

***Improving Museum Information and Records  
Management:***  
**Update on the Renaissance London project**

**Wednesday 29 February 2012**

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# London Museums Hub

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-Museum of London  
(lead partner)

- London Transport  
Museum

- Geffrye Museum

- Horniman Museum



# Achievements

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1. **Assessed** each Hub museum + small museum as pilot July – Dec 2007
2. Agree a **Hub strategy** and museum **Action Plans** March – June 2008
3. **Supported** Hub museums on-site via **staff training** and **expert advice/records reviews** June 2008 – July 2009
4. **Delivered regional training and advice** from July 2009; to date we have provided training to **over 150 regional museums and 720 of their staff**; and **over 400 Hub staff members** in on-site training
5. Provided consultancies to regional museums (19 over 2 years) and established a **sustainable community of practice**

# Project Background

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**Need** – identified across Hub and supported at the Hub Board level; gap in sector to be addressed

**Aim** – collaborative effort to develop or enhance systems with strategic focus on regional outputs

**Sets precedent** – core function rarely (if at all) addressed by cross-institutional project approach

# Strategy

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- raise awareness of information and records management
- establish or refine policies and procedures to **comprise formal records management programmes** in Hub museums
- sustain records management as a **core business function**
- respond to **regional needs** via training and tools

# Assumptions -

- Information is an important **corporate asset**
- records are an organisation's **documentary heritage**

# Implementation

- **Hub Museums support (pilot programmes)**
- **Regional Training Offer**
- **Regional Consultancies**
- **Sustainable Community of Practice through free guidance and sector fora**

# Pilot implementation

- Strategic Report recommendations for Hubs
- Project offer: in-house training, quick wins, policies and procedures review

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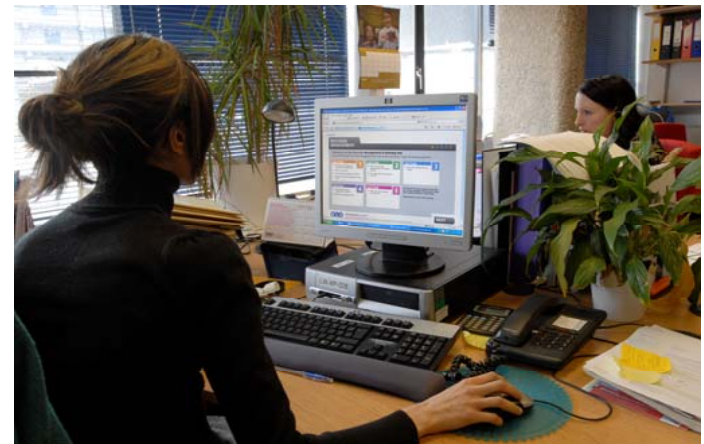


# Implementation in the region

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## Regional Training Offer

- Nuts and Bolts of Museum Records Management workshops
- Ways Forward in Information Management workshop 2009
- Improving Information Management in Museums workshops
- E-learning tools
- E-toolkits
- Online fact sheets



## What we've delivered:

- Total number of museum staff in London region trained (including Hub museums): **720**
- Total number of London museums benefited by the project: **150+**
- Total number of regional consultancies delivered: **19**
- Total number of training sessions delivered: **27**
- Total number of known policies and procedures now in place, where none existed previously: **38**
- Total number of freely available sector-specific guidance materials developed by the project: **21**

# Regional Training

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## *Nuts and Bolts of Museum Records Management workshops*

- Interactive and practical
- Basics of records management in museums
- Implementation advice
- For non-specialists



# Regional training

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## Ways Forward in Information Management for Museums

30 March 2009

- Public discussion forum with attendance from across the UK and museum functions
- Publication available online via CollectionsLink



# Regional training

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## *Improving Information Management in Museums* workshops

Jan - Mar 2010 and  
Oct - Nov 2011

- Getting mandate
- Information audit
- Developing a policy



# Regional Offer

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## Consultancies (2009-2012)

University College London (UCL) Museums and Collections	Orleans House
Kensington Palace (HRP)	The RIBA Prints & Drawings Collection
All Hallows by the Tower (Crypt Museum)	White Lodge Museum (Royal Ballet School)
Museum of Croydon	William Morris Society
Hampstead Museum	Foundling Museum
Handel House Museum	Greenwich Heritage Centre
Queen Elizabeth Hunting Lodge	Geffrye Museum
Florence Nightingale Museum	London Transport Museum
Michael Faraday Museum (RI)	Islington Museum
Museum of Domestic Design & Architecture (MoDA)	

# Regional Offer

## Consultancies provided:

- training
- policy advice
- file plan guidance
- records surveys
- guidance on implementation of an archive drive
- implementation plans for dealing with archive backlogs
- guidance on records keeping in relation to migrating to a new email system



# Products

## free e-learning Toolkits

[http://www.collectionslink.org.uk/Manage\\_Info](http://www.collectionslink.org.uk/Manage_Info)

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**Information Policy:** How to develop and implement an information policy for your museum

- Step-by-step guidance
- Sample audit and policy documents
- Information policy framework

**Records Management:** How to implement an effective records management programme in your museum

- Step-by-step guidance
- Sample documents
- Training module



[http://www.museuminfo-records.org.uk/docs/Information\\_Policy\\_Framework.pdf](http://www.museuminfo-records.org.uk/docs/Information_Policy_Framework.pdf)



# Regional training resources

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## Free e-learning tools – records management

e-learning /


### RECORDS MANAGEMENT

Welcome to the Records Management e-learning tool.  
This tool will help you learn about managing records in the museum and aims to answer the following questions:

- SECTION 1**
  - ▶ How do you manage your records and information?
  - ▶ What is a record?
  - ▶ How should I manage my records?
  - ▶ How can records management help me?
- SECTION 2**
  - ▶ What are the legal requirements for keeping records?
  - ▶ How long should we keep our records?
- SECTION 3**
  - ▶ How do we decide what to keep?
- SECTION 4**
  - ▶ How should we best organise our records?
  - ▶ Records management tips
- SECTION 5**
  - ▶ Where do I go for further information?

**At the end of every section there will be a short multiple choice quiz to test your understanding of each topic.**  
Select **NEXT** to start the training.

**NEXT**

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# Regional training

## Free e-learning tools - DPA

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### THE DATA PROTECTION ACT

Welcome to the DPA e-learning tool.  
This tool will help you learn about the **Data Protection Act (DPA)** and aims to answer the following questions:

**SECTION 1**  
What is personal data?  
▶ Recognising personal data  
▶ Sensitive personal data

**SECTION 2**  
What are our legal obligations under the DPA?  
▶ Eight Principles of the DPA  
▶ Processing personal data

**SECTION 3**  
How should I handle personal data?  
▶ Handling, storage and disposal of personal data  
▶ Disclosure of personal data

**SECTION 4**  
How should the museum handle a request for personal data?  
▶ Defining a Subject Access Request  
▶ Responding to a Subject Access Request

**SECTION 5**  
How do I handle data in certain situations and where can I find further information?  
▶ Some case studies  
▶ Further information on the DPA

At the end of every section there will be a short multiple choice quiz to test your understanding of each topic.

**Select NEXT to start the training.**

Or select a section number or topic to go directly to that section.

PRINT


# Regional training resources

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## Free e-learning tools – managing information

e-learning /

### INFORMATION MANAGEMENT

Welcome to the Information Management e-learning tool. Print 

This tool will help you learn about **Information Management** in a museum context and aims to answer the following questions:

<b>SECTION 1</b> What is information management? <ul style="list-style-type: none"><li>› What is information?</li><li>› What is information management?</li></ul>	<b>SECTION 2</b> Why does managing information matter? <ul style="list-style-type: none"><li>› Why is information management important?</li><li>› Unplanned duplication of museum information</li></ul>	<b>SECTION 3</b> How can museums improve information management? <ul style="list-style-type: none"><li>› Planning at an organisational level</li><li>› Managing information at an organisational level</li></ul>
<b>SECTION 4</b> How do I get started? <ul style="list-style-type: none"><li>› Information audit</li><li>› Information map</li><li>› Information management policy</li><li>› Information management strategy</li></ul>	<b>SECTION 5</b> Where do I go for further information? <ul style="list-style-type: none"><li>› Guidance, reference and links</li></ul>	At the end of every section there is a short multiple choice quiz to test your understanding of each topic. <b>Select NEXT to start the training.</b> Or select a section number or topic to go directly to that section.

# Regional Offer

## Case Study

<http://www.museuminfo-records.org.uk/CaseStudy200711.pdf>

## Fact Sheets

- 6 on managing museum records
- 9 (of which 6 are forthcoming) on managing museum information

# Sustainability

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## Community of Practice

- Skills sharing meetings
- List serv:

[MUSEUMINFO-RECORDS@jiscmail.ac.uk](mailto:MUSEUMINFO-RECORDS@jiscmail.ac.uk)

- Guidance:

<http://www.museuminfo-records.org.uk/>

# Lessons Learned

- Benefits of consortium approach and institutional champions
- Mitigate risk of the impact of institutional re-structuring and planning initiatives on project delivery
- Articulating the offer so that demand is recognised
- Slow but sure word-of-mouth effect via Nuts and Bolts workshops
- Expectation versus the reality of what a short term consultancy can achieve
- 'Bottom up' quick wins are achievable, especially with records management
- Senior management needs to be convinced, as a strategic approach 'top down' is necessary to embed practices and ensure that managing information and records become core functions