

# Digital Records Curation Programme

Week 5:

Email Management

# Week 4 Recap

What did you learn?

- Class and seminar on Metadata

# Learning Outcomes

At the end of this class, students should be able to:

- explain how emails can be important organisational assets
- understand the different approaches to managing emails within originating organisations
- understand the challenges archives face when processing email collections

# Email

- What is email? <https://www.youtube.com/watch?v=VEYC1VnnEaY>

# Impacts of Email

- **automation of correspondence filing**
- **bypassing of pre-existing filing structures**
- **acceleration of correspondence**

# Key Questions We Will Consider

- Should originating organisations treat their email system as a record system?
- Are email accounts manageable as record aggregations?
- Is it feasible for a historical archives to provide researchers with access to email accounts in their collection?

# Approaches to Email Management

The two approaches to email management within an originating organisation are:

- Move emails out of email accounts (to place them within any kind of shared space for example a corporate electronic records management system, a corporate collaborative system, a shared drive or even a hard copy filing system)
- Manage emails out of email accounts (whilst looking for a means of identifying personal and trivial emails). NARA's Capstone approach is an example of this approach.

# Group Work – Email Appraisal

Work in groups to compare the TNA and NARA policies.

- Which of the two policies would be most beneficial to different groups of stakeholders: Consider the interests of:
  - an end-user within an originating organisation;
  - the originating organisation itself;
  - the national archives; (or of a collecting archive if more appropriate);
  - researchers (such as historians).
- Which policy would you recommend that your organisation adopts?
- Having made the policy decision, what would you ask end users to do, how would you monitor it?
- What issues and challenges do you anticipate with your chosen approach? How would you go about trying to mitigate them?



# Group Work – Email Archiving

One of the most famous poets in your country has offered to donate their email account to your archive. Your archive has open source software (of which ePadd is one example) to process the collection. Describe what steps you would take to process the archive. What problems are you likely to encounter? What would you expect from the donor? What might they expect from the archive? What type of access do you envisage giving to researchers?

Any questions?



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