accurate citations for Computer Centre Incident photos on website created and inaccurately cited in 2019
2.3. Podcast: History of annual CU orientations and the history of the Concordia Students Union (CSU)	Articles on orientation in student newspapers and research on CSU history
2.4. Video: Images for University Advancement YouTube video: International Women's Day: 'I am woman, hear me celebrate!' Posted March 8, 2021	Photographs of Rita Shane, Kathy Waters, Gwen Lord, etc.
2.5. Video: Images for University Advancement / District 3 Innovation Hub Campaign for Concordia MentorConnect Program video	Photographs of the late L. Jacques Ménard
2.6. Images for University Advancement Class of 1970 Reunion	Photos of students and events from 1970
2.7. Department of Education Early Childhood and Elementary (ECEE) program 50th anniversary	Memorabilia related to the ECEE program and its Professors
2.8. 2020 Sports Hall of Fame Inductees. September 2020	Photos and information on Les Lawton, Hockey Coach
2.9. Re-launch of Theresa Humes Tournament into two special events. Request from Caroline Ouellette (Head Coach of Women's Hockey)	Photos of Theresa Humes and Loyola and Concordia women's hockey team logos
2.10. RMA participation in the President's Taskforce on Anti-Black Racism Subcommittee: Concordia's history and relations with Black communities (Lead: Christiana Abraham, Faculty of Arts and Science)	Research on historical relations between Concordia (and its founding institutions, Sir George Williams University and Loyola University) and the CU and wider Montreal Black community toward recommendations on how to honour and highlight this history
2.11. Research for Concordia Indigenous Directions Researcher: Colby Gaudet, PhD candidate in the Dept. of Religions and Cultures	Research project on Concordia's past and present relationships with Indigenous peoples
3. Internal Publications (NOW Stories)	
3.1. John Molson School of Business 20th Anniversary of the naming of the School in 2000. Published Nov. 2020. Click here for the story.	Photographs

Project	RMA Contribution
4. In Memoriam	
4.1. Biographical information on Charles L. Bertrand (1939 – Sept. 11, 2020), Professor Emeritus, Department of History and Interim Rector from 1994-1995. [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).

Pandemic closures in 2020-2021 required the postponement of several new archival fonds accessions and additions to fonds, both reflected in the numbers: 7 new and 7 additions in 2020-21, down from 51 new and 41 additions in 2019-2020. The following statistics highlight 2020-2021 accession activities:

Activity	Number
Total number of accessions	**7**
Total additions to fonds	7
Total digital files preserved	41,910
Total Archival Information Packages (AIP) created	251
Largest accession	University Communications Services: 3,000+ digital images

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 **additions to fonds** were ingested into the RMA digital archive in 2020-2021:

Fonds	Items and archival requirements
[Concordia Undergraduate Journal of Art History](#)	• Digital Material processed into Archivematica • Description updated in AtoM
[Victor Teboul](#)	• Digital material processed into Archivematica • Description updated in AtoM
[Senate](#) and [Board of Governors](#)	• Digital material processed into Archivematica • Description updated in AtoM
[University Communications Services](#)	• Digital material processed into Archivematica • Description updated in AtoM

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Records Management and Archives	• Digital material processed into Archivematica • Description updated in AtoM

3.4. Digital Preservation Activities

Significant increases in Digital Preservation activities took place in 2020-2021. This growth is related to a general increase in digital processes related to teleworking.

Set-up of the new Digital Preservation lab in the FG Building was completed by John Richan, Digital Archivist, as of Jan. 2021. Due to the 2019 move of RMA from the Hall Building, archival boxes and the new vault were inaccessible to RMA staff from Aug. 2019 – Aug. 2020, which affected access to equipment related to the functioning of the Digital Preservation Program.

The following Digital Preservation projects were multi-month efforts that took place throughout 2020-2021:

3.4.1. Migration

Two Digital Preservation migrations took place in 2020-2021: The **AV Database Migration collaboration with CU Library Special Collections**, continued from 2019-2020, which transferred over 4,700 records, and the migration of technical, administrative, and descriptive metadata from the **RMA legacy database to AtoM** (Access to Memory online archives catalogue), which improved the reliability and discoverability of Concordia's historical audio visual holdings.

3.4.2. Digitization

A total of **852** University Committee meeting minutes dating from 1970-2017 were digitized in 2020-2021, with the highest number of documents from SGW Board of Governors and SGW Faculty Council.

Source	Years	Total
Loyola College Board of Trustees	1968 - 1974	35
SGW Board of Governors	1937 - 1974	350
SGW Faculty Council	1936 - 1963	302
Loyola Senate	1965 - 1973	44
University Council	1964 - 1973	121
TOTAL		**852**

3.4.3. System Upgrades

In 2020-2021 the open-source online digital preservation platforms Archivematica 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.

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Date	Preservation system upgrade
Feb. 2021	Archivematica version 1.12.1
Apr. 2021	AtoM version 2.6.4

3.4.4. Web Archiving

Web archiving is the process of capturing and providing 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 to archive sites that could potentially disappear from the web. The preservation of these historic records makes them accessible as valuable research pathways.

Three new web collections were established in 2020-2021:

Collection	Date of Creation
Black Lives Matter Web Collection	2020-06-11
Concordia's Commitment to Address Sexual Violence on Campus Web Collection	2020-07-27
Indigenous Directions and Decolonization Web Collection	2020-07-14

A total of 142.3GB of new data (down from 187GB of new data in 2019-2020) and 1,139,074 documents (down from 1,387,752 documents in 2019-2020) were added to the following web archive collections:

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

The following two special Web Archiving projects took place in 2020-2021:

- Late 2020 – early 2021: RMA provided technical support to the Faculty of Fine Arts (Visual Collection Repository) and Tracy Zhang, Principal Investigator and Facilitator for the Women in Film Education (WIFE) for their collaborative web archiving project: https://www.concordia.ca/finearts/cinema/research/tracy-ying-zhang/women-in-film-education.html
- Jan. – Apr. 2021: RMA collaborated with Sarah Lake, Digital Preservation Librarian, on the Concordia Indigenous Student Librarians Project, which presented web archiving theory, practices, and a walk-through set-up of test web collections on topics chosen by individual students.

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3.4.5. Hardware and Software Upgrades

The following hardware and software were purchased in 2020-2021 to continue to increase capacity of digital preservation projects in the RMA Lab: Renewal of the subscription to QuickView Plus

- Renewal and upgrade of Avantstar QuickView Plus Web 3.0 file viewing and markup viewer subscription, which allows users to view virtually any file in a web browser without the need to desktop-based software.
- FC5025 USB 5.25" floppy controller
- X2 Panasonic JU-475-4 5.25" floppy drives

3.4.6. Additional Activities

The following additional digital preservation activities took place in 2020-2021:

Project	Date
1. **Blog Posts:** • *In the Field* Web Archiving COVID-19 at Concordia University and Convergence, La blouge de l'Association des archivists du Québec (AAQ), published in conjunction with Association of Canadian Archivists (ACA) • *Preserving Digits for Good: Turning Strategy into Practice at Concordia University* (Eng and Fr), in conjunction with World Digital Preservation Day 2020, presented by the Digital Preservation Coalition (DPC)	2020-05 2020-11
2. **CU news article**: *How Concordia is Archiving its material related to COVID-19*	2020-05
• **Conference attendance**: • Virtual *WeMissiPres* International Digital Preservation Conference, Sep. 22-24 • Virtual 2020 BitCurator Users Forum, Oct. 13-16 • Virtual Concordia University Library Research Forum, Apr. 27-28 • Virtual *Archivematica Bootcamp Montreal*, planning, co-host, participation	2020-09 2020-10 2021-04 2021-05
• Events: • **Guest Lecture** - McGill School of Information Studies, MA GLIS-609-001: Metadata and Access - *Digital Preservation at Concordia University – Unpacking an AIP* Oct. 29, John Richan, Digital Archivist • World Digital Preservation Day 2021: *Breaking Down Barriers* – blog post (see above), new webpage, and dissemination of three digital preservation capsules highlighting RMA projects, Nov. 4 • **Co-presentation** - RMA Training session, Introduction to Digital Record Keeping, Dec. 1 and Apr. 15	2020-10 2020-11 2020-12 & 2021-04

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

2.1.1. Website

The RMA website is comprised of over 300 pages of information organized according to, Records Management and Historical Archives, areas of interest, and documents (i.e. Buildings, Important Dates, Honorary Degrees, Concordia publications). 2020-2021 user statistics are as follows:

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

25% increase in new users (from 2019-2020).

17,818 different users created 23,589 viewing sessions and 42,418 page views, for an average of 2 pages per session. An average session duration was 2.25 minutes. (Equal stats to 2019-2020)

80% of users were located Canada; 50% of which were in Montreal. (Equal to 2019-2020)

As in 2019-2020, the majority of users accessed the site with Chrome and Safari.

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 / 2019-2020
1	/offices/archives.html	4,472 / 6,045
2	/offices/archives/undergraduate-calendars.html /offices/archives/buildings/sgw/faubourg-building.html	1.226 / 1,337
3	/offices/archives/stories/sgw.html	1,227 / 1,066
4	/offices/archives/buildings.html	1,109 / 1,920
5	/offices/archives/stories/loyola.html	1,060 / 653
6	/offices/archives/stories/computer-centre-incident.html	843 / 370
7	/offices/archives/honorary-degree-recipients.html	791 / 871
8	/offices/archives/working-from-home-guidelines-and-tips.html	652 / 0
9	/offices/archives/publications.html	651 / 821
10	/offices/archives/fonds-collections.html	588 / 815

2.1.2. 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

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members in the Social Media Working Group led by Candice Tarnowski (Administrative Assistant) in 2020-2021:

Channel	Output	Followers	Engagements
Facebook	183 posts (up from 85 in 2019-2020)	233 (194 in 2019-2020)	783 (697 reactions, 54 comments, 32 shares) (470 in 2019-2020: 70 comments, 48 shares)
Twitter	236 posts (up from139 in 2019-2020)	351 (225 in 2019-2020)	1368 (1110 likes, 220 retweats, 38 replies) (826 in 2019-2020: (638 likes, 176 retweets, 12 replies)
Instagram	164 posts (up from 76 in 2019-2020)	844 (532 in 2019-2020)	3501 likes and comments (1,600 in 2019-2020)
YouTube channel	0 videos uploaded (down from 7 in 2019-2020)	N/A	N/A
Total	**583 posts** (306 in 2019-2020)	**1,428** (951 in 2019-2020)	**5,652** (2,896 in 2019-2020)

RMA participated in four Social Media events in 2020-2021:

- Society of American Archivists (SAA) - #AskAnArchivistDay: An annual Twitter event in early October for archivists to 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. RMA received 19 questions this year from individuals, Libraries, University and civic Archives, and Museums across the globe.
- 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.
- #Archives A to Z: A month-long social media campaign started in 2021 by the Archives of Ontario. Over 26 days (one day for each letter of the alphabet), Archives are encouraged to increase the public's awareness of archives and their collections by sharing daily posts that showcase items from holdings and demystify archival concepts.

Date	Event	Platform
Oct. 7, 2020	SAA #AskAnArchivist Day	Twitter (with promo posts on other platforms)
Nov. 5, 2020	Digital Preservation Coalition World Digital Preservation Day: Digits for Good	Twitter (with promo posts on other platforms)
Monthly	National Archives #ArchivesHashtagParty	Twitter and Instagram (with promo posts on Facebook)
Month of March, 2021	#ArchivesAtoZ	Instagram, Facebook, Twitter (text permitting)

5. STAFFING

As of April 30, 2021, the RMA team included 10 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 Sigioun
- 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

As of March 2020, Julie Daoust became Interim Lead, Records Management. The Archivist position will be filled in fall 2021. Nathalie Hodgson's retirement takes effect summer 2021.

6. CONCLUSION

RMA experienced a highly beneficial year of growth related to teleworking and digitization, and the successful MDD to CONDOR/SPO migration of more than 1 million documents.

Records Management provided advisory services to 15 Departments and units (down only seven from 2019-2020), conducted 25 filing and boxing projects (down by half from 2019-2020), and trained over 300 internal Concordia users - a considerable increase from any previous year, attributed to the MDD to SPO migration.

Historical Archives processed 145 requests (up five from 2019-2020) and accessioned seven additions to fonds (down from 41 in 2019-2020 due to teleworking). The Digital Preservation program hit milestones in the form of migrations, file digitizations, web archiving, and system upgrades. There was also marked growth in RMA Social Media channels with 477 new followers and, 5652 engagements, nearly double from 2019-2020.

RMA contributed materials for 23 external and internal projects and events (up from 14 in 2019-2020), including gallery and virtual exhibitions, media productions, and publications.

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Again, while some service reductions continued into 2021, RMA nonetheless provided access to collections with characteristic professionalism and delivered innovations that doubled digital services.