

REFERENCE AND RESEARCH WORK IN AUSTRALIAN ARCHIVES INSTITUTIONS

In response to a suggestion made at a meeting of the Archives Section of the Library Association of Australia held in Sydney in August, 1964, I sent a circular letter to the officers in charge of all government archives institutions in Australia, and to the four university archivists. This letter asked a series of questions about reference and research work in their institutions, and I have published their replies with the very minimum amount of editing. The answers provided by the South Australian Archives were more closely related to the particular questions I asked than any others. This is so much so that the South Australian Archivist, Mr G. L. Fischer, merely repeated my questions, and gave the relevant answer directly. He added a few general remarks at the end. Because those who read this article may well want to know what questions I asked, the reply provided by South Australia is printed first. In addition to Mr Fischer, I was helped by Mr Ian Maclean, the Chief Archivist of the Commonwealth Archives Office; Mr R. F. Doust, the Acting Principal Archivist of the N.S.W. Archives Authority; Mr J. A. Feely and Mr H. W. Nunn, Chief Librarian and Senior Archivist respectively at the State Library of Victoria; Miss M. F. F. Lukis, Archivist in the State Library, Perth, Western Australia; Mr G. T. Stilwell, Assistant Archivist in the Tasmanian State Archives; Mr B. D. Shields, Archivist of the Australian National University; Mr D. S. Macmillan, Archivist of the University of Sydney; Mr F. Strahan, Archivist of the University of Melbourne; and Mr A. Wilkes, Archivist of the University of New England, Armidale, N.S.W. I provided the notes on the Queensland State Archives myself.

This survey does not pretend to cover all archives institutions in Australia. The Reserve Bank of Australia, the Commonwealth Banking Corporation, the Bank of New South Wales and other commercial and industrial institutions have archivists, or at least have established archives repositories. There is an historical manuscripts collection in the Library of the University of Tasmania, and many churches and other institutions have honorary archivists. I attempted to deal only with the seven governments of Australia, and with the four universities which have appointed archivists under that title. If I have not kept pace with developments, and if, in fact, other universities have made similar appointments, I apologise, and trust that my oversight will not cause resentment.

It is emphasised, too, that I am not trying to cover the total field of provision of historical information through libraries in Australia. There are lots of libraries which provide information on local, State and Commonwealth history, but are not dealt with here. I encouraged those who provided answers to my enquiries to mention other services in their respective cities. This has not been done very evenly, but those who read this article will be seeking, primarily, to know what sort of service is provided by the *archives* institutions.

Finally, it will be noted that the contributors to this symposium have, for the most part, accepted my questions as a guide to the sorts of comments they would like to make. Some of my questions have been ignored in some cases. In writing what I had to say about the Queensland State Archives, I chose to ignore some of the questions I had drafted. In some cases (especially with the University archivists) many of the questions were not applicable. However, if any reader requires fuller information, he has only to write to the officer in charge of the particular institution whose records he wants to use.

R. C. Sharman

PUBLIC LIBRARY OF SOUTH AUSTRALIA
THE SOUTH AUSTRALIAN ARCHIVES

A. *Research work carried out by the Archives Staff*

1. Do you carry out research work on behalf of enquirers?
Yes, but personal enquiries are expected to do their own work with help from Archives' staff.
2. Do you distinguish between different types of enquiries, refusing to carry out research into matters considered to be of purely personal interest to the enquirer, for instance?
No.
3. Or do you regulate the amount of time to be spent on an enquiry according to the value of the research to historical study generally?
Yes — but in some cases (e.g. provision of historical notes on a town for a school project) considerable time may be spent so that findings can be used for later requests.
4. Do you charge search fees? If so, are they charged on all enquiries, successful as well as unsuccessful, genealogical as well as academic?
No.
5. Do you carry out research for people who live in your own City, or could well visit your City for the purpose of doing the research themselves?
Yes — for elderly people or those who cannot come to the Archives; and also in a limited way for others (including newspapers) where sources are scattered and obscure and it is more efficient for staff to make the search.
6. What amount of staff time would be spent on answering enquiries?
Personal and other enquiries require the services of two officers every day, and on occasions additional time is needed.
7. What proportion is this of the total staff?
About 2/5ths to 1/2.
8. Do you enter enquiries in any sort of record, so that you can trace work previously done? Describe the method of entering them.
Yes — every enquiry is recorded in a daily record book giving name of enquirer, subject of enquiry, and details of material produced. Copies of all replies are filed annually in alphabetical order. Research notes are made of the more important research findings and these are catalogued under subjects or subject in the main catalogue.

B. *Research work carried out by enquirers themselves*

1. Are enquirers allowed free access to the shelves?
No.
2. Do they have to sign for a particular document, bundle, class of documents?
Not at present, but a system is being considered.
3. Is there a system of readers' tickets?
Not at present, but a system is being considered.
4. What records are kept of the number of students visiting the institution?
A daily record of visitors' names, subject of enquiry and material issued is kept. Statistics are compiled monthly and annually of readers, issues of documents, photographs, printed sources and maps, and of material copied for readers.

5. To what extent is the search room supervised?
Constantly by officer on duty at enquiry counter.
6. Are students allowed to bring in their own documents — text books — etc. in order to study them in conjunction with documents in the possession of the archives?
Yes.
7. Do you help enquirers who need records still in departmental custody. How?
Yes — by making necessary introduction, recommendation and arrangements with the department concerned.

C. *Reference and Research Work for Government Departments*

1. To what extent do you have a reference and research service as well as a file issue service?
As required. Only limited reference and research work done at present for government departments, but this increasing as volume of government records held increases. File issue service is concerned mainly with records of recent origin and is not at present extensive.
2. Are departmental officers expected to carry out research on their own records in your custody, or do you do it for them?
Departmental officers sometimes do carry out research on their own records, but they are not expected to, and often Archives officers work with departmental officers on a particular enquiry.
3. Do you keep separate records of the use being made of the institution by government officers?
No, but statistics of loan issues are kept separately.
4. Are archives (as distinct from intermediate records) issued to departments on loan, or must departments consult their own archives on your premises?
Archives are issued to departments requesting them.

D. *General*

Some historical reference work is provided by the Adelaide City Council (mostly on matters relating to Adelaide), the State Parliamentary Library, the Royal Geographical Society of Australasia, S.A. Branch, Inc., and the libraries of the daily newspapers. However, the Archives Dept. of the Public Library of S.A. provides the principal historical reference service in South Australia, and many of the foregoing institutions refer to the Archives for help, or, on occasion, pass the enquiry on to the Archives.

G. L. Fischer

THE COMMONWEALTH ARCHIVES OFFICE

A. *Research work carried out by the Archives Staff* (i.e. for members of the public).

As a matter of courtesy, the Commonwealth Archives Office may assist enquirers by undertaking searches in response to *initial* enquiries in the Public Search Room (Canberra) and to *initial* enquiries by correspondence. However, such searches are necessarily limited in their scope. No charge is made for this service, nor is any distinction made between enquirers.

Enquirers wishing to pursue further research may utilise the facilities of the Public Search Room (Canberra); those unable to do so may appoint a person to act on their behalf, such as a professional Search Agent (names and addresses of such agents are supplied on request).

Unfortunately, statistics of time taken by staff in answering enquiries have been regularly compiled only in respect of official enquiries. However, Public Search Room statistics for the last three months of 1964 show that there were 84 visits, lasting an average time of 3 hrs. 9 min. each. In 1964, there were 74 new registrations in our file series for public reference enquirers.

A record is kept of each enquiry and search on Forms CAO 16 and 16A (see below). These are filed under the enquirers registration number. To date, a subject index to enquiries has not been produced, but consideration is at present being given to the introduction of such a finding aid.

B. *Research work carried out by enquirers themselves*

Enquirers are not allowed free access to the repository area. On completion of an 'Application for Search Ticket', they are permitted to enter the Public Search Room, where they have access to archive finding aids and reference books.

Any archival document required must be applied for on the Issue Requisition Form CAO 11 (see below).

All persons entering the Public Search Room are required to sign the 'Register of Attendance' (indicating their times of arrival and departure). From this record statistics of attendance are compiled.

The Public Search Room is supervised at all times, either by the Search Room Officer or his assistant(s).

Searchers are normally not allowed to bring their own reference books and documents into the Public Search Room.

On the limited occasions when searchers may wish to consult records still in Departmental custody, arrangements may be made, subject to Departmental approval, for the material to be consulted in the Public Search Room.

C. *Reference and Research Work for Government Departments*

In addition to a Lending Service for Departments, the Commonwealth Archives Office, Canberra, offers the following services —

1. Control Register Searches (to trace registered papers that may have been top-numbered, etc.);
2. Subject Reference Searches (to trace papers relating to a particular subject).

Departmental officers may, however, visit the Official Search Room, if they prefer to undertake their own research. They are required to sign a Register of Attendance and to apply for material on Form CAO 11 in the normal way.

Departments reserve the right to withdraw from the Commonwealth Archives Office Material, of whatever date, that may be required in the course of official business.

Ian Maclean

COMMONWEALTH ARCHIVES OFFICE

Reference Enquiry Report

Enquirer:

File No.:

Enquiry:

correspondence/telephone/interview

Date:

Officer:

ACTION

Reply:

correspondence/telephone/interview

Result:

Issue/Access/Photography

Time:

Commonwealth Archives Office. — form CAO 16. A continuation slip (CAO 16A) is also in use.

C.A.O.11.

COMMONWEALTH ARCHIVES OFFICE

Series No.....Item No.....

Applicant (Name).....(No.).....

Description.....

.....

.....Date...../...../.....

FOR OFFICE USE ONLY

STATISTICS

Access check:

Approved by:

Issued by:

Ext. Issue:

Commonwealth Archives Office. — form CAO 11. This consists of a thin paper slip, glued to a sheet of carbon paper of equal size, which is backed by a card with the same printed headings as the front slip. The entry written on the slip is thus reproduced on the card, and the two can be separated.

ARCHIVES OFFICE OF NEW SOUTH WALES

Research Work carried out by the Archives Office

I should prefer to use the word reference work here rather than research work. We have carried out reference work on behalf of enquirers who are unable to visit the State Archives themselves, and occasionally even when the enquirer comes in person; it is easier from our point of view to do the work ourselves than to explain to an untrained person how it should be done. On the whole we tend not to do enquiries of a purely genealogical kind, but would do them to some extent for people who have no possibility of coming to Sydney. In general, however, if a person can reasonably come to the State Archives, we would make the records available to him, perhaps show him how to start the work but expect him to do the search himself. Various indexes in the Mitchell Library frequently provide a starting point for further work in the State Archives, and we sometimes answer enquiries received by mail very largely on the basis of information already indexed. Search fees are not charged. Occasionally we have suggested to people that, although we would not do the work ourselves, we would be prepared to try to arrange for a searcher to do the work for them. There are two or three ex-members of our staff who have done this sort of work from time to time and have as far as I know charged whatever the ruling rate for this sort of work is, I think about 15/6 an hour. I do not have any exact figure of the amount of staff time spent in this kind of reference work, but it would probably average out at rather less than one person for $\frac{1}{2}$ a day a week. This is about 1/7th of the professional Archives Staff or 1/20th of the total staff of the Archives Office. (i.e., professional staff is 7.) Inquiries of this kind are indexed by the subject of the inquiry in a simple card record, so that work previously done can be readily traced. The index card gives a reference to the correspondence itself.

Research Work carried out by enquirers themselves

The Archives Office of New South Wales has closed stacks; readers do not normally have access to the shelves, the service point for the public being the Reading Room of the Mitchell Library. On fairly rare occasions it is easier for us to have a person actually working in the stacks rather than in the Reading Room, but of course this privilege is extended only to a few serious students and not to casual enquirers. Users of State Archives are required to be in possession of a Reader's Ticket either for the State Archives or for the Special Collections of the Public Library of New South Wales, endorsed for the use of manuscripts. Readers are required to make written application for the records which they wish to use. This is rarely at the particular document level: the reference is usually bundle or volume. Up to the present time, records have not been kept for the number of readers using State Archives, but there are accurate figures for the number of items issued. From the beginning of 1965 onwards, both sets of figures will be kept. Since State Archives are normally used in the Mitchell Library Reading Room, close supervision is exercised there over readers. They are not normally allowed to bring in their own documents or textbooks in order to study them in connection with the Archives. Where it is known that records useful to a reader are still in departmental custody or which are already held as semi-current records in our own repository, we help to make contact with the appropriate department. This may be done in the first instance by telephone, but is always confirmed by letter. If records are still in departmental custody readers have to make written application themselves, as

they must for State Archives upon which departments have placed restrictions (although these are few).

Reference and Research Work for Government Departments

Most files issued to government departments from their own records belong to the class of intermediate records. Records which have been transferred as State Archives may be, and occasionally are, issued to the department which transferred them, but this kind of use is quite rare. State Archives are issued to departments on loan, as provided for in Section 17 of the Archives Act. Any reference or research work done for a department is likely to be on an ad hoc basis. On the whole, departmental officers would be expected to carry out research on their own records.

General

The Archives Office of New South Wales is in the Public Library Building and State Archives are normally made available for use in the Reading Room of the Mitchell Library, because much of the subject matter contained in records in the Archives Office is reflected in other documents and printed material in the Mitchell Library. It is convenient to have a common service point. If an enquiry is either Mitchell Library or State Archives there is no problem; whichever is the appropriate institution carries out the work. Where there is a clear distinction one institution is likely to refer the relevant part of enquiry to the other. Occasionally, it is more economical of staff time to carry right through with the enquiry even though it goes outside the field of interest either of the Mitchell Library or of the Archives Office.

R. F. Doust

STATE LIBRARY OF VICTORIA

ARCHIVES DIVISION

Research work is only partly carried out on behalf of enquirers. The main class of records for personal enquiries are shipping and owing to the condition of our shipping records these enquiries are carried out by Archives staff. Search fees are not charged. In the main research work is assisted to the extent of discussion of source materials and delivery to the point of research by the Archivist.

The amount of research by the Archivists to this kind of research varies in individual types of research.

Three-quarters of the present staff are fully occupied with answering enquiries. All enquiries involving research are entered in a book — the name, address, title of thesis and when the research is concluded, the type of record used.

In research carried out by the enquirers, there is no free access to the shelves — the Archivist takes the documents from the shelves and replaces them after use. No signature is called for; but a reader's ticket is given to the researcher for a continuing piece of research. The number of enquiries to particular groups of records are recorded and entered into personal diaries and thence to the monthly activities roneoed sheet which is circulated to the library staff and to the Trustees.

The search rooms are fully supervised and the general rule of the Library that no text books be brought into the Library is adhered to in the case of Archives.

When enquirers need records that are still in the custody of the Department, the Archives staff makes contact with the Department, and the way prepared for a visit to the department's records.

Concerning work for Government Departments, a research service is carried out as well as a file service issue. In the case of lengthy searches the departments often help out by sending an officer to assist. All government enquiries are listed separately.

Archives are issued to departments on loan if this is requested.

The State Library of Victoria has a research section which undertakes research into secondary sources and private MSS and quite often refers an enquiry to Archives. Also Melbourne University through its Archives is concerned with research — the University Archives deals with University and business records.

H. W. Nunn

THE QUEENSLAND STATE ARCHIVES

The Archives is a Section of the Public Library of Queensland, and has responsibility for public records. The Oxley Memorial Library is a separate Section of the Public Library, and it is primarily concerned with the collection, organisation and use of printed books, historical manuscripts and business archives. In addition to these two Library Board service points, Brisbane has a Royal Historical Society, which meets at Newstead House, and which operates the Thomas Welsby Library. The Historical Society carries out some historical research and reference work, but does not employ a full-time librarian. In fact, the present honorary librarian is Miss M. O'Keeffe, who is better known in Queensland Library circles as the Oxley Memorial Librarian. The Library at the University of Queensland has a Fryer Memorial Library, principally devoted to Australian literature. In addition, there is the Brisbane repository of the Commonwealth Archives Office, in Cannon Hill, an eastern suburb. The officer in charge of this repository is diligent in attending to all sorts of enquiries that he receives, some of which he refers on to us. On the other hand, because of the considerable series of passenger lists in his custody, he is able to answer a great number of enquiries about arrivals and departures himself, and we frequently refer enquiries to him.

Historical enquiries sent to the Public Library may be directed either to the Oxley Memorial Library or to the Archives. Enquirers do not always know whether their enquiry could more appropriately be directed to the one section, or to the other. Indeed, many enquiries can be partly answered from the printed books, periodicals, newspapers and historical manuscripts in the Oxley Library, and partly from the official records in the Archives. Therefore, full and close collaboration needs to be maintained between the staffs of the two institutions.

At a rough estimate, about half the written enquiries on distinctively Queensland subjects are answered by the Archives staff, and about half by the Oxley staff.

In the Archives, we tend to do research for enquirers ourselves, rather than let them use the original records themselves. There are all sorts of exceptions to this tendency, however. University under-graduates and post-graduate students are always allowed to consult the records for themselves, and others whose research work is very specialised, or who need to consult a single series of records, or whose research is of a straight-forward nature, may on occasion be permitted to use the records themselves. However, much research is not straight-forward. The procedures by which correspondence was filed in the departments which created the records may be difficult to explain. The significance of entries in certain records can easily be misunderstood. It is often more difficult to explain all these factors to the uninitiated than it is to carry out the work oneself. Some enquirers are careless in the ways in which they handle original documents. They have never been taught how pages should be turned, nor how loose leaves should be placed so that they remain in order even *after* a bundle or file has been searched. In addition, of course, there is the ever-present danger of theft, mutilation and the deliberate suppression of documentary evidence.

Whereas those who live in Brisbane, or can manage to visit Brisbane, may on occasion be permitted to have access to the records themselves, those who enquire from a distance can have their enquiry answered only by correspondence. The result is that there is a formidable number of written enquiries, or at least of enquiries which are *answered* by correspondence. Even when an enquiry is submitted by word of mouth (either in person, or by telephone) we tend to reply in writing. The written form of our reply allows less opportunity for mis-

quotation; it also ensures that we have an exact copy of the information that we gave, which may be handy should the enquirer refer to the matter again, or should an enquiry on the same subject be received again.

Trusted students are allowed access to the shelves, although we maintain a fairly strict oversight. We do not object to students bringing with them their own books and manuscripts to study in conjunction with our own material. We are, however, aware of the dangers in allowing even apparently responsible people free access to our shelves, and we have suffered some losses through our misplaced faith in the morals of some research workers. Fortunately, in all cases which we so far know about, the items removed have been replaceable ones, or the culprits have managed to return the missing items without our being able to catch them in the act. Our methods of supervision are improving, and will improve still further if and when the accommodation we have for students is improved.

It has become our policy to make as few distinctions as possible between the different types of research enquiries. In the first instance, at any rate, we treat an enquiry for information on the arrival of an ancestor as if it were just as important as a request for information on sources available for a Ph.D. thesis. It is likely that the ancestor-hunter will soon be satisfied. If, however, an individual genealogist becomes too persistent, and makes unreasonable demands on the service, I am prepared to explain to him that there are limits to the time we can devote to his particular interest. We can make certain indexes available to him, and if these do not help him, and there does not seem to be any other way in which we can secure the information he wants, he has to be sent "empty away".

We do not charge search fees, although we do, of course, provide a photographic copying service, and charges are made for copies supplied. We would be prepared to recommend a private fee-charging records searcher to enquirers whose research seemed likely to prove too extensive; however, we have not been able to locate suitable searchers, and in all honesty, the number of research topics where this solution would appear appropriate is not very great.

No exact records of staff time spent on enquiries are made, but a rough estimate would be that, of four archivists on the staff, two of them would be engaged full time on reference and research work. The same two officers would not be involved at all times, of course, as we believe that staff should be given the opportunity to gain full experience of all types of archival work. Of two clerk-typists, somewhat less than one person's full time would be devoted to this aspect of our work. Very little of the time of the repository assistants would be spent on reference and research work.

Each enquiry is given a number, and is entered in a Query book, which lists the name of the enquirer, the subject of the enquiry, the date it was attended to, and the number of the file under which it has been classified. Classification of correspondence dealing with historical enquiries is by the name of the enquirer, with a separate file for each enquirer. However, when a particular enquiry is "dead", and it appears unlikely that the same enquirer will write to us again, the file number is allocated to a new enquirer. There are alphabetical indexes to enquirers, and to the subjects of enquiries. For research workers and enquirers who call at the Archives in person, there is a register to be signed each day, with a column to be filled in showing the subject of the research. There is a separate book to be signed by departmental officers who consult records in the course of their work, and a note is made as to all telephone enquiries. There is no system of readers' tickets.

R. C. Sharman

LIBRARY BOARD OF W.A.

WESTERN AUSTRALIA'S STATE ARCHIVES

The State Archives in Western Australia are maintained in the Battye Library of West Australian History in which has been brought together all the material relating to Western Australia — business archives, private papers and other manuscripts and books, pamphlets, periodicals and newspapers dealing with or produced within the State. In answering questions about types of research and reference services under the headings below, it must be borne in mind that in the Battye Library such services are rarely provided for the State Archives alone but enquiries are dealt with in the light of all the available source materials.

1. Replies are given directly to a great many of the enquiries received, whether from city or country, because they can be answered from information which is readily available in indexes. Enquiries involving extensive research are not undertaken because the staff is insufficient for the purpose but, particularly with country or interstate queries, details of the available source materials are given and where possible an estimate of the time required for the research. Other queries, which may involve a member of staff in two or three hours work, are usually answered for people who are unable to come in to do the research themselves. An attempt is made to give every enquirer, regardless of the nature of the enquiry, as good a service as the available staff and resources permit.

It is difficult to estimate how much of the staff's time is spent answering enquiries but possibly a third of the time of the total staff would be so occupied. All information compiled in answer to queries which is likely to be of use again is recorded in a general index or, if more extensive, in a file of research notes which are then indexed.

No search fees are charged, but if enquirers who are unable to come in themselves ask for paid help they are given the names of reliable people who will undertake such work and they make their own arrangements with one of these. The photographic service, for which a minimum fee is charged, can be used to provide information with a minimum amount of work for staff. Photocopies of two or three pages from a file or some other source often give more satisfaction to an enquirer than would a letter giving their substance.

2. Enquirers are not allowed access to the stacks; there is no system of readers' tickets and records are not signed for. A daybook is kept in which the member of staff in charge of the reading room enters readers' names and details of records issued. There is continual supervision of readers; they are discouraged from bringing in their own books, though on rare occasions they are permitted to do so.

Records which are still in departmental custody are frequently brought from the department on loan for students to use together with those already in the Archives; at other times appointments are made for a student to visit departments and occasionally a member of staff accompanies him to advise him about the records initially.

3. Departments frequently ask for information in addition to recalling files on loan from the archives; in such cases as much as possible is done to provide the information sought. Where a department's records are old and

frail it is suggested that officers consult them in the archives but requests for the older material are rarely made. Loans of intermediate records do not arise as a separate repository for intermediate records has been established in Western Australia.

4. It would be true to say that the Battye Library provides the only reference and research service in West Australian history in this State. Enquiries are often made to the Royal Western Australian Historical Society but these are usually referred to the Battye Library either directly or indirectly. Government departments, the Perth City Council, the Tourist Bureau, the History Department of the University of W.A., etc., etc., generally forward enquiries to the Battye Library for reply.

M. F. F. Lukis

STATE LIBRARY OF TASMANIA

TASMANIAN STATE ARCHIVES

Except for one short period, the Tasmanian State Archives has always carried out research work for enquirers. To a large extent, we have not had much option in this matter, for it has been difficult to find a competent free-lance searcher in Hobart who would be willing to undertake it. The casual enquirer is not encouraged to do his own research, for much of the older materials needs careful handling. Most, however, do not want to see the records themselves but merely require information. If such enquirers can be persuaded to await a written answer, so much the better.

All enquiries received are answered, but the detail with which this is done depends upon what is wanted. Since the State Archives moved into the new State Library Building two and a half years ago, many more trivial enquiries have been received. Fortunately, these can often be answered from printed books in the Tasmanian Collection. A large proportion of the enquiries received is of a genealogical nature. We reply to these at some length for we have found that the answers later prove useful to people editing books with copious biographical notes. For instance, past queries were invaluable in the compilation of the biographical index to the *Journals of the Land Commissioners for Van Dieman's Land, 1826-28*, or again in the notes to Cecil Hadraft and Margriet Roe's edition of *The Hermit in Van Diemen's Land*. They also formed a foundation for articles for the *Australian Dictionary of Biography*. Queries of obvious academic worth are of course answered in more detail. Each enquiry is entered in a register, given a number and a filing title. Subsequent correspondence from the same enquirer is entered in the same place. The answers are filed in cabinets. The same letter may contain answers to unrelated questions and as there is no index memory often plays a disproportionate part in finding material again. No fees are charged for work done.

As indicated above, the casual enquirer is not allowed access to the stacks, but most university lecturers and students are admitted to the stacks if they make known what their research interest is. The same privilege is also accorded to a small group of amateur historians. A number of indexes and guides are kept in the search room. The most useful is undoubtedly the Wayn Index, compiled by a former custodian of the archives, which contains miscellaneous references to early settlers and indexes the Governor's Office despatches. Other indexes include those to publicans and hotels, to civil servants, to properties, and to Bounty migrants. Guides to various record groups and to newspapers are also kept there. If a reader wishes to use such series as the Colonial Secretary's Office correspondence, the indexes thereto can be brought to the search room for him to consult. In order to have a particular item produced for him, the reader fills in a card which, after the item has been brought to him, is placed in the space from which the volume or bundle was taken. When the item is replaced, the card is filed in a box in the search room. At the end of each day, the cards are checked and filed. Ultimately they are counted for statistical purposes. Students are permitted to bring their own material into the search room, which is at all times supervised by at least one member of staff. Each day, readers enter their names and addresses in a special register. There is no system of readers' tickets, though it is anticipated that some such plan may be implemented with respect to the materials in the Crowther Collection, which is under the control of the Archives staff.

The Archives staff gives assistance to students who require the use of records still in departmental custody. For instance, we have a list of the holdings of the Parliamentary Archives. Of the Non-Government repositories, we have recorded the holdings of the Anglican Diocesan Registry, and by arrangement with the Church authorities these records can be used by students who make their approach through us.

Departmental officers usually carry out their own research. A Minister of the Crown requiring information, however, often asks the Archives Officer to find it for him. There is no distinction made between archives and intermediate records for borrowing purposes.

Other bodies in Tasmania which provide information from their resources relating to the history of the State are the University of Tasmania, the Royal Society of Tasmania, and the Queen Victoria Museum in Launceston. These bodies hold various non-official archives, as well as historical manuscripts. There is co-operation between them and the Tasmanian State Archives.

G. T. Stilwell

THE AUSTRALIAN NATIONAL UNIVERSITY ARCHIVES

The Australian National University Archives is a comparatively small and specialised section. It had its beginnings in 1951 but was formally established in 1956 to service research work in the general fields of Economic History, History and Political Science, and indirectly to preserve selected records in the business and (later) union fields. At present the Archives holds the records of 71 businesses, 96 employee organisations, 27 collections of microfilms and some printed material, occupying about 5,800 feet of shelf space in all. Since July 1964 the bulk of the collection has been housed in the new Coombs Building at the University's Institute of Advanced Studies, i.e. in the same building as the Research Schools of Social Sciences and Pacific Studies.

All the material in our care has been series listed, numbered and shelved; much of it has been calendared where necessary but there is still a great deal of calendaring to be done. Full subject indexing is another task that needs more leisure time than our present build-up of about 400-500 ft. a year allows us, although some progress has been made.

This means that the ideal enquirer, who knows what he wants and where he is likely to find it, can easily be satisfied: either alone or with our help he consults the series lists, calendars and indexes and we then bring him whatever he calls for — after he has signed the appropriate Access Agreement (the interstate enquirer has to do it all by mail, of course). He may then work on the material in the Reference Room or in a quieter study directly across the corridor, making use of his own books and papers at the same time if he wishes. Or, if he has a room in the University, he may take the material there after it has been recorded as a loan. If he wants to check through a fair bulk of material first in order to be quite sure it is the sort of thing he wants to use, he may be allowed into the repository in the company of an assistant in order to do so. Apart from this and short conducted tours of inspection, only assistants may enter the repository.

Starting from this basic procedure (which applies, naturally enough, to most academics) our routine for dealing with variations in the types and sources of requests can easily be deduced, always bearing in mind that a genuine enquirer must receive all possible assistance that falls short of us actually doing his research for him (and there are exceptions to the latter rule, too). This is so regardless of whether or not he is an academic, and regardless of the subject of the enquiry or the amount of time and effort it may involve. Perhaps one quarter of total staff time is now taken up by enquiries from all quarters; since we do not keep time records this is a 'guesstimate'. Our basic principles in dealing with enquiries are, firstly, whether we believe our records contain the information wanted, and secondly, whether the enquiry is from a person who has some knowledge or experience of research. If it appears not to be, then we are prepared to bend our own rules and get out the information ourselves, providing the enquiry is reasonably specific. We will, in fact, do what we can to help anybody.

Loan requests from persons outside Canberra are dealt with by sending the material (in portions if a large amount is involved) to an appropriate library that has agreed to meet our strict security requirements. On occasion, of course, common sense dictates a blank refusal to allow material out of our sight, but even here we can usually come to some arrangement with photocopies. Persons outside the A.N.U. but within Canberra must consult the material on the spot. The only test for access or loan that we apply for material held

under the usual conditions is that of the enquirers' bona fides — is he a person known by us or who can be vouched for elsewhere—sometimes in writing—who is working in an appropriate field. If so, and if he agrees to the conditions of the appropriate Access Agreements (which protect the rights of the depositors) then he is permitted to use the material, regardless of our private or other opinions of his abilities, outlook or antecedents.

During 1964 we made 145 separate loans of material to 35 persons or organisations, 12 of them outside Canberra (in Melbourne, Colac, Sydney, Newcastle and Wollongong). In addition 68 persons made a total of 284 visits to the Archives to enquire about or use records on the spot. There were 9 written requests for information and an unrecorded number of telephone enquiries. It is worth noting in relation to these figures that we do not follow the common practice of counting each document loaned out as a "loan": we record the issue of material to a person or organisation at any given time as one loan, although it may consist of several hundred separate documents.

All persons who call to consult or enquire about archival material are recorded in an ordinary exercise book under the headings Date; Name (and address, and any other details considered necessary, depending on the individual case); and Subject. This book used to be kept in more detail, but we found it was not necessary in such a small establishment. Unusual queries, or those which lead us to discover new or significant information on the subject are recorded under an appropriate heading in the subject index. In some cases, e.g. when we were asked for details of Michaelis, Hallenstein's shift into new premises in Lonsdale Street, Melbourne, in the mid-1880's, the information is placed in the Deposit folder containing the series lists, calendars, and other archival references.

B. D. Shields

THE ARCHIVES OF THE UNIVERSITY OF SYDNEY

In the archives of the University of Sydney research work is carried on by the staff on behalf of enquirers, and also by scholars and research workers on their own behalf. Since the archives form an integral part of the University administration, closely attached to the registrar's office, there is a considerable number of enquiries from officers of the registrar's department, the accountant's department, the Vice-Chancellor's office, and other sections of the university administration, as well as from teaching, research and ancillary departments.

Over the last eight years, there has been a growing interest in educational history, comprehending the history of the development of the Australian universities, and this is one of the factors which have led to an increase in the number of researchers from outside the University of Sydney who have made application to consult the University Archives. Other factors stimulating research and consultation of the records have been the increasing interest in scientific history, in biography, and in business and economic history. In this last regard, the "pilot" collection of business records held in the University Archives on behalf of the Business Archives Council of Australia (New South Wales Branch) has attracted a good number of enquiries and research workers. Some indication of the increase in the number of enquiries directed to the University Archivist (and involving consultation of only what can be strictly called the University Archives) is given by the following figures:—

1957-58	University administrative enquiries	79
	Other enquiries from within the university	61
	Enquiries from outside the university	11
	Calls by the university administration for the production of records	48
1963-64	University administrative enquiries	172
	Other enquiries from within the university	142
	Enquiries from outside the university	84
	Calls by the university administration for the production of records	61

Enquiries involving consultation of business records (and including reference to the business records collection) by researchers from both within and outside the university increased in the same period as follows:—

1958-	Enquiries from within the university	9
	Enquiries from outside the university	8
1964-	Enquiries from within the university	16
	Enquiries from outside the university	21

It is the general policy of the university archives to encourage researchers to consult the records themselves wherever possible. Free access is given to *bona fide* research workers at the Archivist's discretion, as far as records dating from prior to 1919 are concerned. For access to administrative and departmental records dating from after 1918, formal application must be made to the Registrar. No search fees are charged, but if photocopies of records are required, the cost of reproduction is charged, especially if more than a few pages are required.

Approximately one quarter of staff time is devoted to answering enquiries and supervising the consultation of records by researchers, but in the period of the long university vacation this proportion increases considerably, as academic researchers from the University of Sydney and from other Universities avail themselves of the opportunity to consult material. In recent years there has been a noticeable increase in postal enquiries, especially from abroad.

Copies of replies to postal and other enquiries, including research reports and memoranda prepared at the request of the university administration and departments are filed, not only in order to facilitate the answering of future enquiries of a similar nature, but also in order that readily accessible material on the history of the university can be available for consultation. A system of "subject and person" files and boxes is used for this purpose, and the key to this is a register of enquiries in which enquiries are listed under subject headings.

Research workers consulting the records are allowed free access to the shelves, except in the old record-room where a large quantity of confidential and post-1918 material is stored. They are not required to sign for boxes of documents or volumes, but a note is made in a register of material which is being consulted, and thus out of its storage place. A record of consultations is also kept, but in most cases researchers are placed in a separate repository with desk and seating facilities, without any supervision. Such a system is, of course, only workable in an archive where the number of researchers is comparatively few, and where they are, almost invariably, people who are responsible, *bona fide* scholars. When researchers wish to consult material which has not yet come into the university archives, from outlying schools and departments for instance, they are helped to gain access to the material, usually through an approach being made by the Archivist or by the Registrar, to the professor or dean concerned.

An interesting feature of the work of the archives department in the University of Sydney is the preparation of memoranda giving the "background" to bylaws which are being changed to meet the rapidly altering role of the University, and its large-scale expansion. Work of this kind enables the archives staff to provide a direct and useful service to the Administration, with which the registrar's confidential filing system provides a constant link. The preparation of such "background" memoranda, describing how bylaws came into existence, and were altered from time to time, is an interesting facet of the work of the university Archivist, though it is often undertaken by a specialist member of the registrar's staff.

In handling enquiries and advising on reference to records, a good liaison with other repositories in Sydney and other centres is established. This applies especially to the University of Melbourne, which has its own archives department.

David S. Macmillan

UNIVERSITY OF MELBOURNE ARCHIVES

The Archives will carry out research work on behalf of enquirers. Our policy is to take up all enquiries relating to the history of the University. But in the case of business history we distinguish between the different types of enquiries with the aim of discouraging the growth of a general research service.

If we receive an enquiry of purely personal interest to the enquirer ("was my grandfather the first butcher in Melbourne?") we advise on the means by which information might be obtained, but avoid the time-consuming low-yield work that such an enquiry can entail.

Broadly, our policy is to answer enquiries only for serious scholars, for donors of records or their nominees, or for organisations and institutions such as historical societies and museums. At times we do answer ephemeral enquiries if this is seen as a worthwhile public relations gesture — one which might influence the enquirer to place records with us.

Over all, our function is to collect material which will promote and facilitate research at the University, and in this we concentrate on business records.

Once an enquiry is accepted we continue with it until it is answered as fully as possible.

We do not charge a search fee.

We prefer Melbourne people, or those who could well visit the repository, to do their own work on our records. Since all but a few of our clients are post-graduate research people, the question rarely arises. We are of course ready to offer advice and assistance.

Time spent on answering enquiries fluctuates too greatly to be spoken of as a fraction or proportion of the total work time.

We keep a record of each enquiry by way of a form. This shows name, address, telephone number, occupation, subject of enquiry, then columns for date and action. Multiple copies of results (when prepared by us) are cross-filed.

Research

Enquirers are not allowed free access to the shelves. They do not have to sign for material, nor are readers' cards issued. No record is kept of student numbers.

A note on access is appropriate here. In a case of University records, application must be approved by the Vice-Chancellor. In the case of business records, these are available according to the varying access conditions of donors. Most can be released at the discretion of the Archivist. In a few cases access can be obtained only with the permission of donors. In the case of about one-third of the material in the repository, work done from the material must be submitted to donors for review prior to publication or examination (e.g. for a higher degree).

The search room is supervised to the extent of the office of the Senior Assistant Archivist being adjacent, and she is often in the room. The nature of the building and the number of staff will not allow the search room to house a supervisor. We intend to include this provision when resources are available.

Users of records are allowed to bring in text books and documents (although they *rarely* do so). This fits our basic policy of making research a congenial and uninhibited occupation.

We help enquirers who need records in the custody of businesses, government departments and individuals. We make application on behalf of the enquirer, or provide a reference. In connection with this I add that we have sent

archival material interstate to be used by scholars unable to come to Melbourne. We are unsure of the wisdom of this policy, but continue to let the requirements of research outweigh the possible hazards of shipment.

Allied research and reference services in Melbourne will probably be covered by replies from the State Library and Archives, and the Royal Historical Society of Victoria. For the rest there are bodies such as the Ship-lovers Society or the Public Relation section of the State Railways who are called on by us when needed.

A general point to be made about research and reference services in Victoria is that due to lack of skilled staff, money, adequate accommodation, interest or understanding, these are at a stage of *primitive* development. After decades of neglect there are now signs of improvement, but these are still slight. Meanwhile, records continue to be destroyed or mismanaged. There is urgent need for much money and energy to be shot into the Victorian scene.

Frank Strahan

ARCHIVES OF THE UNIVERSITY OF NEW ENGLAND (Armidale, N.S.W.)

We do not do research on behalf of enquirers, unless they live in a distant place; and even then the amount of searching that can be done is very limited. I have no assistant.

Regarding access; records are normally only shown to *bona fide* research workers engaged on a specific research project. This is indeed one of the conditions on which most of our records are deposited.

It has been found that post-graduate historians, economists and educationalists have, during the three years since the appointment of an Archivist, made up the majority of readers.

There is no system of readers' tickets. Permission to read is granted on individual application to the Archivist. Students may bring in their own papers and textbooks if they wish to do so.

Apart from the University and Municipal Libraries in Armidale, I do not know of any other institution that provides any research and reference service as a special provision; though government departments such as the Lands Board Office may give such service in an incidental way, and the Office mentioned has, I know, made records available to post-graduate geography students in recent years.

A. Wilkes