

Archives Accreditation Glossary		
Term	Definition	Source
Access (sometimes called Collec	Right, opportunity or means of finding, using or approaching items and/or information about items.	PAS 197 [derived from Manual of Archival Description [1]]
Archive Service	An organisation which holds a collection which meets the standard definition of an archive as "Materials created or received by a person, family or organisation, public or private, in the conduct of their affairs and preserved because of the enduring value contained in them or as evidence of the functions and responsibilities of their creator, especially those materials maintained using the principles of provenance, original order and collective control; permanent records." (Society of American Archivists)	The definition of an archive is taken from Society of American Archivists Glossary: Archives definition 1.
Archive Service	The organisation as opposed to the collection.	Standard for Access to Archives - Public Services Quality Group
Born digital records	Digital materials which are not intended to have an analogue equivalent, either as the originating source or as a result of conversion to analogue form. This term has been used in the handbook to differentiate them from 1) digital materials which have been created as a result of converting analogue originals; and 2) digital materials, which may have originated from a digital source but have been printed to paper, e.g. some electronic records.	Preservation Management of Digital Materials: The Handbook. Digital Preservation Coalition www.dpconline.org/graphics/handbook/
Collections Access Plan	May also be referred to as an Audience Development Plan.	
Collections Care	Range of activities intended to safeguard a collection NOTE These activities can include organizational policies, security, storage, cleaning, maintenance, handling, scientific investigation, environmental monitoring and control, exhibitions and loans, conservation, provision of surrogates and emergency planning.	PAS 197
Collections Development	Collecting new items, researching and reviewing the existing collection and removing items in accordance with the collecting organisation's policies and priorities.	PAS 197
Collections Information	Information an organisation collects, creates, holds and maintains about its collections and/or collected items (NB collections information can include a broad range of knowledge, such as interpretations, stories, research and conversation).	PAS 197
Community	Community - the standard is based on the concept of a community which the archive service is constituted to serve. In its specific sense as a defined term the word 'community' does not necessarily refer simply to the population of a political unit or physical area (e.g. a local authority or town). For many archive services the community will extend beyond the formal boundaries of its responsible body (government, educational institution, private or voluntary organisation). The archive will probably serve multiple communities: local, national and international; different communities of researchers and of other types of direct and indirect users and of non-users. Different elements of the community may attract different priorities, types and levels of service. The 'community' to be served is defined through the stated purpose of the archive service. Community embraces both 'stakeholders' and 'users'.	Amended from Standard for Access to Archives - Public Services Quality Group
Competent person	Someone who has the necessary and sufficient training, knowledge, experience, expertise, skills, and/or other qualities to complete their allotted task safely and effectively.	PAS197
Conservation	Interventive techniques applied to a physical item to achieve chemical and physical stabilisation for the purpose of extending the useful life of items to ensure their continued availability. (NB also known as interventive conservation and remedial conservation).	PAS 197
Content	Can range from original documents and whole-class surrogates (e.g. the census microfilms) through copies of selected documents, material derived or selected from the original records, to animation (exhibitions, events, experiences, publications) based on the records and their context.	Standard for Access to Archives - Public Services Quality Group

Digital materials	A broad term encompassing digital surrogates created as a result of converting analogue materials to digital form (digitisation), and "born digital" for which there has never been and is never intended to be an analogue equivalent, and digital records.	Preservation Management of Digital Materials: The Handbook. Digital Preservation Coalition www.dpconline.org/graphics/handbook/
Engagement	Engagement means more than simply contact with archives and archive services; it also involves understanding and a sense of personal value, ownership, empowerment. Engagement is a subset of access. Engagement may be with internal and/or external stakeholders.	
Finding aid	1. A tool that facilitates discovery of information within a collection of records. – 2. A description of records that gives the repository physical and intellectual control over the materials and that assists users to gain access to and understand the materials.	A Glossary of Archival and Records Terminology, Society of American Archivists
Legacy issues	Issues that have arisen before the introduction of current policies and procedures. For example with poor collections information or collections status information.	
Mission Statement	Strategic statement setting out a collecting organisation's purpose in relation to its collection. (referred to in Museum Accreditation as 'Statement of Purpose').	Hillhouse, Susanna (2009) 'Collections Management: A Practical Guide', Collections Trust
Quality	Defined as per BS 4778 "The totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs."	Standard for Access to Archives - Public Services Quality Group
Service(s)	Includes dissemination of information about the service and other marketing activities, the various activities required to deliver 'content', the physical context of the service in so far as it is important to the archives service's community.	Standard for Access to Archives - Public Services Quality Group
Service delivery interface	A physical location, written communication, point of contact with a ICT-based service, or physical product (e.g. publication) of the archive service.	Standard for Access to Archives - Public Services Quality Group
Stakeholders	Persons, corporate bodies or defined groups with an interest in the present and future activities of the <i>archive service</i> . Stakeholders include those with a financial interest (including tax payers in relation to a public service, office holders (e.g. politicians, committee members), executives, employees, suppliers, customers and the local community. In <i>archive services</i> there are two important additional groups: (1) depositors - the donors or lenders of records; and (2) future <i>users</i> , the purpose of the preservation of records.	Standard for Access to Archives - Public Services Quality Group
Top management	Person or group of people that directs and controls an organisation at the highest level.	Hillhouse, Susanna (2009) 'Collections Management: A Practical Guide', Collections Trust. Derived from BS EN ISO 9000:2005
Users / Potential users	An actual or potential user of any kind of service offered by an archive service.	Standard for Access to Archives - Public Services Quality Group
VAQAS	The Visitor Attraction Quality Assurance Scheme (VAQAS) which is managed by Visit England and Visit Wales (VAQAS Cymru)	http://www.visitengland.org/busdev/accreditation/attractions/VAQAS.aspx
Workforce	Covers both paid staff and volunteers.	