

# WHAT DO PEOPLE NEED? ADAPT OR DISAPPEAR!

**JOAN BOADAS I RASET**  
Archiviste Municipal. Girona



**Fréquentation du Service de Gestion Documentaire, Archives et Publications  
(SGDAP), Mairie de **Gione**, **Catogne**  
Consultation sur place et à distance**

| Année                   | Consultation à salle de lecture |                           | Fréquentation de site internet |                                |
|-------------------------|---------------------------------|---------------------------|--------------------------------|--------------------------------|
|                         | Nb. lecteurs                    | Nb. Documents communiqués | Nb. visites                    | Nb. Pages vues                 |
| <b>2005</b>             | 1.869                           | 4.282                     | -                              | -                              |
| <b>2006</b>             | 1.848                           | 3.467                     | 28.882                         | 181.437<br>(consultes-visites) |
| <b>2007</b>             | 3.301                           | 4.921                     | 49.410                         | 263.144                        |
| <b>2008</b>             | 2.004 (p)<br>1.379 (np)         | 4.242(p)<br>1.379(np)     | 62.095                         | 364.699                        |
| <b>2009<br/>(31/10)</b> | 1.574 (p)<br>1.092 (np)         | 2.559(p)<br>1.231 (np)    | 73.060                         | <b>596.197</b>                 |

**Fréquentation des Archives Estatales del Ministerio de Cultura.**  
**Espagne 2005-2009**  
**Consultation sur place et à distance.**

| Année           | Consultation à salle de lecture |                           | Fréquentation de site internet |                    |
|-----------------|---------------------------------|---------------------------|--------------------------------|--------------------|
|                 | Nb. lecteurs                    | Nb. Documents communiqués | Nb. visites                    | Nb. Pages vues     |
| 2005            | 10.018                          |                           | ---                            | ---                |
| 2006            | 9.271                           | 247.584                   | ---                            | ---                |
| 2007            | ---                             | 281.406                   | 205.054                        | 60.312.871         |
| 2008            | 7.112                           | 192.797                   | 367.641                        | <b>120.271.178</b> |
| 2009<br>(30/10) | ---                             | ---                       | 308.357                        | 80.357.436         |

Source : Subdirección General de los Archivos Estatales. Ministerio de Cultura

**Fréquentation des services d'archives publics en France 2005-2007**  
**Consultation sur place et à distance**

Ces chiffres concernent les archives nationales, départementales et communales.

| Année | Consultation à salle de lecture |                           | Fréquentation de site internet |                    |
|-------|---------------------------------|---------------------------|--------------------------------|--------------------|
|       | Nb. lecteurs                    | Nb. Documents communiqués | Nb. visites                    | Nb. Pages vues     |
| 2005  | 305 669                         | 4 187 655                 | 6 119 353                      | 151 206 086        |
| 2006  | 283 284                         | 4 106 005                 | 7 527 851                      | 249 215 385        |
| 2007  | 252 908                         | 3 489 595                 | 26 045 034                     | <b>447 369 542</b> |

Sources : DAF / DP - <http://www.archivesdefrance.culture.gouv.fr/archives-publicques/chiffres-clefs-rapports-et-etude-s-rapports-annuels/>

- Remote users like **simplicity** and **immediacy**
- **Users are not interested in our profession. They are interested in the information.**
- It is absolutely imperative to establish our **professional competencies**

- "Society will continue to need records which, from the beginning to the end of their life-cycle, are authentic, reliable, usable and have integrity"

Norme ISO 15489-1

- 1.- What we should keep doing**
- 2.- What we should improve**
- 3.- What we should change**

## 1.- What we should keep doing

- Maintaining records as evidence of the activities of an individual or organisation, the differing values of which can vary throughout their active lifecycle
- Respecting provenance and context of records
- Observing needs of the primary users (creators) and secondary users (researchers)
- Being concerned about the future of our past as well as the future of our present, to select records by taking into consideration the needs of future users.



## **2.- What we should improve**

- Our knowledge of our users needs
- Communicate more clearly to our users the transcending importance of the information contained in our archives
- Setting priorities for the material we have to arrange, describe, copy and disseminate: to balance stakeholders needs and deliver efficiently

### 3.- What we should change

#### COLLABORATION

if the **specific competencies** of the different professions that operate within the information society are **respected**

The training offer of the **Association of Catalonian Archivists** (2009): almost **50%** of courses would have a content applicable outside the archives field.

Le format PDF: standardisation et normalisation

Optimisation de la gestion des archives du courrier électronique et de la navigation sur le site.

La formation personnelle d'usagers dans le contexte du système de gestion documentaire et d'archive

La conservation numérique : application des guides d'Interpares 2 Project

Exploitation culturelle et commerciale d'une collection photographique

almost 30% of courses delivered in 2009 by the  
**l'Association des Archivistes Français**, also offered  
this flexibility

Instruments de recherche et Internet

La publication des documents numérisés sur Internet

Archives audiovisuelles: problématiques documentaires  
et juridiques

Archives audiovisuelles: réglementation et gestion

Stratégies d'animations culturelles aux archives

L'impact des nouvelles technologies sur le métier

etc.

The training courses offered by the Catalonian Library Collège: more than 30% are of direct interest to our profession

- Convivialité et expérience de l'utilisation de sites web
- Introduction au matériel cartographique
- Le format PDF comme standard pour la gestion des documents électroniques
- Gestionnaires de contenus pour référentiels numériques
- Dynamisation d'environnements virtuels
- Accès aux documents publics
- Cours basique d'expertise de documents
- Photographie numérique et patrimoine documentaire
- Stratégies pour la promotion de projets sur Internet
- Les droits d'auteur et les documents de bibliothèques. Aspects essentiels et plus actuels
- Le tourisme sur Internet: sélection de sources d'information
- Introduction à l'expertise calligraphique

- One of the elements of change must therefore be to work together with the other related professions with the goal to identify common topics of interest. It seems self-evident that these will include the following:
- photographs
- Audio-visual records
- Maps, plans, illustrations, engravings, posters
- Books and rare books
- Copyright and intellectual property management
- Harmonisation of the commercial exploitation of archives and collections

- Establishment of standards for digitisation
- Establishment of standards for the preservation of digital/digitised records
- Establishment of rules for metadata
- Mutual collaboration to produce information resource packages for citizens
- Shared use of information technology
- Shared use of preservation infrastructures
- Creation of communal platforms for access to information
- Training of the workforce and users

- **We cannot meet the challenge of the new paradigm we have before us with traditional tools.**
- **Professional orthodoxy at the heart of our work, but at the same time being flexible in the way we present our work to our users**