An exploration of the digitisation strategies of the liberation archives of the African National Congress in South Africa

by

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SUMMARY

A number of digitisation projects undertaken by archival organisations in Africa failed to realise their goals of ensuring preservation and access of records. This is partially due to the lack of strategies to move from analogue to digital records. Despite many guidelines, standards and software systems developed by national archives, coalitions, professional associations, research groups and commercial organisations, digital records are still a challenge to manage. This study explored the strategies adopted by the African National Congress (ANC) in digitising its liberation archives with a view to capturing lessons learnt. Qualitative data were collected through interviews with purposively selected employees of the African National Congress, MultiChoice, Africa Media Online and Nelson Mandela Foundation who were involved in the repatriation and digitisation project of the liberation archives. Interview data were augmented through document analysis and observation. The key findings revealed that the ANC established an archives management committee that played an important role in the repatriation and digitisation of liberation archives. The committee utilised former liberation struggle members to identify records in various ANC missions in different countries. It was established that although the ANC was aware of where its records were abroad, not all its records were repatriated to South Africa after the unbanning of the liberation movements. Furthermore, the finding revealed that the ANC relied heavily on Multichoice and Africa Media Online as its archivists were not trained in digitisation. A number of lessons learnt with regard to digitisation of liberations archives are captured. The study concludes by demonstrating the importance of having a strategy in digitising archival holdings. It is recommended that this study should be extended to other liberation movements in eastern and southern Africa.

Key words: Archives, liberation archives, digitisation, digital records, electronic records, African National Congress, South Africa, records, repatriation, copyright, access, preservation, political movements and preservation

ACKNOWLEDGEMENT

DEDICATION

I dedicate this work to my wife, Reliance Thifhelimbilu, and children, Mulinda, Murangi and my late son, Mukonazwothe. May the Name of the Lord Jesus be glorified.

DECLARATION

I declare that "An exploration of the digitisation strategies of the liberation archives of the African National Congress in South Africa" is my own work and that all the sources I have used or quoted have been indicated and acknowledged by means of complete references.

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Signature   Date

Sidney Netshakhuma

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LIST OF ABBREVIATIONS AND ACRONYMS

AACRLS	The Finnish Committee for the Archives of the Anti-colonial Resistance and Liberation Struggle
AAM	Anti-Apartheid Movements
ANC	African National Congress
AZAPO	Azanian People Organisation
BPCM	Black People Conscious Movement
CODESA	Convention for a Democratic South Africa
COSATU	Congress of South African Trade Unions
DISA	Digital Imaging South Africa
DoD1505	United States Department of Defence Records Management Standards
ESARBICA	Eastern and Southern Africa Regional Branch of the International Council on Archives
ICA	International Council on Archives
ICT	Information Communication Technology
InterPares	International Research on Permanent Authentic Records in Electronic System
IRMT	International Records Management Trust
IT	Information Technology
MARC	Machine-Readable Cataloguing
MK	Umkhotho We Sizwe

NMF	Nelson Mandela Foundation
NRF	National Research Foundation
OAIS	Open Archival Information System
PAC	Pan Africanist Congress
RAD	Rules for Archival Description
SADC	Southern African Development Community
SAHRC	South African Heritage Resource Council
SANNC	South African National Native Congress
SARAP	South African Research and Archival Project
SOMAFCO	Solomon Mahlangu College
TDR	Trusted Digital Repositories
TIFF	Tagged Image Format
TRC	Truth and Reconciliation Commission
UDF	United Democratic Front
UNESCO	United National Educational, Scientific and Cultural Organisation
UNHCR	United Nations High Commission for Refugees
UNIDROIT	International Institute for the Unification of Private law
USA	United States of America

CHAPTER ONE
INTRODUCTION AND BACKGROUND

1.1 Introduction and background to the study

The importance of strategies adopted by organisations in digitising archives cannot be overemphasised. The African National Congress (ANC) is no exception in adopting a strategy to digitise its liberation archives. According to Maaba (2010:03), liberation archives form part of the national archival heritage in South Africa. Therefore, it is appropriate that these archives should be preserved properly to supplement the archival heritage in South Africa and to bridge the gap of undocumented black history. For the purpose of this study, liberation archives will refer to the records generated or received by the ANC since the banning of the liberation movement from the1960s to the 1990s.

The failure to define the objectives of the digitisation programme, such as access and preservation, before implementing it is a challenge for most of African countries. According to Asogwa (2011), the parameters used to determine the failure of the digitisation project are: lack of sound project planning and evaluation, digitisation policies, legal/copyright issues, selection criteria for archival materials, metadata, constantly changing software and hardware, funding, inadequate technological infrastructure, technological obsolescence, deterioration of digital media, inadequate training of staff and dependence on international donors. Garaba (2012:138) notes that the physical state of archives, their storage and custody, arrangement and finding aids, and access were of concern for liberation archives.

Seles (2016:131) indicates that the approach that international donors had taken to information communication technology (ICT) implementation has affected the types and quality of digital records created in Africa, confusing their preservation. Furthermore, Seles (2016:133) states that the problems emanated from the weakness of treating technology as a stand-alone solution to dealing with developmental problems, without understanding local culture, the technical capabilities in the country or the availability of trained personnel to support systems

once they are installed. Digitisation projects in Africa were expected to improve service delivery and access to archives.

A number of digitisation projects on the liberation archives and other archival records were undertaken in Africa, for example, the Namibia National Archives in 1995 (Hillebrecht 2011). According to Cox and Wallace (2002:69), Namibia inherited a strongly entrenched culture of secrecy and conservatism within their civil service. The colonial authorities introduced repressive emergency legislation in the immediate pre-independence period to counter the activities of the popular ruling government that found these laws convenient for independence movement. When independence was achieved, the new, self-ruling government found these laws convenient for suppressing opposition and therefore they were allowed to remain in the statute books. The result has been a legislative and regulatory environment that discourages civil servants from making information available to the public.

In 2004, the Makerere University Digital Music Archives of Uganda embarked on a digitisation project of music (Namaganda 2011). The objectives of the project were not clearly identified and spelt out. There was no proper planning, risk management and correct infrastructure. Furthermore, the selection of archival materials for digitisation was not based on a clear understanding of copyright law and rights of ownerships. These projects, like others, faced a number of challenges such as the fact that the objectives did not benefit the local people; no staff were dedicated to the project and non-compliance with copyright legislation (Hillebrecht 2011). Similarly, (Luyombya & Obbo 2013:30) carried out a study on land registry operations in Uganda in which they found missing records as the major challenge facing the digitised system. Luyombya and Obbo (2013:33) state that challenges experienced by the registry title deed of Uganda include the following:

- Technical training.
- Lack of a plan for managing the transition from paper to digital environment.
- Backlog of un-digitised records and inadequate records management on the digitisation of records.
- The language problem raised because the digitised records were in English.

- The systems administrators complained about the erratic electricity supply, which disrupted the use of the digitised land informed system.

All these findings showed a big problem regarding inadequate facilities to manage the digital records.

Kalusopa (2009) observe that in Botswana, the National Archives' digitisation project could not be completed due to:

> …weak policy formulation at the institutional and national levels, weak legislative framework, copyright issues and ill-defined national digitisation co-ordination for digitisation activities, lack of awareness about the potential of digital preservation by heritage institutions and lack of common standards on digital heritage materials preservation contributed to the failure of the project.

Many digitisation projects in Africa were implemented without archive management strategies. In Namibia, for example, Namaganda (2011) indicates that "the pace of digitisation at the national archives is due to the scarcity of playback equipment, copyright issues and inadequate technical skills." Mudzaki (2013:2) reports that in Zimbabwe, there is a lack of technical expertise because of high staff turnover, insufficient funds, poor description of data and technological obsolesce". In Tanzania, for example, Cox and Wallace (2002:76) indicate that the widespread culture of confidentiality was a challenge to the implementation of the digitisation programme. Approximately two-thirds of government records were classified confidential and there was no standard procedure for the declassification of such records. Furthermore, much of the existing legislation affecting the availability of information to the public has not yet been reviewed. According to Seles (2016:213), outdated archival legislation hindered the efficient operations of the National Archives of Tanzania, especially with regard to digital records management and preservation. The outdated archival legislation was in conflict with the objectives of access and preservation of archives.

Mnjama and Oweru (2014:154) concur with Cox and Wallace (2002:80) that hindrances to the success of the digitisation project in Tanzania were the following:

- Awareness that the archival laws should be reviewed.
- Recognition of the importance of access to information to underpin a national anticorruption strategy.
- Poor planning.
- Budget constraints – the funds allocated to records management by the government are not in accordance with the estimated budget.
- Language limitations – It is important that the government disseminate information in the local language.
- The civil service restricts access to information.
- Limited technological tools and strategies for preserving e-records, software and hardware dependence, and obsolescence and ageing of storage media. Unreliable software, server problems and unreliable power supply.
- A shortage of qualifications with information technology (IT) skills.
- Realisation that archival material needs to be presented in a more user-friendly way.

Wamukoya and Mutula (2005:75) indicate that in many projects no systematic strategies were implemented to make the transition from paper-based systems to electronic means successful. Maidabino and Auyo (2010: 90) generalise that African countries lack state-of-the-art technological facilities, they have inadequate manpower, inadequate training opportunities, and they need to review existing archival and records and archival legislations. Seles (2016:102) notes that preservation continues to be an overriding concern for archivists because of the threat of technological obsolescence and digital corruption. In summary, Seles (2016:226) states that African archival management programmes have challenges regarding infrastructure and accessibility of technology when trying to preserve digital records. Therefore, there is a need for the development of the strategies that will deal with permanent access to and preservation of digital information resources. Furthermore, Cox and Wallace (2002:85) indicate that constitutional provisions for access to information have often not been implemented and the legacy of secrecy laws has created a climate in African countries where information is not freely available.

The success of the digitisation project hinges on sound project planning. Garaba and Ngulube (2010:66) notes that there is a need to plan and formulate policies that give strategic direction to the management of digital information. Maaba (2010:7) observes that many archival organisations in southern Africa rushed to digitise archival collections without putting the appropriate strategies and policies in place. He recommends that digitisation projects should be in line with organisations' mission statements and objectives in order to add value. With regard to liberation archives, both Garaba (2010:21) and Maaba (2010:15) assert that debates around digitisation have dominated the South African liberation archival landscape, with no visible solution regarding how the issue should be handled.

It is against this background that this study explored the strategies adopted by the ANC in digitising its liberation archives, with the view to capturing lessons learnt. It is hoped that the study would stimulate interest in the area of digitisation of liberation archives. The ANC developed an acquisition policy to gain control of the archives collection of institutions such as the Solomon Mahlangu College (SOMAFCO) and the Albert Luthuli archive, which enabled them to digitise their collection. Harris (2002:36) notes that the acquisition process involves the following:

- Formulating an acquisition policy.
- Defining the parameters – in terms of both societal processes and records creators.
- Monitoring existing holdings to test their scope, strengths and weaknesses against the policy.
- Appraising societal processes and the records they generate in order to select those records with enduring or archival value.
- Formulating a strategy to acquire such records.
- Formally acquiring such records.

According to Garaba (2012:25), digitisation was being carried out to enhance access and these efforts represented attempts to make the liberation heritage available to the public in the long term.

1.1.1 The ANC liberation archives from 1960 to 1990

According to Pareek (2014:31), the ANC was established with the name of the South African Native National Congress (SANNC). During 1912, at the SANNC national congress held in Bloemfontein prominent individuals like John Dube, Sol Plaatjie and Pixley Ka Seme decided to form the organisation (Van Engeland and Rudolph 2012:13). The purpose of the ANC was to bring all Africans together as one to defend their rights and freedom against colonisation.

Van Engeland and Rudolph (2012:13) argue that the creation of the ANC Youth League (youth league) in 1944 by Nelson Mandela, Anton Lembede, Walter Sisulu and Oliver Tambo heralded a new generation committed to building non-violent resistance and mass action. Furthermore, Pareek (2014:36) emphasises that the youth league had a dual role – to work privately as a pressure group within the ANC, on the one hand, and to work publically in political consciousness, on the other hand. The youth league was based on the principles or ideas of African nationalism.

According to Van Engeland and Rudolph (2012:15), the ANC joined the Defiance Campaign in 1952, which resulted in an exponential growth of its membership. The campaign discussed the restrictions of political, labour and residential rights in the white areas and its aim was to fight against the Pass Law Act. The campaign was the start of a mass movement of resistance against apartheid (racial discrimination).

The Congress of the People took place in Kliptown in June 1955. According to Pareek (2014:42), the congress adopted a Freedom Charter, which later became the programme of action for all democratic forces that were fighting against apartheid. The ANC adopted a charter at the Congress of the People, which paved the way for the ANC and the Pan Africanist Congress (PAC) to campaign against pass laws.

The ANC and the PAC embarked on an anti-pass campaign to protest against racial discrimination laws. The march in Sharpeville, which was organised by the PAC, led to the massacre in 1960 and prompted the government to declare a state of emergency and ban all black political organisations, including the ANC. Pareek

(2014:42) states that the banning of the ANC, the PAC and many organisations working for the elimination of apartheid led to the liberation movement operating underground.

The Suppression of Communism Act (Act No. 44 of 1950) and the Unlawful Organisations Act (Act No. 34 of 1960) declared the ANC, the PAC and the South African Communist Party (SACP) unlawful. The government believed that by banning these three parties under this legislation would stop the movements from operating (Risse, Ropp & Skikkink 2002). However, after the banning, the ANC mobilised an underground uprising against the apartheid government and operated political activities outside the country. Olaosebikan (1994:499) purports that "in 1961, in response to the government's actions, the ANC organised a military wing known as Umkhotho We Sizwe (MK) to conduct an armed struggle against apartheid". Bauer and Taylor (2011:263) assert that the ANC formally adopted a policy of armed struggle when it became clear that the methods of peaceful resistance and disobedience to the apartheid laws were being met with the killing of its people. According to Van Engeland (2012:17), the prohibition of the ANC's existence prompted Nelson Mandela and other ANC leaders to create MK. The formation of MK marked the official transition from non-violent resistance to violent resistance. According to the ANC (1997:3), the organisation decided to adopt the armed struggle as a strategy of resistance to apartheid government through the:

- organisation and mobilisation of the masses against any and all manifestations of oppression.
- establishment of an underground structure of the ANC to work among these masses.
- formation of MK and the conduct of armed action against the machinery of oppression.
- mobilisation of the international community to support the struggle of the South African people and isolate the apartheid regime.

The ANC forged diplomatic relations with other countries to strengthen their fight against the apartheid system. Risse et al. (2002:85) reveal that "Sweden, Norway

and Denmark developed close and supportive relationships with exiled liberation movements by providing them with direct material assistance."

International campaigns against the apartheid government increased from all over the world. Risse et al (2002:81) further argue that the international campaign against apartheid was related to the anti-colonial struggle for self-determination. According to the Action for Southern Africa (2016), an anti-apartheid movement (AAM) was started in Britain in 1960. The movement stood against apartheid in South Africa and operated as an instrument of solidarity with the liberation struggle. The ANC initiated the "diplomacy of liberation" after their banning by the South African government with the aim of gaining support internationally. Oliver Tambo served as president of the ANC from 1969 to 1991. In exile, the ANC generated records about their activities, which now form part of what is known as liberation archives. In this study, the researcher will focus on the digitisation of these collections that were created in exile such as the Solomon Mahlangu College collection in Tanzania and others.

The records of the ANC were created throughout the globe during their period in exile between 1960 and 1990. In 1990, the then president of South Africa, FW De Klerk, announced the unbanning of liberation movements. The unbanning of the ANC, the PAC, the SACP and many other political organisations led to the repatriation of archival material to South Africa. Material repatriated to South Africa included records on Oliver Tambo and Solomon Mahlangu. The physical records are now housed at the University of Fort Hare in Alice. Maaba (2010:75) indicates that the University of Fort Hare was declared the official repository of the ANC because most of the former liberation leaders, such as Nelson Mandela, attended this university. According to Risse et al (2002), the liberation archives were repatriated from 44 foreign countries (see Annexure A). The project to repatriate liberation archives from all over the world to South Africa commenced in 1993.

One of the problems raised when the archives were collected was that they were not preserved and classified properly in the mission countries to enhance access. According to Mnjama (2013:18), the problem of migrated archives remains unresolved. Furthermore, records were destroyed frequently because of the fear that it will fall into the hands of the apartheid government and this led to the loss of ANC

institutional memory. Because of the limited preservation of the liberation archives in South Africa, the repatriation of the liberation archives contributed to the development of the history of South Africa. The initiative by the ANC to digitise their collection ensured the proper preservation of their records and the possibility of ensuring their own place in historical research and in history. The liberation archives were worth preserving for future generations because of its historical and cultural significance.

Because the ANC liberation struggle archives were scattered across many countries, their existence were at risk. Maaba (2010:38) states that the repatriation of the documents from the exiled offices and bases abroad was a mammoth task, with its own dynamics, challenges and controversies. Much ANC struggle material can be found in under-resourced countries that lack the infrastructure and resources to ensure long-term access. Garaba (2011) asserts that when the records are documented, efforts should be made to ensure that a continuum of care is provided in terms of record identification, acquisition, intellectual control, access and physical control. Mnjama (2007:467) indicates that the archivists need to take practical steps to ensure that records relating to African liberation movements are identified and listed, and, where possible, proper arrangements must be made for their housing.

1.1.2 Digitisation projects of liberation archives in Africa

According to Lalu, Isaacman & Nygren (2005) several digitisation initiatives, such as the Finnish Committee for the Anti-colonial Resistance and Liberation Struggle, the Southern African Development Community (SADC) Project, DISA and the Aluka Project, were undertaken on the digitisation of records related to freedom struggles in southern Africa. The initiatives were performed to ensure that the liberation archives in the world are preserved for posterity and are made accessible. For example, the Nordic Documentation Project on the liberation struggles in southern Africa was implemented in 2003 and completed in 2009. In this project, a database of archival materials was developed to map documents that are relevant to research and for documentary purposes. Saunders (2010:24) mentions that "the Nordic Documentation Project was aimed to investigate different ways of ensuring archival materials are accessible". The project was supported jointly by Denmark, Finland,

Iceland, Norway and Sweden and faced a dilemma with regard to copyright and long-term preservation. The project required authorisation from the copyright owner of liberation movements like the African National Congress, before a work can be copied or reproduced by the project team.

Another project was the Finnish Committee for the archives of the Anti-colonial Resistance and Liberation Struggle (AACRLS Finland), established in 2004. This committee strove to collect and safeguard the historical records of the Namibian struggle against colonialism, to make these records accessible to the public and to make it a living memory among the Namibian people (Saunders 2010:32). The project did not contribute to the development of the Namibian people because their digitised collections were not accessible and retrievable. This was caused by the lack of a digitisation standard and there was no capacity building for the local people.

The SADC had another initiative, which involved the management and preservation of Southern Africa Liberation Archives (Limp 2007:25). The project was operational in Angola, Botswana, Mozambique, Namibia, South Africa, Tanzania, Zambia and Zimbabwe and was funded by SADC member states. Financial support was problematic because some of the SADC member states, like Swaziland and Lesotho, were not contributing to the digitisation project.

Subsequent to the failure of the project, the Digital Innovation South Africa (DISA) project was initiated with the aim of digitising southern African liberation archives. According to Pickover (2009:5), the project was aimed at digitising socio-political issues pertaining to cultural heritage resources, to make online liberation struggle material available to the public worldwide and to build on the digital resources through archival content about the liberation struggle.

The DISA project was funded by the Andrew Mellon Foundation in 1997, in collaboration with the Aluka Project in South Africa. This arrangement promoted networking and the sharing of resources at local level. The Aluka Project focused specifically on the freedom struggles in Mozambique, Zimbabwe, Namibia, South Africa and Botswana. In addition, the Aluka Project developed common positions and prioritised regional discussions and interactions, and provided a principled stand

on the repatriation of the heritage, particularly in relation to digitisation as a substitute (Pickover 2009).

There was an international initiative from the USA to digitise the southern African liberation archives. Lutchman, Synodino and Kapidakis (2006:326) observe that "a number of projects to digitise South African archival material involving universities from the United States of America have been understood by some as a form of neo-imperial information grasp." The African Studies Centre at the Michigan State University became involved in locating documentation and other source material, preserving archival materials by placing them in archives at depository institutions and producing a database directory of organisations. The South African Research and Archival Project (SARAP) was initiated in the USA. The project identified, located and compiled an inventory and disseminated information pertaining to the involvement of USA in the South African liberation struggle.

At the University of Connecticut, the ANC Partnership Project was also initiated. "The partnership was formed to promote international understanding and cooperation based on the principle of reciprocal learning and consultation" (Lutchman et al 2006:325). This partnership contributed to the creation of the ANC Archives Project. The Liberation Struggle Living Archive Project was initiated to digitise audio-visual archive material of post-colonial liberation struggles in South Africa. The project aims to preserve audio-visual material and develop resources on the history of the South African liberation struggle in digital format. It can contribute further to conducting advanced research on historical materials.

The investigation reviews the trends and development concerning the digitisation of records, both nationally and internationally, to inform the understanding of the situation in South Africa. Several studies were conducted at the University of Pittsburgh, which indicated that it should be possible to base record-keeping systems in an electronic environment on metadata attached to individual records or the records of individual transactions (Tough & Moss 2006). In 1990, the Library of the Congress in the USA embarked on the digitisation of the American memory project and modest attention was paid to cataloguing and providing metadata for online resources.

An investigation into the current status of digitisation in Africa indicates that there is an urgent need for preserving and enhancing access to information. The above digitisation projects failed because of the lack of control, copyright, strategies, infrastructure, digitisation standards, long-term preservation and commitment from the outset of any digitisation initiatives. The preservation of archival material was hampered because permission to access and use the collection was not always obtained by organisations. The uniqueness of many of the materials prevents the shipping of all the materials to a central location for control purposes. Digitisation projects like the Nordic Documentation and the African Studies Centre at the Michigan State University were not located in the country of provenance, were locally controlled and defined, and should serve local interests and beneficiaries.

The above digitisation projects were funded by donors. Sustainability issues had impacted negatively on access over time in the country where the documents originated. This was because funding for digitisation projects was usually directed at production. Saur (2004b) contends that there were many copyright and financial issues that placed a burden on digitisation.

The continued limited accessibility of the digitised collection was a challenge. Pickover (2009:9) indicates that digitisation brought about many challenges for policy-makers in Africa, because of the increased demand for access to its resources. Furthermore, Saur (2004a:228) remarks that it was a sensitive issue to deal with records of liberation archives with serious ethical implications. It was necessary for Africans to control the digitisation of their own resources and to initiate and set agendas and priorities. There was no building of local capacity. Saur (2004b:217) indicates that local capacity building for the digitisation projects proved to be a challenge. In effect, no skills or knowledge transfer to the custodians of the records took place.

1.2 Problem statement

Ellis and Levy (2008:17-13) define a problem statement as: "…a description of the issues being investigated; it clarifies the purpose of the study, serves as the basis for

the interrelatedness of the distinct elements entailed in research and delimits the possible goals for a study."

Fisher and Foreit (2002) assert that dimensions of the problem should be established in order to convince others that the problem is important.

The problem that led to this study is the failure of digitisation projects in archival institutions in Africa. Yet, as indicated by Carter and Belanger (2005), Dearstyne (2002), Lutchman et al (2006) and Millar (2010), little has been done to establish why digitisation projects are failing to achieve their intended goal of enhancing preservation and access. Users of archives often struggle to access digitised archives or they face unnecessary delays in doing this due to copyright issues, preservation of authenticity, maintenance of reliable archives, technology, dependence and obsolescence. In some instances, issues such as a shortage of funds, restriction of information infrastructure, leadership, shortage of technical knowledge and user training are identified as the challenges for digitisation and its ultimate purpose of wide access. The greatest challenge for the digitisation projects is the design of an efficient workflow to handle the selection, preparation, long-term storage and preservation of the data. According to Kalusopa (2009:17) a "weak legislative, framework, policy formulation on digitisation and lack of common standards on digital heritage materials preservation contribute to the failure." Wamukoya and Mutula (2005) observe that legislators in Africa are not aware of the requirements of digital preservation or often ignore digital preservation issues.

1.3 Research purpose and objectives

According to Thody (2006), the overall purpose of any research is to make a difference to the understanding so that policies, practices, theoretical or conceptual problems can be solved. The purpose of this study was to explore strategies adopted by the ANC in digitising liberation archival materials with a view to capturing the lessons learnt. In order to achieve the purpose of the study, the specific objectives were to:

- establish the approaches followed by the ANC in identifying, repatriating and digitising liberation archives from various countries.
- examine the issue of copyright on the digitised liberation archives of the ANC.
- assess the level of skills of staff members involved in digitising liberation archives of the ANC.
- identify technologies used to digitise the liberation archives of the ANC.
- examine how the authenticity of liberation archives was ensured during the digitisation process.
- assess the accessibility of the digitised liberation archives of the ANC.
- capture lessons learnt in digitising ANC liberation archives.

1.4   Research questions

Tracy (2013:15) points out that research questions are the core feature of beginning a qualitative researcher project. Leedy and Ormrod (2013:3) concur that "research is guided by the specific research question". Having stated that, the research questions in this study are as follows:

- Which approach was followed by the ANC in identifying, repatriating and digitising the ANC liberation archives?
- What considerations are given to issues related to reproduction and copyright of liberation archives?
- Do the ANC staff members possess the skills and knowledge to carry out a digitisation project effectively?
- What types of technologies were used during the digitisation?
- How was the authenticity of liberation archives ensured during the digitisation process?
- How was the accessibility of the digitised liberation archives ensured?
- What lessons can be learnt from digitisation of ANC liberation archives?

1.5 Justification for the study

As mentioned in section 1, most organisations in Africa are faced with the challenge of digitising archival material due to the lack of awareness, weak policy formulation, ill-defined national digitisation coordination for digitisation activities, no permanent dedicated staff, copyright issues, the lack of technical expertise, technological obsolesce and metadata standards. Therefore, this study is important because it may serve as a guide for organisations that are faced with challenges of digitisation records. Furthermore, the study will make a meaningful contribution to the existing body of knowledge. Very few studies in southern Africa have been conducted on this topic and digitisation is one of the approaches to preserving archival materials and enhancing access to information. It is hoped that the study will serve as a catalyst for the modification and formulation of digitisation strategies and policies by other liberation organisations in Africa. The research into digitisation can lead to a better understanding of digitisation problems and challenges facing organisations, and can provide solutions to what is to be done. It is hoped that this study will generate a debate through the archives and records management scholars and researchers on the authenticity and reliability of the digitisation of the liberation archives in Africa. Most of the digitisation conducted in Africa has failed; it has therefore become imperative that the results of the study will provide insight into how best to conduct digitisation projects successfully.

Garaba (2010) investigated the management of the records and archives of former liberation movements in eastern and southern Africa. In his study, there was little focus on digitisation as the focus was on the life cycle of the records. Maaba (2010) focused on the repatriation of the ANC material from various countries to the University of Fort Hare. The thesis examines the challenges and processes of developing the liberation archives at the University of Fort Hare.

Finally, it is also important to note that, although this study focuses on one organisation, its worth is underlined by a wider social and historical significance. Therefore, it is hoped that the lessons learnt as outlined in the study will serve as a benchmark for digitising archival collections of other liberation archives, thereby contributing towards a more inclusive archival heritage in South Africa. In addition to that, the study may help to demonstrate to heritage specialists and archaeologists the importance and value of digitising.

1.6 Scope and delimitations of the study

The scope and delimitation of this study involve the boundary of the study or what the study will cover, as indicated by Kothari (2004). This study covered the ANC liberation archives created from 1960 to 1990. Leedy and Ormrod (2013:43) advocate that it is important to know precisely what the researcher does not intend to do. The researcher did not examine the liberation archives of other liberation movements such as the PAC and the Azania People's Organisation (AZAPO). This was because these liberation movements did not embark on digitisation of their liberation archives. Therefore, an assumption was that there would not be enough data to conduct research on these organisations. Furthermore, the study was limited to the digitisation trends in the ANC according to the following themes:

- Archives management strategies and policies.
- Copyright issues.
- Repatriating liberation archives.
- Digitisation technology.
- Authenticity of liberation archives.
- Usage of and access to liberation archives.
- Capacity building.

1.7 Ethical considerations

In any research, the following ethical issues need to be considered: privacy and protection from harm. This research adhered to the ethical standards of maintaining the confidentiality of participants. Furthermore, the cultural aspects of the interviewee were taken into consideration during the interviewing processes. Onwuegbuzie and Collins (2007:306) indicate that, "an ethical design is one that adheres to the ethical guidelines stipulated by an organisation". Carlin (2003:15) mentions "the importance of researchers adhering to codes of ethics set by their professional bodies." The researcher adhered to the rules and regulations set by the University of South Africa's research ethics policy (2010). The university set the standards to which the researcher should adhere. This policy states that, "all personal information and

records provided by participants should remain confidential and when conducting interviews, it should be made clear that confidentiality will be safeguarded." The researcher ensures that confidentiality of all the data collected about the research participants and security procedures for the protection of privacy law was maintained by ensuring that the names of the respondents were not indicated on the interview schedule. The code of ethics focuses on the principles and values that govern the behaviour of a person or group with respect to what is right or wrong (Shachaf 2005:514).

The researcher adhered to the principles of integrity and honesty. "The integrity of research will be an important aspect of this study because of the need to use the data obtained for comparison and extrapolation of conclusions" (Carlin 2003). The researcher ensured the use of primary sources of information. This was done to avoid any duplication of information that emanated from a secondary source. Secondary sources are interpreted information, which will have a negative impact on the research. Carlin (2003) indicates that the primary sources were used mostly for this study to avoid the reproduction of errors of logic that occurred when researchers used the work that someone has completed with error. The primary data enabled the researcher to analyse the information.

1.8 Definition of key concepts

This section presented the definition of key terms and concepts that were used in this study. The terms "liberation archives," "archives," "digitisation," "preservation" and "copyright" were defined in accordance with their usage within the context of this study. Their meanings are operational to provide the distinct explanations intended for the study.

1.8.1 Archives

Archives refer to "documentary materials created, received, used and kept by the organisation in the conduct of their daily work and preserved because they contain enduring value as evidence of information about activities and events" (Millar 2010:

260). Cox (2005:2) refers to archives as "an organisational resource critical to its effective management and work." The records are identified by an organisation as possessing continuing value, which means that both those records contain evidence and information of current use to an organisation, and that they contribute to the organisation's knowledge about its own activities, past and present. According to Bastian (2009:120), archives "are referred to as spaces of memory-practice, where people can try to put their trauma in context by accessing the documents, not primarily seeking the truth or researching the history, but transforming their experiences into meaning." Archival records are unique because they are by-products of human activity. Ngulube (2001:27) asserts that archives ensure that the nation's social, economic, intellectual and cultural heritage is preserved, irrespective of format. In this study, the researcher will refer to archives as records with historical, cultural and research value.

1.8.2 Liberation archives

Liberation archives refer to "South Africa's official and formally instituted archives created since 1960 until 1990 on apartheid resistance" (Maaba 2010:3). It is worth mentioning that there is no state control or supervision of political parties' archives in South Africa based on the above definition. For the purpose of this study, liberation archives are defined as records created or received by the ANC from the 1960s to the 1990s. The study will focus on the digitisation of these records.
Judith (1993:3) and Cox (2001:12) indicate that organisations of all kinds, including political organisations, keep records of their interaction with each other and with individuals.

Political parties' archives contain different types of records related to their own affairs and others records of individuals, institutions and public agencies (Yalcin, Anamemic & Rukanda 2016:27). The liberation archives also contain evidential, financial, legal and administrative kinds. Furthermore, Yalcin et al. (2016:28) state that political party archives are essential as they not only give information about their activities, but also about the political and socio-economic conditions in the period when they are active. The ANC created and used records in the course of liberation of South Africa. The liberation archives provide evidence of activities and interrelationships, information

about the ANC's association with international communities through their missions (see Annexure A) all over the world. Some records of social and organisational activity are preserved because of its continuing value to individuals, organisations, national and international communities. The documents created by political movements may have remarkable and valuable features related to the country's political history.

1.8.3 Digitisation

Digitisation is the process of creating digital files by scanning or converting analogue materials (Jones & Bagire 2001:10). Digitisation is a preservation strategy and an access tool as it is the transfer of analogue or manually created items, such as documents or photographs into digital format for electronic access and use (Millar 2010:199). According to Hughes (2004:4), digitisation is the process that is used to convert analogue content into a readable binary code. Hughes (2004:12) further indicates that digitisation is the means of creating resources that can be re-purposed for unforeseen uses in the future. In addition, digitisation may be the means of ensuring that cultural material will be available for future generations. (Iglezakis, Synodino & Kapidakis 2011:468) explain that digitisation involves the conversion of an object, image, sound, document or signal into a single binary code, creating a digital representation of the initial object. Digital representations can serve as substitutes for original objects that deteriorate with time, such as paper, audio or video recordings on magnetic tape. Digitisation can facilitate user access to a wide range of cultural objects that were too fragile or too scarce to be accessible by a wider public. For the purpose of this study, digitisation refers to a preservation strategy that involves converting paper-based records into digital formats.

1.8.4 Preservation

Mavodza (2003:53) indicates that preservation is the maintenance of the physical state as well as the original component of an object. The National Archives of Australia (1999) states that preservation entails "the range of activities associated with maintaining archival materials in a usable state, either in their original physical form or in some other usable way." The preservation of archives ensures access to

records. In order to cope with the fragility of cultural heritage material and preserve them for the long term, apart from the traditional restoration techniques concerning tangible material, modern technology has provided certain tools (Iglezakis et al. 2011:468). Agnew (2008:122) observes that

"…a digital preservation master will have encoding specifications that produce an object that is highly faithful to the source. A preservation copy tends to be lower resolution and accessible to a range of network bandwidths and display applications".

1.8.5 Copyright

Copyright is the right granted by law to an author, designer or artist to prohibit others from copying or exploiting his or her work in various ways without permission. It is a category of intellectual property, which represents the property of the mind or intellect. According to Gregory (2000:67) "Copyright is a governmentally created right granted to the creators of literary works to protect their individual interest in their work through prohibiting the unauthorised printing, publishing, importing, or selling of multiple copies of a work".

It functions as protection against the unauthorised mass production and sale of a work. Copyright laws can be seen as imposing limitations on the disseminated information on a mass basis.

Copyright issues is an internationally recognised term that covers a collection of intangible rights to protect the particular aspects of artistic and industrial output designs, patents and trade secrets. Franks (2013:57) asserts that copyright legislation is an alternative means of protection for authors of creative works. Furthermore, the National Research Foundation (2010:09) indicates that, "copyright can be transferred to other parties as movable property by assignment, testamentary disposition or operation of law." According to Hughes (2004:57), copyright is an intellectual property right as trademarks, patents for invention and industrial designs. Copyright was a crucial consideration when posting liberation archives to the web.

Woodward and Estelle (2010:74) explains that "Copyright law strikes a balance between making material available for the good of the general public and providing a

mechanism for remunerating copyright exceptions and providing a mechanism for remunerating rights holders."

Copyright is an enabler, allowing the creators and rights holders to get a fair reward for their intellectual property and providing incentives for creativity and innovation. The researcher says that copyright gives the creators of a wide range of materials (literature, art, music, sound recordings, films and broadcasts) the economic rights that enable them to control the use of their material.

1.9 Research methodology

A research methodology involves the method to be followed in conducting the study. Ngulube (2005) observes that, " …a researcher needs to describe the method used in conducting the study and this includes providing information on aspects such as the population, the sampling techniques and the data collection methods adopted in the study".

According to Ngulube (2005), one cannot talk about research if those aspects are not clearly defined. An exploratory research design was used in this research, as the researcher felt that exploratory research was needed to gain experience that would be helpful in formulating a relevant hypothesis for more digitisation of ANC records and seeking to understand more about their strategies. It was an attempt to lay the groundwork for a digitisation strategy that will lead to future studies. For the purpose of this study, the research methodology covers the research approaches, research design, population and sampling, data collection tools and data analysis.

Qualitative data were collected through interviews with purposively selected participants; document analysis and observation (see Chapter Three for research methodology).

1.10 Organisation of the thesis

The dissertation consists of six chapters organised as follows:

Chapter One: Introduction. This chapter provides an overview of the study. It consists of the main research question and the purpose and objectives of the study. This chapter further provides the background on which the study is based and the historical context of the ANC in relation to digitisation.

Chapter Two: Literature review. This is a review of the relevant literature, which analyses the issues relevant to the digitisation of the archival collection.

Chapter Three: Research methodology. This chapter deals with the research methodology of the study, including the research approaches, design, setting, population, sample and data collection instruments.

Chapter Four: Data analysis. This chapter presents the results of the study.

Chapter Five: Interpretation and discussion of the results. This chapter discusses the findings that offer a broad interpretation of the results.

Chapter Six: Conclusion and recommendations. This entails an overview of the research process by clearly formulating the findings and conclusions regarding the research problem.

1.11 Summary

Chapter One introduced the study and provided the motivation for embarking on this study. It mainly focused on the exploration of the digitisation strategies of the liberation archives of the ANC. The research problem statement, the research purpose, the research objectives, the research question, the justification for the study, the significance of the research, the scope and limitations of the study were all provided. This chapter emphasised that the ultimate goal of the study was to explore the strategies adopted by the ANC in digitising the liberation archival materials with the view to assisting organisations to learn from the project. It presented the background to the study where the digitising initiatives conducted supported the approach followed by the ANC. The chapter identified the objective of the study, as well as the accompanying research questions, and justified the fact that the research

done was worth the effort and time taken. The study is important because the literature produced will be of significant relevance to the public.

Furthermore, this chapter highlighted the digitisation projects undertaken in Africa. It was noted that the digitisation projects in Africa experienced challenges with regard to weak policy formulation at both institutional and national levels, weak legislative framework, copyright issues, the lack of awareness of the digital preservation by heritage institutions and the lack of common standards for digital heritage material preservation.

The background information about the ANC liberation archives from 1960 to 1990 was highlighted as well as the fact that the ANC liberation struggle archives were scattered around the world. The ANC developed a repatriation policy to recover all their records from those locations all over the world. Finally, the records were digitised for preservation and access. The digitisation project enables greater access to liberation archives of all types.

The next chapter will present an overview of the related literature on digitisation practices, particularly the relevance of the digitisation of the liberation archives. The focus will be on strategies for the digitisation of liberation archives, repatriating the liberation archives, digitisation technologies, copyright issues and capacity building.

CHAPTER TWO
LITERATURE REVIEW

2.1 Introduction

Chapter One put the current study in context by providing an introduction and addressing the problem. In this chapter, the literature review is presented. According to Creswell (2014b:116), a researcher reviews previous studies in the introduction in order to justify the importance of the study and to create differences between past studies and the proposed one. Reviewing the literature is an important part of the research process, as it provides information on and evidence of similar studies already done on the digitisation of liberation archives, avoids duplication of efforts and addresses the problem of the study.

This chapter describes research that is relevant to the digitisation of the liberation archives. Furthermore, the chapter provides an overview of the scholarship in a certain discipline through an analysis of the existing trends and debates. A literature review is essentially an exercise in inductive reasoning in order to obtain a proper understanding of digitisation in this case.

2.2 The significance of a literature review

According to Creswell (2003:30), a literature review gives the results of other studies that are closely related to the current study, fills in gaps and extends prior studies, while providing a framework for establishing the importance of the study, as well as acting as a benchmark for comparing the results with other findings. Literature review is integral to the success of academic research as it assesses the researchability of the topic before proper research commences.

According to Leedy and Ormrod (2013:51), the purpose of a literature review includes to the following:

- It shows command of the subject area and understanding of the problem, and it justifies the research topic, design and methodology.

- It helps the researcher to ascertain whether other researchers have already addressed and answered the research problem you are proposing.
- It can inform the researcher about other individuals who conduct work in this area, and it can offer new ideas and perspectives.
- It may inform on approaches that may have not have occurred to the researcher.
- It can help the researcher to interpret and make sense of the findings and to tie the results to the work of those who have preceded the researcher.
- It can bolster the researcher's confidence that the topic is worth studying, because the researcher will find that others have invested considerable time, effort and resources in studying it.
- It can reveal sources of data the researcher may not have known existed.
- It can introduce you to measuring tools that other researchers have developed and used effectively. Furthermore, its purpose is to determine the application of approaches used by a researcher and whether a particular approach seems to be a paradigm (Devlin 2006:31).

Importantly, a literature review enables the researcher to adopt a single dominant approach that has been embraced in exploring a research question. Literature reviews are undertaken to explore the field containing the research question (Stake 2010:109). In addition, some literature reviews aspire to maximise the broad and complex conceptual standing of the research question. In turn, a conceptual literature survey is an attempt to bring together writings on diverse matters related to the phenomenon being studied.

The literature review should establish the need for the research and should indicate that the writer is knowledgeable about the research area. Furthermore, a literature review is aimed at supporting research arguments, as well as summarising and synthesising the ideas that others have already put forward.

In order to enhance the researcher's understanding of the importance of digitisation strategies for the liberation archives of the ANC, it was regarded as imperative by the researcher to review the literature that gave an overview of the digitisation of

archives in general and a few existing digitisation archives in other countries; both in developed and developing countries. Hence, the literature reviewed was necessary to provide the researcher with insight regarding whether the digitisation service was needed for the ANC and, if so, which processes were applied. The review also assisted with the construction of a comprehensive questionnaire and interview schedule that enabled the collection of adequate data for an objective analysis and conclusion.

The relevant and significant literature on the digitisation of liberation archives was reviewed to develop a good understanding of the issues that were being investigated in the study. Literature on repatriating the liberation archives, archives management strategies and policies, copyright issues, digitisation technology, the authenticity of the liberation archives, the use and access of the liberation archives, and capacity building was reviewed.

2.3 Repatriating of archives

The history of archives repatriation in general can be traced through the international conventions of The Hague Convention of 1957, the United Nations Educational, Scientific and Cultural Organisation (UNESCO) Convention and the International Institute for the Unification of Private law (UNIDROIT) Convention following strides taken in creating national archives systems. The United Nations has taken significant steps to protect this cultural property. In this regard, there are a number of international conventions that support the repatriation of archival material as a form of cultural artefact.

The importance of international conventions is backed by a number of milestones in the development of digitised archives all over the world. Such conventions lay down the basic principles for the preservation and the return of cultural property (Roehrenbeck 2010:193).

2.3.1 Principles of repatriation of archives

This section discusses conventions that passed basic principles for the repatriation of records.

2.3.1.1 The Hague Convention of 1957

The Hague Convention established principles for protecting cultural property, including repositories of cultural objects during the armed conflict and for preventing the looting and smuggling of archival materials from the occupied territory. Roehrenbeck (2010:195) declares that, "the Protocol prohibits the illegal export of cultural objects from occupied territories and facilitates the return of these archival materials at the end of the occupation."

2.3.1.2 UNESCO Convention

Roehrenbeck (2010:195) views the convention as an attempt to prevent the illegal repatriation of archives. The convention was aimed at halting the illegal export of cultural items and facilitating their return to the legitimate sources. The convention attempted to protect archival materials by preventing its export from source countries and import into other countries. The UNESCO Convention also allowed parties to enter into bilateral and multilateral pacts to enforce each other's cultural property laws. The UNESCO Convention marked a departure from the notion of international cooperation and encouraged retentive measures in countries that possess cultural property. The efforts to support the repatriation of cultural materials were not made effectively by UNESCO. With regard to these observations, it can be stated that, for the repatriation of archives to be successful and effective, the support and backing of appropriate legislation are necessary.

2.3.1.3 UNIDROIT Convention

In an effort to classify international law on cultural property, it allows countries to claim ownership over cultural objects, regardless of whether such objects are designated or protected under national patrimony laws. According to Risse et al. (2002:59):

> UNESCO recognized that the principles in the UNESCO Convention of 1970 failed to respond to private law issues, and they requested a uniform body of private law rules

for the international art trade to complement the public law provisions of 1970 UNESCO Convention.

Roehrenbeck (2010:196) states that UNIDROIT makes it possible for private individuals to claim that stolen cultural property that has ended up in a foreign country, be returned to them. It also attempts to set out the extent to which importing countries must respect other countries' export control legislation.

The researcher identified gaps in the reviewing studies by Roehrenbeck (2010) with regard to the application of The Hague Convention of 1957, the UNESCO Convention and the UNIDROIT Convention on the repatriation of the ANC archives as the ANC archives were organisational records and not state records. However, the international conventions emphasise the repatriation of the cultural objects of the state, but are silent on the procedures to repatriate organisational records of national significance. Therefore, there is a need to develop a strategic approach for the repatriation of organisational records.

2.3.2 Repatriation of the ANC archives

A number of studies have been undertaken on the subject of the repatriation of the ANC archives in general and opinion papers on this topic have been written locally. For instance, Harris (2002:76) indicates that the records of the ANC and the PAC were brought to the University of Fort Hare from around the world. Major studies on which this study was based were carried out by Garaba (2011) and Maaba (2010). These two studies had a direct impact on this study, although the methodologies employed were different. The study by Garaba (2011:27) adopted an eclectic approach as quantitative and qualitative data collection and analysis techniques were employed through the use of the triangulation method (the mix and match approach). The data collected by Maaba (2010) used qualitative techniques and were analysed for content. Garaba (2011:163) explains that the archives of the liberation struggle have been created inside and outside Africa in order to document the period from the 1950s to the 1960s.

The ANC embarked on the repatriation project of the liberation archives from around the world in 1993. However, there was no indication of a clear approach regarding

the location and identification of archival materials. Mnjama (2013:24) states that locating liberation archives has often proved difficult as the offices of such movements were scattered all over the world. Some of the records remained in those countries where the freedom fighters had sought refuge. Furthermore, this also required the ANC to establish a division to handle the repatriation of archives and queries related to archives all over the wold. Maaba (2010:42) asserts that the Archives Division at Shell House (Headquarters of the ANC) was established by the ANC in order to embark on the repatriation of its archival material.

Some mission offices, like Italy, were reluctant to transfer the archives of the liberation archives to the ANC. The challenges faced by the ANC regarding the repatriation of archives were also experienced by some African countries, such as Zimbabwe and Angola when they gained independence from Britain and Portugal. Ngulube (2002:577) declares that the transfer of archives went hand in hand with the granting of independence in order to facilitate administrative continuity. However, the independence of African states did not translate into the repatriation of archives. Ngulube (2002:578) contends that the fact that archival records were not transferred to their countries of origin when independence was obtained deprived the citizens of those countries from their right to have access to their own history.

ANC negotiation with the mission countries was crucial to the success of the repatriation of the liberation archives. Garaba (2010:60) explains that the records pertaining to liberation movements have since been repatriated to the respective countries. There were mission stations, like Italy, that disputed the return of the liberation archives to South Africa. Gabriel (2007:447) notes that there is an increase in disputes over cultural heritage ownership, and often these disputes result in claims for repatriation. Most disputes relate to the material appropriated within a colonial or otherwise occupational context, and the repatriation process faced a wide variety of legal, political, ethical and professional issues. Ngulube (2002:579) is of the opinion that "problems of dealing with restitution and access to disputed claims largely depend on the circumstances that led to the disputed claim." Price (2009:213) comments that source countries are receiving increasing success in their attempts to recover their cultural property, regardless of legality. Garaba (2011:163) indicates that:

…most southern African digitization projects have targeted documents related to the history of liberation struggles, reinforcing the view that these archives are part of Africa's Heritage to be bequeathed to future generations and should be jealously safeguarded.

Ngulube (2012:578) argues that the liberation archives are important for the general, cultural, political and economic history of the countries that underwent foreign occupation and domination. Access to archives is indispensable for the writing of the history of those particular countries.

After colonialism, African states lacked repatriation policies. The lack of agreed-upon policies and procedures for the transfer of ownership of the archives of the new states created as a result of decolonisation hampered the repatriation programmes of archival records (Ngulube 2002). The identification of the ANC archives indicates its commitment to further discussions on the issue of the repatriation of the remainder of the archive materials.

The ANC entered into agreements with the mission countries to negotiate the return of all liberation materials. However, there was no clear approach to repatriate the ANC archival materials. Ngulube (2002:578) claims that legal, financial and technical difficulties rendered the transfer of archival records from repositories of other countries to their countries of origin by means of bilateral arrangements or otherwise unsuccessful.

There is a need for liberation archives to be identified, evaluated and graded. Accordingly, the repatriated liberation archives were verified evaluated and sorted by the level of sensitivity at the ANC head office (Johannesburg) before being transferred to the ANC repository at the University of Fort Hare.

The ANC identified and located their archives and examined whether the records were being handled with sufficient care. O'Toole (1993:63) indicates that identification was designed to save and acquire the archives. Mnjama (2005:467) observes that archivists have to take practical steps to ensure that records relating to

African liberation movements are identified and listed, and, where possible, proper arrangements are made for their housing.

Over time, the ANC acquired liberation archives as a form of repatriation programme from all over the world. Garaba (2010:97) asserts that acquisitions play a vital role in shaping archival holdings and its importance should not be underestimated as it involves a commitment from the resources of the archives.

The ANC established a strategy for the treatment, protection and return of archival materials from all over the world. It is important to note that the ANC handled the problems of repatriating objects successfully by negotiating each return on a case-by-case basis. The main focus was recovering institutional memory. Because the liberation archive collections were widely dispersed, the ANC encountered many challenges in locating materials that relate to their organisation. Indeed, these collections were not only located nationally, but were held around the world. The urgency of identifying collections of remains for repatriation to communities resulted in a focused effort to document collections held in archives.

Some of the liberation archives were not repatriated to the ANC because of losses due to destruction and refusal to return some of the materials. Maaba (2010:48) mentions that the ANC faced many challenges during the repatriation process, such as the fact that no documentation could be traced in countries like Algeria, India and Egypt. Maaba (2010:49) indicates that the loss of material, negligence and the relocation of offices were some of the reasons that were cited for documents not being repatriated. The ANC chief representative in Spain during the period of exile commanded his staff to destroy the organisational files.

The fear of transition from apartheid to the new democratic South Africa contributed to the loss of the liberation archives. Maaba (2010:50) states that some chief representatives were uncertain about sending the documentation to South Africa, as they were concerned about the political violence that escalated during the early 1990s. Some chief representatives were not interested in repatriating the liberation archive materials as they wanted to return to South Africa.

There was a need for the development of an approach to ensure that records with archival value are not destroyed, but still the South African government (state) destroyed some of the ANC records (Maaba 2010:36). In this regard, the apartheid government destroyed documents that could implicate many of their own functionaries who feared repercussions with regard to their conduct during apartheid (Maaba 2010:36). An investigation by the Truth and Reconciliation Commission (TRC) in South Africa revealed that all the records confiscated by the security police from individuals and organisations opposed to apartheid had been destroyed before the 1994 general election in South Africa (Harris 2002:70). Roehrenbeck (2010:186) indicates that efforts to reclaim and return stolen or looted artefacts were met with complex issues. The state destroyed many other non-public records during their raids and bombing of anti-apartheid structures and premises, both inside and outside the country. It was important to understand this history in order to develop the link between the repatriation of the archives and digitisation.

The studies by Maaba (2010) and Garaba (2011) mention the transfer and location of the ANC all over the world and never refer to the approach to repatriate the archival materials. This study aims to fill the gap by identifying an appropriate approach to repatriating archives from all over the world, as the reviewed literature never mentioned that the purpose of the repatriation of archives was to digitise materials to enable access to a wider community and better preservation of the materials.

2.4 Digitisation technologies and approaches for archives

Ngulube (2004) regards a digitisation strategy as "characterized by scanning analogue images text and sound recordings to produce digital copies that can be used in an electronic environment." The approach applied by the ANC to digitising its collections includes strategies and policies. A strategy sets the direction for any organisation. The choice of strategy and the exact way in which it is implemented need careful and expert consideration by repositories (Masanes 2006:184). The ANC applied the method of using computer technology to capture and store in order to have the information available online.

The researcher analysed the strategy chosen by the ANC to identify the gaps with regard to achieving the preservation and accessibility of archival materials. The ability to define the goals of digitisation may be fundamental to making an appropriate strategy selection. Dearstyne (2002) states that an:

> …effective approach for managing electronic records and archives includes perspectives, strategies and approaches for managing electronic records for enduring value and for strengthening the operation of archival programs in a digital environment.

McLeod and Hare (2005:3) indicate that the management of digitised records:

> …requires an infrastructure of laws and policies, standards and practices, systems and technologies and people, all supported by an effective management framework and leadership capable of aligning the infrastructure in support of the business of the organisation.

The literature contains numerous references to the need for archives to position themselves to serve as standard setters for recordkeeping, to facilitate the management of records and, generally, to help the government manage the records; it needs to make decisions and deliver programmes and services (Dearstyne 2002:73). An international standard was developed to manage the integrity of the digitised archival material. The United States Department of Defence (DoD) needed to make sure that electronic documents remained readable for their full retention period (Hunter 2000:35). The framework provides principles and guidelines to assist the policy developers of digital collections to gain a sense of the digitisation landscape.

The role of cultural heritage institutions in the creation of digitised cultural heritage collections ranges from strategically planning and managing digitisation initiatives to ensuring the long-term viability of digital archival collections, to selecting which items and collections will be digitised. Deegan and Tanne (2002), and Hughes (2004) explain that, "digital preservation combines policies, strategies and actions that

ensure access to information in digital formats over time." Digitisation for preservation results in the need for digital preservation of the same digital record created. Thus, there is a need for an organisation to adopt a strategic approach to the digital preservation of digital records.

Pickover (2007:09) comments that policy-makers in Africa faced challenges emanating from the demand for access to its resources.

According to Kalusopa (2009:102):

> … the policy-maker should focus on advocacy; open access, open source, skills development, long-term "sustainability of the end resource and the digitized components," costs, mass digitisation, "build local capacity, provide guidelines and mechanisms for extra-regional relationships facilitate strategic alliances" in the development of digital resources.

In addition, the policy-maker should take a principled stand on the repatriation of heritage artefacts, provide ethical frameworks that will locate digitisation projects in the countries of origin and mandate local control. Furthermore, there is a need to develop common positions and prioritise regional discussions, interactions and perspectives on these issues to ensure coordination. There is a need to develop regional knowledge sharing and understanding, build on existing linkages and share the lessons learnt (Pickover 2007:10). Brown (2013:30) suggests that the policy should include the following principles: Creation and management, preservation, appraisal selection and acquisition, longevity, infrastructure, standards and written in a language that is accessible.

There was a necessity for archives institutions to determine the individual preservation policies and selectivity with regard to the choice of priorities as this will be just as important as selectivity in relation to the collection development. Harvey and Mahard (2014:38) remark that the archives management policy sets out what needs to be preserved, the purposes for which it is preserved and for how long it has to be preserved. The archives management strategies influenced the preservation of records with archival significance. Archival significance was cultural, historical and

spiritual records. Mallan (2006:210) indicates that the uniqueness of a collection often afforded it permanent value, meaning that unique items and collections of cultural heritage are considered for digitization. Abid and Radoykov (2003:7) intimates that in UNESCO, memory of the World Programme requires candidates for digitisation to be 'unique and irreplaceable', something whose disappearance or deterioration would constitute the harmful impoverishment of the heritage of humanity.

According to Abid and Radoykov (2003:15), "assessing an institution's policies and procedures for acquiring and delivering digital materials" is a useful measure of an organisation's readiness to create digital resources. (Paquet, Viktor & Doyle 2009:34) indicate that the type of preservation strategy used to preserve a digital object was determined by many important factors.

For the reasons highlighted above regarding the purposes of a digitisation strategy, it is imperative for an organisation to have a digitisation strategy in place. A focused strategy should be identified, which should outline the following:

- How to conduct a needs assessment with regard to the archives and build human capacity.
- How digitisation processes will be integrated and conducted to help manage knowledge at the institution.
- How the critical success factors that the researcher will identify can be integrated into the strategy to ensure effective implementation of digitisation strategy practices.
- How digitisation implementation will be carried out (Paquet et al. 2009)

Organisations need to manage the processes associated with the digitisation process consciously and explicitly and recognise the value of their intellectual capital to their continuing role in society and in a wider global marketplace.

Asogwa (2012:207) observes that the introduction of information technology affected organisations in Africa to preserve and make records in their custody available.

There is a need for digital technology to preserve and access liberation archives because technological advances threaten long-term access to archives. Africa is dependent on the developed countries' technological products to preserve its liberation archives. Limp (2007:158) states that technological developments do not solve the problems of the digital age for most archives.

The hardware and software developed by organisations must ensure the long-term preservation of the liberation archives. Asogwa (2012:205) notes that, "the short life of hardware and software has implications for the long-term preservation of electronic records in developing countries because of their backwardness in technological development." Asogwa (2012:205) and Chadha (2009) agree that the risk of technological obsolescence and the fast evolution of technology were caused by the harsh environmental conditions in sub-Saharan Africa, which was not conducive to electronic machines. There is a need to migrate digital liberation archives from one technology generation to another every few years.

Asogwa (2012:206) states that, "information and communications technologies can fail because the storage devices crash or because the computer becomes infected with a computer virus or other malicious code". There were some hazards relating to backups, which archivists in Africa should bear in mind. Asogwa (2012:208) indicates that:

> Most of the time, IT sections do not test their backups to ensure a successful recovery, either because they do not have the staff to do so or their systems do not have the capacity to do so without interfering with the daily operations that the technology support.

Ngulube (2002:580) points out that computer technology facilitates the production, transmission, manipulation, organisation, maintenance and consultation of records and archives and makes it easier and faster, but it also poses a threat to their integrity, accessibility and preservation. According to Garaba (2012:172), information and communication technologies clearly had a pervasive impact on how information was created, distributed and stored.

The preservation of digital files does not end with their creation and the capturing of metadata. The obsolescence of digital technology and media instability renders liberation archives digital media particularly vulnerable to loss. Organisations must address the issue of the impermanence of electronic storage media and the rapid obsolescence of hardware and software. There is a need to keep abreast of the latest technologies because of technological changes.

ICT has had an influence on how information was created, distributed and stored. The southern African liberation struggles have been well documented over the past few decades and the efforts were ongoing and gathered momentum as a consequence of the start of digital technologies as custodians of the liberation to move with the times in search of permanence. Ngulube (2002:580) states that:

> ICT constitute obstacles to accessing archival collections. The new information and communication technologies have ushered in the production and use of electronic records. The driving force behind the technological changes has been the computer.

Paquet et al. (2009:34) observe that a further challenge to digital preservation was that digital objects rely on software to display and interpret them. Long-term preservation and access should be of crucial importance for the digitisation of liberation archives. According to Saur (2004b:110), a key priority in all attempts to digitise resources is the long-term preservation of the material, which includes preserving the possibilities to migrate to other carriers, formats and to retain the possibility of recognising the data in future.

The sub-Saharan African region has been influential in the use and implementation of digitisation technology to preserve and enhance access to archive collections. Chadha (2009:10) asserts that if there were to be long-term preservation of digital information on a scale large enough for the demands of future research, infrastructure capable of supporting a distributed system of digital archives would be required.

Digital technology offered opportunities to reveal the liberation archives and to make new discoveries. Garaba (2011:290) comments that digital technology offers the

potential to provide an approach that addresses many of the concerns of the archiving community through lossless. Garaba (2011:290) feels that the real benefits of digital production can be achieved only when all production has become digital.

Sudan experienced success with the implementation of digitisation technology. The original materials were protected against wear and tear through the use of digital copies, and administrative processes can be organised more effectively and can increase the accessibility of databases and image materials accessible via the internet. Furthermore, the digital technologies offered the opportunity to preserve the originals by providing access to the digital surrogates and this liberated the preservation management from the constraints of poor storage environments. This conversion permitted the memory institution to provide information to the public. This gave rise to a delusive reliance on the wait-and-see approach.

Mackenzie and Martin (2014:58) state that "digital technologies have enabled archives to streamline operations and make efficiency savings to expand their services and move resources to where there was more benefit." Mohlhenrich (1993:16) points out that, "digital technology assists archives in adopting an approach that was more archival in nature where there will be a shift to viewing the value of the material in a context and in relation to other material."

Mohlhenrich (1993:17) says that digital technology could turn the preservation/ access around, with access becoming the more dominant one. Digital technology is dependent on the availability of digital material and the development of material in digital format. Digital technology has affected the accessibility of the liberation archives. Most of the archives used microfilming and photocopying as a strategy to preserve the digital records.

According to Ngulube (2002:581), IT can be used to enhance access to archival records, as they do not guarantee long-term access to information. Ngulube (2002:580) also indicates that:

> …the key problem of electronic records with regards to preserving and making them accessible overtime was that electronic resources were subject to technological

obsolescence and physical deterioration, and their life- expectancy has not yet been firmly established.

Ngulube (2002:99) shows that:

> …digital technologies have led to such a proliferation of digital information that cultural heritage institutions are confronted with significant challenges. Without procedures for digital preservation it was difficult if not impossible to have access to public archival records in the electronic environment.

Harvey and Mahard (2014:5) note that there has been an increase in the use of digitising to make surrogates. Digital technologies could be applied to represent the originals. Brown (2013:13) observes that the factors that endanger and maintain trust are hard to pin down, and trust can be seen as an emergent property of the technologies, processes, standards and organisational characteristics of the repository.

Asogwa (2012:205) explains that organisations replace their systems when it becomes obsolete and their supplier ceases to support it or when new products offer better advantages than older software. Transferring records from older proprietary systems, called legacy systems, to current technology may require substantial reformatting and the restructuring of records.

In view of the seeming benefits of ICTs and the electronic resources of the organisation, scholars have been investigating the pattern of access and the use of these new tools and facilities with regard to the research process from a global perspective (Asogwa 2012; Brown 2013; Harvey & Mahard 2014; Ngulube 2002; Mohlhenrich 1993; Garaba 2010; Limp 2014).

The literature reviewed failed to identify IT that will enhance the long-term preservation and access to archival materials. There was a need for the study to identify information technology to enhance the long-term preservation of archives and access.

The digitisation project team should understand the function of the operational unit's objective and related technology impacting on its performance, before digitisation technology can be seen as a dynamic management tool that will make a positive contribution to the achievement of the organisation's objectives. Digital archives have evolved over the past few years into a profession in its own right and, if applied to its full potential, an effective digitisation department will be an extremely valuable control mechanism that can advantage the management. Issues of digital technology and innovation affected the management and collection of archival materials. Garaba (2012:175) advises that, "information professionals should stay abreast of new developments in search of permanence by ensuring that the human element and the technology remain compatible with the new technologies". The advantages of a well-established and professional archives department can be far-reaching in the context of access and preservation of archives.

2.4.1 Digital repositories

A digital repository is a set of services that an organisation offers to the members of its community for the management and dissemination of digital materials created by the organisation or its members (Gibbons 2004:6). Seles (2016:45) defines trusted digital repository as an archive or repository of digital records that have long-term administrative, legal, fiscal and historical value to an organisation or institution, and that can be audited and certified to ensure ongoing access to the records for its designated community. This means that there must be integrity and a mechanism for auditing and certification. In this study, a trusted digital repository is used as a comprehensive term embracing aspects of digital curation, digital archiving, trustworthy, reliability and authenticity.

Digital records should be maintained in a long-term and committed manner, should meet standards for management, should have access and security, and should be auditable in order to ensure appropriate performance and quality management. Gibbons (2004:8) states that the functions of digital repositories include access control, preservation, discovery support, metadata application and materials submission. Shanka and Eschenfelder (2015:251) advocate that sustainability of an

organisation is contingent upon the institutional repository. Kleemola (2016:27) states that key aspects in demonstrating trustworthiness include transparency, documentation, adequacy and information security. The tools for data distribution, preservation, description and dissemination spawn the ability to create spatial and temporal relations. Individual components and data behind digital projects should be stored in a shared centralised repository (Knies, Clement & Hagenmaier 2013:125). Seles (2016:172) concurs that the characteristics of a trusted repository include trained personnel, infrastructure, finances and a clear regulatory framework. Furthermore, a trusted repository should able to ingest – the process of receiving records into the repository and access – the process of making records available for use and preservation. Shanka and Eschenfelder (2015:253) also note that a significant percentage of public and private investments lies in data archives and infrastructure, the reliance of researcher and institution on their availability, evolving regulatory and disciplinary norms with respect to data sharing. Cox (2001:91) emphasises that electronic records are not protected until they are brought into a centralised, environmentally secure archival repository. Breeding (2012:44) states that archives can implement institutional repository functions, digital preservation activities through technologies. According to Moss and Endicott-Popovsky (2015:132), digital repository will enable the archivist to manage structure and arrange a collection and to know where to find their records in the repository, to enable interpretation of individual records in a clear context reflecting the circumstances of their creation and to enable finding of archives by the users.

According to IRMT (2009:2), preservation of and access to electronic records involve understanding technological and management issues associated with digital preservation. Breeding (2012:54) concurs that technical and organisational issues should be considered, therefore archives have to attend to policy issues during digitisation. IRMT (2009:25) emphasises ensuring the integrity of the digital object as the essential elements. Moss and Endicott-Popovsky (2015:108) indicate that trust and reliability are foundational to digital repository of interaction risk reduction through networked information management.

The IRMT (2009:26) indicates that managing metadata is done by identifying provenance, confirming the authenticity of the object, describing the technical environment in which the digital object has been created, tracking preservation activities, identifying intellectual property and other rights related to the digital object. Seles (2016:108) indicates that authenticity and reliability are concepts of more concern to archivists and are topics that have long informed archival theory and practice.

Breeding (2012:50) indicates that the approach with which to deploy its automation applications is a major consideration in how it shapes its staffing capacity or technology. According to Seles (2016: 43), there are national, institutional and domain repositories. National repositories archives materials collected by a particular nation would include articles, records, publications and data sets of significance. Institutional repositories preserve records and data collected by researchers at individual institutions such as universities or research facilities. Domain repositories collect records and data sets of a discipline or field of study. Seles (2016:186) states that this is a challenge for repositories in ensuring the sustained preservation of digital records regardless of formats, even in constrained budgetary environments.

Seles (2016:128) questions of the nature of trust, and the way in which it was measured began to encompass discussions of digital records preservation. This will give direction to the approach of digitisation of the ANC archives. Institutions should choose a strategic risk management approach to digital preservation, adopting a reactive approach rather than a proactive approach. The literature review indicates that an area of factors that affects digitisation is approaches for digitisation, technology, authenticity, copyright issues, usage and access to liberation archives and capacity building.

2.5 Authenticity of the liberation archives

Validating authenticity is important and extends beyond legal validity. A number of research studies examined the authenticity of the electronic records issues from a theoretical, policy and implementation perspective. Each of these studies made an important contribution to the state of the digitisation approach. "Various studies have

shown that the amount of machine-readable cataloguing on the utilities is significant and increasing, as archives fully insert the metadata on their documents (Smith 2010:44). The challenges of preserving digital objects have received more attention than questions of authentication.

The framework and approaches developed and tested during the research conducted at the University of British Columbia from 1994 to 1997 formed the basis for the preservation of the integrity of electronic records, because of recommendations entrusting the creating body with the responsibility of reliability and the preserving body with the responsibility of authenticity. Dollar (2000:13) mentions that one of the major contributions of the University of British Columbia project is an explicit articulation of the concepts of reliable and authentic electronic records from a historical archival science perspective.

The research conducted by the University of Pittsburgh found that the recordkeeping functional requirements of trustworthiness and authenticity addressed some of the same issues as those researched at the University of British Colombia (Duranti 2001:273). There were no standards regarding the digitisation of the liberation archives developed in South Africa. South Africa is following the digitisation trend that was set by developed countries (National Research Foundation 2010:2). The National Research Foundation (2010:16) further reports that South African practitioners and leaders in the field of digitisation had a meeting to find ways in which to accelerate the development of digital collection and to increase the scope and extent of a digitised South Africa in resources. The emergence of the digital community may be traced to the publication of the report on preserving digital information in 1996. Certain integrity feature challenges were addressed, namely contents, reference and provenance.

According to the National Research Foundation (NRF) (2010:26), the need for standardisation of good practices for digital preservation resulted in the designing of guidelines for various aspects of creating, managing and tracking necessary procedures. Such guidelines were applied to the preservation of digital information in 1996, as well as to the Open Archival Information Systems 2002, the Trusted Digital Repositories (TDR) 2002, the trustworthy repositories audit and certification in 2007,

a framework of guidance for building a good digital collection and the data seal of approval and good practice for digital collections.

The adoption of international and archival community standards for preservation metadata is essential. The international research on permanent authentic records in the electronic systems (InterPares) project develops the theoretical and methodological knowledge essential to the permanent preservation of electronically generated records (Swartzburg 2003:46). The demand for guidance regarding preservation planning has been increasing steadily over the past decade.

According to the International Council on Archives (ICA) Code of Ethics (2002), "archivists should protect the authenticity of documents during archival processing, preservation and use." Price (2009:156) observes that "archives have an ethical responsibility to disclose to users how authentication and access management information was used, kept and disclosed". McLeod and Hare (2005) indicate that the approach chosen for managing the encoding format of the records impacted on the goals of authenticity and integrity.

The digitisation process compromises the authenticity of the information in terms of its originality. Therefore, the focus of digitisation should be on unique materials, because those are generally poorly represented in online catalogues; their uniqueness gives special significance. Saur (2004a:221) advises that the process of digitisation should be performed in such a way that it preserves the integrity of the culture of African people. The keeping of original liberation archives is a responsibility not only because it may contain evidence of past behaviours, but also because it could contain the potential connection that makes it more than just a piece of paper.

The digitisation of liberation archives transforms traditional preservation principles from guaranteeing the physical integrity of the object to specifying the creation of the object whose intellectual integrity was its primary characteristic. Devlin (2006:82) mentions that "intellectual preservation addresses the integrity and authenticity of the information as originally recorded." In turn, Harvey and Mahard (2014:6) observe that:

Integrity is the concept that has been forced to change the most in the digital world. Preservation of the media and of the software technologies would serve only part of the need if the information content has been corrupted from its original form.

Authenticity is the assurance that a thing is what it purports to be. Harvey and Mahard (2014:19) indicate that authenticity is the requirement for any action aimed at preserving the liberation archives. The high priority for maintaining long-term access to an item without compromising its integrity or authenticity was also emphasised. Brown and Hale (2014:193) remarks that the concept of authenticity must be the informing principle behind any approach to preservation. Ngulube (2002:581) indicates that more attention should be given to preserving the integrity and usability of the information that was in the process of being generated electronically if continued access to it was to be guaranteed. Importantly, the reliability, integrity and usability of the liberation archives are important to prove the authenticity of the materials.

The provenance information associated with the object is used as a point of verification. The object's content and physical attributes may also be referred to and the ink used to write a document can be tested to ensure that it is contemporaneous with the document's purported date (Pearce Moses 2005, cited by Adam 2010:596). The archivists ensured that its integrity was secure from environmental and security threats, and that its authenticity remains fixed.

There was a link between the information migration and the authenticity of the liberation archives. Asogwa (2012:206) advises that due to changes in information and computer systems, it was important that information had to be migrated to new technologies if the information were to remain accessible over time. The authenticity and reliability of information were affected by the process of migration, as the process itself can change the content or structure of the records. The creation of electronic records could limit their value as authentic records.

The ANC listed elements such as origins, the date and the signature to prove the authenticity of archives. Mallan (2006:209) notes that ensuring that digital

information keeps its integrity over time depends on a number of factors. Duranti and Preston (2008) indicate that in the assessment of authenticity, the researcher was concerned with whether the object was what it purport to be. In 1999, InterPares was established at the University of British Columbia with the aim of developing the knowledge essential to the long-term preservation of authentic records that were created and maintained in digital format and that provided the basis for standards, policies, strategies and plans of action capable of ensuring the longevity of such material and the ability of its users to trust authenticity (Duranti & Preston 2008:134).

Furthermore, the InterPares project that initiated the standards for the preservation of electronic records is based on the principles of authenticity and reliability. Mohlhenrich (1993:43) indicates that in the preservation of literature, greater emphasis appears to be placed on ensuring the permanence of the information in records, rather than on the documents. The importance of preservation has been accepted by the larger community, as evidenced by the increasing number of articles published on this topic. Preserving the digital object in its most authentic form is an objective that archives subscribe to, at least in theory. A considerable amount of literature exists on digitising archival materials. A record of the object's chain of ownership, as well as a list of conservation treatments it received, can be useful in documenting archival practices and the object's history of integrity and authenticity (Conway 2009).

A case study by Adam (2010:600) shows the following:

> …consistency regarding what users consider as authenticity when evaluating records. In this study, digital signatures were authentication tools that could support the digital preservation efforts by helping to establish object provenance and supporting fixity checks.

This study also shows that to increase the service quality there is a need to improve the reliability of and responsiveness to accurate information. The authenticity of a record must be established during the selection and appraisal process. The characteristics of digital objects can be computed easily and compared over time; no single measurement can authenticate the whole of the record. The trust-building of

the digital repositories was an element in the digital preservation. The authenticity of physical objects was assessed over time through the process of appraisal during accession. The standard for the assessment criteria of trustworthy digital repositories as aimed by ISO 16363 was to be used as a basis for certification. Archival processes were meant to establish authenticity and in doing this, develop trust between the user of the archival materials and the institution responsible for preserving those materials. The archival concept of 'authenticity' was closely related to that of 'object integrity'. If a physical archival object is described as having integrity, it is understood to be complete and unaltered.

Liberation archives digital objects were easy to manipulate and were often copied, transmitted and modified multiple times for the purposes of preservation, distribution and use. Embedded information travels with the objects and, in addition to acting as an audit trail of sorts, serves to demonstrate the repository's commitment to preserved authenticity.

A study by Seadle (2012:549) shows that:

> …because there are no clear and established measures of authenticity for digital objects, a reasonable assumption can be made that digital objects have a claim to authenticity when the integrity can be measured and can be shown to be the same as that of other digital content on a server.

The provenance of records is the basis of the authenticity of liberation archives. Seadle (2012:552) indicates that authenticity in the digital world is also measured by means of origin, but one that needs to be judged carefully on the basis of controlled conditions. Authenticity in the physical world generally relies on the chain of provenance. Older and more unique materials in 'special collections' departments may have less clear provenance. Most of the ANC liberated archives were created in the 1960s in paper format.

The liberation archives were kept according to the mission countries' collection in the archives repository. Maaba (2010:13) indicates that the ANC records were arranged

according to various missions. This was done to ensure the provenance of the collection in the archives repository. Macneil (2009:90) indicates that:

> …Keeping the records of one creator separate from those of another was intended to preserve the unique identity of that aggregation, while keeping records in the order in which they were maintained by their creator aims to protect the integrity of the relationships between and among its parts.

The archives' authenticity was provided by the archivists responsible for the arrangement and description of archival materials. The integrity of the liberation archives was connected to their identity since any losses or alterations to the archives affected their identity. The location of original elements signalled that the records being described were copies of records that either had been destroyed or were housed elsewhere, while being related by provenance to the records being described. The history of documents was considered to be an important element in the records' authenticity.

When the liberation archives' digital object loses its integrity, it makes a digital object unreadable. Dixon (2008:157) posits that it was important to build on the best practice guidelines and documents on archives authentication. The archivist ensured that security of information was attained in the digital age to maintain the authenticity of the liberation archives.

MacNeil (2009:90) notes that description standards make a connection between authenticity and archival description. The Canadian Council of Archives (2008) states that "one of the purposes of archival description is to establish grounds for presuming the authenticity of archival material by documenting its chain of custody, arrangement and circumstances of creation and use."

The description of archival materials determined the authenticity of the liberation archives. Macneil (2009:94). indicates that:

> …standardised archival descriptions need to be built on a strong foundation of documentation created by the archivist as part of the process of managing the

records; such documentation includes appraisal reports, transfer lists, donor agreement forms, accession records, arrangement notes and conservation report.

MacNeil (2009:102) asserts that "in certain respects, the British Manual of Archival Description (MAD) may be considered an embryonic description and documentation standard." This system enables access to archival materials.

Archivists ensured that the integrity and reliability of data were maintained in the digital age. Duranti (2012:272) points out that the challenge that digital systems bring is the creation and maintenance of reliable data and the preservation of their authenticity. Organisations should maintain that its archives' content is trustworthy. The reliability of records depends on the degree of completeness of its form and the degree of control exercised over the procedures connected with its creation. Duranti (2012:272) mentions that a record's authenticity depends on its mode, form and state of transmission and on the manner of their preservation and custody.

Duranti (2012:274) explains that the "measure consists of embedding the procedural rules of records creation in an organisation-wide, centralised records system, and of integrating business and documentary procedure." The trustworthiness of electronic records consists of instituting procedures for strengthening their interrelationships. The digitisation project of the liberation archives required authenticity of the electronic records. Duranti (2012:276) remarks that "contextualization of the requirements identified for the authenticity of electronic records was essential to the success of the research project."

Digitisation projects require verification of authenticity. Authentication and access management technologies facilitate the capturing, retention, analysis and disclosure of the amounts of transactional and other information that is captured in a variety of archives technology. Accordingly, Seadle (2012:545) comments that authenticity and integrity are central concepts to long-term archiving, whether digital or analogue.

2.6 Copyright issues

Copyright legislation varies from country to country, through international treaties, and gives copyright owners an "exclusive right to publish, reproduce, publicly perform or play, communicate, adapt, broadcast" (Mackenzie & Martin 2014:141). Price (2009:206) observes that many source countries have passed ownership to claim all cultural property above or below ground, discovered or undiscovered; examples are Italy, 1939; Mexico, 1972; Egypt, 1983 and Peru, 1985. Developed countries were the main beneficiaries of copyright issues. Mackenzie and Martin (2014:162) indicate that people in different countries have different attitudes to the moral and ethical issues surrounding copyright and it cannot be assumed that staff based abroad will have the same understanding of the concept of copyright.

The ANC's long-term preservation strategy was not affected by the violation of the Copyright Act. Kirzeminska (2013:1) indicates that "the collection, long-term preservation and public access pose challenges to the intellectual property within which archives must operate."

Some of the liberation archives collected in the mission countries like Cuba did not contain dates, times or signatures of authors, which made it difficult to prove the copyright of the document. The ANC conducted an audit of the collection to avoid violation of copyright laws. Van Kuyk (2009:67) notes that copyright is a serious problem because, often, it was not known who the persons are, or were, who held, or still hold rights, and whether these persons were still alive or not. It was necessary to determine the age of the document to see if it was still under the protection of copyright laws.

Garaba (2010:107) explains that the liberation archives consist of a variety of personal and organisational records kept during the apartheid era in South Africa. Documents that fall in this category are not available for public access for the duration of the privacy protection agreement, unless the consent of the person(s) whose privacy has to be protected is obtained. It was necessary for the ANC to collaborate with other institutions to prevent violation of the Copyright Act. Van Kuyk (2009:72) remarks that legal deposit facilitates the acquisition of documents that would escape the attention of the institution that holds the legal deposit. This was not solved by introducing a legal deposit system and designating one or more institutions

to keep the deposited documents did not solve the problem of creating a national collection. Brown (2000) asserts that the fact that archives were unable to legally collect digital content that is not licenced for institutional or educational use, was a major challenge.

Harris (2002:4) points out that physical ownership of a document does not necessarily mean ownership of copyright over that document. Archivists established ownership of records despite physical ownership. Brown (1998:196) and Seeger (1986:88) indicate that, "the issue of ownership of archival materials has been an issue of and has culminated in the repatriation of intellectual property". Attempts to repatriate liberation archives have also been met with obstacles such as copyright laws. Pickover (2005:6) comments that the problem with ownership was that digitised images were more easily copied and stolen than their physical counterparts. Brown (2012:21) further observes that, "it is essential to understand the ownership of any content that is being transferred and to ensure that the repository understands and acquires all the rights it will need for managing, reusing or granting third-party access to that content."

Copyright is a major issue in the development of any resource that is widely available in a digital environment. The NRF (2010:08) notices that copyright is an important aspect of the digitisation process, as it entails the legal considerations that have to be taken into consideration regarding the creation and maintenance of the digitised collection.

The ANC ensured that none of the digitised collection processes violated the copyright laws. Chadha (2009:08) declares that, "meeting legal requirements for preserving digital objects requires careful, comprehensive, ongoing approaches that avoid risk to the organisation." It was essential to establish ownership and maintenance responsibilities before starting with the process of digitising. The digitisation of the liberation struggle archives was a welcome initiative, but ownership should be vested in the local society because they remain the rightful custodians of the treasured heritage.

Organisations failed to manage their archival collections once the records were on the internet. Koelling (2004:26) feels that it is important to protect the integrity of a collection, especially once it is on the internet, and integrity with regard to copyright laws should also be monitored. Mackenzie and Martin (2014:162) advocate that due to the technical and copyright issues, it might be expected that the digital world is the ideal environment in which to ensure parity of access to resources. In the process of digitising these archives, it was important to stay within the law, but legal contracts were complex, and it was unlikely that archivists would have had the relevant experience or expertise to interpret the details. Successful outcomes were best achieved by close collaboration with other institutions. Walters (2005:20) suggests that the complexities associated with intellectual property rights management prove that individual archives need more centralised, collaborative mechanisms to achieve these objectives.

Those who donated archival materials also claimed ownership of the digitised version. This was correct, especially for copyright holders, who might believe they have ownership of both the original and the digitised copy. The NRF (2010:11) contends that "In South Africa, the Copyright Act does not address a digital rights management system or technological protection measures."

Brown (2013:21) declares that all organisations are subject to legal and regulatory regimes, which require them to manage their digital information appropriately and to sustain that information for as long as is required. The repository should seek to acquire all the intellectual property rights for transferred content and, as a minimum, a non-exclusive copyright licence should be acquired, allowing the use and redistribution of the content as required. Repositories need to be aware that they are likely to become liable for the legality of any transferred content.

The liberation archives were accessed without affecting ownership of the materials. Roehrenbeck (2010:190) comments that people who advocate cultural internationalism support the idea that everyone has an interest in the preservation and enjoyment of all cultural property regardless of where it is located. Ngulube (2002:566) observes that legal frameworks that govern the definition of public

archives, the right to information, the right to privacy and the protection of the state and private interests largely regulate access to archives.

Garaba (2011:173) remarks that:

> …the issue that needs to be addressed centres on the commodification of the African heritage by those with the necessary financial and technological muscle; meanwhile, the purported beneficiaries were left impoverished vis–a–vis capacity in terms of ownership, sustainability, expertise, funding etc.

Most of the first-world countries, like Australia and the USA, felt the ownership of the liberation archives because they provided advanced technology to developing countries. Technological dependence on first-world countries posed the problem of users having to abide by software licence agreements. The National Archives of South Africa owns unreadable digital records of the Nelson Mandela Rivonia Trial speech, and these records could not be accessed and retrieved. France was given the material to migrate to the latest technology without permitted ownership. Garaba (2012:174) indicates that the organisation responsible for migrating the records of the Nelson Mandela Rivonia Trial Speech gave the impression that they had ownership of the copyright. Respecting the intellectual and creative property of others, including data, ideas and copyrighted material is always essential. Organisations should guard against loss of intellectual rights because of technological dependence.

Therefore, it was important to determine the inclusive rights of the ANC during the digitisation project. Pickover (2007:07) declares that the state and the ruling party claim ownership and stewardship of South Africa's past and the 'liberation struggle', not under the guise of the inclusiveness of the discourse or the construction of the nation. Garaba (2010:52) maintains that the ownership and copyright of all its materials remain with the ANC and this places them on permanent loan to the University of Fort Hare.

Given all the above copyright issues, copyright must be approached by organisations as a preservation function. Effective copyright management is the cornerstone of

good digitisation strategy, resulting in better preservation of and access to management. Applying the principles and practices well is no guarantee for success, as other factors can influence and determine outcomes.

2.7 Use of and access to liberation archives

Technological advances threatened long-term access to records and archives. Tough (2009:116) asserts that "the problem with digital materials is that there are many factors that work together to make them inaccessible." Garaba (2010:95) points out that in terms of access, archivists have to ensure that there is long-term access to and maintenance of digitised information for the benefit of the users. Technological advances foster the obsolescence of access mechanisms and accelerate the loss of archival material. NIS0 (2007) describes a digital collection using the following principle: "collections should be described so that a user can discover the characteristics of the collection", including access, the collection authenticity and integrity.

Each of the above studies makes a valuable contribution to the understanding of the important issues associated with authentic and long-term access to electronic records. The proven research offers a general guideline on the digitisation of the archival materials. Building on the key concepts and concerns articulated by the studies described above, this report attempted to move the discussion of long-term access to electronic records to more clearly identified, generally applicable and readily implementable programmes, tools and techniques that incorporate archival requirements and best practices.

UNESCO states in its charter on the preservation of the digital heritage that access to heritage is "the motivator for preservation and further stresses that cultural heritage should be made accessible to all the people of the world" (UNESCO 2003). Pickover (2009:3) contends that a country should be able to access information about their own heritage so that they can interpret the past in order to understand the present. The public access issues, particularly within the framework of the global socio-economic environment, are of concern to stakeholders.

Studies by Garaba (2010:69) and Pickover (2009) emphasise the issue of partnerships between stakeholders to enhance access to digitised collections. The Nordic region (Sweden, Norway, Finland and Denmark) played a role in rallying international support for liberation in Southern Africa. International communities felt necessary because the ANC liberation archives were scattered all over the word. Partnerships with entities from countries in Europe address issues pertaining to heritage plundering, cultural asset stripping, transparency and equity in partnerships, accordingly, seeking funding to be a joint mandate. This would ensure the sharing and use of liberation archives. Digitisation facilitates the collaborative and efficient workflow processes that provide opportunities to share information.

Mallan (2006:207) indicates that digitisation has provided the means to obtain virtual access to a collection of international origin and importance. Importantly, digitisation allows for the creation of and access to thematic international collections. The slave trade archives, an initiative of the UNESCO Memory of the World Programme, is an example of the potential of digitisation to provide access to a truly international collection. Abid and Radoykov (2003:2) declares that archives on the slave trade are a digital collection of original documentary sources that tell about the slave trade from the end of the fifteenth century. The digitisation of valued original materials begins with the goal of improved access and enhanced preservation. Ngulube (2002:568) observes that it would only be possible to reconstruct most historical events if we have access to primary sources like archives.

Likewise, Mallan (2006:210) notes that by emphasising the permanent value of contents, digitization selection ensures that most valuable and significant regional, institutional or national heritage collections enjoy increased access by a broader audience.

Studies by Suar (2004:222) and Limp (2005) indicate the importance of disseminating the digitised heritage of a community to the international community to promote culture, heritage and political development.

Not only should there be proof of authenticity of the digital archives, digital access to one's cultural heritage has an important influence on the actual preservation of the

original materials. However, Pickover (2009:6) declares that, over time, sustainability issues could impact negatively on access in the country where the documents originated. Studies by Pickover, Dale and Peters (2002) show that digital technology constitutes a new form of cultural imperialism. De Lusente (2004) is of the opinion that ensuring long-term access to digitised historical records and archival material is a formidable task that takes considerable time, effort and financial investment.

The challenge for all involved in the digitisation of African resources was to ensure access, sustainability and fairness in the sharing of resources. Accordingly, the ANC liberation archives had to remain relevant in the digital age and accountable to the key stakeholders.

Pickover (2014:11) points out that sustainability issues could have a negative impact on access over time in the country where the documents originated, particularly where national collaboration takes place. An organisation's infrastructure and policies should ensure the sustainability of the access. O'Toole (1993:18) comments that, in order to ensure long-term access to digital information issues such as storage media, instability and deterioration have to be addressed. Archivists were assigned both the responsibility and resources for the long-term preservation of liberation archives. Currall and Moss (2004:134) point out that one of the advantages of delivering information across the internet is that content can be updated and extended and that users can interact with information providers in a way that is not possible in printed format.

Some of the liberation archives could not be accessed in developing countries and in Africa due to the technological obsolescence of hardware and software. Ngulube (2001) reveals that, in Zimbabwe, the Salary Service Bureau lost all the information created and preserved on computer tapes between 1980 and 1994. This problem was bound to be experienced in many developing countries because of a lack of adequate solutions for the preservation of information in the electronic environment.

Studies by Garaba (2010:107) and Pickover (2014) show that access to digitised archives promotes reconciliation, fundamental human rights and freedom, and it is also a precondition for the exchange of ideas in a democratic country. Liberation

archives enable people to understand the importance of heritage, memory and identity. In this regard, Pickover (2014:6) asserts that "the archives of liberation movements are powerful political and financial forces and their histories and records need to be made available" because of the following:

- The construction of the national liberation struggle history is subject to different ideologies.
- Liberation movements on the African continent are not opening up access to their archives.
- Liberation archive collections are being cleaned and censored with regard to sensitive material before being placed in the public domain. Fundamentally, practices within the liberation movements were intelligence gathering, propaganda secrecy, anonymity and concealment.
- Ruling parties are seeking to influence, control and present particular perspectives of the past, history and heritage to serve the political needs of the present.
- Political expediency dominates what is collected in liberation movements and party archives, as well as in non-state and state archives, and party political agendas can have an impact on what is collected and what is made accessible to the public and researchers.
- Political organisations hand over large parts of their collections to their own loyalists only to see pivotal material disappear from the public domain.
- The liberation archives have been deposited in the state archives, with problematic implications and consequences.
- Political contestations remain endemic to these collections.

The literature review indicated that the restriction of archive materials was also restricted by the colonial powers. Ngulube (2002:579) points out that "inventories of public archival records in repositories of former colonial powers that relate to the history of former colonies are not always available." Former colonial powers denied people access to the colonial archives. Ngulube (2002:579) comments that the liberation archives are located in the national archives of former colonial powers and it is extremely difficult and expensive for researchers in the developing world to use

them. Pickover (1998:63) declares that both the access and cost of access to the digitised artefacts are an area of contestation. This view is also emphasised by Katuu and Ngoepe (2015a; 2015b). Accessibility is dependent on rich people and digital artefacts are inaccessible to the poor. There are only a few people in Africa who have suitable technology to access the digitised artefacts.

Studies by Garaba (2011:163), Saur (2004b:110), and Paquet et al. (2004:34) show that liberation archives are important for the public with regard to research, scholarship and general interest because of its national significance. Liberation archives become an educational mandate for users and society as a whole. According to Garaba (2011:170), it is easier to gain access to surrogate copies of cultural heritage materials and make them available and accessible to all due to the digitisation of the liberation archives.

Paquet et al. (2009:34) point out that preservation metadata plays a vital role in increasing the usability of preserved digital objects and the environment in which it is preserved. Metadata provides future users with all the necessary information needed to access, render and interact with the preserved digital objects with regard to its preservation history.

2.8 Capacity building

Most of the digitisation projects in Africa were not successful because of the lack of capacity building. The lack of technical knowledge of archivists was a hindrance to the digital process of archives. The scale of the needs of archives' preservation was so extensive and the availability of resources and skills so limited that the problem could not be tackled in isolation. Wei Wei (2002:70) asserts that, in Europe, most archivists do not have the technical knowledge in digitisation regardless of working in archives for many years and have no college level academic credentials. Digitisation was a new concept for many archivists in Europe and there were no departments of archival studies at universities and other training institutions. Essentially, the people who are involved in the digitised project should have appropriate qualifications.

There were shortages of skilled staff and available time of the existing skilled staff, which led to the delay of digitisation projects. IRMT (2008) states that:

> there was a lack of skills and competences among archives and records Management personnel in the area of electronic records management , leading to national archival institutions' inability to play an active role in designing and implementing electronic records management systems.

Lihoma (2008:7) indicates that there is a lack of suitably trained and qualified archivists in audio-visual archives in the eastern and southern Africa region. Therefore, the region needs to consider taking urgent action in this regard, otherwise audio-visual archives are under serious threat.

During colonisation, Europe managed and controlled African archives and records administration. The colonial administration did not transfer the skills in archive and records management to the African population during the colonial era. Asogwa (2012:199) points out that because colonial imperialists did not enact strong and credible archival legislation in their colonies, physical facilities were not up to standard and national archives and records were marginalised. These weaknesses in early archival laws had some implications for archival development in Africa. It created a challenge regarding the appraisal, disposal of records and transferring of records to other archives. Importantly, the early archival laws contributed to inadequate archive infrastructure in Africa. There was increased recruitment into the public service and rapid promotion of inexperienced personnel, which weakened the established tradition of good recordkeeping. Asogwa (2012:199) observes that "there were not much incentives for countries to maintain effective records-keeping systems or allocate adequate resources for records storage".

After Africa had gained independence, most of the established national archives found themselves in a challenging situation because of the high staff turnover. Often, many of the smaller numbers of locally recruited professional staff accepted better-paid employment elsewhere within months of independence and were replaced by inexperienced and inadequately trained officials.

Studies by Tough (2009:190) and Lihoma (2008:7) argue that the low salaries, rather than low skills in the public service contributed to this high resignation rate. The ANC experienced high resignation rates of highly qualified staff who took up employment in other institutions that offered high salaries. Lihoma (2008:7) asserts that:

> …high staff turnover largely due to lower remuneration packages as opposed to those offered by the private sector, has resulted in the core archival function of appraisal not being carried out effectively in most national archival institutions in the ESARBICA region.

Sutton (2004:3) and Asogwa (2011) contend that archivists in African institutions were not as technically skilled and competent as their European counterparts. There were few or no countries in sub-Saharan Africa where archivists acquired all the basic skills and competencies required for electronic records management. In effect, ICT presented a number of challenges and difficulties and increased the risk of losing data and records as well as the risk to the reliability and authenticity of e-records, the loss of security and privacy, the increased costs of managing records and the decentralisation of information and the increased need for information technology specialists.

Currall and Moss (2004) observe that the nature of funding streams for heritage was such that capital or initiation costs were the subject of the award, while no provision was available for maintenance. The maintenance costs of digital materials were higher and were not fully understood. Lihoma (2008:7) asserts that the digitisation project relied on external donors, for example, Malawi received funding from the European Union; however, all the films have been transferred to digital format, a format, which provides for easy access to the materials and better preservation. Through support from the development partners, the National Archives of Malawi was able to undertake several important activities for which the department was established in spite of the limited budget allocation from the Malawian government, which, in most cases, was not enough to cover the basic housekeeping activities of the department. Lihoma (2008:10) reveals that it is expected that the department will continue to receive donor support, especially from the European Union.

Wei Wei (2002:70) indicates that the shortage of professional training in archival principles is a problem. Garaba and Ngulube (2012) concur with this when saying that the training of archivists on digitisation has not satisfactorily reflected the changing environment vis-a-vis the curricula and the onset of new technologies. Furthermore, Asogwa (2012:202) asserts that:

> …the level of education of the general population in many African countries was a problem. There were a few numbers of literate people and the number of individuals with access to a computer and the internet is lower than elsewhere in the world.

Harvey and Mahard (2014:28) mention that the recognition that new skills are required for digitisation has led to the development of courses through which students can learn digitisation skills. Garaba (2010:133) asserts that formal education is a fairly new phenomenon in most academic institutions in southern Africa.

The successful development and implementation of a digitisation programme requires collaboration between institutions to share skills and knowledge. The ANC partnered with Multichoice and Media Africa Online Company with regard to digitisation. Garaba (2010:67) indicates that, "The memorandum of understanding between University of Connecticut and the ANC established a number of initiatives, including the creation of the comparative Human Rights programs, the ANC Archives project and the ANC oral history project".

Collaboration was well established in most preservation management programmes. Harvey and Mahard (2014:20) aver that collaboration is necessary to ensure preservation. Yeats (2005:140) remarks that "collaborative digitisation projects are complex and that, for comparative assessment to be useful, it needs to be open and include certain cross project themes." Accordingly, stakeholders were involved in the planning of digitised of liberation archives. Yeates (2005:143) indicates that it had been considered to include all stakeholders to maximise community benefits, limited by lack of awareness and understanding, risking low quality services, paying attention to funding issues rather than quality planning.

Implementation of a digitisation strategy requires human, capital and infrastructure resources. Baptista and Ferreira (2007:96) remark that preservation strategy interventions involve resources that were limited and decisions were made to ensure that the best possible preservation approach was selected from a broad range of available options. The challenge regarding the implementation of a digitisation strategy pertains to the availability of technical expertise of a preserving institution, the expectations of a designated community, the financial commitment, the allocated technological infrastructure and the available time. Digital preservation requires skills from a wide range of curatorial and technical backgrounds and sufficient resources. If the repository staff lack the necessary skills and resources, it leads to reduced efficiency, poor decision-making, mistakes and information loss.

Some of the liberation archives repatriated from mission countries were written in foreign languages. Therefore, there was a need for capacity building in terms of language. Some of the liberation archives were written in a foreign language, for instance Latin and French, as mentioned before, and this posed challenges with regard to access to materials. Members of a population who lack technological assets, skills and linguistic abilities that form the basic prerequisites for accessing online digital heritage collection will have a limited opportunity to participate in forms of collective remembering afforded by digital collections. Mallan (2006:213) indicates that "it is essential for cultural heritage institutions to consider that the technological asset, vocabularies and skills required to access digital collections may privilege affluent members of local and global populations."

The staff had limited training and/or experience of records-keeping work, hence, the records management was allowed to deteriorate. The low morale and poor remuneration have had a negative effect on archivists and have lowered their prestige, their status, and have created a general lack of recognition of the importance of archives materials as evidence. Garaba (2010: 54) avers that "the lack of skills was so severe that most black archivists later worked in the different archives in South Africa." Garaba (2010:54) points out that although the recruitment of young archivists by the ANC was a success, it was a problem that the young recruits often stayed for two to three years and then left for more lucrative jobs. Asogwa (2012:199) contends that the national archives in many countries become

marginalised with insufficient resources, deficient physical facilities and inadequate infrastructure.

Asogwa (2012:203) indicates that:

> [The] management of electronic archives and records in organisations may not succeed if the established policies and infrastructures were not supported by qualified and experienced archives personnel and the existence of adequate and regular training of employees.

McLeod and Hare (2005:6) report that organisations lost many records management staff due to administrative budgets that were cut.

The lack of digitisation capacity has been a critical factor with regard to the inability of organisations to develop appropriate strategies to digitise archival collections. Harvey and Mahard (2014:4) note that a challenge regarding digitisation is caused by obsolete technology, fragile technology, the lack of understanding about what constitutes good practice, inadequate resources and uncertainties about the best organisational infrastructure to achieve effective digital curation.

Asogwa (2012:203) feels that the problem of archives management in Africa is that it does not meet global standards of ISO 15489. The ISO 15489 clause on training states that any organisation that adopts the standard should establish an ongoing programme of records management training.

Asogwa (2012:203) contends that, in Africa, the leadership does not provide adequate funds, facilities and infrastructure for proper and efficient electronic recordkeeping. McLeod and Hare (2005) indicate that leadership was the factor that impacted most on the ability of organisation to move forward in the management of digitised records. The lack of control over or proper management of financial records creates opportunities for fraud. Furthermore, it leads to the loss of control of revenue and delays in fiscal planning, and it makes decisions, actions and business transactions extremely difficult and renders auditing and incremental planning and development impossible. Asogwa (2012: 205) claims that, in Africa, the problem of

poor records management links with bribery and corruption because most corrupt and fraudulent leaders would not permit accurate recordkeeping pertaining to finances so that they would not be linked with crime.

Importantly, Asogwa (2012:15) states that much financial involvement was required for maintaining records, the software and hardware if these sources have to be accessed in the future. Various studies have shown that a lack of training, skills and competencies led to the failure of the digitisation project in Africa. Furthermore, in Africa, most archivists were not trained professionally in records management; rather, they were recruited although they only had secondary school-leaving certificates. Asogwa (2012:203) affirms that the major challenges facing archives and records institutions in Africa are inadequate personnel who are not trained in archives and records management. This lack of proper training and the low level of education subjected these personnel to declining salaries and a low morale in general.

2.9 Synthesis of the literature review

The literature reviewed revealed that digitisation should be based on strategies, repatriated liberation archives, digitisation technologies, copyright issues, authenticity and capacity building (Adam 2010; Roehrenbeck 2010; Gabriel 2007; Garaba 2010; O'Toole 1993; Maaba 2010; Ngulube 2002; Seadle 2012; Duranti 2012; Dixon 2008; Dollar 2000; Saur 2004a; McLeod & Hare 2005; Cox 2001; Yalcin, Anamemic and Rukanda 2016; Williams 2006; Seles 2016; Gibbons 2004; Shanka and Eschenfelder 2015; Moss and Endicott-Popovsky 2015). Although digitisation is not an end in itself or a panacea for archives' ills, there has not been an instance of a country from anywhere in the world that has exhibited successful digitisation without using the appropriate strategies (Dearstyne 2002; McLeod and Hare 2005; Harvey and Mahard 2014). Strategy is in a constant state of change and is revised and amended continuously to suit the current conditions affecting users and their needs (Abid and Radoykov 2003:29). Only archives institution can define the role and functions of an archives advisory committee and ensure a vibrant and coordinated digitisation archives network, assured of mandatory funding and support from the relevant authorities (Asogwa 2012; Limp 2007; Mackenzie & Martin 2014).

Digitisation requires good cooperation with record creators to exercise authority with regard to other archives and to enjoy autonomy, and this can be achieved by means of legislation (Price 2004; Van Kuyk 2009; Brown 2006; Kirzeminska 2010; Mackenzie & Martin 2014;; Mallan 2006). Archives acquire, organise and disseminate information and knowledge to meet the needs of users and are agents of social change and development (Tough 2009; Garaba 2010; Pickover 2009; Limp 2005; Adib 2005; Currall & Moss 2004; Garaba 2010; Ngulube 2001; Dixon 2008).

Africa lacks digitisation legislation and the status of the preservation of archives is generally poor with no coordination and capacity building as no institution has been designated to perform the functions of digitisation (Wei Wei 2002; Lihoma 2008; Asogwa 2012; Currall & Moss 2004; Harvey & Mahard 2014; Yeats; 2005; Baptista & Ferreira 2007; Daoling & Jiazhen 2007; Mackenzie & Martin 2014,).

Much of the related literature concentrated on the challenges facing digitisation in Africa caused by a lack of capacity building. Other studies do focus on the digitisation of liberation archives and present the shortcomings encountered in their research. However, the studies fail to provide the exact approach that digitisation should adopt. This study not only highlights the process of digitisation projects, but also strives to provide information on the various digitisation strategies and suggests a strategy that the ANC can consider with regard to digitisation.

2.10 Summary

The literature review provided the foundation for the study's research objectives, as well as the interpretation and presentation of the data. The advent of digitisation technology has presented challenges for archivists, hence, the need for them to keep abreast of this new technology and exploit the available opportunities. The ANC has embraced digitisation as a key strategic initiative. By introducing digitisation techniques, many organisations have been able to learn about the best practices to manage liberation archives.

In addition, this chapter identified and presented a literature review of the important aspects of the digitisation of the liberation archives. The successful digitisation of liberation archives was based on the development and implementation of the strategies of digitised archives. The procedures pertaining to repatriating liberation archives depended on the copyright issues, digitisation technology and capacity building. Furthermore, an overview of digitisation and how it is carried out was provided. The chapter also reviewed what previous scholars have found concerning the digitisation of the liberation archives, especially in developing countries. The general observation in that regard was that most countries were not prepared to meet the challenges of digitisation. After that, the role that archivists play in introducing the digitisation programme was discussed. The next chapter presents the research methodology adopted in this study.

CHAPTER THREE
RESEARCH METHODOLOGY: EXPLAINING THE RESEARCH PROCESSES

3.1 Introduction

Chapter Two discussed the review of the literature consulted for this study and the discussions advanced in the various literature sources. This chapter outlines, explains and justifies the research methodology that was used to undertake the necessary investigation to address the questions raised. According to O'Sullivan, Rassel and Berner (2008:25) a research methodology takes the following steps:

- Deciding when and how often to collect data.
- Developing or selecting measures for each variable.
- Identifying a sample or test population.
- Choosing a strategy for contracting subjects.
- Planning the data analysis.

Research methodology is essential to determine what framework should be used to conduct a particular study and which techniques to adopt for data collection. A detailed presentation of the research design and methodology is given and the purpose of this chapter is to give an account of how the study was performed. Ngulube (2005) observes that the researcher needs to describe the method used in conducting the study and this includes providing information on aspects such as population, sampling techniques and data collection method adopted in the study. This chapter covered the research approaches, research design, population and sampling, data collection tools and data analysis.

3.2 The research approaches

There are three research approaches: qualitative, quantitative and mixed-methods research. Qualitative research focuses on the phenomena that occur in natural settings and the data are analysed without statistical analyses (Jackson 2011:101), which entails observations and/or unstructured interviews in natural settings.

Quantitative research typically starts with a hypothesis for testing, observes and collects data, analyses the data statistically and draws conclusions. Mixed methods combine both qualitative and quantitative research approaches (Stake 2010:220).

This study used a qualitative research approach to address research questions and objectives. This research approach is determined by the research problem. Mouton (2009:108) advocates that the structure and particular logic of a research design is determined by the formulation of the research problem. In addition, Saldana (2011:71) indicates that "research questions for qualitative research will generally lead to answers that describe, explain, or outline the story of a social process".

The research strategy focuses on the individual case in its specific context of meanings and significance. The qualitative research framework requires fieldwork to observe people physically, the environment and institutions to gain clarity and understanding on, and empathy with, the challenges encountered (Creswell 2005). According to Devlin (2006:53) qualitative methods do not formulate hypotheses, but attempt to understand a particular phenomenon of interest. A qualitative approach involves open-ended or semi-structured interviews. The interview schedule comes with a predefined list of questions (see Annexure B). The decision to use a qualitative approach was based on the research question and the nature of the data that the researcher needed to collect and analyse in order to address the question. Creswell (2014:4) stresses that research entails emerging questions and procedures, data that are usually collected in the participant's setting and data analysis that builds inductively from the general themes. A structured approach can help to ensure the comparability of data across individuals, times, settings and researchers, and is useful in answering questions that deal with differences between people or settings (Maxwell 2013: 88).

A basic interpretive qualitative research approach was adopted for this empirical investigation, which enabled the researcher to ask specific questions. Creswell (2014:187) advocates that qualitative research is interpretative research because of the following aspects:

- The researcher collects data at the place where participants experience the problem.

- The research is conducted by means of a document analysis and interviews using structured questionnaire (Annexure B).

- The researcher seeks to discover and understand the phenomenon, the process, the perspectives and views of the staff involved. Cooper and White (2012:7) assert that qualitative researchers want to understand a phenomenon or event and one of the qualities of this type of research is its ability to generate descriptive data.

- The researcher develops a complex picture of the problem or issue under study.

- The most important aspects are to learn about the problem from participants and to address the research to obtain that information.

The researcher is of the view that qualitative research interpretation relied on the judgement, experience, history, social contexts and constructions of reality to generate new perceptions or to enhance the existing perceptions of events. Creswell (2014:188) supports the notion that the experiences may cause the researcher to learn towards a certain theme. The strengths of qualitative research are the depth of explorations and the description of data. Wagner, Kawulich and Garner (2012:126) state that qualitative research is concerned with understanding the processes and the social and cultural contexts that shape various behavioural patterns.

The researcher employed the single case with a holistic unit of analysis type of case research. This was because the researcher sought to explore digitisation strategies of ANC. According to Yin (2014:9), case study research is appropriate for the exploratory phase of an investigation. Creswell (2014:14) concurs that case study is a design of inquiry in which the researcher develops an in-depth analysis of a case like a programme, event, activity and process. George and Benneth (2005:74) indicate that the formulation of the research objective is the most important decision in designing a case study. The research statement as indicated in paragraph 1.2 of the research problem generates and focuses the investigation. The research

objective was adapted to the needs of the research programme at its current stage of development.

According to Yin (2014:16), a case study is an empirical inquiry that investigates a contemporary phenomenon in depth and within its real-world content and the boundaries between phenomenon and context may not be evident. Leedy and Ormrod (2013:102) define case study as a type of qualitative research in which in-depth data are gathered relative to a single, individual programme or event, or the purpose of learning more about an unknown or poorly understood situation. Simons (2009:21) defines case study as in-depth exploration from multiple perspective of the complexity and uniqueness of particular project, policy, institution, programme or system. Looking at all definitions of case study, Simons (2009) mentions that what unites them is a commitment to studying the complexity that is involved in real situations and defining the case study in other ways than by methods.

Yin (2014:12) indicates, "the case study is preferred when examining contemporary events, but when the relevant behaviours cannot be manipulated".

Furthermore, Yin (2014:17) states the advantages of case study as:

- Copes with the technically distinctive situation in which there will be many more variables of interest than data prints. Gravetter and Forzano (2016:395) concur that a case study exposes a wide variety of different variables, events and responses that would probably be overlooked otherwise. It can identify new variables that might account or a particular outcome and can generate hypotheses for future research.
- Relies on multiple sources of evidence, with data needing to converge in a triangulating fusion.
- Benefits from the prior development of theoretical propositions to guide data collection and analysis.
- The case study's unique strength is its ability to deal with a fair variety of evidence like documents, artefacts, interviews and observation.
- It is only a preliminary method and cannot be used to describe or test proposition.

George and Benneth (2005:19) concur that a case study allows a researcher to achieve high levels of conceptual validity, or to identify and measure the indicators that best represent the theoretical concepts the researcher intends to measure. However, Gravetter and Forzano (2016:396) argue that a case study tend to be weak in external validity.

A case study has powerful advantages in the heuristic identification of new variables and hypothesis through the study of deviant or outlier cases and in the course of fieldwork. George and Benneth (2005:31) indicate that case study methods involve a trade-off between the goals establishing explanatory richness. George and Benneth (2005:45) state that case studies have the ability to serve the heuristic purpose of inductively identifying additional variables and generating hypotheses.

George and Benneth (2005:70) indicate that the methods require that the study of cases be focused. The research should be undertaken with a specific research objective and a theoretical focus appropriate for that objective. Simons (2009:21) emphasises that case study generates in-depth understanding of a specific topic, in this case the digitisation of liberation archives, programme, policy, institution or system to generate knowledge and/or inform policy development, professional practice

3.3 Research methods

The research method adopted is a case study, because in-depth data were gathered for the purpose of understanding a situation relative to a single case, that is, the ANC. According to Leedy and Ormrod (2013:141), the researcher collects extensive data on the event on which the investigation is focused. The technique used to collect data was not to describe what was being observed, but to search, in an inductive way. A sufficient range of qualitative data was collected to enable the examination of meaningful relationships within a single case. According to Yin (2009:8), selecting a research method is determined by the following aspects:

- The type of research question posed.
- The extent of control an investigator has over actual behavioural events.
- The degree of focus on contemporary as opposed to historical events.

The type of the question of this study (see section 1.5) was a justifiable rationale for conducting an exploratory study. The case study was necessary to understand the strategy for the digitisation of ANC records. According to Yin (2009:54), this requires a framework to state the conditions under which a phenomenon is likely to be found.

Selection of the unit of analysis will commence when the researcher specifies the primary research question. In this case, ANC archives, MultiChoice, Africa Media Online employees and Nelson Mandela Foundation (NMF) who were involved in repatriation and digitisation of liberation archives were purposively selected for the study. According to Creswell (2014:189), the idea behind qualitative research is to purposefully select participants or documents that will best help the researcher to understand the problem and the research question. The goal was to provide a history, description or interpretation of unique and typical experiences or events. The researcher developed an understanding of real settings and then searched for a range of explanations or interpretations. The research questions guided the design of the research in terms of which data were needed to answer the question. A qualitative research approach was used to maximise the theoretical implications of research findings.

3.4 Population and sampling

Melville and Goddard (1996:34) explain that it is often not practical or possible to study an entire population, which was supported by Maxwell (2013:96) who states it is extremely important that the researcher take special care with deciding where to conduct the research and who to include. Creswell (2014:189) states that the idea behind case study is to purposefully select participants or sites that will assist the researcher understand the problem and the research question. This study used purposive sampling to select participants who were involved in the digitisation of ANC liberation archives.

Holloway and Wheeler (2010) define purposive sampling as the selection of participants based on their experience of a phenomenon relevant to the research. The researcher relied on their experience, skill and previous research findings to obtain units of analysis deliberately. Babbie (2016:187) concurs that purposive sampling as type of nonprobability sampling in which the units to be observed are selected on the basis of the researcher's judgement about which ones will be the most useful or representative.

The researcher selects a sample based on knowledge of ANC, Multichoice and Africa Media Online. The sample for this study included five ANC archives staff members and four digital archivists from the Multichoice and Media Online who were involved in the digitisation project of the ANC (see Table 3.1 for the list of interviewees). The other participants were two staff members from the NMF who participated on the repatriation of the ANC archives from around the world. A list of people who participated in the digitisation project of the ANC archives was requested. Participants were selected purposively by looking at their roles in digitisation, their expertise in the digitisation process and their knowledge of the preservation of and access to archives materials. According to Babbie (2004) and Zikmund, Barry, Jon and Griffin (2013), the researcher should use a purposeful sampling technique to find participants that fit the study best, considering the small number of participants planned. The small sample enabled the researcher to study the phenomenon in depth. Jackson (2011:25) states that purposive sampling is used to focus on particular characteristics of a population, which are of interest and which will best enable the researcher to answer the research questions.

Table 3.1: List of interviewees

Designation of Interviewer	Date and Time	Venue of Interview	Responsibilities and Duties
ANC Head of Archives	4 February 2015	Johannesburg, Luthuli House	Management of Archives
	7 February		Processing, Description of

Two ANC Project Archivists	2015	Johannesburg	archives, Preservation
Two Digitisation Project Team from Africa Media Online	08 June 2015	Pretoria, South African National Parks	Digitising the ANC Archives
Two Digitisation Project Team from Multichoice	22 June 2015	Johannesburg	Digitisation of the ANC Archives
Two ANC archivist base at University of Fort Hare	12 July 2015	University of Fort Hare	Access, Preservation and Digitisation of archives
Two Archivists (Zanele Riba and Raziah Saleh) from The Nelson Mandela Foundation	16 July 2015	Houghton, Johannesburg	Repatriation, preservation of archives

Onwuegbuzie and Collins (2007) suggest that the sample size should be informed by the research objectives, research questions and the research design. According to Kumar (2005:15), the sample size is determined by three factors:

- The level of confidence.
- The degree of accuracy the researcher wants to achieve in the results.
- The level of variation there is with respect to the main variable being studied.

Ellison (2010:169) states that the number of cases chosen by means of purposive sampling is typically small when compared to a probability sample, for the following reasons:

- Research that uses qualitative data is not concerned with being able to generalise to a population.
- There are diminishing returns to be gained from the data gathered from each additional case. The researcher was not attempting to demonstrate the prevalence of a particular characteristic of the population, there was no need to go on looking for further examples.

- Gathering qualitative data is extremely time- and resource-consuming and the data gathered is itself rich in detail. Few researchers have the resources or the need to include a large number of cases.

Saldana (2011:33) observes that purposive sampling is used to determine which specific persons are appropriate for interviews, as they would be the most likely to provide substantive answers and responses to questions. In essence, purposive sampling was used for relevant research purposes to collect a representatively broad and tightly focused overview of the relevant perspectives pertaining to this study. According to Saldana (2011:34), a small group of three to six people provides a broader spectrum of data for analysis. The number of participants that are 'enough' depends on many factors, but as long as the researcher has sufficient interview data, he will have a sufficient quantity for analysis.

The researcher could not generalise the findings to a large population. This qualitative research generated explanatory data and was not concerned with generating population-based estimates. Purposeful sampling was important because it could be used to establish particular comparisons to illuminate the reasons for differences between settings or individuals. The selection of participants is done in terms of with whom the researcher could establish the most productive relationships that would enable him to answer the research questions the best. The selection decisions required considerable knowledge of the setting of the study. Maxwell (2013:98) notes that "selection decisions should also take into account the feasibility of access and data collection." In this study, the researcher relied on a small number of informants.

The reason for the researcher choosing non-probability (purposive) sampling rather than probability sampling was to gain insight into the important of the digitisation project of ANC. Babbie (2016:187) indicates that researchers are interested in improving understanding of a more regular pattern. Bryman, Hirschsohn, Santos, Masenge, Aardt and Wagner (2014:186) state that the purpose is to sample participants in a strategic way. This sampling ensured that ensured that sampled data are relevant to the research questions.

3.5 Data collections tools

The case study approach requires the collection of multiple sources of data. Gray (2011:252) advocates that the case study method requires the use of multiple sources of evidence. Furthermore, Rugg and Petre (2007:113) express the view that "it is a good idea to use different levels of data collection at different stages." Qualitative researchers largely collect data via the medium of semi-structured interviews. This study used interviews, observation and document review as data collection instruments. The interview schedule was focused, open and brief, but allowed exploration of the participants' experiences through the generation of questions. Miller, Wilson, Chepp and Luis Padilla (2014:18) point out that "the purpose of data collection is to collect pertinent data that can elaborate and refine understanding of a particular phenomenon."

Saldana (2011:32) indicates that the obtaining and documenting of an individual's or a group's perspectives, feelings, opinions, values, attitudes and beliefs about their personal experiences and the social world, as well as factual information about their lives, in their own words, are best attained by means of the collection method . The research topic, purpose and research questions form the basis during an interview, but the improvised conversation may also generate unexpected areas and insights for further inquiry.

Melville and Goddard (1996:4) indicate that:

> …any devices they use for this measurement is called an instrument. The term reliability means that measurements made are consistent, that is, if the same experiment is performed under the same conditions, the same measurements will be obtained. The term validity means the measurements are correct, that is, the instrument measures what it is intended to measure and that it measures this correctly.

Ellison (2010:192) avers that any data collection method will produce a certain amount of data. Organising and keeping a record of the data help the researcher to manage the process and probably saves time and work when it comes to the

analysis stage. Recording data and information about the data collection was done most effectively by using forms or formats into which information could be entered. Some data were recorded using audio- or video-recording equipment. The main advantage of using recording equipment was that the researcher was able to take away a recording of the event with which to work.

Data were collected in a variety of ways, including personal interviews and visits to the University of Fort Hare ANC archives repository to observe digitisation process and reviews of ANC annual reports, ANC archives management policy and discussion documents. Ellison (2010:114) claims that it is often not possible to answer questions fully without collecting data from individuals and collecting data about the organisation or context in which they are set.

Maxwell (2013:102) indicates that the collection of information using multiple methods is common in qualitative research. The purpose of using multiple methods was to obtain information about different aspects of the phenomena that the researcher was studying. Nachmias and Nachmias (1996:226) note that researchers are implored to use various methods to collect the same data or triangulation. Triangulation pertains to the process of combining and comparing data from multiple sources while corroborating the findings. Saldana (2011:76) observes that in the research design it is important to consider whether several and varied methods of data collection, rather than just one, are necessary for this particular study. These three forms of data collection, in combination, provide not only additional information but also provide an additional dimension to the phenomenon. Saldana (2011:76) further proposes that the researcher can address the limitations of one data-gathering tool by using an additional method. Accordingly, multiple data-gathering tools (and sources) enhance the credibility and trustworthiness of a study.

3.5.1 Interview

According to Yin (2009:106), one of the important sources of case study information is the interview. Ellison (2010:219) indicates that interviews are one of the main methods of data collection that are used by social researchers, as they provide the opportunity for direct interaction between the researcher and the participants.

Saldana (2011:76) remarks that interviews are the most common form of data gathering in qualitative research studies, also because during an interview, the researcher can obtain the perspectives of the people the researcher wish to study. Data were obtained from unstructured and semi-structured interviews (see annexure C). Unstructured interviews were the preferred interview technique used in this study. Semi-structured interviews were used on a few occasions. However, the structure was kept to a minimum and participants were encouraged to respond in meaningful ways.

The interview included questions that were based on the research objectives of this study. In developing an interview approach with regard to collecting data, the researcher implements the following clear steps as indicated by Brown (2014:148):

- Identify potential respondents he would like to interview.
- Decide on the level of structure to be used in the approach.
- Develop the documents for the interview; these include any instruments and any scripts we will use to contact respondents and to schedule the interviews, begin them, and conclude them.
- Pilot the process and instrument and then make any necessary changes.
- Follow the script to contact potential interviewees and to schedule interview times.
- Conduct the interviews.
- Immediately following each interview, review the interview and record impressions, including the setting and the disposition of the interviewee, and allow thirty minutes to an hour for each interview after all the interviews are complete.
- Analyse the data.

3.5.1.1 Administering the interviews

Administering the procedure of interviews involves the specific actions taken by the researcher for gathering data. According to Creswell (2014:194), the researcher records information from interviews by making handwritten notes, audiotaping or

videotaping. Mouton (2011:107) contends that the researcher keeps track of interviews as a form of quality control. The researcher ensures that the following processes were kept:

- Dates on which interviews were conducted.
- Keeping track of the length of interviews.
- Keeping a record of all those who participated in the interview.

The researcher mostly used structured interviews, which involves face-to-face contact. According to Gray (2009:366), one of the essential administrative factors is arranging meetings with respondents, which will improve the chances of respondents turning up for the interview. This increased opportunity for completion of interview schedule. The interview schedules were handed to the participants during the interviewing process.

3.5.1.2 Advantages of Interviews

Brubaker and Thomas (2008:174) assert that many interview questions could be presented to respondents in the form of a questionnaire rather than as part of a personal conversation. Distributing questionnaires to a participants then enables a researcher to save the time that interviewing would require. However, an researcher taking the time and trouble to conduct personal interviews rather than submitting questionnaires to an organisation or sending forms through an email suggests to respondents that the researcher values their opinions. This interview method can have a positive effect on the diligence and care with which interviewees answer questions. The interview setting enables a researcher to clarify items that participants may find confusing. According to Brown (2014: 200), interviews make it easy for participants to expand on their answers or to digress from the central topic in ways that prove useful to the researcher. Interviews provide an in-depth understanding of a respondent's motives, pattern of reasoning and emotional reactions, which is not possible with questionnaires.

Stake (2010: 95) explains that interviews are used for the following purposes:

- To obtain unique information or interpretation held by the person interviewed.
- To collect a numerical aggregation of information from many persons.
- To find out about issues that the researchers were unable to observe.

According to Jackson (2011:104), one advantage of interviews is that it gives the researcher the ability to record verbal responses as well as facial or bodily expressions or movements. These non-verbal responses may give the researcher greater insight into the respondent's true opinions and beliefs.

According to Yin (2009:108), interviews are an essential source of case study evidence, because most case studies are about human affairs events. The interviewee can provide important insights into such events. The researcher argues in support of interviews because the interviewees in this research were able to provide detailed information about the digitisation processes of the ANC.

3.5.2 Document analysis

Wagner et al. (2012:148) define documents analysis as a method that is integrated and conceptually informed; it involves procedures and techniques for locating, identifying, retrieving and analysing documents for their relevance, significance and meaning. Yin (2009:103) concurs that a document plays a significant role in any data collection in doing case study. For the purpose of this research, documents assisted in the repatriation and planning of the ANC digitisation project, which includes official reports and correspondence reports about the ANC. The documents should have content to have meaning.

Content analysis focuses on certain words or concepts within texts. According to Ryan and Bernard (2010:287), content analysis is a set of methods with which to code and analyse qualitative data. In this study, the researcher analysed the presence, meaning and relationships of digital preservation policy, and the impact of digital preservation on the planning, copyright and authenticity of records.

Bryman (2008:528) indicates that the methods for analysing documents include content analysis, discourse analysis and critical discourse analysis. In turn, according to Harding (2013:20), "discourse analysis and critical discourse analysis are qualitative methods that can be used with both written and spoken words."

There were a number of different techniques for identifying which sources were relevant to include in this document analysis. These are content, discourse, interpretative analysis, conversation and grounded theory. Content analysis analyses the cases that are representative and unbiased and are reported in a standard scientific format. Discourse analysis is concerned with the production of meaning through narratives and texts. Interpretative analysis aims to capture the hidden meaning and ambiguity and grounded theory. This is inductive, interpretative and can be regarded as social constructivism. It is aimed at generating novel theoretical ideas of hypotheses inductively from the data and conversation analysis. Furthermore, it is concerned with the underlying structure of talk in interaction and the achievement of interaction.

It is essential that the researcher should acknowledge his own initial understanding of the phenomena being analysed. The researcher believes that there are multiple ways in which the world can be known and he focuses on the wholeness of an experience rather than on objects. Experience and behaviour are integrated and entail the inseparable relationships of subject and objects, as well as research awareness of their experiences and personal interactions in the context with an emphasis on flexibility in the research. Multiple realities exist in any given situation.

The researcher addressed both the process and outcome of the analysis properly. He sought to provide evidence about which intervention would work best for different types of document analysis and under which circumstances. The results of outcomes research were used to inform the decisions of the ANC that related to digitisation. The researcher used his personal knowledge and experience as tools to make sense of the liberation archives.

The researcher made assertions and interpretations that were valid if they account for the patterns found across numerous digitisation projects. Brubaker and Thomas

(2008:158) explain that the process of content analysis involves scrutinising one or more pieces of communication in order to answer questions that an investigator brings to the search.

The researcher analysed communications in order to answer two levels of questions – the descriptive and the interpretive. Brubaker (2008:159) notes that descriptive questions focus on what a communication contains, while interpretative questions focus on what those contents are likely to mean.

Ellison (2010:277) points out that it is almost the same to use documents in research as other data collection methods. The documents were important for the following reasons:

- They were readily available and could contain a large amount of information.
- They were static and presented a 'snapshot' of a particular time.
- They were socially constructed: this means that they could provide the researcher with more than just the data and information that they contained.
- They were useful to triangulate the data: that is, to get a picture of the data already collected for research from different sources.

It was possible to establish the authenticity, credibility, representativeness and meaning of most of the official documents. According to Wagner et al. (2012:147), there are four criteria: authenticity, credibility, representativeness and meaning for assessing the quality of the evidence available from documentary sources.

The key to document analysis was finding data sources that were relevant to the research objectives. Namey, Guest and Mitchell (2012:256) explain that "document analysis could be inductive, and themes, codes and items to be recorded are clear from the data". The researcher derives attributes from data as the analysis progresses. The data analysed by the researcher were typically descriptive in nature and outlined themes identified in the data. The open coding was framed by the research objectives with regard to exploring the strategies adopted by the ANC in digitising liberation archival materials.

The primary data, in the form of interviews, observations and secondary data, in the form of the ANC annual reports, archives management policy, digitisation strategy and minutes collected by researcher were integrated to gain more depth and insight into the ANC archives.

Ellison (2010:289) indicates that the researcher can also use secondary data to supplement the data he/she will collect. This is because when researchers have access to a large body of data or a large sample size and longitudinal work: researchers will often try to use an earlier work to extend the time span of their own project.

It was important to know that the questions asked and the definitions used in collecting the secondary data were compatible with the research being undertaken. The secondary data provided both the background and contextual data about the liberation archives. This enabled the researcher to understand the development of the ANC historical collection.

According to Brubaker and Thomas (2008:160), the process of content analysis consists of the following five steps:

- Stating the general question that the research project is intended to answer.
- Decomposing the general question into constituent sub-questions.
- Finding communications that will likely answer the sub-questions.
- Inspecting communications to locate passages pertinent to the sub-questions.
- Recording and organising the results of the inspection.

Elllison (2010:395) explains that content analysis is a technique used to examine the categories of the data and to condense data into fewer categories so that they are easier to understand. In content analysis, the researcher looks for the presence of words in a text and endeavours to understand their meanings and relationship to each other. This was a way of discovering patterns in data that help the researcher understand the underlying phenomena. In essence, content analysis is useful for

determining trends and changes over time and can also be useful for looking at aspects such as changes in how people perceive liberation archives.

According to Ellison (2010: 397), the advantages of content analysis are as follows:

- This is a reasonably flexible approach, which can be applied to most forms of data, particularly unstructured data.
- If the research is conducted properly, the data are well coded and well categorised, then the study should be easily replicable.
- Because it is possible to use content analysis with any data, it can be applied easily to a series of the document and can allow some measure of change through time.

The researcher conducted a document analysis of the internal University of Fort Hare archive documents and records in order to identify the provisions that address the strategies pertaining to the digitisation of archival materials. These included the following:

- Management and strategic plans for the ANC archives.
- Digitisation policy documents.
- Copyright contracts between the ANC archive and those repatriating items to the archive.
- A letter of agreement between the University of Fort Hare and the ANC archives dealing with the relationships, roles and responsibilities between all the entities.

These documents indicated how the digitisation work was planned and how it was expected to proceed. The records enabled the researcher to answer the research questions and encourage both engagement and the posing of questions that needed to be answered during the interviews. Brown and Hale (2014:154) indicated that content analysis can be used to analysed materials that contain any form of written, audio or visual content. According to Brown and Hale (2014: 155), the following steps must be taken during the content analysis process:

- An appropriate research question must be developed.

- A population and source materials must be identified.

- The source materials must be obtained.

- Rules must be created for the coding scheme, including identification of the smallest unit to be examined, the general categories the researcher will search for, and the specific search terms or vents that the researcher will code.

- The process must be piloted and changes must be made, as necessary.

- The research and analysis must be executed.

The content was analysed by making use of a coding scheme, which the researcher constructed to identify and analyse applicable themes and patterns.

3.5.3 Observations

According to Creswell (2014:190), during observation, the researcher takes field notes regarding the behaviour and activities of individuals at the research sites. This view is supported by Gray (2011:397) who states that observation involves the systematic viewing of people's actions and the recording, analysis and interpretation of their behaviour. According to Flynn (2001:24), observation is the method of collecting data in which the data collector observes the relevant events, either directly or through some intermediary device. The researcher observed the digitisation process at both the University of Fort Hare and ANC archives in Johannesburg. The researcher recorded in an unstructured way, activities of the digitisation process and the process for requesting documents in the archives. An obstacle to the observation was that not all of a person's actions are accessible to direct observations.

There are advantages to collecting data by means of observation. Miller, Wilson & Luis Padilla (2014:12) asserts that observation was used more as data collection method when the recognition of the important role of the data collector in qualitative research became more apparent. This was information that could be seen directly by

the researcher. Stake (2010:94) indicates that participant observation is an active form of observation where the researcher joins in the activity as a participant, both to get close to the others and to pen something of the experience they have down on paper.

According to Brown and Hale (2014:152), the direct observation approach involves a distinction about whether or not the researcher interacts with the phenomenon under observation. The researcher interacts with the phenomenon under investigation as a participant and as a collector of data at the same time. Namey et al. (2012:75) remark that observations as a participant connect the researcher to the most basic human experiences, where he discovers the how's and why's of human behaviour in a particular context by being a participant in the situation.

According to Namey et al. (2012:76), observation takes place in almost any setting in which people have complex interactions with each other and with objects. Furthermore, Namey et al. (2012) add that the key elements of a participant observation's study are as follows:

- Getting into the location of whatever aspect of the human experience the research wishes to study.
- Building rapport with the participants.
- Spending enough time interacting to get the needed data.

This view is supported by Gray (2011:400) who indicates that people develop a sense of identity through their interaction and communication with others. A process of negotiation takes place through which people respond to others and adjust their understanding and behaviours to create a shared sense of reality.

Namey et al. (2013:80) identify reasons for conducting participant observation research. This type of research can be useful for:

- opening up the areas of inquiry to collect a wider range of data.
- reducing the problem of reactivity.

- enabling researchers to know what questions to ask.
- gaining intuitive understanding of the meaning of the data.
- addressing problems that are simply unavailable to other data collection techniques.

In addition, participant observations can help to:

- establish the topics of inquiry for later, more structured data collection.
- avoid suspect self-reported data.
- identify behaviours that might go unreported or be missed due to the limitations of procedural memory.
- lessen reporting biases.
- integrate the observed behaviour into its physical context.
- see the behaviour the researcher is interested in as it happens.

The researcher did not participate in direct observation and the research was not intended to disturb the process of digitisation.

According to Maxwell (2013:103), observation provides a direct and powerful way of learning about people's behaviour and the context in which it occurs. Interviewing is another way of gaining a description of actions and events. Harding (2013:21) observes that, over time, the use of observations has been connected to a qualitative methodological approach of social research. Observations can provide a large amount of data, although this often makes analysis a more complicated task. The researcher employed explicit rules regarding what to record and observe for a specific length of time; therefore, what was looked for was predetermined.

A researcher observes a social situation but did not take part in the activities. Non-participant observation could also be simple, as the researcher has no control over the situation. Most observations are classified as either structured or unstructured and as either participative or non-participative.

Participant observations play an important role when examining topics where there was already a considerable body of knowledge. The present study employed simple or non-participant observations. The researcher used narration and notes were taken as he made observations. The observations helped to supplement the data elicited by means of the questionnaires and interviews. Rugg and Petre (2007:109) indicate that:

> …one useful distinction is between direct observations and indirect observations. With direct observation, the researcher observes something directly. With indirect observation, the researchers don't observe the activity itself, but instead the researcher observes something else which indirectly tells the researcher about the thing that the researcher really wants to observe.

Observations when the project team was preparing records (sorting, description of records for digitisation, process of accessing records) gave the researcher large amounts of rich, interesting and valid data and were useful for obtaining a great deal of data on the digitisation of liberation archives.

The researcher had a notebook to record as much as possible of what he saw in order to develop a narrative account of the behaviour observed during unstructured observations and immersed himself in the social setting that he was studying and took part in relevant activities during participant observations.

However, there were also disadvantages to collecting data by means of observation. According to Leedy and Ormrod (2013:153), recording events can be problematic because the researcher should identify which aspects are supposed to be recorded and preserved.

3.6 Ethical considerations

The researcher complied with Unisa's policy on research ethics (2010) in collecting the data for the research (see Chapter One for details). Hence, to collect data from the ANC, the researcher sought permission in person from the head of the archives who gave permission for the staff to be interviewed. Permission was also sought in

person from the directors at Multichoice Company. Gray (2011:78) points out that issues of anonymity and confidentiality are compounded when it comes to ways in which data collected by a researcher are stored and what kind of controls are in place to prevent the data from being accessed and used by others. The dignity, privacy and confidentiality of the respondents were respected and protected by ensuring that the respondents remained anonymous and that there were not coerced into completing the questionnaire. It is worth mentioning that the study was also ethically cleared by the University of South Africa before it was conducted.

3.7 Evaluation of research methodology

Ngulube (2003:235) and Bryman (2008:602-626) acknowledge that research methods have weaknesses, as well as strengths. This study used the qualitative method and triangulation of the data. Collection instruments were essential in this study and the researcher collected data through interviews, observations and document analysis. The use of triangulation enhances the quality of data. This methodological choice was influenced by the purpose of the research, which, among other things, was to explore the digitisation strategies for the liberation archives of the ANC. The researcher also used observations of the digitisation process of the liberation archives. It needs to be stated that there were challenges in obtaining information about ANC intelligence and confidential records. The ANC management indicated that it would compromise the integrity of the organisation if intelligence and confidential records were disseminated. The researcher was not allowed to do research on intelligence records. The records were not digitised and were kept in their physical archives storage.

3.8 Summary

In this chapter, the methodology used in the study was presented and the reasons why the different methods or techniques in the process of research were adopted were given. The qualitative research approach was used to answer the research questions and objectives. The reasons for the choice of the triangulation of the data research design used in this study were given. The population for the study

consisted of ANC staff, Africa Media Online, Multichoice and NMF Staff. The next chapter will analyse and present data obtained via interviews, observations and document analysis.

CHAPTER FOUR
DATA ANALYSIS AND PRESENTATION

4.1 Introduction

Chapter Three presented, explained and justified the methodology that was used to undertake the necessary investigation to address the questions raised in this study. This chapter presents and analyses the data collected via interviews, observations and document analysis. The presentation and analysis of data are important as the raw data collected are translated into meaningful information. (Monette, Sullivan and De Jong 2011) state that data analysis unlocks the information hidden in the raw data and transforms it into something useful and meaningful. Furthermore, during data analysis, researchers learn whether their ideas are confirmed or refuted by the empirical reality.

In view of this, the analysis of the data in this study was done in line with the research objectives to ensure that all the issues and questions raised in the study were addressed adequately. Mouton (2009:101) points out that the research purpose gives a broad indication of what researchers wish to achieve in their research. Accordingly, primary data were gathered by means of interviews, observations and document analysis. The analysis was done after the responses from the participants had been processed and categorised. Relevant documents such as ANC in-house reports, memoranda and other grey literature were also consulted.

4.2 Data analysis

In qualitative research, data analysis involved making an interpretation of the finding. According to Gray (2011:252), data are collected, analysed and synthesised into an individual case study report. Data analysis was also used in part to answer the research questions. Ellison (2010:317) explains that it is the purpose of data analysis to describe, discuss, evaluate and explain the content and characteristics of the collected data. The data analysis should enable the researcher to answer the research questions.

The data from the interviews and a document analysis of records such as the ANC Archives Management Policy, ANC digitisation strategy and discussion documents on repatriation of archives were collected and analysed. According to Leedy and Ormrod (2013:149), the researcher should identify the specific body of material to be studied. When presenting what has been found in the document analysis, the most important thing to keep in mind is its purpose with regard to the study.

Jackson (2011:106) explains that qualitative analysis entails reading through the notes taken and trying to conceptualise from this data. The qualitative analyses of the results of an early review of the data might guide what data are collected later in the study.

A documents analysis can be structured in such a way that it provides an argument for a certain idea or interpretation. Analysing data means that the data are evaluated systematically against the objectives of the study. The most systematic way of doing this is to go through one objective at a time, and evaluate the collected data against the objective.

The data that resulted from the interview were first recorded, put into a form that was manipulated, coded into categories according to group codes and evaluated. After this, a report was created. Relationships between variables were studied in an attempt to find solutions for the collection. "One of the most obvious benefits of using software is that it can serve as the textual laboratory" (Iglezakis et al. 2011). Given the volume of material generated, the use of Nvivo was important to analyse the data. All the transcripts were auto-coded according to the distinct moments during which participants talked about the different areas. Word frequency queries were run against each of the desired output areas. This research study would have been much more laborious to structure had the researcher used word processors, spreadsheets or pen and paper. With Nvivo, the researcher was able to store, archive and manage a large amount of text data. Searching for and coding particular sections of interest in the transcript of 12 participants allowed for easy identification of emerging data trends, and testing for a priority research question.

The researcher worked on the data to address the research question. According to Ellison (2010: 321), working with data entails the following:

- Ensuring that the data is complete.
- Getting to know the data, becoming familiar with what you have.
- Organising the data in a way that will help the researcher to find what he wants when he wants to use it.
- Organising the data in a way that will help the researcher to begin to use it for the research.
- Setting up a plan for your analysis the researcher can follow through on and which can provide the basis for a record of all the analytical activity.

Jackson and Bazeley (2013:2) indicate that:

…the computer's (Nvivo) capacity for recording, sorting, matching and linking can be harnessed by researchers to assist in answering their research questions from the data, without losing access to the source data or contexts from which the data have come.

Furthermore, Jackson and Bazeley (2013:3) indicate that using Nvivo during the analysis of qualitative data helps the researcher with regard to the following:

- Manage data – to organise and keep track of the messy records that go into making a qualitative project.
- Manage ideas – to organise and provide rapid access to conceptual and theoretical knowledge generated in the course of the study and the data that support it.
- Query data – to ask simple or complex questions of the data, have the programme retrieve from your database all information relevant to determining an answer to those questions.
- Visualise data – to show the content and structure of cases, ideas, concepts, sampling strategies, timelines at various stages of the interpretive process, and to represent visually the relationships among those items.

- Report from the data – using contents of the qualitative database, including information about and in the original data sources, the ideas and knowledge developed from them, and the process by which these outcomes were reached.

According to Brown and Hale (2014:203), the central goal of qualitative data analysis is to find patterns, themes and trends that reflect the original data as closely as possible, in a process called pattern matching. Qualitative analysis depends on a systematic review of written or spoken words.

4.2.1   Thematic analysis

Wagner et al. (2012: 231) advocate that thematic analysis is the understanding of the data by identifying and analysing themes is a technique shared across qualitative data analysis approaches. A thematic analysis technique was used to analyse the data gathered from the open-ended questions in the questionnaires, personal observations and interviews with regard to which different themes and concepts were highlighted. According to Ellison (2010:374), a thematic analysis is a process, a way of working with data, which works from the raw verbal or visual data gathered. Thematic ideas should develop from the research question, the selection of the sample and the data-gathering process itself.

Themes can be coded through recurring words, phrases and subjects. Jackson and Bazeley (2013:70) assert that coding is one of the several methods used when working with and building knowledge about data, and it should be used in conjunction with annotating, linking and modelling. Coding in NVivo is stored in nodes and any type of data the researcher can import into NVivo can be regarded as a case and coded at a case node. Harding (2013:104) declares that coding is an important tool used by qualitative researchers, as it can assist in the identification of commonalities and differences in datasets.

The process of identifying conceptual themes was essential for interpretation of the data. The concept of a 'conceptual theme' was critical for an accurate interpretation of the qualitative data. Identifying conceptual themes represents a more creative

element of dealing with qualitative data. According to Harding (2013:112), there are four steps that form the basis for the analysis of many datasets:

- Identify the conceptual theme and create a category.
- Bring codes together from different illustrative issues into the category.
- Create sub-categories to reflect different elements of the conceptual theme.
- Use the conceptual theme to explain relationships between different parts of the data and to build theory.

Structural narrative analysis moves the focus away from the content and towards the manner in which the narrative is constructed.

4.3 Data presentation

This section presents data for the study as per the objectives of the study. As outlined in Chapter One, the specific objectives of the study were as follows:

- To establish the approach followed by the ANC in identifying and repatriating liberation archives from various countries.
- To investigate the approach used in digitising the liberation archives of the ANC.
- To interrogate the issue of copyright on the digitised liberation archives of the ANC.
- To assess the level of skills for digitising liberation archives of the ANC.
- To identify technologies used to digitise the liberation archives of the ANC.
- To examine how the authenticity of the liberation archives was ensured during the digitisation process.
- To investigate the accessibility of the digitised liberation archives of the ANC.

4.3.1 Approach followed by the ANC in identifying and repatriating the liberation archives from various countries

This study investigated the approach followed by the ANC concerning identifying and repatriating the liberation archives from various countries. This included the following archives:

- SOMAFCO.
- MK records.
- Oliver Tambo papers.
- ANC policy records and discussion records, including international relations, economic records.
- Speeches by former ANC leaders.
- Anti-apartheid movements collections.
- The missions records.

To this effect, participants from the ANC archives were asked how they identified the liberation archives that were scattered all over the world, how the process of repatriating the archives from all over the world was undertaken, and the challenges they experienced during the process of repatriating archives. The participants gave the following responses:

- Interviews were conducted with the former liberation leaders of the ANC to identify where the records were.

- The former ANC mission representative identified where the archives were preserved.

- The establishment of the ANC archives committee played a significant role in identifying the location of archives.

- The mandate of the committee was to search for the history of the ANC.

- The ANC executive management committee was aware of where archives were located. In addition, some former ANC leaders knew where the records/archives had been kept in their former missions. Research and

investigations were carried out to ensure that the archives were identified throughout the world.

- However, some of the ANC representatives destroyed their records in their former mission stations, which made it difficult to allocate the archives. This was because they were afraid that sensitive information might fall into the hands of the apartheid government.

- The ANC had international relations with some states, such as Belgium, Netherlands and Zambia, to enable the identification of their records all over the world. The ANC also formed a partnership with other organisations that contributed to this identification.

- The year 1994 was set as the date on which mission offices around the world closed, and then their operations archives would be sent back to South Africa.

- Archivists only received the repatriated documents and the challenge lay in the fact that some mission offices still had more documents. The larger the collection, the more the history of the ANC archives will be enriched. Not all the mission records were repatriated, as some could not be located. The respondents indicated that the mission representatives only identified archives that were worth preserving. The participants indicated that the ANC acted in accordance with International Institute for the Unification of Private Law treaty for the repatriation of cultural property. However, there was a moral obligation on the international community for the repatriation of the ANC archives to South Africa. The ANC archives identified in the mission were listed and an inventory database record for all the collections was created. The archives were collected and sent to the Fort Hare University, because the university was chosen as official repository of the ANC Archives.

Repatriating the archives presented certain challenges. According to a participant from the ANC, "some of the liberation archives had not been processed because they were written in foreign languages such as French, Spanish and Latin". Furthermore, the participants from the ANC also indicated that it was expensive to transport archives from all over the world. It was observed that some ANC members regarded the archives as useless materials, not worth being returned to South Africa.

Other countries like Belgium and Finland claimed ownership of the ANC liberation archives like the anti-apartheid movements. In addition, some of the records were lost, burned or misplaced, which presented a considerable challenge for the repatriation of such archives. The ANC participants indicated that some of the people viewed the archives repatriation as a waste of the ANC's budget.

Furthermore, the lack of capacity to carry out the repatriation processes was a challenge. Some of the collaborators or partners of the ANC were only interested in owning liberation collections and thus arousing issues of copyrights.

4.3.2 Approaches used in digitising the liberation archives of the ANC

The purpose of this objective was to establish the approaches used in digitising the liberation archives of the ANC. Strategies are fundamental in the digitisation project. The ANC's documents were analysed to determine whether digitisation was done in accordance with international standards of digitisation of archives and records. The researcher was given a copy of the ANC's archives management policy, which also embraced digitisation. The ANC's digitisation policy was formulated in 2009 and implemented in 2010. An unpublished ANC digitisation policy states the principles and provides long-term direction that would guide preservation strategies and actions. The key areas of this policy are document preparation, basic description and technical metadata, archives selection, authenticity of records, management of historical records, promotion of online access, provision of access to historical record, advancement of the preservation of records and making the digitised material and metadata available online. One statement in this policy sets clear priorities for what needed to be achieved by the ANC. Furthermore, the participants from the ANC, Multichoice and Africa Media Online indicated that they were also given a mandate to update the existing digitisation policy.

The reasons given by the participants for the necessity of policy regarding the ANC archives included the following:

- All archives should be guided by the law.

- Strategies/policies would ensure the accountability and improvement of archives services.

- Strategies would assist with the coordination and integration of the archives as there was a need to integrate the liberation archives from all parts of the world.

- Strategies would increase organisational support and lay the foundation for the establishment of more archives countrywide.

- The strategies or policies would increase government funding for archives.

It was established that the ANC's policy was applicable to those responsible for the management of archives. The ANC digitisation policy was used as a guideline to digitise the liberation archives. The policy serves as a starting point for developing the framework for digitisation of the liberation archives.

One participant noted that digitisation had helped to preserve the archives of the ANC and made them accessible to a wider audience. "Through the use of surrogates, originals had been "saved" from deterioration by frequent handling and climate fluctuations". However, in order to achieve a successful archives management programme, an organisation needs to establish a sustainable archives management infrastructure system, which not only includes the ad hoc use of ICTs, but also the development and implementation of policies for the management of archives in all forms, including electronic and paper (IRMT 2009).

The ANC policy stipulates standards or guidelines for the long-term preservation of digital records. Collections were published in the ANC newsletter before they were digitised to enable researchers to understand the ANC liberation archives. It was observed that the ANC issued published guides to facilitate access. The published guides contain information about collections pertaining to the liberation archives per mission country. This enables a researcher to conduct research on a specific collection of the country.

To guide the researchers to access archives in the digital environment, an accession register was available. Having an official archive of items received by an archival

repository is the hallmark of sound archival administration. Miller (1990:31) explains that accessioning comprises all the steps that repositories take to gain initial physical, administrative, legal and intellectual control over newly acquired material. It was observed in the ANC archives that all the collections repatriated from all over the world were registered and an inventory created for them. This was done so that all the liberation archives records could be preserved.

4.3.3 Standards for archives relating to liberation movements

Preservation of the liberation archives based on global technical standards requires that a clear plan of action be drawn up by specialised experts. The objective of the standard was to provide implementation guidelines for processes and policies for converting hard copies into a digital format. It was essential to understand the preservation standards for archives relating to the liberation movement.

The digitisation approach of the ANC follows the UNESCO guidelines published in 2002:

- Slides: Photo CD format (five resolutions normally and six resolutions in specific cases).
- Microforms (microfiche and microfilm): 300 dpi TIFF.
- Photographs: 300 dpi TIFF (600/1200 dpi in special cases).
- Books and printed materials: 300 dpi TIFF.
- Audio: 44Khz WAV file format.
- Video: MPEG-1/2.
- TIFF: Uncompressed lower quality derivatives are used for online access to the materials.

The ANC used 600 dots-per-inch scanners as their standard for scanning. From the study, it was clear that the standards for archiving digitised materials differ from the standards that are used for providing access to the materials on the web. Accordingly, tagged image format (TIFF) and portable document format (PDF) were

used by the ANC. The ANC indicated that they used the uncompressed TIFF file formats as their archival standard to archive digitised liberation archives materials. The researcher observed that the ANC archives use the Dublin Core standard as their metadata standard. The Dublin Core was the preferred standard for metadata because of the ease of use and interoperability with other standards such as MARC. The ANC indicated that with the advice of the service provider chose the Dublin Core standards because it is an international standard that is widely used by libraries, commercial enterprise and research and education communities.

According to Limp (2007:69), information is available about how a group of standards and methods can be applied effectively to a digital resource at various stages of its life cycle to achieve the objectives of the project. Such standards played an essential role in the preservation of the liberation archives. In particular, they provided the best benchmarks for defining the requirements and measuring the outcomes, and supported the interoperability between both the contemporaneous systems and across time.

The publication of the ISO 15489 provided the ANC archives management with an opportunity to apply an internationally approved strategy for developing and maintaining an effective archives management programme. However, there is a lack of widespread use of the international standards such as ISO 15489 in the records management and digital archiving in Africa. The standard recognises that one of the basic principles of archives management programme is "preserving records and making them accessible over time, in order to meet business requirements and community expectations" (ISO 15489: 15). According to the National Archives and Records Service of South Africa (2006:1), ISO 15489 is endorsed as a guideline for the required benchmarking tools for records management. The ANC has standards for archives relating to liberation movements in their management with regard to storage, preservation and access.

- **Storage**

The participants stressed the importance of demonstrating the cost-effectiveness of a higher initial investment in standards and documentation in the data creation phase to meet the requirements of long-term preservation, thus, allowing the use of the resource over a longer period. There was a need to look at the cost-effectiveness of the archives during the digitisation processes.

- **Access**

The ANC Archives Management Policy measures the maximum accessibility of liberation collections to the widest possible audience through new technologies. It was essential to address copyright legislation and limitations that hamper access at an organisation level in order for collecting institutions to engage in the online world and to establish consistent and workable systems (Brown 1998:71).

There was a strong need for access to large databases that could be generated by the automatic harvesting approach. The ANC had a server platform where all the digitised electronic records were preserved.

- **Preservation**

The participants from the ANC indicated that digital preservation was demanding, as it required an ongoing investment with regard to keeping the digital data actively alive. The appropriate professional storage technology and management software were expensive and needed subsequent renewal at least with regard to the pace of migration intervals.

An essential development concerning the standard and organisational aspects of digital preservation and archiving was the commended open archival information system (OAIS). This is a reference model for archival management and storage. The OAIS model defines the environment necessary to support a digital repository and the interactions within that environment. This reference model addresses a full range of archival information preservation functions including ingest, archival storage, data management and access (Ngoepe & Van der Walt 2009:11). OAIS was adopted by

the ANC as the preservation standard of digital records. However, the ANC participants acknowledged that the preservation of digital archival records had the following major problems:

- Medium fragility.

- Technological obsolescence.

- The integrity of the record.

- Lack of organisational infrastructure to support digital preservation.

According to the participants from the ANC and Africa Media-Online, on both occasions, it was found that more knowledge was needed to understand the concepts of 'policies' and 'standards.' One participant from the Multichoice indicated that the International Council of Archives (ICA) adopted universal archives principles to which all the organisations throughout the world had to adhere. It was important for the organisation to be familiar with the international standards in order to digitise the liberation archives.

4.4 Copyright of the digitisation of the liberation archives of the ANC

The purpose of this objective was to interrogate the issue of copyright with regard to digitising the liberation archives of the ANC. To elicit views regarding the issue of copyright on the digitising of the liberation archives of the ANC, the participants were asked to indicate how the ANC handled copyright issues during digitisation and which considerations were given to the issues related to the reproduction and copyright of digitised historical records.

The following were identified by the participants:

- The ANC delegated the power on the head of archives to authorise copyright issues.

- The ANC sought a declaration to copy documents from the creator of the records.

- Efforts were made to ensure that only the records created for the ANC were retained. All the records repatriated by the ANC were regarded as ANC property.

- Copyright was not regarded as a major issue by the organisation.

- The third parties will be informed about the digitisation of archives.

- Efforts were made to ensure that the digitisation team was trained with regard to the digitisation process.

- Questionnaires were placed on the ANC's website for any complaints about the document that appeared on their website. All the queries received by the users were handled by the head of archives.

- Only the archives belonging to other organisations were not digitised.

- Organisations that were concerned with digitisation, were informed about the decision.

- Copyright holders also limited what could be digitised.

- The circular issued during 1994 states clearly that all records in the mission's office should be transported to South Africa.

It was established that there were other archives collections that were not digitised. The participant from the ANC pointed out that the collections pertaining to the ANC engagement with the United Nations were not digitised because it was not clear that the copyright belonged to the ANC and therefore digitising these collections could result in legal action.

Maintaining the trust of copyright holders was important for an archive like the ANC archives as it protected their artefacts from exploitation. Therefore, according to the participants, the ANC was highly unlikely to consider appointing a foreign company to digitise their collection, because of distrust of commercial digitising and a belief that foreign company actions were not driven by pure motives. A key issue that arose was that of ownership. Some digitisers were open about their intention to take ownership of the digitised images, while others were not as honest. Furthermore, analysis of memorandum of understanding with the funders for the digitisation project made provision for ANC to own copyright of all records digitised.

One participant from the ANC gave an opinion that 'the intention of the Multichoice and Africa Media-on-line Company was to make a profit out of the ANC collection'.

While this was not necessarily a bad thing, the participants argued that the resulting loss of ownership of the digitised images was a matter of serious concern.

There was concern about the control of items during the digitisation process. The participants from the ANC indicated that the multimedia company wanted to remove some archival materials from the premises to digitise them separately. This contributed to the danger of theft of or damage to items while they were in transit. Accordingly, there was mistrust between the digitisers and the vendors. It became an unofficial policy that items will not be allowed to be removed from the archive for digitisation, and to require that the digital images be kept under the ANC's control. There was also a strong feeling that the ANC was required to build its internal capacity. This was done to ensure that the staff continued with the second and third phases of the project.

Legal ownership and copyright issues about the liberation archives were addressed before the commencement of the project. The copyright status of materials was also considered to be an essential criterion for selecting materials for digitisation and this aspect was also mentioned by the participants. All the participants indicated that they gave priority to digitising materials that were the intellectual property of the parent institution. All the liberation archives protected under the copyright law were cleared first before they were digitised. The participants explained that they sought copyright clearance for all the materials that were subject copyright. Materials for which copyright clearance could not be granted, were not digitised. However, the participants mentioned that some materials whose owners could not be located, were digitised. The participants gave a clear indication that the copyright owners could not be traced. This gave the copyright owners a chance to claim their work.

When asked about the considerations given to the issues related to reproduction and copyright, the following were considered by the participants:

- Reproduction would be done in accordance with the ANC policy and should serve the purpose of the ANC archives.
- Partnership with other organisations was an issue within the ANC.

- The ANC was supposed to be consulted on all the issues regarding reproducing and copying digitised historical records. Some respondents stressed the importance of locating the ownership of such archives.
- The creator of the records was informed before the archives were digitised.
- Only authorised or trained personnel were allowed to digitise the records.
- There was a general statement to indicate that the archives to be digitised should belong to the ANC.
- Questionnaires were placed on the ANC's website to solve any challenges arising from the digitisation processes. Only specific staff were allowed to provide information related to the ANC and the ownership of the records was considered important as per the service level agreement between the ANC and the Multichoice Company.

The participants pointed out that they had to deal with copyright issues in their digitisation initiatives. The participants pointed out that copyright clearance had to be sought for all materials that were still under copyright and that were not the intellectual property of the digitising institution. The ANC stated that intellectual property laws could be a hindrance to digitisation. The participants claimed that some materials could not be digitised because they were protected by copyright laws. One of the participants said that she was not sure whether the intellectual property laws were a hindrance or a help in digitisation because they do not have much experience in that area. The participants pointed out that they could digitise anything without any fear of breaking the law. She asserted that the law only becomes a hindrance when one wants to share the digitised material openly.

Various steps like communicating with creators of records were taken by the ANC to avoid violation of the copyright law. The participants from the ANC pointed out that copyright clearance was sought to digitise all materials that were under copyright and make them accessible. During the digitisation process, the organisation made an effort to find the publisher or author of the works identified for digitisation and asked permission in writing to digitise the materials. However, the participants from the ANC pointed out that it was difficult to obtain clearance for some liberation archives because some authors or publishers' contact details could not be found.

Although clearing copyright was not easy, organisations needed to ensure that they did not violate the law.

The participants pointed out that materials such as political posters were digitised and made accessible even if the copyright owners of the materials could not be found. However, the participants inserted a note on the poster to notify the public that the owners of copyright could not be located. The owners of the copyright were required to identify themselves and claim their rights. Importantly, the ANC avoided violating the copyright law by digitising materials that were the intellectual property of the digitising institution and they digitised materials that were in the public domain.

4.5   Level of skills for people digitising liberation archives of the ANC

The purpose of this objective was to assess the level of skills of staff involved in the digitisation project. To assess the level of skills for digitising the liberation archives of the ANC, participants were asked about their competency, skills and knowledge to carry out a digitisation programme effectively.

The participants reported that they lacked adequate training in using the digitised technology system. The most daunting problem in digital preservation in the ANC was the lack of expertise and experience in digitisation and digital preservation. The practice shows that participants should be highly qualified, trustworthy and responsible because the digitised liberation archives can be abused specifically with regard to the electronic information preserved in archives. The participants indicated that the preservation of liberation archives in the long term was seldom regarded as an issue to take into consideration when studying records management or IT. The findings revealed that the archivists were not trained to use the digitised archives system. This corroborates the researcher's observation that participants would only consult a digitised technology system in pairs so that one officer could guide the other on how to search for data in the system. All the participants were concerned that without adequate technical knowledge regarding the use of the digitised system, the confidentiality and accuracy of liberation archives could be compromised. The participants had training in general records management, but none were trained

specifically in managing the digitised liberation archives. It was clear that competent well-trained staff were the key to the successful digitisation of the liberation archives.

An essential resource of any institution is the personnel whose job it is to help achieve the objectives of the archival service. The participants from the ANC, Multichoice and Africa Media Online indicated that they had bachelor's degrees and postgraduate diplomas in various fields such as management science, museum management, knowledge management, records management and collection development.

People who were assigned to the digitisation of the liberation archives were expected to have basic archives and records management skills. In this regard, the participants were required to hold appropriate archives and records management qualifications. The emphasis was on ensuring that all staff were properly trained in archives and records management. One participant indicated that if the rate of technological changes continued or increased, continuing education would become a routine part of each individual's working life.

In addition to appropriate training in archives and records management, the project team should have the technical capacity to deal with digitisation technology. Microfilms, reel-to-reel tapes and floppy disks were the media cited with which respondents' encountered reading and access problems. The interviewed staff indicated that they had not refreshed the data. On these related questions with regard to digital preservation, it was evident that there was a considerable disparity in practice.

The researcher observed that the identification of records with historical and archival significance was a major challenge. The participants indicated that they did not understand the technology with regard to digitising collections and metadata descriptions, neither were they familiar with the technology used to digitise archival collection in the archives. In effect, it became clear that digitising the historical archives was a major challenge for the project team.

Technological obsolescence and the lack of resources were major threats to the survival of digital archives. One trend identified during observations in the ANC archives was that there was a strong reliance on donor assistance for the purchase, maintenance and development of the digitisation infrastructure. The digital archives at the ANC were oriented towards the storage, use and accessibility of audio-visual, photo, audio and electronic documents. This trend epitomised the shift from physical repositories to archives without walls – the virtual world. Resources were available in various information carrier formats for audio-visual documents: motion pictures 35mm, 16mm, 8mm, super8mm, videocassettes (VHS), BETACAM SP, DVCAM, mini-DV, Hi8 and DVD-R; for photo documentation.

4.6 Technology used to digitise the liberation archives of the ANC

The purpose of this objective was to identify the digitisation technology used to digitise the liberation archives of the ANC. To identify the technologies used to digitise the liberation archives of the ANC, the participants from Multichoice and Africa Online were asked whether digitisation software and hardware were used by the ANC to digitise selected historical records. The participants indicated that the ANC used hardware and software adequate for the technological cycle of protection, preservation, access provision, preservation control and recording. The participants from MultiChoice indicated that: they had decided to choose DSpace Open Source Software from MIT and HP due to features such as granularity, adherence to standard, multi-format support, customizable interface, OAI-PMH compliant, support with fully qualified DCMI, remote submission, authorisation and reviewing, community/sub-community based collection architecture, import and export features, persistent identifiers handle system, open URL support and generation of statistical reports, for example.

The major challenge was to ensure that the correct equipment was used to digitise artefacts and to store the digitised images. Participants were concerned about the durability of storage media such as DVDs because they lasted longer than ten years before deteriorating. In the end, the purchase of file servers for storage resolved this issue. Another concern was to have the correct infrastructure to disseminate information via the internet.

A number of different scanners and software packages were trialled intensively before the project, and it was found that none of the available packages met the ANC's requirements entirely. In particular, most production scanners were optimised for bulk digitisation of consistent format documents and were unable to deal effectively with the mixed formats of ANC material. The convoluted feed paths of most of the scanners tested proved unable to feed mixed record stock reliably.

The ANC's ICT capacity has been proved to be suitable for archives administration. Based on the world-class internet infrastructure, a system connecting ANC archives enables the accessibility of archives throughout the world. An organisation-developed electronic record generation system, the records management system of the ANC and the permanent preservation at the National Archives in real time have been created.

The participants from the ANC complained about not being included in the decision-making process pertaining to electronic records management. Most viewed the information technology department as "a challenging area". To make matters worse, they seemed to be caught between senior management politics and the shortsighted view of information by the information technologists. The appointment of Multichoice and the Africa Media Online decision was taken without full consultation with the ANC archives. The participants from the ANC and Multichoice admitted that digitisation access to their archival information had improved the visibility of their programmes. For example, the photographic collection digitisation and electronic finding aids projects have improved access to collections and have improved international relations.

Electronic access and communications had one negative result, being the sharp increase in workloads mainly because both result in higher expectations for a fast turnaround time. In addition, the websites were a dynamic collection of documents and websites needed to be maintained regularly in order to be effective tools. A more specific workload problem has emerged from the rise of photographic and other non-textual media reproduction requests that were labour-intensive and time-consuming. The difficulties in managing electronic records did not arise simply from not being able to enforce policies, but rather from the fact that the archives had adopted new

technologies with little consideration given to appraising the information content. In fact, the content has not been managed in terms of its value and appraisal of the records was not conducted in the mission offices. ANC archives administrators have not come to terms with the concept of 'information as an asset/resource' that must be protected and managed across the institution, or with the fact that archivists are information content appraisers. This approach resulted in increased legal risks and neglect of the electronic records requiring long-term preservation.

Digitisation technology for the liberation archives included a flatbed scanner and a book scanner. Apart from flatbed scanners and book scanners, the study found that film scanners were also needed to digitise microfilm and slides. This was necessary because of the size of the collection.

The types of material that need to be digitised also influence the choice of technology to use. The choice of which equipment and software to be used by the ANC has mostly been based on the cost of the equipment for the institution. The participants indicated that they chose the equipment and software that they could afford but, in addition, they chose the equipment that closely matched their needs as far as possible. The institutions studied indicated that most of the scanning equipment came with the scanning software installed.

It was observed that the ANC used different scanning equipment. This was because of different formats of records in the ANC collection. The collection included paper-based records, films and photographs. This implies that the type of material that an institution intends to digitise has a direct influence on which equipment to buy in order to digitise its materials successfully.

Management of electronic records has been a significant issue for organisations for more than two decades. Despite many guidelines, standards and software systems developed by national archives, coalitions, professional associations, research groups and commercial organisations electronic records were still a challenge to manage. The ANC archives were concerned about the adoption of electronic records management system.

There was a need to consider the technical aspects of security. The ANC archives staff were aware of the challenge of theft or the illegal use of images, and took appropriate steps accordingly. Only low-quality images, often watermarked, were available on the web page, and those who purchased higher quality images were required to sign the standard conditions of use agreement. This correlates with issues of trust: the interviewees noted that they had to ensure the prevention of theft of images or breaches of the usage agreements signed by those making use of the images.

4.7   Authenticity of liberation archives

The purpose of this objective was to examine how authenticity of liberation archives was ensured during the digitisation process. To obtain views regarding the issue of authenticity of historical records, participants were asked to indicate how they ensured that the ANC liberation archives were digitally valid and authentic. The participants indicated that validity and authenticity are dependent on the quality of the liberation archives. The assessment of the diplomatic paper-based records required the establishment of its identity and demonstrated its ability. Digitised collections were regarded as back-up records because the original records were kept in the archives. Digital collection was done to ensure easier and wider access to archive collections. All the archives that appeared in the digital environment were linked to physical records through cross-referencing. Metadata were included in the archives for easy access. Verification and interpretation of records were done by the staff who digitised the collections to ensure that appropriate records were digitised. Furthermore, care was taken to prevent damage to records during digitisation processes. Importantly, the signature of a dignitary was a check on the records. By ensuring that organisations adhered to international standards during the digitisation process of their archives, there was an authentic stamp, which indicated that the records were preserved permanently.

The integrity of a digital resource arises from the assurance that it has not been altered in any unauthorised manner. Possible threats to that integrity include accidental corruption. There remains a longer-term need to consider how those liberation archives repositories being collected now should be preserved over time.

This included assessment of the preservation strategy adopted by the ANC whose mission it was to provide reliable, long-term access to managed digital resources to the whole world.

Digitisation archiving initiatives need to be carried out in accordance with the requirements for becoming trusted digital repositories. In addition, alterations by an unauthorised user and alterations caused by a malicious code, such as a virus should be done in accordance with those requirements. The integrity of preserved digital resources will also need to be checked periodically. The preservation of integrity was the fundamental goal of the preservation of the liberation archives. The integrity of records should be checked continuously by the organisation. The ANC declared that they would implement procedures to rectify any integrity errors detected through recovery from an alternative copy.

4.8 Access to digitised ANC archives

The purpose of this study was to investigate the accessibility of the digitised liberation archives of the ANC. To assess the accessibility of the digitised liberation archives of the ANC, the participants from the ANC, Multichoice and Africa Media Online were asked which restrictions were in place for the ANC liberation archives should there be anyone who would like to access them.

The participants were also asked whether there were guidelines for identifying the requirements with regard to making records of the liberation movement accessible. The ANC participants indicated that there was a guideline that lists records that are available online. The participants were also asked whether the liberation archives were currently open to use and the outcome was that the liberation archives were readily available for research purposes. The only liberation archives that were not available for research were intelligence, confidential records, which could affect international relations with other countries. Furthermore, one participant indicated that the records that would damage the international image of the ANC were not available for research purposes. Participants interviewed indicated that access to liberation archives was necessary for the ANC. However, this was hampered by lack of publicity for the liberation archives.

4.8.1 Restrictions on access to archives

Participants were asked whether they placed restrictions on access to the liberation struggle archives at the request of the donor and, if so, which restrictions were in place for the ANC liberation archives, should anybody want to access them. Responses from the participants were varied, as issues of confidentiality and copyright were mentioned. Respecting the wishes of the donor was a matter of policy decision by the archival institutions. Responses in this regard were multifaceted. One of these related to the intelligence archives of the ANC that were not accessible to the public. The long-term availability of this important group of archives is, generally, more problematic than that of traditional text documents.

However, non-confidential records were available to the users. The need to pay research fees, restrictions on the photocopying of the copies outside the institution and the non-borrowing of this material were cited by a respondent as further restrictions. Finally, the need to respect the wishes of the donors was essential. One issue that was revealed was that the liberation movement archives should not be open to access for all because of some of the records related to rape, torture, murder and kidnapping. Accordingly, many records were not available for research purposes.

4.8.2 Storage conditions

The liberation archives could be housed in a variety of locations such as purpose-built or adapted buildings and, accordingly, differences in the quality of storage present a common preservation challenge. Observations were carried out at the University of Fort Hare to establish the storage conditions that housed the liberation struggle archives. It was observed that the University of Fort Hare, which is an official repository of the ANC archives, kept archives relating to liberation movements separately from other archives holdings. Exposure to light, especially to ultraviolet

rays, has a damaging effect on archive materials because it increases the oxidation of the paper and accelerates its chemical breakdown.

Pest management remained an important aspect of conservation work of archivists and it was confirmed that the ANC was fumigating the buildings. Concerning the methods used, content analysis of the open-ended responses revealed that housekeeping was a recurring activity.

4.9 Summary

This chapter analysed and presented the data collected from the field through interviews, observation and document analysis. Data were presented as per the objectives of the study. It is clear from data analysis that the ANC did not repatriate all records from the mission stations due to a number of reasons such as lack of funding and international laws on cultural heritage. Furthermore, the ANC used the services of private companies to digitise its liberation archives. Even though the archives are digitised, it is clear from the interview results that people who might benefit from such collections are not aware of its existence. The next chapter will interpret and discuss the findings of study.

CHAPTER FIVE
INTERPRETATION AND DISCUSSIONS ON FINDINGS

5.1 Introduction

Chapter Four presented and analysed the data collected in the field. This chapter provides an interpretation and discussion of the findings. Blaxter, Hughes and Tight (2009:219) indicate that arriving at the researcher's assessment of what the results mean and how they relate to other relevant research and writing in the subject area is a critical part of the data analysis. This chapter aims to explain the findings and provide general answers about what the ideal situations could be regarding the issues raised in the discussions. Ormrod (2014:329) states that the answer to the researcher's question should rest completely on its own empirical foundation. Interpretation and discussions of the findings are also necessary to provide explanations to the research questions of the study. Creswell (2014: 281) points out that interpretation includes the following:

- A review of the major findings and how the research questions were answered.
- Personal reflection on the research about the meaning of the data in this study.
- Personal views compared to or contrasted with the literature.

The discussions are presented in line with the themes from the objectives of the study:

- Establish the approach followed by the ANC in identifying and repatriating liberation archives from various countries.
- Investigate the approach used in digitising the liberation archives of the ANC.
- Interrogate the issue of copyright with regard to the digitised liberation archives of the ANC.
- Assess the level of skills for digitising liberation archives of the ANC.
- Identify technologies used to digitise the liberation archives of the ANC.

- Examine how the authenticity of liberation archives was ensured during the digitisation process.
- Investigate the accessibility of the digitised liberation archives of the ANC.

5.2 Approach followed by the ANC in identifying and repatriating liberation archives from various countries

There was a need for liberation archives to be identified and acquired by the ANC. Records about the ANC liberation struggle were mostly generated in exile; it is imperative that these liberation archives should be identified and acquired by the ANC archives. Records created by liberation movements whose members were forced into exile constitute one genre of removed archives, archival claims or migrated archives.

From the results of the study as presented in Chapter Four, it is abundantly clear that the ANC used various approaches to identify and repatriate the liberation archives from various countries, which included utilising former liberation struggle members. Former liberated members were aware of some of the custody matters pertaining to the archives in the mission. The former liberation members also used their stories to relate to the former liberation archives.

The establishment of an archives management committee enhanced the repatriation of liberated archives all over the world. Furthermore, the committee contributed to the following:

- It played a fundamental role in designing recordkeeping systems and sharing information about the archives. This tended to reduce conflict and suspicion among stakeholders about the perceived value of the liberation archives.
- The Archives Management Committee played a critical role in establishing relations with the various institutions. The relationship was built between the ANC and the University of Connecticut. The relationship was also established between the ANC and the University of Fort Hare.
- It investigated the establishment of an archive at the ANC archives.

- It assisted and advised the ANC on all archives- and records-related matters to ensure the preservation of and access to information of permanent value.
- It maintained, implemented and updated archives management policy and procedures.
- It ensured that the ANC complied with the requirement of all archives management policy and procedure.
- It served as a forum of exchange and consultation to facilitate dialogue between the allies on all records and archives matters.
- It rose awareness of the ANC archival heritage through the preservation and public disclosure of records of permanent value related to the evolution of ANC archive, its mission's consultations and the decision-making process.
- It provided guidance to the ANC presidency.
- It promoted greater institutional support for records management programme activities.
- It acted as an advocacy body in the review and approval of institutional records retention and disposition schedules and standards.
- It encouraged the use of the ANC archives.

The ANC's Marketing and Communication Division played an essential role in the marketing of the repatriation of the liberation archives. That is why (Adu 2015) argues that a lack of awareness about the historical value and significance of digital documentary heritage among corporate and policy-makers has been accepted for far too long. The Marketing and Communication Division was well positioned to raise awareness of the importance of repatriated archives, to promote knowledge creation and dissemination. According to Lee Eden (2015:200) the marketing and communication of archives are essential because of the following:

- It brings value and strength to the process of knowledge creation and dissemination.
- It shares compatible goals or common purposes with those of their researchers, the universities and the national public and private bodies concerned with leveraging value from research investment.

- It strives for mutual benefit of the partners, given their value of access to knowledge for all.
- it jointly creates processes that promote learning, innovation, coordination, commitment, trust, open communication, participation, adaptability, joint planning and problem-solving.

International media were used to influence the repatriation of archives in South Africa. The ANC had been active in advocating and promoting the repatriation of liberation archives, both locally and internationally. The ANC collaborated with other government departments, such as the Department of Arts and Culture, the Department of Foreign Affairs and statutory boards such as the South African Heritage Resource Council (SAHRC), to promote repatriation of liberated archives. Presentations and participations were made at international conferences and workshops in countries such as the United States of America.

Repatriation of archives from all over the world required solidarity, partnership and cooperation among governments and other stakeholders. Adu (2015:110) emphasises that the future of digital preservation depends on the collaborative efforts from various stakeholders. Therefore, collaboration, participation, strategic alliances and synergy should form part of the solutions. The ANC International Relation Division enhanced repatriation of liberation archives. The success of the restitution of archives was dictated by both the political and diplomatic relations existing between the countries concerned. Pickover (2014:13) indicates that there are very few examples of initiatives driven by archives to develop coherent national digital resources to provide integrated access to the collective national digitised collections. The success of the transfer of records from all over the world to South Africa, as noted earlier, was due to bilateral negotiations, a situation which was completely consonant both with archival principles as recommended by UNESCO and International Council on Archives and with political interests. This was equally true with regard to the ANC's records of the exile settlements in Tanzania (Dakawa and Mazimbu) which were transferred to the Fort Hare University Archives in September 1992. This approach contributed to the repatriation of some of the archival materials to the University of Fort Hare. Not all liberation archives were

repatriated to South Africa. Some records were destroyed (burned) when missions were closed. This posed a challenge as to whether the approach used by the ANC was effective to attract the mission to repatriate archives. Namhila (2015:176) indicates that all countries that had to fight for their liberation have their unresolved issues of missing parts of the national memory, and the Namibian experience may be instructive. This further poses a question as to whether there is any mechanism that will influence repatriation of the archival materials from all over the world. However, there are liberation archives that were created within the country, through the formation of Convention for a Democratic South Africa (CODESA). No mechanisms were used to repatriate these archives from the non-political organisation. There is a possibility that there might be some of the liberation archives that were present in the country.

Mnjama (2005:8) states that there was a moral obligation on the part of the present custodians of such records to have them repatriated back to the various countries of origin of the freedom fighters. Most of the ANC liberation archives from Tanzania were transferred to the Fort Hare University. The university was chosen from among other institutions as the official repository of the ANC archives. SOMAFCO records were the biggest and the richest collection in the ANC archives. It was because Dar es Salaam, Capital City of Tanzania, was the first official head office of ANC during the period of exile.

There were international treaties coordinated by the United Nations (UN) and UNESCO to manage the repatriation of the archival materials. The treaties were not ratified by the Western countries that are holding most of the liberated archives. The UN and UNESCO were not able to handle the issue of repatriation of the liberation archives. This was an influence because of political interest and national pride. Kukubo (1990:11) indicates that the success of the repatriation of archives is dictated by both the political and international relations. The success of the repatriated liberation archives from Tanzania to South Africa (University of Fort Hare) was due to the ANC's bilateral negotiations with the country.

There was little involvement by the UN agencies to encourage nations to repatriate liberation archives to southern Africa. According to Namhila (2015:173), not much is

known about the involvement of other international organisations, such as the United Nations High Commissioner on Refugees.

The repatriation of the liberation archives signified an essential chapter in the ANC with regard to the restitution of liberation archives. This plays a critical role in the history of the repatriation of the liberation archives. Most of the repatriated archives were photographs. The acquisition of historical photographs is an essential function of an archival institution. Accordingly, most of the photograph collections were of individuals and families of prominent people whose reminiscences epitomised the liberation struggle.

5.3 Approaches used in digitising the liberation archives of the ANC

Digitising the liberation archives required a strategic approach. The ANC digitisation strategy was in accordance with the international standards. The international standard of OAIS was adopted as an appropriate measure to digitise archival materials. According to Adu (2015:230), there are several international standards that were designed for the management of digital preservation; among them are:

- the information and documentation records.
- the reference model for open archival information system.
- the information and documentation records management process.
- metadata records.

The ANC archives management policy served as a guideline in the digitisation of the liberation archives. According to Adu (2015:197), the development of preservation policies is the first step in achieving preservation actions because the short-, medium- or long-term preservation of digital records are driven by policies. The ANC archives management policy was guided by the strategic objective of the ANC to manage archives. The strategy centred on the preservation of important historical records. Furthermore, Adu (2015:197) emphasises that policies are the blueprint that translates into the creation of action plans, guidelines and best practices because liberation archives are a national asset. The purpose of the ANC archives management policy document was to ensure that the ANC had a plan in place to

maintain all of its historical records as found in all its missions. According to Dryden (2012:191), the main opinion of what archive's mission entails, was that it should make its holdings available for use by all and the internet provides many opportunities to achieve this goal. Therefore, the liberation archives of the ANC must be managed as a valuable asset. Appropriate archives management is a vital aspect of maintaining and enhancing the value of this asset. The ANC considers its liberation archives to be a valuable asset to:

- enable stakeholders to find the right information easily and comprehensively.
- support the business, legal, statutory and accountability requirements of the ANC.
- support and document policy formation and administrative decision-making
- protect the interests of the ANC and the rights of employees, clients and present and future stakeholders.
- support and document all the ANC activities, development and achievements.
- provide evidence of business in the context of cultural activity and contribute to the cultural identity and collective memory.

The ANC archives division is mandated by the ANC to be watchdogs of the liberation struggle archives and should ensure their access, use and storage for the benefit of the public. In his study of liberation archives in southern Africa, Garaba (2011:29) states that, in general, formal archives policies exist, but they are standardised at various levels, depending on an institution's collection priorities. The ANC archives also had a policy that provided statements of archives management objectives. The policy also defined responsibilities for ANC archives management, provided the ANC archives management plan and guidelines for managing digitised liberation archives. It is important for organisations to have formal policies to manage digitised liberation archives. Formal policies also serve as binding contracts between organisation and stakeholders. They help set standards to manage liberation archives.

Pickover (2011:31) indicates that policies put in place the framework for the management of records within an archival institution. The policy outlines the types of archives and records needs to be digitised. With regard to liberation archives, it was

also clear that there was no legislation pertaining to the management of liberation archives in South Africa. Those who were interviewed who mentioned the National Archives and Records Management Act (No. 43 of 1996), referred to section 14(5) on the acquisition and management of non-public records, which indicates that the National Archivists, in consultation with the institutions that have custody of such records, shall maintain national registers of non-public records in South Africa which, in his or her opinion, have enduring value. However, the ANC regards their archives as political records. Thus, they were kept at the University of Fort Hare, instead of at the National Archives of South Africa repositories. Clearly, this piece of legislation is not mandatory for private archives. On the necessity of archives legislation, it is gratifying to note that almost all the participants stated that it was necessary to have legislation on the management of political archives. One participant indicated that 'there is a need for cooperation between the National Archives of South Africa and the political organisation to ensure that records with an enduring value of national significance are preserved by the national archives'.

Management support will be essential for any archives management initiatives to succeed within a political institution. It is also for this reason – the involvement of political interest and national pride – that international action is often viewed with some distrust and is seen as interfering with national sovereignty. Regarding the state of archives' services in the ANC, respondents blamed the evident poor state and the lack of records management to control the life cycle of records.

The ANC archives management policy was not informed by the South Africa national legislation framework. Importantly, it is clear that there is a policy on archives that was endorsed by the ANC's Executive Committee. However, the archives management policy, which was also mentioned by one participant, only covers archival materials. It does not cover specific issues about digitisation processes and procedures, but instead, is biased towards education and learning activities, which it covers in detail. Another respondent mentioned that the archives management policy only covers aspects of training. Sigauke and Chabikwa (2012:04) indicate that if strategies for a holistic programme for digitising historical records in the long-term are not clear, it is a crucial obstacle to the success of any local digitisation project.

5.4 Copyright issues on the digitised liberation archives of the ANC

An archives institution comprises the primary source of periodicals, correspondence, minutes, reports and related documents of archives. The ANC possessed archival materials that belong to other organisations for which the ANC negotiated to incorporate such archives into their collection. Unfortunately, the situation as revealed by researcher observations portrays that there are some archival materials that were placed online without the consent of the records creators of the other organisation. Owusu and Kwadzo (2015:3) point out that copyright issues should have been addressed before digitisation started. Lalu et al (2005:69) declare that it is impossible to determine who the author of a specific document is. In addition, even if the author is known, and especially when dealing with the political organisation, the author will not necessarily have the relevant copyright and other intellectual property rights. Some of the MK liberation archives were without provenance and metadata, for example, creators of records, dates. Such archives pose the challenge of infringement of copyright. Abdulazeez, Abimbola and Timothy (2015:4) assert that the right to copy documentation in order to preserve it has not been addressed adequately in most national laws, and if permission for digitisation cannot be obtained, digitisation of such materials should not proceed.

The researcher found that the ANC archivists' practices in making the liberation archives available online were more restrictive than the copyright law envisaged. While this may be due to factors other than copyright, access to the online documents were restricted by this. According to Van Kuyk (2009:76)

> …there is no legislation and no international recommendation or guidance to the effect that repatriated archive be returned or copied as a matter of course and under the suitable protection of existing rights, for use within the former colony or the former occupied territory.

According to Freire (2012:268), the process of clearing the rights situation of work that has been published during the 20th and 21st centuries was extremely difficult to perform. The interviewee from the ANC revealed that Latin America mission records were not digitised out of concern that the copyright did not belong to the ANC and that digitising these collections could lead to legal action. The researcher found that

the ANC archives preferred to select items that were perceived to incur little risk of copyright infringement.

The statistics revealed that there was a higher usage of the ANC liberation archives in 2011. Thirty thousand users accessed the ANC archives website in that year. Steven (2001:382) states that the increasing use of digitisation materials has created legal issues relating to copyright. These are the following:

- The nature of the digitisation of content and its implications for copyright and archives.
- The need to reconsider, an exception to copyright protection in the context of limits, in key international conventions, on the scope available for developing exceptions and defence of copyright protection.
- Aspects of the extension of copyright protection into the digital electronic medium and its impact on the role and function of archives.
- Protection of rights management information and technology.

5.5 Level of skills for digitising liberation archives of the ANC

The fact that liberation archives are historical records imposes a heavy responsibility on those who manage them. The digitised projects required the employment of a qualified archivist with a high level of expertise in all aspects of the care and preservation of archives. Wamukoya and Lowry (2016:158) argue that there is a general lack of expertise in the field of digital records management as organisations invest in purchasing information technology and not in the training staff. The level of skills for digitising liberation archives of the ANC cannot be overemphasised. Professionally, archivists are a contributing factor to providing quality services in archives and, indeed, in any other organisations because they are trained to uphold the tenets, ethics and etiquette of their profession. It was observed that ANC archives projects members had a Higher Diploma in Library and Information Sciences, Programme in Archival Studies, Postgraduate Diploma in Records and archives management qualification in archival science; however, the participants stated that the qualifications curriculum did not include the digitisation process as a

module. The findings revealed that ANC archivists were not specifically trained to use a digitised system. The research finding indicated that even though participants had the educational background, they lacked experience in the use of ICT. Sigauke and Chabikwa (2012:19) observe that it is important to have technical and on-the-job training in order to make a success of the management of digitised records and oversee digitisation programmes over time. The project team lacked the technical skills to process the archival materials. This may be because digitisation is a new challenge, which requires technical skills and knowledge.

The digitisation project team from Multichoice and the Africa Media Online Company had training in various aspects of archival management and some of the members held bachelor's degrees in archival science and library management and bachelor's degrees in science and information systems. Some members completed continuous development programmes in project management. The project team from Multichoice and Africa Media Online had advanced diploma qualifications in information analysis and IT. This was an indication that the project team was composed of staff with appropriate qualifications, skills and knowledge. The need for an appropriate academic background was a prerequisite considering that this formed the basis from which archival skills could be developed.

The majority view that archivists were professionally qualified in the archival field in their areas can be attributed to the fact that digitisation project teams were found to be friendly and helpful by most respondents, a virtue associated with customer care in professional archival studies. For those who believed that the members of staff were not qualified, as well as those who were not sure, the blame may be attributed to the poor archives facilities. ANC archives facilities were dependent on the donation of infrastructure from the Multichoice and Africa Media Online Company. Sigauke and Chabikwa (2012:18) point out that digitisation of archival automation requires considerable funding because hardware and software have to be upgraded frequently at a very high cost to the institution that has no budget and urge strongly for the training and development of archivists.

5.6 Technologies used to digitise the liberation archives of the ANC

Electronic facilities are essential to modern archives. According to Garaba (2012:28), archivists have to keep abreast of new technological developments in order to remain relevant in these changing times. The availability of electronic facilities enables archives to keep abreast of constant advances of new technologies. It also proves their relevance to the younger generation and other users who are heavily addicted to internet and are dependent on electronic resources, rather than print information resources.

Mani (2009:70) states that there has to be an established organisational commitment to invest in equipment and software, and not in the traditional preservation methods to make a success of the digitisation of documents or cultural resources. However, it was not clear from the finding whether the commitment by the ANC is a continuing one, decisions about preservation cannot be deferred in the hope that technological solutions will solve all the problems and improve the standards of preservation.

The ANC ensured the condition and status of the document being converted, the capabilities of the technology for digital conversion and the method by means of which the digital image will be utilised. The project team influenced the ANC's decision to select software that was to be provided with hardware. This ensured that the selected software integrated with the ANC IT infrastructure. The computers and scanners from Multichoice and Africa Media Online would be directly connected to the archives network to allow simultaneous and multi-user access.

Therefore, it was the task of digital archivists to ensure that researchers are adequately accommodated by providing the necessary electronic facilities in the archives. It is also essential for the liberated archives to be available all over the world through technology. Technological obsolescence and the lack of resources were the major threats to the survival of digital records.

One trend identified during visits to the ANC archives was that there was much reliance on donor assistance for the purchase, maintenance and development of the digitisation infrastructure. Africa Media Online and Multichoice were appointed to spearhead the digitisation of the ANC Archives. Sigauke and Chabikwa (2012:04) indicate that digitisation projects are guided by the interests of the donors,

particularly collections of historical records at the expense of the total collection of present and future historical records and archives.

Archivists should strive to keep the liberation heritage of the ANC secure and usable, irrespective of the format, to foster accountability; transparency and protect the rights of all stakeholders. However, it was encouraging to discover that the future priority of the ANC was to manage their digitised liberation archives according to best practices. The collaboration of the ANC with Multichoice and Africa Media Online was strategically a wise decision. The ANC benefited not only from access to all the latest digitising technologies and the necessary equipment, but was also able to build on cooperation with highly multicultural and diverse groups of specialists on digitisation. The Multichoice and Africa Media Online staff members working on the ANC digitised team were specialists in digitisation. The team completed a bachelor's degree in information technology specialising in programming and information management systems.

The digitisation project trend epitomised the shift from physical repositories to the virtual world. According to Garaba (2012:26), the need for archivists to embrace technology in order to remain vital and essential to current and future users, needs no emphasis. More importantly, this trend is evidence that digitisation has attracted significant public and commercial funding in view of a number of digitisation projects in place on African heritage material. The ANC archives are automating their paper-based records in project phases. The ANC archives finding aids were automated, which facilitated access to the liberation archives. The finding aids enable the researchers to find liberation archives easily wherever they are.

5.7 Authenticity of liberation archives during the digitisation process

Managing digitisation archives posed a management challenge for archives in terms of ensuring authenticity of records. Hsu, Lin and Fang (2015) stress that the preservation of digital archives compromising its authenticity and long-term access are fundamental challenges. According to Bunakov, Ivanov and Panin (2014:217), an information entity manifests its value for a consumer through the aspect of authenticity. Archivists face obstacles in trying to maintain authentic, reliable, usable

and trustworthy records as stipulated in the ISO 15489 guidelines. Furthermore, archivists should be familiar with legal, technological and organisational matters.

Digitised records are accessed through machine-readable devices. This storage medium is fragile and transient, and there is no guarantee for the longevity of the hardware and software. There should be skilled staff members to manage liberation archives. The records should be preserved for a long period. This means that there should be an approved archives management policy by organisation to manage such records. According to Bunakov, Ivanov and Panin (2014:226), the digital preservation policies are an important input into the data authenticity model and it should incorporate the idea of the data value, and the need for enhancing it over time.

There should be evidence that records are managed by providing evidence of the integrity of digitised archives through the use of metadata and managing archives for compliance, the use of technology and, especially, the conversion of paper-based to digital records, provided numerous benefits but also raised several legal questions on the trustworthiness of the records.

The evidentiary capacity of a record depends on its reliability and is accorded to it by its form, authorship and control on the procedure of creation (Duranti 1995). The ANC relied on its provenance or history of custodianship to warrant the fact that liberation archives have not been modified, replaced or corrupted and, therefore, must be original.

According to Manago (2011:37), recordkeeping programmes should be created to give assurance of the authenticity and reliability of records and information generated or managed by the organisation. The ANC ensured that a piece of information created should consist of key attributes that would allow an auditor to trace the history of the liberation archives, beginning with its creation. The audit trail enables the following:

- The provision of a history of changes made to a piece of liberation archives.

- The ability to enforce accountability.
- The ability to trace the time and date of digitisation.
- The finding of the archivists who created or processed the archives transaction.
- The place where the information was processed.
- Changes made to the archives over time.
- The organisation's purpose for the information.
- The organisation's application(s) that use(s) the information.

The other concern regarding trustworthiness was the risk that digital content could be modified without a trace. According to Rogers (2015:99), the presence of a signature indicates the agreement of the author with the content of the document and authenticated the transaction recorded in it. The determination of authenticity was based on observations and testimony. A digital signature was important in a digital preservation repository to guarantee the integrity of the liberation archives.

It appears that the ANC archivists did not trust technology to prove the authenticity of their records. It was observed that archivists still tended to rely on traditional heuristics to ensure authenticity, even when they claimed to have put their trust in more technical solutions if required to attest to its authenticity.

The authenticity of digital material depends on the protection of its identity and integrity over time (Duranti 1995). The authenticity of archives should be guaranteed during digitisation process. This was done to prove that digitised archives were reliable, original and not tempered. All physical materials were placed in the ANC archives after digitisation. The digitisation project was used as a safeguard for original documents. This has limited overuse of the records in the archives. The archives will be accessible throughout the world without interference with the physical documents. It was observed that the majority of records in the ANC archives were predominantly photographs. This showed the critical importance that was attached to photograph documentation during the liberation process. As noted by Duranti (2001:15), photo documentation of events as they happen explains the importance of authenticity to events as follows: "the procedural controls on records

creation and maintenance and the continuing reliance of the creator on the products of the refreshing and migration processes are by themselves sufficient to authenticate". This study revealed that the ANC had procedures to check the authenticity of the digital archives and had measures in place to prevent the archives from being corrupted. It was observed that in order to control the authenticity of records effectively, the following measures were put in place:

- The archivist uses file compression technology to yield unique identifiers that record what happens to the files over the periods.
- The archives were compiled according to predetermined standard formats and templates.
- Authenticating records use pre-established methods, depending on the record types and functions.
- Specific people are assigned to access digital records.
- Access to the technology or to parts of it is limited by means of magnetic cards, passwords and fingerprints.

5.8 Accessibility of the digitised liberation archives of the ANC

Archival institutions are mandated to be watchdogs over the liberation struggle archives and should ensure access, use and storage for the benefit of the public (Garaba 2010:249). Archives are provided to ensure that researchers are linked to the wide range of liberation archives and enable the users to have easy and timely access to historical information. Pickover (2014:06) declares that the archives of liberation movements are important political and financial dynamics and their histories and records must be made available for healthy intellectual interrogation and for wider use by the public use. Hence, archives services need to be both responsive and proactive, aiming at satisfying the information needs of the users. To achieve this, it is imperative for archives to provide different services, including the following that would guide the users to the actual information they need.

Morrow and Wotshela (2005:328-329) submit that the ANC records of the exile settlements in Tanzania were transferred to the Fort Hare University Archives in September 1992 for open public perusal. However, the ANC mission offices were

subsequently sent to the ANC headquarters at Luthuli House (formerly Shell House) in Johannesburg. Public access to these archives is now more difficult than ever before (Morrow & Wotshela 2005:328-329), as these archives are more accessible to the ANC management. Wamukoya and Lowry (2016:97) point out that most of the hidden archives serve the interests of the minority ruling political elite.

The participants from the ANC, Multichoice and Africa Media Online were differed in terms of the aspect of restriction of archives with confidentiality and copyright. Associated to respecting the wishes of the donor was the issue of policy decisions by the archives department. The majority of the participants stated that access was limited to persons authorised by the owners as per ANC Archives Management Policy. In some cases, particularly where sensitive material or copies of official papers were concerned, restrictions on access were decided, in consultation with the head of the ANC archives. Ngulube (2006:143) indicates that it would be possible to restrict access to public archives in Africa because of national security, maintenance of public order, public morality and health, safeguarding the revenues of the state or protection of the privacy of living individual. The participants mentioned that issues of confidentiality and copyright were brought to the fore.

The ANC ensured that the wishes of a donor were respected in terms of the archives management policy. In terms of accessing the classified information in the digital information, ANC archives management policy makes provision for the following:

- Access to information and communication technology (ICT), information and classified information will be controlled.
- Access will be dependent on pre-requisites, such as performance of functions and roles, credentials and technology configurations.
- Records of access requests and approvals will be kept in an access register.
- Unique user identifiers (logins or accounts) were used when granting logical access requirements.
- Employees responsible for granting and revoking access will be familiar with the access provisioning and de-provisioning standard operating procedures, and technology configurations. The mobility of employees within all the located roles will be monitored and recorded with an audit trail.

There were forms that were completed by donors that restricted the ANC from publishing such records. Some of the records were limited to specific people, like the executive committee records. Accordingly, recordkeeping reflects power and control. Embargoing archives (making them "off-limits") for particular reasons is evidently a delicate area in the field of archival management.

Researchers were not allowed to access unarranged or unlisted records. Pickover (2014:3) indicates that there are many archival collections that have still not been processed, that need description and that are not accessible. There was a need to appraise such records to ensure that only historical, cultural and scientific records are placed on the electronic environment. The ANC emphasised the importance of metadata on its digital materials. All the unarranged and unlisted liberation archives were not digitised. The project team from the ANC, Multichoice and Africa Media Online state the following reasons for not placing unarranged or unlisted records:

- To ensure that correct information is placed on the websites.
- To ensure that intranet content is useful and meets the needs of the intended audience.
- To ensure that information submitted to the intranet and internet is complete, accurate and relevant.
- To provide management direction regarding organisational information security.
- To ensure that content is useful and meets the needs of the intended audience.
- To ensure that all stakeholders and role players that support and underpin the information security policy have access to well-described sources of information security requirements.
- To ensure support for an information security conscious culture.

The IRMT (1999) states that access provisions of any records and archives legislation should be compatible with any freedom of information or privacy legislation. Liberation archives shall, at all times, be protected against unauthorised

access and tampering to protect their authenticity and reliability as evidence of the liberation activities. The ANC archives ensured that records that could lead to a violation of privacy or regarding which access may or must be justifiably denied in accordance with the policy would be denied. Such archives will be handled in terms of the Promotion of Access to Information Act, No. 2 of 2000. Personal information is managed in terms of the Protection of Personal Information Act of South Africa (No. 4 of 2013).

The use of propriety software and technology platforms by the ANC also automatically limits access to people in the south where bandwidth is a real issue. The language problem was raised because some digitised records were written in foreign languages, which most clients were not comfortable using. Hence, it is preferred that information be made available in English.

5.9 Summary

This chapter provided discussions and interpretations of the findings of the research. The discussions were done in line with the themes of the objectives. The chapter concluded with an interpretation of the findings against the background of the original research problem. The findings revealed that although the members of staff in the archives were reported to have professional qualifications, quality archives service provision could not be assured in the absence of capacity building with regard to digitisation, good buildings, space within the buildings, shelves, seating arrangement for users and electronic facilities.

Archives collections in terms of correspondence, reports, periodicals and other information resources were found to be inadequate, not up to date and of unbalanced subject coverage. Chapter Six presents conclusions on the findings and gives recommendations for further consideration by the relevant authorities, the archives fraternity and other stakeholders.

CHAPTER SIX
CONCLUSION AND RECOMMENDATIONS

6.1 Introduction

Chapter Five provided discussions of the findings of the study. This chapter presents conclusions from the findings and makes recommendations for consideration and possible future action by relevant authorities, the archives institutions and other stakeholders. The chapter further outlines areas for further research. Conclusions and recommendations are made in order to relate the findings and discussions to the research questions. Creswell (2014: 286) points out that in a qualitative study, the researcher suggests possible limitations or weaknesses of the study and makes a recommendation for future research. These limitations answered problems with data collection, unanswered questions by participants and the better selection of purposeful sampling of individuals or sites for the study. The researcher identified the weaknesses and limitations in the study as it was designated, and identified possible practical implications of the results and made recommendations for further research as a follow-up to the present study.

Furthermore, the study was undertaken to explore digitisation strategies for the liberation archives of the ANC. It was hoped that the findings of the study would present empirical evidence that would be useful for the relevant authorities, archives fraternity, other researchers who are looking into doing similar research, and

archives science students in terms of research methods in Africa as well as other developing countries similar to the ANC facing the same problem. Hence, the conclusions and recommendations here are given in line with the objectives of the study.

6.2. Approaches followed by the ANC in identifying and repatriating liberation archives from various countries

The approach followed by the ANC in identifying and repatriating liberation archives from various countries such as international relations was not effective from organisational level. This was because repatriation occurred when the ANC was not in power. As discussed in 2.3.1, the International Convention was limited to international states. However, ANC archives management committees played a crucial role in lobbying for the repatriation of archives from all over the world. The researcher concluded that effective archives management requires archives management committees. Furthermore, there is a need to develop a master register to understand the various categories of records. This confirms what other authors have indicated, namely that there was a need for archive mechanisms to retrieve archives effectively by identifying and filling in the gaps in archival collections that remain incomplete (Namhila 2015:177). However, the process of identifying migrated archives requires networking. Mnjama (2013:29) emphasises that networking with institutions holding migrated archives is essential. It should also be noted that the processing and digitisation of liberation archives in South Africa contributed to capacity building and skills development. Pickover (2007:11) notes that digitisation projects should be located in the country of origin and should be locally controlled and defined.

6.3 Approaches used in digitising the liberation archives of the ANC

It is clear from the study that there was neither a specific approach nor policies on digitisation of liberation archives. The archives management policy was approved by the ANC; however, the policy did not include most of the elements pertaining to the digitisation of liberation archives but just a single line. Digitisation projects should be

informed by the following digitisation elements: high demand for the material. as well as the physical state of material as some material may be at risk of deteriorating or may be unable to be kept in its original format.

6.4 Copyright issues on the digitised liberation archives of the ANC

Pickover (2007:11) states that the sharing of benefits and related intellectual property issues have to be incorporated in digitisation projects. The issue of copyright was not taken into consideration during digitisation. Some non-ANC records were digitised without consultation with other organisation, which led to complaints by other organisations.

There is a need for the ANC to have a disclaimer on all the content stating that all copyright of the liberation archives submitted was to be assigned to the archives to streamline the publication of all information submitted. Such a disclaimer would have provided the archive with full copyright to publish the accompanying materials, such as photographs, on the World Wide Web without having to contact the submitters for their authorisation. Accordingly, it is essential for archivists to understand the laws governing copyright.

6.5 Level of skills for digitising liberation archives of the ANC

Pickover (2007:11) stresses that is of the utmost importance to establish clear mandates regarding how to coordinate, build capacity and transfer skills locally in relation to digital projects, partnerships and collaborations. Collaboration between the ANC, Multichoice and Africa Media Online contributed to the sharing of skills and knowledge. The ANC team benefitted more from the project because they were taught technical skills from the project team. This enabled the team to understand the technical skills pertaining to digitisation.

The staff members should be trained in the management of archives. Continuing education in IT is an essential element in professional development. Training and retraining, staff exchanges, links with similar and related professions, are other

activities professionals undertake to develop themselves. Furthermore, professional development and capacity building contribute to personal development.

The building of adequate capacity must be a priority for the ANC and other organisations. There is a widely recognised need for high-quality resource materials to support capacity building.

6.6 Technologies used to digitise the liberation archives of the ANC

Archives facilities such as digital technologies were found to be satisfactory in the ANC archives. However, electronic facilities such as computers, printers, internet, projectors, scanners, binding machines, photographic equipment, copying machines and CD-ROM were lacking. According to Maele (2003:74), some of the challenges in Africa were the lack of awareness, the lack of understanding of the advantage of IT and the lack of human resources to facilitate the use of IT. Most of the archive equipment was subsidised by Multichoice and Africa Media Online. Pickover (2014:15) indicates that the digitisation of heritage materials is a costly exercise and needs funding and support either from the state or from mainstream and international donors and foundations. The selection of content will be most important. Although digitising processes were reported to have been offered other equally important archives services, including ICT services and special services for the blind, were not offered in the ANC archives services. Archives collections were found to be inadequate and not up to date. However, the members of staff in the ANC archives were found to be professionally qualified and were reasonably experienced.

From the preceding, it is concluded that the quality of archives facilities, services and collections in the ANC is generally below standard. It was observed that little of the available batch-scanning software was user-friendly when asked to depart from the normal office scanning standards. Regarding the lack of electronic facilities in the archives, it is concluded that funds for the procurement of such facilities have been not adequate or not available at all. This conclusion is justified considering the fact that it was clear from the study that the staff in the archives were professionally qualified and experienced. The professionally qualified and experienced members of staff are expected to understand the importance of electronic facilities so well that

when adequate funds are available, they would be able to ensure that electronic facilities are provided in their archives.

6.7 Authenticity of liberation archives during the digitisation process

Although it would be expected that these professionals would be aware of the developments in their profession at all times, the results of the study revealed that most project archivists were not aware of any authenticity of liberation archives. Hence, the fact that most respondents were not aware of current advocacy and lobbying efforts by the archives fraternity is justification for this study to conclude that the authenticity of records should be ensured during the digitisation process.

It was agreed that no image manipulation would be done and, as such, no cropping of the digitised images was performed. The contents need to be scanned to the original size.

6.8 Accessibility of the digitised liberation archives

As already stated in Chapter One and reviewed in Chapter Two, accessibility of the digitised liberation archives is important. The policy can provide guidelines for the organisation to carry out its functions effectively and efficiently and it can ensure adequate financial support and efficient administration according to national standards. The digitised archives can be accessible throughout the world without any boundary. This will ensure that archives are accessible for all categories of the research in an organisation.

It is thus concluded that accessibility of liberation archives was dependent on the quality of digitised liberation archives. The full metadata of the liberation archives enables access to archives. The full description of archives enables a researcher to access archives on a website. The ANC had inventories, which can enable a researcher to access specific archives. Ngulube (2006:143) states that there is no use knowing about the existence of archives if physical, intellectual and bibliographic barriers prevent access to them. Records populated with metadata enable a researcher to access archives materials. According to McCausland (2011:313), larger archival institutions have made significant progress in the transition towards

online access, from initial efforts to place finding aids online to providing access to the results of major projects to digitise high-use high-demand physical records. It is also concluded that to improve the accessibility of archives, the full metadata of archives is required. The quality of archives facilities, services and collections in the ANC is necessary. Archives management policy plays an important role in the development of national memory.

6.9 Recommendations

Based on the findings of the study, the following are the recommendations made:

6.9.1 Approach followed by the ANC in identifying and repatriating liberation archives from various countries

The repatriation of the liberation archives is ongoing because of various records that have not yet been repatriated to South Africa. Mnjama (2013:20) indicates the importance of understanding the various categories of records that might be considered under archival claims. The ANC Archives Advisory Committee should prioritise the list of archives to be acquired based on gap analysis. The overall picture is that the liberation struggle was a global event as records were created in different parts of the world. The records created were of a varied nature as the medium used to capture the record exists in a variety of forms, with the majority of the records being photographs.

The research results clearly indicate that there is a need for an appropriate approach in the ANC to ensure that all collections throughout the world are repatriated in South Africa. Mnjama (2011:29) states that decisive steps should be taken to obtain copies of the records held outside their national boundaries. The ANC and other organisations should follow international standards to repatriate all the archives throughout the world. The objective of the standard is to provide implementation guidelines for the processes and policies for converting hard copies to digital format. The digitisation of paper records enables the immediate and long-term accessibility and preservation of the liberation archives.

The ANC should strengthen its international affairs department to forge bilateral relations with other countries. Mnjama (2013:31) emphasises the issue of addressing migrated archives through bilateral agreements. This may lead to an increase in the repatriation of archives.

The ANC should forge a partnership with other liberation organisations in southern Africa to ensure that all liberation archives are identified and repatriated to the countries concerned. Saurombe (2016:16) emphasises that collaboration with other institutions or individuals can also play a positive role in raising awareness about archives. For any digitisation collaborative project to be successful, various parties should understand their roles and responsibilities to all parties. According to Pickover (2007:12), partnerships must not only deal with content, but must also tackle issues of governance, the establishment of principles to guide partnerships and the need to determine the extent to which trade-offs can be made in such partnerships. Pickover (2007:12) further indicates that partnership should be guided by the following:

- The ability to share knowledge without being exploited.
- There should be clear benefits to establishing partnerships and partnerships should favour both parties.
- Institutional and national policy frameworks need to guide partnerships.
- Transparency and equity in partnerships are pivotal.
- Seeking funding should be a joint initiative with a joint mandate.
- The project needs to be clearly defined and should have limited production targets.
- Written agreements must be reached on how knowledge is used and how profits will be shared.
- Preservation and protection of the original physical materials used should be a component of international partnerships and should assist in building African repositories and promoting visits to their facilities.
- Where extra-regional relationships are embarked upon, there are national mechanisms in place to guarantee that there are equal partnerships.

6.9.2 Approaches used in digitising the liberation archives

The ANC archives should collaborate with other liberation movements like the PAC, AZAPO and other BCM to push for a policy on the management of the liberation archives in South Africa. Hallam-Smith (2003:36) asserts that archives should not overlook collaboration because such strategies provide institutions with a chance to link their holdings with the people. The digitised project highlighted the need for the profession to work closely with different parts of the organisation.

The South African government should make an effort to ensure that liberation archives are documented and digitised. This requires collaboration between all stakeholders. Mnjama (2013:29) advocates that collaboration with local researchers, research institutes and national archives may result in the identification of gaps in the holdings as well as in unearthing the collection. The need for greater state involvement in the management of private archives cannot be overstated and, once clarified, this involvement will eliminate unhealthy competition between different archives over precious or important records and go a long way in addressing problems in some of the institutions surveyed.

6.9.3 Copyright on the digitised liberation archives

There is a need for the ANC and other organisation to develop a policy on copyright to ensure that all digitised records are authorised. This view is supported by Mnjama (2013:28) who indicates that copyright issues and ethical reflection on archives must be addressed. All liberation archives, irrespective of format (paper based or electronic) created in or received by employees or independent contractors, should be treated as the property of the ANC and are subject to its overall control. Furthermore, all records received by the ANC should be guided by the copyright rules as developed by the ANC. There is a need to raise awareness on copyright issues affecting archives. There is also a further need for the ANC archives and other institutions to examine their copyright practices in order to ensure that they are not inappropriately invoking copyright in ways that compromise their mission to make their holdings available.

6.9.4 Level of skills for digitising liberation archives

The ANC should assess the level of skills of employees that embarked on digitising liberation archives. According to Moulaison and Corrado (2014:56), the categories of human resources skills needed for digital preservation can be grouped into three areas: technical (system), metadata and categorical and collection specialist. It appears that the ANC has not been serious enough to push for the assessment of skills for staff processing liberation archives. The reasons given were that the ANC did not have a skills development plan. The digitisation project relied on skills from the private sectors; Multichoice and Africa Media Online. When an organisation relied on external stakeholders, it led to project delays. This has also impacted on the sustainability of the project. It is therefore recommended that the organisation should develop an internal capacity project for the continuity of the digitisation project. It was costly for the ANC to rely on external funders. The ANC archives can progress from providing access to its liberation access to creating enriching cultural and educational experiences for people from around the world.

Importantly, archival science curriculum development in South Africa should include digitisation as a module. According to (Bastian, Harvey, Mahard & Plum 2010:243), the practice of preservation needs to move from their traditional association with physical objects to accommodate the challenge of digital information. This means that digital archives education is central to both the archival and preservation disciplines.

It was proven during the digitisation project that ANC archivists lacked the technical knowledge to manage archival records. According to Garaba (2012:29), the ANC does not have the capacity to cope with ever-changing technologies, due to a lack of staff qualified in ICT to work in archival institution. There is a need to benchmark the management of archives with the best practices. Archival institutions should collaborate and partner with other organisation on capacity building. Furthermore, there should be an exchange programme between institutions to ensure that archivists learn from other counterparts. This will contribute to the development of archives in South Africa and all over the world.

The lesson learnt in the absence of professional archives input pertains to the risks associated with the outsourcing of key information tasks to staff who are not trained in archives and records management. The transforming effects of technology on archives have challenged the archivists and records management profession to a large extent.

Archivists should be trained to function effectively as information managers who should be conversant with the global trends in the digitisation of archives. According to Garaba (2012:29), the archivists of the future will be recruited from the school of ICT. There should also be an increase in the level of funding of staff training for the organisation and training programmes should be designed to enable staff to gain ICT skills. Archives management training should be tailored towards developing ICT skills in professionals, in addition to exposing the employee to the practical aspects of the professional skills.

Consideration should be given to selecting personnel who are properly qualified in digitisation. Personnel with appropriate skills and knowledge should be selected. The ANC should employ archivists with adequate technical knowledge of management of digital systems and should attract, recruit and retain archivists with ICT skills. There should be a plan to ensure continuous development of staff in the management of archives. Public/private partnerships should be encouraged in the archives to ensure that staff members are skilled with appropriate skills and knowledge.

6.9.5 Technologies used to digitise the liberation archives

Electronic facilities and services are essential in the archives that users can utilise. Ezema (2011) questions the capacity of repositories in Africa to sustain their digital repositories. The youth generation is characterised by their addiction to seek information using technologies such as the internet, YouTube, podcasts, blog platforms, radio, television, cellphones and other electronic information facilities and resources. The digital archives of the liberation archives displayed on the ANC's website could benefit much from employing elements of interactivity and participation.

Archivists should ensure that electronic facilities are provided in the archives to provide inclusive services and remain relevant in today's challenges of information provision and dissemination. Adu (2015:187) asserts that one of the compelling problems in the digital preservation depends on infrastructure. However, archivists must avoid accepting any ICT donation, which will lead to the theft of digital archives. Mnjama (2011:19) argues that due to the increasing use of ICT, the danger exists that African archival institutions will accept any kind of digital copying projects that come from Europe.

Archives services such as ICT services, special services for the blind and services for people with other physical disabilities are essential for liberation archives; hence, archivists should ensure that these services are provided in their archives. According to Sraku-Lartey (2006:189), one of the critical factors necessary for success in managing and sustaining, any project is the capacity to provide technical support whenever needed. Archives should be an attractive, welcoming and enjoyable place for all users and archivists should ensure that the archives acquired are in both print and electronic format and balanced to cater for all kinds of users.

Archivists considered technological obsolescence and lack of resources as the major threats to the survival of digital records. Garaba (2011:28) states that the major threats to the survival of digital records are technological obsolescence and lack of resources. This largely explained why donor assistance was sought, as evidenced by the donor-funded state-of-the-art equipment to build up the digitisation infrastructure observed in ANC archives. Due to the impact of technology, the records and archives profession is in a state of transition, which suggests that archivists should have a career-long commitment to updating their knowledge and skills (National Archives of Australia 2009). Training is essential in the management of digital information because there are very few experts in this field, which threatens our archival heritage. There is a need to expand the information technology team within the archives management unit. Archivists should be trained in ICT skills to ensure that they manage digitisation records effectively. Technological obsolescence and a lack of resources were considered by archivists as constituting the major threats to the survival of digital records. It was clear that a major investment in technology would be required to provide the capabilities needed to support mass

digitisation of collection materials. It also requires attention to the financial costs for not managing records properly the first time. Networking through collaboration with professional associations, regional and international bodies could go a long way in fostering professional practice.

6.9.6 Authenticity of liberation archives during the digitisation process

The ANC should ensure that all digitised liberation archives are authorised before digitisation. There is no reason for the archivists to modify records and contents before digitisation. The ANC archivists should forbid anybody to modify any records accidentally or intentionally and they managed and maintained a trusted preservation archives system. The ANC should develop and implement policies and procedures that control the creation, receipt, transmission, maintenance and disposition of records to ensure that records creators are authorised and identified and that the archives are protected against unauthorised additions, deletions, alterations, use and concealment.

Examining the authenticity of liberation archives will ensure that the ANC digitised only materials belonging to the ANC or the associate organisations. It is recommended that a plan should be put in place to digitise only materials belonging to the ANC. The ANC digitisation costs highlight the cost implications of working on digitisation projects where user-contributed data need to be verified for authenticity and credibility. According to Kastenhofer (2015:169), an archive will never be full of completely authentic records and users will never be sure that what the records are looking at, are what they purport to be.

A record should not be considered as authentic just because it is in an archive. The liberation archives were repatriated from all over the world. Appraisal, arrangement and description were not done in the mission countries. Archives are supposed to be labelled according to the extent to which the document is assumed to be authentic. The project archivists just arranged and described the records without any reference to the creators of the records (mission offices). According to Kastenhofer (2015:177), archivists do not have absolute power over authenticity. Archivists only received the

end products of a record. The archivists were not involved in the creation and maintenance of specific records.

6.9.7 Accessibility of the digitised liberation archives

There is a need to establish a platform to build and expand space to increase access to an archive for users. This will require the archives staff to develop mechanisms to market the archives product. Ngulube (1999:19) stresses that challenges such as low level of awareness and lack of recognition by authorities can be dealt with by marketing the archival services. It is therefore recommended that the ANC should take full responsibility for ensuring that funds are made available to market the archives all over the world. It is also recommended that access to server rooms and storage areas for electronic records media should be managed with key card access and authorised access.

6.9.8 Lessons learnt

A number of valuable lessons have been learnt from the ANC digitisation project. It is important to note that digitisation project requires collaboration with various stakeholders. Collaboration between archives can offer economies of scale in digitisation and digital curation. The lessons learnt on the benefits of digitisation of the ANC archives include the following:

- The effective utilisation of archives is one of the most important management activities in developing digital content and establishing digital archives.
- When embarking on digitisation, an organisation should prioritise high demand records.
- The ability to enhance digital images in terms of size and sharpness is important.
- The potential to preserve originals while presenting surrogates in more accessible forms is essential.
- Integration of different media (images, sounds, video, etc.) is recommended.
- Reducing the burden or cost of delivery during the planning stage is necessary.

6.10 Areas for further research

This study explored the digitisation strategies for the liberation archives of the ANC. In doing this, the study aimed to produce empirical evidence to explain the appropriate strategies for the digitisation of liberation archives and the importance of legislation in the provision of archives services in South Africa and in other countries under similar conditions. It was proved that strategies are necessary if there is a need to digitise archival collections. However, in this same vein, there is a need to carry out further investigations to ascertain whether there is empirical evidence to prove positive developments in neighbouring countries where digitisation projects were initiated. For instance, a study can be undertaken to investigate the status of liberation archives in other southern African countries. There is also a need to investigate the procedures followed by other organisation in digitising their archives. The current study can be extended to other liberation movements. This is an important study that opens wider research possibilities on archives of other liberation movements throughout the world.

6.11 Conclusion

Ormrod (2014:329) indicates that any research report should end by bringing closure to the interpretation of data. This study has provided empirical evidence indicating of the importance of strategies for digitising liberation archives. It was clear from the results that appropriate strategies enable the effective digitisation of the ANC liberation archives. The appropriate strategy can enhance the provision of archives services, increase government funding to digitisation projects, increase donor support for archives programme and help in the establishment of a records and archives management programme.

The absence of digitisation strategies contributed to the ineffective digitisation programme. The ANC archives management policy has contributed to a large extent to the effective services and collections in archives. Major institutions providing archives services, such as the National Archives of South Africa, have performed below standard due to a lack of mandatory legislation on digitisation, as their roles in

carrying out such functions have not been clearly defined or extended to the private sector. It is, therefore, necessary that legislation on management of national liberation be passed in South Africa as soon as possible. The archives fraternity can seek other avenues such as private motions of members of parliament to push for the enactment of national liberation service legislation.

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ANNEXURE A: ANC MISSIONS

Countries	Cities	Period
AFRICA		
Algeria	Algiers	1962 - 1993
Angola	Luanda	1975 - 1995
Botswana	Gaborone	1984 - 1994
Egypt	Cairo	1964 - 1994
Ethiopia	Addis Ababa	1980 - 1995
Ghana	Accra	1960/1961 - 1989
Kenya	Nairobi	1987 - 1994
Lesotho	Maseru	1975 - 1994
Libya	Tripoli	1987 - 1994
Madagascar	Antananarivo	Early 1980s - 1994
Morocco	Rabat	1962- ?
Mozambique	Maputo	1975 - 1995
Namibia	Windhoek	1990 - 194
Nigeria	Lagos	1976 - 1994
Senegal	Dakar	1975/1976 - 1994
Swaziland	Mbabane	1976 - 1994
Tanzania	Dar-Es-Salaam/ Morogoro	1962 - 1995
Uganda	Kampala	August 1989 - 1992
Zambia	Lusaka	1964 - 1993
Zimbabwe	Harare	1980- 1994

AMERICAS		
Canada	Ottawa	1969 - 1994
Cuba	Havana	December 1978 - 1994
United States	New York	1974 - 1994
United States	Washington	1989 - 1994
ASIA & PACIFIC		
Australia & Pacific	Sydney	Jan 1984 – Jan 1993
India	New Delhi	1967 – 1996
Japan	Tokyo	May 1988 – May 1994
Malaysia	Kuala Lumpur	1991 - 1995
EUROPE		
Belgium	Brussels	1981 - 1994
Denmark	Copenhagen	Jan 1985 – May 1994
Finland	Helsinki	October 1988 – July 1993
France	Paris	1981 - 1994
Germany & Austria	Bonn	Jan 1984 – January 1993
Germany (East)	Berlin	November 1978 – 1989/90
Hungry	Budapest	Existed in 1990 - 1994
Italy	Rome	1972 - 1994
Netherlands	Amsterdam	1988 - 1994
Norway	Oslo	1970s - 1992
Romania	Bucharest	1982 - 1992
Spain	Madrid	1987/ 88 - 1994
Sweden	Stockholm	1977/78 - 1994

UK Ireland	Belfast	--
United Kingdom	London	1960 - 1995
USSR	Moscow	1987 - 1994

Sources: Pfister (2003:52)

The ANC did not have a permanent mission between 1960 to 1990. There were 44 Missions of the ANC.

ANNEXURE B INTERVIEW SCHEDULE

Interview schedule to gather information in the ANC

The ANC Archivists

Dear participant

I am a student at the University of South Africa studying for a MA in Information Studies. For my thesis, I am conducting a study entitled, **an exploration of the digitisation strategies of the liberation archives of the African National Congress (ANC) in South Africa** under the supervision of Associate Professor Mpho Ngoepe.

The purpose of this study was to explore strategies adopted by the ANC in digitising liberation archival materials with the view of capturing lessons learnt. The study will gather data on strategies and policies on digitisation of the ANC archives, access, authenticity, copyright issues, and capacity building and information technology used during digitisation. Thus, I would gladly appreciate if you could spare a few minutes of your valuable time to answer as carefully and completely as possible all the questions in this questionnaire. Please, be rest assured that all your responses will be kept confidential and only used for the purpose of this research. Data will be presented only in aggregate; responses will not be attributed to particular respondents or organizations and data will be used for this study only.

A. REPATRIATION OF THE ANC LIBERATION ARCHIVES

1. How did the ANC identify its liberation archives which were scattered all over the world?--.

2. What was the process of repatriation of archives from all over the world? --

3. What were the challenges of repatriating the archives? ---

B. STRATEGIES/POLICIES FOR DIGITISATION OF THE ANC LIBERATION ARCHIVES

4. Did you have a policy specifying the following?

   ✓ The general policy position on records of the ANC liberation movement
   ✓ b) Who is responsible for managing the ANC liberation movement records?
      _____
   ✓ c) Training and recruitment of qualified staff   ………………**Yes [　] No [　]**
   ✓ d) Microfilm liberation movement record…..……………… **Yes [　]　No [　]**

✓ e) Digitization of the liberation movement record……………………….. **Yes [   ]**

No [   ]

✓ f) To requests from scholars, other institutions etc……….… **Yes [   ] No [   ]**

✓ If "**No**", what are you future plans?

----

5. Does your institution have a standards for archives relating to liberation movements in their management with regard to:

✓ a) storage…………………………………………**Yes [   ]**   **No [   ]**

✓ b) preservation……………………………………**Yes [   ]**   **No [   ]**

✓ c) access……………………………………..**Yes [   ]**   **No [   ]**

6. If your answer is "**Yes**", please list the standards you comply with as given below:

a) National --

----

b) Regional ---

----

c) International --

----

7. Does your institution have any agreed standards or guidelines for the long-term preservation of digital records pertaining to liberation movements? ... **Yes [   ]**

No [   ]

If "**Yes**", is there any documentation?

a) Website--

b) Publication--

c) Other, please explain--

C. COPYRIGHT ISSUES

---

8. How does the ANC handle a copyright issue during digitisation? -----------------------
----

----

9. What considerations are given for issues related to a reproduction and copyright of digitised historical records? ---
----

D. AUTHENTICITY

---

10. How did you ensure that the ANC liberation records archived digitally were valid and authentic?

----

11. What restrictions are in place for the ANC liberation archives if anyone would like to access them?

----

 12. Does the ANC have guidelines for identifying requirements to make records of liberation movements accessible? …………………………………**Yes [   ] No [   ]**

13. Are liberation movement archives currently open to use? ....**Yes [   ] No [   ]**

If "**No**", please explain --

----

14. Are users made aware of their access rights and responsibility to comply with the policies and regulations of your archival institution? .... **Yes [   ] No [   ]**

15. What are some of the obstacles you are faced with to the use of your liberation movement archives?

a)	Physically	locating [ ] them…………………………………………………

b)	Lack	of	finding [ ] aids……………………………………………………

c) Necessary equipment not available (microfilm readers for [   ] example)……

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e)   Processing [   ]

backlog…………………………………………….........

f) Other, please specify:

F. DIGITISATION TECHNOLOGY

16. What digitisation software and hardware was use by the ANC to digitise selected historical records? --
----

G. CAPACITY BUILDING

17. Were records managers and archivist staff at the ANC competent with the skills and knowledge to effectively carry out a digitisation programme?

If yes elaborate your skills ---
----

18. Are there any digital materials in your holdings pertaining to liberation movements for which you lack the technical capacity to read and access? ....

Yes [ ]   No [ ]

If "**Yes**", please give details ---

Name: _____   Title:

_____

Phone: _____

E-mail:_____

Thank you very much for your time.