

Local and Family History Services in the UK and USA

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Contents

Contents.....	2
EXECUTIVE SUMMARY	5
ACKNOWLEDGEMENTS.....	6
1 INTRODUCTION	8
2 BACKGROUND	10
3 PROGRAM	13
3.1 Study Tour Aim.....	13
3.2 Study Tour Scope	13
3.3 Communication.....	15
4 EFFECTIVE PROGRAMS.....	16
4.1 Storytelling.....	17
4.2 Digitisation	18
4.3 Content Curating.....	20
4.4 Collection Building	21
4.5 Community Engagement	22
4.6 Partnerships	23
5 FIRST WORLD WAR CENTENARY	26
5.1 Australia	26
5.2 New Zealand	27
5.3 United Kingdom	27
5.4 Europe.....	28
5.5 United States of America	28
6 FUTURE TRENDS.....	29
6.1 Genealogy Industry	29
6.2 Entertainment Value.....	30
6.3 DNA.....	30
6.4 Technology.....	31
6.5 Mobile Internet /Apps	31
6.6 QR Codes.....	32

6.7	Smart Matching.....	32
6.8	Gaming and Virtual Technology.....	32
6.9	Content Creation and Crowdsourcing	33
6.10	Collaboration.....	33
6.11	Conference Live Satellite Streaming	34
6.12	Genealogy Tourism and Conferencing at Sea	34
7	OPPORTUNITIES	36
7.1	Community Engagement	36
7.2	Skilled Staff.....	36
7.3	Services for the Newbie Genie.....	37
7.4	Online Tools and Social Media for Content Creation.....	37
7.5	Partnerships	39
7.6	External Funding	39
7.7	Significant Events	40
7.8	Share Content	40
7.9	E-Resources.....	40
7.10	Special Interest Groups.....	41
7.11	Affiliated Library for FamilySearch.....	41
7.12	Collection Management.....	41
	Collection Building.....	41
	Archiving and Creating Community Collections.....	42
	Collection Access.....	42
	Collection Care	42
	E-Books.....	43
7.13	Increased Aged Population	43
7.14	Volunteer Projects	43
7.15	National Broadband Opportunities.....	44
8	LOCAL AND FAMILY HISTORY SERVICES AT YPRL	45
9	CONCLUSIONS	46
10	RECOMMENDATIONS.....	46
	REFERENCES.....	47

APPENDIX A - LIBRARIES	65
British Library; London and Colindale, North London, UK.....	65
Camden Local Studies and Archives Centre; Holborn, London, UK.....	68
Guildhall Library; London, UK.....	70
Kensington Central Library (Public library); Kensington, London, UK	71
Norfolk Heritage Centre at Norfolk Library; Norwich, UK	73
Allen County Public Library; Fort Wayne, Indiana, USA	76
New York Public Library; New York, New York, USA	80
APPENDIX B - SOCIETIES AND ARCHIVES	84
Institute of Heraldic and Genealogical Studies; Canterbury, UK.....	84
London Metropolitan Archives; London, UK	85
Society of Genealogists; London, UK.....	86
The National Archives, Kew, Richmond, UK	88
Westminster City Archives; Westminster, London, UK	89
Fort Wayne Historical Society; Fort Wayne, Indiana, USA	93
Internet Archive; San Francisco, California, USA.....	95
National Archives at New York City; New York, New York, USA	97
APPENDIX C - OTHER RESOURCES AND FACILITIES.....	99
Imperial War Museum; London, UK	99
FamilySearch; Salt Lake City, Utah, USA.....	100
APPENDIX D - CONFERENCES.....	103
<i>Who Do You Think You Are? Live 2013</i> ; Olympia, London UK.....	103
<i>RootsTech 2013</i> ; Salt Lake City, Utah, USA.....	104

EXECUTIVE SUMMARY

Family history and genealogy is one of the most popular hobbies around the world. It is purported to be the second biggest subject on the Internet with sites receiving billions of hits per year. After family, the public library is often the first port of call for the research journey. Local and family history services have increasingly been recognised as vital services within public libraries. The connection of people and information is a key role for libraries, as is fostering lifelong learning.

Local history is the building block for larger regional and national histories. Local history collections preserve records of the past and help describe a community. Public libraries have a role in the community to preserve, maintain and provide access to unique local history collections. Collections need to be accessible, well curated and easy to use and understand.

Extracting the story from the records in collections is an important element. Stories are the links that connect a person to a unique place or time. Storytelling is the central factor in the delivery of effective programs by leading international libraries and archives.

Future trends are driven by a growing multi-billion dollar worldwide genealogy industry and increased entertainment value via popular television programs. These include changes in technology, Internet access via mobile devices using social media, online tools or apps, DNA and Smart Match technology, QR codes, gaming and virtual technology, content creation and crowd sourcing, collaboration, conference live satellite streaming and genealogy tourism.

Engaging the community remains a key component for local and family history services. Opportunities for Victoria's public libraries include a focus on services which particularly assist novice family history researchers. Public libraries need to take advantage of online tools and social media for content creation, create and maintain partnerships, seek external funding opportunities, recognise significant events, share content and freely make available other resources, particularly subscription based e-resources.

The First World War Centenary (2014–18) will have widespread focus and is an opportunity for public libraries to highlight relevant stories and resources within their collections and to assist researchers to discover the stories of their military and home front relatives.

There are also opportunities for public libraries to establish special interest groups in addition to genealogy groups, such as writing groups for family history. Libraries can also become affiliated libraries for FamilySearch providing additional access to records and collections held by FamilySearch. Collection building, including the option to archive community collections as well as collection care and access, should be a priority. Further opportunities include a focus on the increased aged population or seniors sector, and establishing and managing volunteer projects with capable and interested participants. The National Broadband Network will also provide opportunities for online learning and access to increased digitised content.

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Local and Family History Services in the UK and USA

1 INTRODUCTION

Local and family history services have increasingly been recognised as vital services in public libraries. The connection of people and information is a key role for libraries, as is our role in fostering lifelong learning.

Traditionally and importantly, the main focus of these services has been the maintenance of, and access to collections to support the needs of researchers.

Local history is the building block for larger regional and national histories. Public libraries usually collect for the immediate past and present geographic boundary of the area in which the library is located. Providing access to information about a local area fosters a sense of place for the local community (Yarra Plenty Regional Library 2011).

Local history collections preserve records of the past and help describe a community. Collections become more valued and significant as time goes by. Growing populations and rapid urban development can create a physical change in the landscape overnight.

Public libraries have a role in the community to preserve, maintain and provide access to unique local history collections. There is specialised and valuable local material in secure public library collections that is not readily available elsewhere.

Family history and genealogy is one of the most popular hobbies around the world. It is purported to be the second biggest subject on the Internet with sites receiving billions of hits per year (The Australasian Federation of Family History Organisations 2012). A major industry is being built. Ancestry.com (2012), the world's largest online genealogy resource was sold in November 2012 at US\$32 a share, valuing the company at US\$1.6 billion.

Internationally, the study of genealogy or family history is regarded fairly synonymous in meaning. Technically genealogy is seen as the study of an individual's ancestry and relationships. Family history describes the family's activities and how they lived and will usually be based on an individual's ancestry and other sources (Pidgeon 2013a).

There are a myriad of reasons why people decide to research their family history. Practical reasons include recording or verifying family stories, locating birth parents, documenting a community history by documenting the families who influenced the community, as well as preserving family

traditions and culture or to reconnect with living relatives. Philosophical reasons include finding out from where a person's heritage and character originated; 'where did I come from?' And 'who am I?' It is argued that to move forward, a person needs to know from where they came. To feel connected makes you part of the bigger story (GenealogyInTime Magazine 2013a).

After family, the public library is often the first port of call for the research journey. Public libraries provide free access to e-resources such as Ancestry.com and findmypast. Genealogy e-resources are consistently the most used subscription sites. Public libraries are bearing the impact of the world wide motivation of people to research their family history.

It is a natural fit then that public libraries provide resources and programs to cater for this need. Local and family history services in public libraries still rely on significant collections. Services also extend to provision and access to electronic resources, digitised access to hard copy collections, programs including guest and expert speakers, specialist groups and advice. It has been suggested that the most visited page on a library website is the one providing advice on the library's local and family history services. With worldwide content being updated on a daily basis, there has never been a better time for people to undertake local and family history research.

2 BACKGROUND

Galleries, Libraries, Archives and Museums, or the GLAM sector, all play a role in preserving heritage collections.

Victorian public libraries maintain and make accessible unique collections pertaining to the local area. These may include books, photographs, maps, local government reports, council minutes, community newsletters, newspapers, school year books, rate books, cemetery registers, school registers and more.

Organisations such as the National Library of Australia (NLA), State Library of Victoria (SLV), and the Royal Historical Society of Victoria (RHSV) including a vast array of local history groups have also played a role in preserving Victoria's history; for example, the RHSV's Heritage Register includes forms submitted nearly a century ago from members of the community outlining biographical information about people who arrived, settled or were born in Victoria prior to 1900 (Hunt 2013). Other organisations such as the Genealogical Society of Victoria (GSV) and the Australian Institute of Genealogical Studies (AIGS) promote and encourage the study of genealogy and family history and heraldry and maintain research and reference libraries to support their members.

Between 1985 and 1991, the Biggest Family Album in Australia Collection was undertaken by Museum Victoria (n.d.). It resulted in a collection of more than 9,000 photographs from rural and regional Victoria dating from the 1890s to the 1940s.

In September 2000 the National Library of Australia (n.d.) launched Picture Australia online. At the time, it was considered a unique and ground breaking service, bringing together digitised images from cultural heritage collections around Australia.

In 2001 a Directory of Local History Collections in Victorian Public Libraries was compiled as part of a state-wide Public Library Development Project. This ultimately led to the establishment of Picture Victoria. Libraries were encouraged to partner with their local history groups to digitise and place online historical photographs from their collections. Picture Victoria subsequently became a contributor to Picture Australia which has since been merged with Trove. Over 12,500 images from the Picture Victoria project can be accessed (*Trove Search results for 'nuc:VPIC'* 2013).

In 2006 Memory Victoria was established as a state-wide public library development project funded by the Library Board of Victoria. The objectives of the project were to undertake assessment, conservation and preservation of Victorian public libraries' local history collections and to conduct a state-wide tour showcasing items of historical significance from public library collections (Wacek 2006).

In early 2007 the Australian Newspapers Digitisation Program was launched. The National Library of Australia, in collaboration with State and Territory libraries, began a program to digitise Australian newspapers for access and preservation purposes. In July 2008 the National Library of Australia launched its Beta Australian Newspapers service (Pidgeon 2008). There was an early commitment to digitise Victoria's newspapers and make them publicly available via this service (now Trove). As part of the Statewide Public Library Development Projects, funded by the Library Board of Victoria, many Victorian nineteenth century and early twentieth century newspapers, and the majority of Victorian newspapers published during the First World War have been digitised and made accessible. The State Library of New South Wales (2013) is now also supporting the digitisation of NSW newspapers published during the First World War, to be available on Trove for the centenary of the war.

By May 2009 Trove had been launched as a resource for information about Australians for Australians. It includes digitised newspapers from 1803-1954, *The Australian Women's Weekly* to 1982, journals, articles and datasets, books, pictures, photos, objects, music sound and video, maps, diaries, letters and archives, archived websites, people and organisations and lists. This site continues to grow and has become the major online resource for Australian history.

In May 2011 the conference *A Sense of place: local studies in Australia and New Zealand* was held at the State Library of NSW. It was the first national conference focused on local studies in public libraries to be held since 1999.

The Ministerial Advisory Council for Public Libraries was re-established in August 2011. It is undertaking a two year review of Victorian public libraries with a commitment to the development of a future focused strategic plan for Victorian public libraries. The Stage 1 report and Stage 2 discussion paper released in February 2013 suggest the implementation of a number of state-wide initiatives which directly impact local history collections in particular. This includes developing a common digitisation platform for local history and heritage material (Ministerial Advisory Council on Public Libraries 2013).

The National Trust Heritage Festival was relaunched in 2011. Described as a 'national celebration of our unique built, natural and cultural heritage' (National Trust 2013a), it is a program of events, including talks, tours and exhibitions, held April and May annually, and is promoted via a website, a free printed publication and smartphone app. A call for the registration for events is made in September through October of each year. The 2013 Victorian program included events by six library services (National Trust 2013b).

The Australasian Federation of Family History Organisations (2012) is behind National Family History Week, which for the first time in 2013 was trialled as a month. This proved so successful that the month long event will continue in 2014 (confirmed in an email 23 August 2013 by Shauna Hicks, NFHM Convenor). They also facilitate a major genealogy congress conference every three years (The Australasian Federation of Family History Organisations 2004).

The RHSV's history week is held annually each October. It is supported by an independent website where events are registered and a postcard marketing program. This is typically an avenue for local history groups to promote Victoria's history and also another opportunity for public libraries to become involved, perhaps partnering with a local history organisation via displays or talks (Royal Historical Society of Victoria 2013).

In April 2013 the Federal Government initiated the Anzac Centenary Local Grants Program. It is designed to assist and encourage communities across Australia to undertake their own Anzac Centenary projects that commemorate the service and sacrifice of Australian servicemen and women in the First World War (Department of Veterans' Affairs 2013). Other funding, such as that from the State Government is also expected to be available.

In early July 2013 Victorian public libraries were invited to pilot the SLV initiative Branching Out: An Introduction to Family History, a new online learning course (email from Debra Rosenfeldt 28 June 2013).

There has been major growth in the availability of online resources for genealogy research with commercial vendors providing e-resources for public library subscription. In June 2013, notification was received by Yarra Plenty Regional Library of new genealogy e-resources available for library subscription offered by Digital Educations Services including the News Vault (UK) Newspaper Package and World Vital Records. There has also been major growth of brightsolid's findmypast (Australian, United Kingdom and Ireland) packages and British Newspapers Archive. Ancestry Library Edition is available in most, if not all, Victorian public libraries. ProQuest (2013) describe it as 'the world's most popular consumer online genealogy resource.'

Volunteers at local and family history groups throughout the state are gathering and copying local records, transcribing and indexing and in many cases making these records available via CD or online. The Geelong and District website voluntarily managed by genealogist Susie Zada (2013) is an excellent example of records being brought together and made accessible and in many cases searchable online.

Libraries are also playing a role in meeting the needs of an increasingly diverse multicultural community keen to explore their family history. There is a need to document these communities within local history collections. In addition, we have people in our communities described as the 'Stolen Generation' and nearly 500,000 'Forgotten Australians,' institutionalised, white children from the UK (ABC News 2009), who are also looking for assistance in researching their family history.

An increasing aged population includes an estimated almost doubling of the population aged over 65 from 1990 to 2050. This is primarily, but not exclusively, the sector of the population with time on their hands and the desire to research family history.

3 PROGRAM

The 2012 Margery C. Ramsay Scholarship funded a study tour to attend the world's two largest annual genealogy conferences; *Who Do You Think You Are? Live 2013* in the United Kingdom and *RootsTech 2013* in the United States of America. In addition, it provided the opportunity to visit and learn from key institutions maintaining significant collections and providing local and family history services. Personal highlights were visits to the British Library, Westminster City Archives, New York Public Library and Allen County Public Library.

3.1 Study Tour Aim

The aim of the study tour was to identify:

- Effective programs in the delivery of family and local history services,
- Future trends,
- Projects that acknowledge the centenary of the First World War, and
- Potential opportunities for implementation with the advent of the National Broadband Network.

3.2 Study Tour Scope

The scope of the study tour was based around two major international genealogy conferences, held in the UK and USA, five weeks apart.

Who Do You Think You Are? Live held annually at Olympia, London, is the world's largest genealogy conference. It is aimed at assisting the individual researcher.

In the USA, RootsTech, only in its third year in 2013, is said to possibly surpass Who Do You Think You Are? Live in the future for numbers of people in attendance. This annual genealogy and technology conference, hosted by FamilySearch, is held in Salt Lake City, home to one of the largest genealogical organisations in the world.

The locations of the conferences influenced the selection of organisations to visit.

The UK was an obvious choice due to the high proportion of researchers currently using Yarra Plenty Regional Library resources to research their UK heritage. This aligns with the 2011 Census statistics where respondents were asked to indicate a maximum of two ancestries with which they most closely identified. The most common ancestry after Australian was English ancestry (Australian Bureau of Statistics 2013).

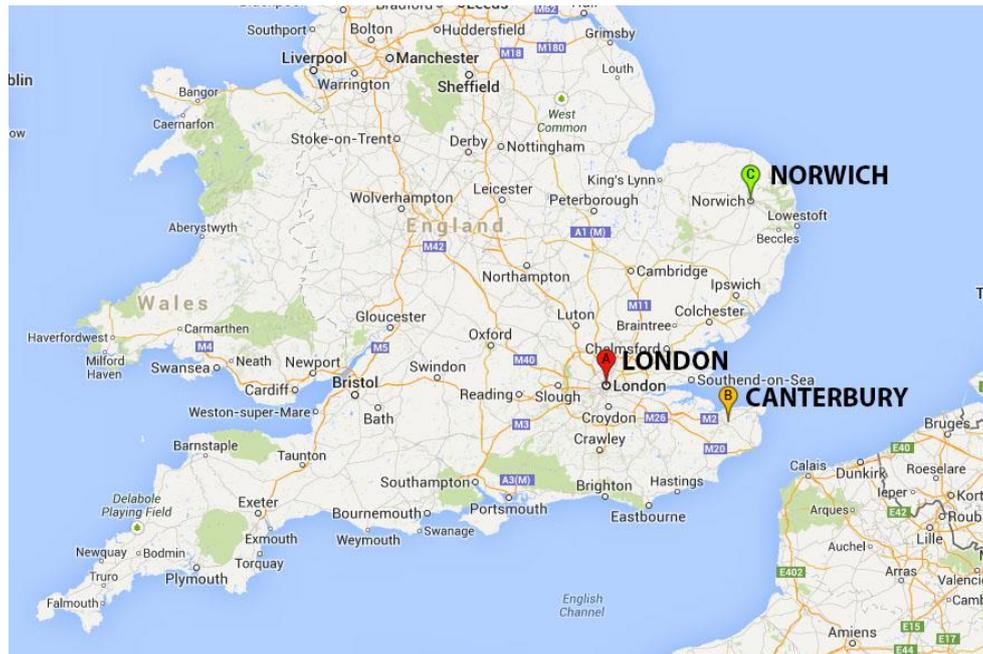


Figure 1: Locations of sites visited in the UK; London, Canterbury and Norwich

In addition to attending *Who Do You Think You Are? Live 2013*, visits were scheduled to the following public libraries and archives and other organisations in and around London:

- British Library (London) and British Library Newspapers (Colindale, North London)
- Camden Local Studies and Archives Centre (Holborn, London)
- Guildhall Library (London)
- Imperial War Museum (London)
- Institute of Heraldic and Genealogical Studies (Canterbury, Kent)
- Kensington Library – Local Studies (Kensington, London)
- London Metropolitan Archives (London)
- Norfolk & Norwich Millennium Library Norfolk Heritage Centre (Norwich, Norfolk)
- Society of Genealogists (London)
- The National Archives (Kew, Richmond)
- Westminster City Archives (Westminster, London)

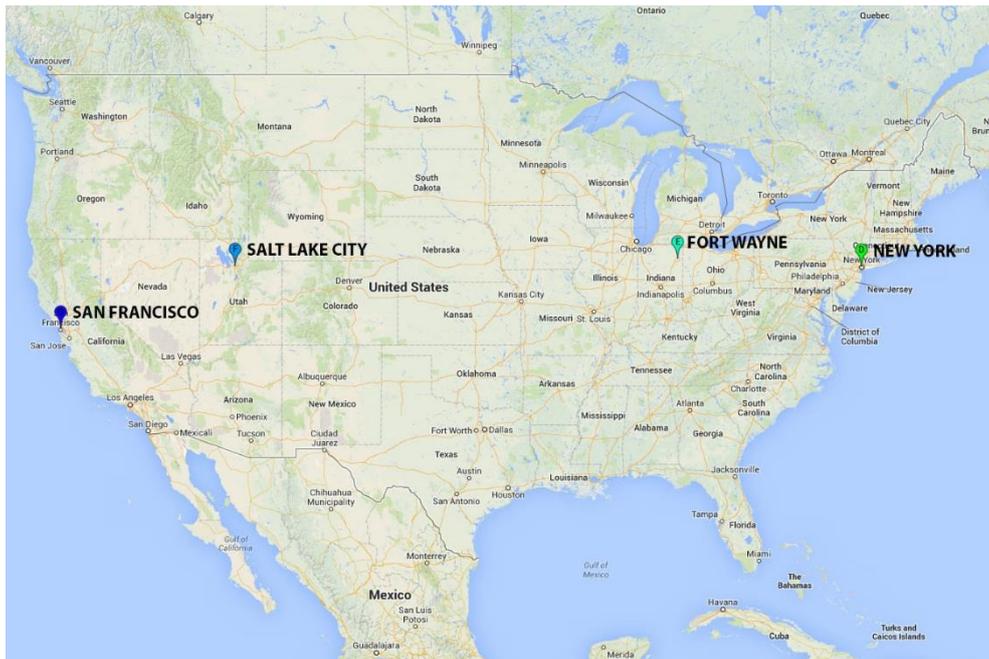


Figure 2: Locations of sites visited in the US; New York, Fort Wayne, Salt Lake City and San Francisco

Visits in the USA were also scheduled for:

- Allen County Public Library Genealogy Center (Fort Wayne, Indiana)
- FamilySearch (Salt Lake City, Utah)
- Fort Wayne Historical Society (Fort Wayne, Indiana)
- Internet Archive (San Francisco, California)
- National Archives at New York City (New York)
- New York Public Library Irma & Paul Milstein Division of United States History, Local History and Genealogy (New York)

3.3 Communication

Whilst attending the two conferences and throughout the study tour, Twitter (Pidgeon 2013b) was used to share news, ideas and other pertinent information.

In addition, a blog (Pidgeon 2013c) was established to record a summary of each day of the tour; the facilities visited, contacts met and notes of particular interest for sharing within the library, local and family history, and genealogy communities internationally. The daily blog posts formed the basis of reviews of each institution and the two conferences, which are provided in the attached Appendices.

4 EFFECTIVE PROGRAMS

There is little value in a special collection that is locked away where no-one knows about it. Collections need to be accessible, well curated and easy to use and understand.



Figure 3: Key elements of effective programs in storytelling

Effective programs are ones which successfully promote local and family history services, providing easy access to special collections and engage community interest through the sharing and telling of the stories they contain, which have relevance to the community and its local history.

They are programs which impart a sense of ownership to the community and may introduce a previously uninterested person to the benefits of engaging with the collections and other programs and services offered by the library.

Programs should encourage the community to contribute back to the collection through sharing their own stories and memories and with donations of photos, family histories and other local historic memorabilia. Crowdsourcing projects such as indexing or transcription of collection records should be encouraged, further increasing accessibility and ease of use and potentially capturing additional stories to share and tell.

A key consideration is the digitisation of collections, facilitating the accessibility and preservation of the collection often in partnership with other institutions or commercial organisations. Partnerships can also provide opportunities for sharing collections and presenting themed exhibitions to a wider community.

4.1 Storytelling

Storytelling is amongst the oldest forms of communication.

Extracting the story from the records in collections is an important element whether it is undertaken by libraries and archives who are the custodians of these collections or by family history researchers. Stories are the links that connect a person to a unique place or time.

A major theme at the *RootsTech 2013* conference was storytelling. 'Every person has a story. Whether or not you feel the story is worthy of sharing publicly, someday, someone will be interested' (FamilySearch 2013a). Sessions included: *365 days of story prompts*, *Authentically telling your story*, *Being present in your own story*, *Writing for a publisher* and more.

Sharing a story can take various forms, quite often through blogging. Dave Walker, the Local Studies Librarian at Kensington and Chelsea Library Local Studies produces thoroughly researched articles of local historical interest, posted weekly on the blog, *Library Time Machine* (Walker 2013). Posts usually include photographs from the collection, as well as views from today.

Over 3,000 genealogy and family history related blogs are registered on the GeneaBloggers site, including genealogy related blogs from public libraries. GeneaBloggers provides resources and support, particularly with blogging prompts and themes, to encourage family history researchers to promote their family history. Blogging prompts also have their own Pinterest boards (MacEntee 2013). News, events and stories from the RootsTech conference are widely reported through a program of officially registered bloggers supported with a media centre as well as many unofficial bloggers.

In 2010 Westminster City Archives (2013a) generated significant local and international interest with its blog, *The Life and Loves of a Victorian Clerk: the diary of Nathaniel Bryceson*. Written by a 19 year old in 1846, this extraordinary detailed diary was serialised in blog form on the corresponding dates in 2010. Staff transcribed the manuscript, and researched the author, his family and events mentioned in the diary, adding context where relevant to the posts. At the time, posts were illustrated from other sources in the Archives collection. Since 2010 the blog has been reformatted for easy reading on the Westminster City Archives website with an accompanying Flickr page allowing users to view relevant images of the time of Nathaniel Bryceson.

The Westminster City Archives: People's Record Project, inspired by the 2012 Olympic Games was developed with the aim to 'open up the Olympic archives in local communities, to increase awareness of the history and values of the Olympic Games and participation in sports.' Other aims included enhancing the profile of the Archives with increased accessibility of the collections, encouraging increased patronage of the Archives showing residents how they can learn and benefit from their past as well as fostering collaboration with new community partners. Items from the

collections relating to the 1948 London Olympics were showcased and memories of these Games were collected from Londoners and athletes who were involved. The project was awarded the *Inspire Mark* by the London Organising Committee Olympic Games (LOCOG) and recognised as an exceptional education project.

West End at War (n.d.) online was part of a community-wide initiative to mark the 70th anniversary of the start of the London Blitz in 2010. Westminster City Archives has in its possession probably the most detailed Local Authority bomb map in existence. As part of the development of the *West End at War* website, the bomb map was digitised. Every single bombing incident which occurred in Westminster during the Second World War is marked on the Westminster Bomb Map and cross-referenced to Westminster's complete collection of paper-based records kept by individual Air Raid Warden (ARP) posts across the city during the Second World War. Uniquely, Westminster City Archives not only has detailed reports of each incident located on the map, but photographs of the damage which resulted. The site also includes digitised images of paintings commissioned at the time to paint bomb damage as well as rare film footage.

There are many tools available which can be used to record life stories and family histories authentically. These include Facebook pages, journaling online and offline, blogging, scrapbooking, online publishing and self-publishing to a physical and electronic format. A number of vendors at *RootsTech 2013* were specifically promoting tools to tell and share family history, such as ReelGeenie (2013), an online service which helps users make their own family videos. Cherish Bound (2013) sponsored the *Story@home 2013* conference held in partnership with *RootsTech 2013* whereby people could use the booths set up at the conference to record a life story.

A national project, based out of Brooklyn, New York, StoryCorps instructs and inspires people to record each other's stories in sound. Each conversation is recorded on a free CD to share, and is preserved at the American Folklife Center at the Library of Congress. StoryCorps is one of the largest oral history projects of its kind, and millions listen via weekly broadcasts on National Public Radio. StoryCorps travels the country with onsite recording services and has partnered with a number of public libraries to do so. Their website provides advice for do-it-yourself interviews (StoryCorps n.d.). A free online audio distribution platform for sounds, SoundCloud (n.d.) could also be used as a platform to host oral history recordings.

4.2 Digitisation

The American National Information Standards Organization (NISO 2007, p4) defines a digital collection as consisting of 'digital objects that are selected and organized to facilitate their discovery, access, and use. Objects, metadata, and the user interface together create the user experience of a collection.' NISO recommends a digital collection should be created and built upon according to a specific collection development policy.

Common reasons and advantages for digitisation include transferring from a format that is degrading, inaccessible or out of date; and conservation and preservation of the original physical record, ensuring that once digitised, it will be handled less frequently. A digital record often becomes the only way to access the record and if placed online becomes available to a much wider international audience twenty four hours a day. Digitisation is undertaken to some degree by all of the organisations visited. Uploading digitised records to the internet is a secondary stage to any digitisation program.

Online digital collections should be well described and have a 'way in' to easily access and understand the collection and how to use it, presenting users with information in a familiar form. For example, a name rich collection would ideally be indexed for family history researchers to facilitate searching by name. In some cases records may need transcribing or have an introduction to explain context and the time period in which the record was created and by whom. *Picture Norfolk* is an easily accessible online collection consisting of more than 16,000 images with information, managed by staff at the Norfolk Heritage Centre and reflects many stories of Norfolk life and history (Norfolk County Council 2009). A useful guide, *Norfolk Through A Lens* (Everitt 2012), has also been produced which describes the history of the collection and highlights individual images from the collection.

It is a growing expectation by the community that libraries and archives make their records available online. Digitisation can greatly increase public awareness of and access to a collection. It needs to have appropriate metadata for sharing with search engines to enable users to find it. *The Proceedings of the Old Bailey, 1674-1913* is an extensive collection of material relating to the Old Bailey Court held by the Guildhall Library. Launched in 2003, the project involved the digitisation of all surviving pages and transcripts of trials from the Old Bailey Session Papers between 1674 and 1913 and is fully searchable (Hitchcock et al 2013). Discovery (formerly Documents online) makes accessible a growing collection from The National Archives (n.d.a). Currently five per cent of their total collection has been digitised. Discovery is a pay for view service with subscriptions available to public libraries. Wills, probates, Army, Navy, Air-Force records, Cabinet records and more can be downloaded.

Ideally, a digital collection should have the ability to track usage data and facilitate analysis of its usefulness to users. Allen County Public Library and Internet Archive are two organisations that keep track of these metrics and can demonstrate how their collections are being used and how they reach out to the broader community. Usage data can also provide guidance and leverage for establishing new programs adding additional value to the library and community.

Collaboration with commercial genealogy companies and others in the industry such as FamilySearch has ensured and fast tracked digitisation programs that otherwise may not have taken place due to limited resources or funding. Open Library is a project of the Internet Archive to create at least one web page for every book ever published. Over 20 million records from a variety of large

catalogues as well as single contributions have been collected. Allen County Public Library Genealogy Center is an active contributor to this project (Internet Archive n.d.a). Many institutions have also signed agreements with commercial organisations such as Ancestry.com or brightsolid who will digitise collections with high user value, providing free access in-house to the institution and to a wider international audience through an online subscription based service.

4.3 Content Curating

Effective digitisation projects are curated in a meaningful way to capture and share local stories by organising, annotating, and presenting information in context on a specific topic or theme (Kanter 2011). Content curating of digital collections supplements and compliments unique physical local history collections held by libraries and archives.

The Cookbook of Unknown Ladies: curious recipes and hidden histories is a blog created in 2013 by Westminster City Archives (2013b) based on a manuscript recipe book from their collection. Found to be written in various hands, it spans 150 years of British cookery, providing a fascinating insight into culinary craft of the Georgian and Regency periods. Both library staff and members of the community contribute their experiences of cooking the historic recipes. Illustrations from the Archives collections have also been used where appropriate to illustrate the blog posts.

The New York Public Library (2012a) has created a website based on a specific collection following a physical exhibition. *Lunch Hour NYC* included a restored section of an original Automat (similar to a self-service vending machine for sandwiches etc.), where visitors could take home a copy of their favourite Automat recipes. It also included items from the library's huge menu collection.

The Lincoln Financial Foundation Collection is owned by the State of Indiana and is housed in and managed by the Indiana State Museum and Allen County Public Library (n.d.a). The Internet Archive is digitising material either by photographing or scanning objects. Records are created and allocated to one of four databases by record or object type, which are then drawn together with data from other organisations onto a dedicated website reuniting the collection. The site also has a large virtual exhibit and several mini-exhibits called 'curated groupings' on specific topics. A timeline, constantly updated, extends from Lincoln's birth through to Mary Lincoln's death (Indiana State Museum and Allen County Public Library n.d.b).

Online tools which can be used by individuals and institutions are Historypin for showcasing content and collections and Pinterest for visual curating of special exhibitions drawing upon content from a wide number of users.

Based in the UK, Historypin is described as a digital user-generated archive of historical photos, videos, audio recordings and personal recollections (Historypin n.d.a). Users are able to use the location and date of their digitised content to pin it to Google maps, including street view.

Pinterest is also a popular user-generated means to visually curate subject specific content, re-directing interested users back to the original custodian of that content (Pinterest 2013). Founded in the USA, Pinterest is the fastest growing independent site on the Internet ever since it launched in early 2011, achieving more than 10 million unique monthly US visitors in less than eight months (Constine 2012). A relevant application is the celebration of the VicRoads Centenary 1913-2013, with 19 boards of historical images of various regions and themes from around Victoria (VicRoads on Pinterest 2013).

Both Historypin and Pinterest were being showcased at *RootsTech 2013* as new tools for genealogists to take advantage of in both showcasing their family history and as a resource to discover more to add to their stories.

4.4 Collection Building

A collection is a managed resource that is the result of a process of selection and organisation. It should be developed according to a specific framework policy to ensure it remains relevant to the community.

Proactive acquisition of items for inclusion in focused local and family history collections needs to take place using local networks and contacts. Material will not be normally available via traditional library suppliers, current specifications or standing orders. In addition digital materials need to be considered as a format relevant to these collections.

The Allen County Public Library (ACPL) Genealogy Center has been collecting unpublished family histories for more than 50 years. Individuals who have not had a wish to officially publish their genealogical work are invited to send an unbound master copy to the library. In exchange for making one photocopy for the collection, a complementary, bound photocopy is returned to the donor along with the original master. Not only has it brought thousands of family histories to the collection, but also many local titles and record sources, such as church records, business ledgers and institutional records. It has helped develop a collection that is unique and distinctive (ACPL Genealogy Center 2013a).

ACPL Genealogy Center has also had an ongoing arrangement with Polk Directories publishers since 1964, whereby the yearly directory for each city they produce is deposited within the collection. In addition, the Center has standing orders with local history book vendors for any new titles published (confirmed in an email from John Beattie, 27 July 2013.)

The Family History Library in Salt Lake City also accepts donations of family histories and other records containing genealogical information. Donors may indicate whether they would like the material digitised (FamilySearch 2013b). At *RootsTech 2013*, FamilySearch had a stand where attendees could bring family histories and have them scanned on the spot.

Picture Norfolk was created as part of the regeneration process after the disastrous library fire in 1994 that destroyed a large part of the local studies photographic archive. It was realised that digitisation and the creation of a website was a good way to reduce the physical handling of unique and vulnerable items and to give access to a wide audience; especially important in an essentially rural county like Norfolk. A public appeal was launched in 1999 for old photographs of the county to replace those that were lost. Some people donated their entire collections and others lent items to be digitised; a process which is still ongoing (Everitt 2013).

4.5 Community Engagement

The Victorian government has defined 'engagement' as 'a generic, inclusive term to describe the broad range of interactions between people. It can include a variety of approaches, such as one-way communication or information delivery, consultation, involvement and collaboration in decision-making, and empowered action in informal groups or formal partnerships.' It defines 'community' as a very broad word, 'used to define groups of people; whether they are stakeholders, interest groups, citizen groups, etc. A community may be a geographic location (community of place), a community of similar interest (community of practice), or a community of affiliation or identity' (Department of Environment and Primary Industries 2013a).

The aim of FamilySearch Community Trees is to build a locality based, lineage linked, sourced, genealogy database. It is an attempt to identify the genealogy of everyone in a community. It also aims to gather all of the resources for that place into that one database. A community can be a town, county, state, country, ethnic or religious group, etc. (FamilySearch 2011).

FamilySearch has also established research communities or countries on Facebook. Where once genealogists turned to message boards and mailing lists for their information and queries, social media including Facebook is becoming the new place for information gathering and immediate answers to queries (FamilySearch 2013c)

Family History Surgery is a term commonly used by libraries and family history societies to describe one-on-one family history tutoring. Surgeries are usually offered as a program with people booking a twenty minute consultation. New York Public Library (2013a) provides a good online template for this service.

A number of archives including the National Archives in the USA and the London Metropolitan Archives (2012) have implemented various forms of the 'Archives Adventures' program. The aim is to increase access and awareness of archives through the development of learning opportunities such as a guided research query on a popular or interesting record whereby the participant examines the document in a fun way and tries to uncover what it is they are looking at. Regular sessions at Wednesday lunch-times at the Norfolk Heritage Centre alternate between a presentation and display of items from the archives, and an 'Ask an Archive Specialist' session. This is an

opportunity for people to come in when an Archive Specialist will be available in the search room for one-on-one support on any related research project or just to offer a tour or a few tips to get started. Strictly speaking, visitors can come in at any time during opening hours and ask for help, but by advertising a particular time, new researchers are encouraged to come in. The Centre has also added an evening 'Ask an Archive Specialist' for an hour on a Tuesday, so now have two Heritage Hours each week. People are seen on a first-come first-served basis with usually two or three dropping in each time as well as some Twitter enquiries. At evening sessions in particular the archivist is usually live on Twitter when not helping users in person.

ACPL Genealogy Center (2013b) operates an annual program called *March Madness – Genealogy Style*, linking in to the community's enthusiasm for the traditional 'March Madness' sporting event, a famous basketball championship, now in its 75th year, which is an elimination tournament held each spring featuring 65 college basketball teams. The 2013 theme was 'Telling Your Story'. Every day for a week sessions were presented ranging from 'Gathering & Writing the Stories of Your Life – Beginning Steps' to 'Tracking Heirlooms & Telling Their Stories' and 'Insuring Our Story: Recording & Transcribing Oral History.'

Since 2007 Norfolk and Norwich Millennium Library has collaborated with the Norfolk Museum and Archaeology Service working with a local hospital on its Reminiscence collection. Kits are developed consisting of a collection of objects, photographs, music and scents. The kits are designed to be used with the elderly, including those who may suffer from dementia in order to trigger memories about past events in their lives, including everyday activities. The project was a finalist for the 2012 CILIP Libraries Change Lives Award (Hawkins 2013, 2012 Finalists). The Reminiscence Kits are available for loan to individuals and community groups. A brochure has been produced to promote the collection. A series of videos on YouTube is also a good resource describing use of the collection (Norfolk Library & Information Service 2012).

4.6 Partnerships

Creating strong connections via partnerships through a collaborative, connected and co-ordinated approach within the local community, and more broadly, can contribute to the shared understanding of the value of cultural heritage. Partnerships can ensure a shared vision and build the capacity to preserve, share, create content and increase access and awareness of collections and services. They may offer an effective advantage in applying for grants for funding of projects and can provide assistance with spreading the work load of a project which otherwise may not be viable without appropriate resources.

In 2013, the Westminster City Archives education team worked with interns, the Westminster Reminiscence Community Archive Group and the Heritage Lottery Fund to fund and develop *Covent Garden Memories* (2013) in conjunction with Camden Archives and the Covent Garden Community Association. This community website aims to collect and share memories, photos, audio or film of

past and present residents of the area, which has over 400 years of history, through direct online submission via the Community Hub portal. It is now the sixth site in the growing *Westminster Memories* (n.d.) network; other sites being *Church Street Memories*, *SoHo Memories*, *Strandlines*, *St John's Wood Memories* and *West End at War*.

Cholera and the Thames was another project funded by the Heritage Lottery Fund in 2011. The lead partners were Westminster City Archives with support by other local organisations including Thames Water. It was a multi-faceted project, involving a community exhibition, animation workshops, the development of an educational computer game by students at Westminster University, as well as the website itself. Much of the website content was produced by volunteers and interns. It includes information about the disease today, its history in London, an image gallery from the Archives collection, an historic timeline and an education pack (Westminster City Archives 2013a).

Digitisation of books and primary documents is conducted by collection based institutions (commonly described as the Galleries, Libraries, Archives and Museums or GLAM sector) in order to preserve and make access to collections easier. Where once FamilySearch and the British Library were active in microfilming collections for preservation and access, digitisation programs are now commonly employed allowing records to be placed online for even greater access.

Commercial organisations are increasingly partnering with the GLAM sector, especially libraries and archives for genealogy material. Ancestry.com announced at *RootsTech 2013* that more than \$100 million will be committed towards digitising content over the next three to five years. In partnership with FamilySearch they will digitise and index over 140 million pages of US probate records spanning from 1800 to 1930, in addition to other projects. brightsolid, the company behind findmypast, also have a digitisation studio set up in the British Library Newspapers at Colindale and will move with them to their new state of the art facility in Yorkshire, following their ten year partnership to digitise UK newspapers.

The goal at Internet Archive is simple: 'Universal Access to All Knowledge' (Kahle 2012). The archive provides access to digital historical collections and to that end they undertake the digitisation of physical collections (Internet Archive n.d.b). The bid by Allen County Public Library to become the new home of the Lincoln Financial Foundation Collection was successful in part because of its commitment to digitise the whole collection, which they are doing in partnership with Internet Archive, via an in-house digitisation studio.

The New York Public Library is a partner organisation contributing to the *Digital Public Library of America* (DPLA) which was launched 18 April 2013 to an enthusiastic half million views per hour (Enis 2013). It is an online portal offering browse and search access to a growing aggregation of records from dozens of US cultural heritage organisations. From a user point of view the 'DPLA offers a single point of access to millions of items—photographs, manuscripts, books, sounds, moving images, and more—from libraries, archives, and museums around the United States. Users can browse and

search the DPLA's collections by timeline, map, format, and topic; save items to customized lists; and share their lists with others. Users can also explore digital exhibitions curated by the DPLA's content partners and staff' (DPLA 2013).

Crowdsourcing is a process that involves outsourcing tasks to a distributed group of people. The difference between crowdsourcing and ordinary outsourcing is that a task or problem is outsourced to an undefined public rather than a specific body, such as paid employees (Merriam-Webster 2013). Crowdsourcing is a tool increasingly being employed to make digitised collections more interesting and accessible. The power of a crowd of volunteers, usually collaborating online enables additional information to be uncovered.

New York Public Library Labs projects are aimed at not only digitising physical collections but at turning their digital versions into data that can be more usable, often through the use of a crowdsourcing component, tapping into the expertise and enthusiasm of the library's user base. In 2012, the 1940 US census was released simply in its digitised form with no index or way to search an address or name. New York Public Library used data from the census, digitised telephone directories from Winter 1939/1940 from microfilmed copies held at the library and data from an external website, which researchers could use to identify their ancestor more easily and find them in the census. A partnership was also formed with *The New York Times* whereby news headlines of the day were fed into the website. Users were also able to share stories about the people and addresses they searched via the website (New York Public Library 2012b).

Similarly, when the library scanned nearly all of its public domain New York City atlases, a collection of more than 10,000 maps, the Labs team built a web tool where users can virtually stretch old maps onto a digital model of the world as per Google Maps or OpenStreetMap, thus creating a new copy. It is aligned with spatial coordinates on the Earth and normalized across the entire archive of old maps. The project once set was reliant on volunteers. Over 1,500 participants have contributed (New York Public Library 2011).

In another project, over 40,000 menus from NYPL's rare book collection from the 1850s to the present have been digitised and uploaded to the site *What's on the menu?* Released online in April 2011, a call was put out for users to transcribe the menus, dish by dish. The first batch of 9,000 items was transcribed in about three months. Since the project was implemented users have also been asked to locate the menus using a geotagger tool (New York Public Library Labs 2011).

To enable digitised records to become accessible, FamilySearch manage a worldwide community of volunteers to index their digitised records. In April 2013 they announced that the major milestone of one billion records indexed and arbitrated had been achieved. One of their significant accomplishments was the participation of over 100,000 people contributing to the indexing of 135 million names in the US 1940 census in less than six months. International collections including ones from Australia are also available to index (FamilySearch 2013d).

5 FIRST WORLD WAR CENTENARY

From 2014 to 2018 the commemoration of the 100th anniversary of the First World War will take place. A number of projects are already underway both in Australia and internationally.

5.1 Australia

The Anzac Centenary Local Grants Program will provide assistance for commemorative events to be held at a local community level. This will assist in unveiling many stories of Australia's past with not only emphasis on military service but also interest in the home front and domestic history. Some projects of interest include:

- *100 Stories Project*—Monash University is capturing community memories of the First World War (Monash University 2013).
- *Avenues of Honour Project*—TREENET is a national not-for-profit organisation based in Adelaide. They aim to work with local communities to support efforts to document, preserve and restore Avenues and to plan and establish new ones (TREENET 2013).
- *The Empire Called and I answered*—A wiki and blog by a local historian documenting Essendon and Flemington volunteers 1914-1918 (Frost 2012 and 2013).
- *Doing our bit: Mosman 1914-1918*—Mosman Library (NSW) is creating an online resource to collect and display information about the wartime experiences of local service people (Mosman Library 2013).
- The National Archives of Australia has set up an advisory committee on the centenary of the First World War. One of their projects is an update of the *Mapping Our Anzacs* website (National Archives of Australia n.d.) to be named *Discovering Anzacs* (Hicks 2013 and National Archives of Australia 2013).
- The Australian War Memorial is creating a comprehensive digital archive of the Memorial's collections of the ANZACs and their deeds, and of the wider Australian experience of war. The collections selected for this project will reflect the experiences of Australian servicemen, nurses and civilians during the First World War, not just well-known personalities. This project will provide full copies for research on the Memorial's website (Crofts 2013).
- *ANZAC Commemorative Naming Project*—Victorians are being asked to research their local municipality's military service people or locals who supported Australia's military and then provide proposals to their local councils. Councils will then decide which name proposals should be used to name or rename roads, features or localities (Department of Environment and Primary Industries 2013b).
- *World War OneLink*—*Inside History Magazine* has received funding to build an online resource to list and share information about First World War projects in Australia. It aims to foster collaboration and reduce duplication (World War OneLink 2013).

5.2 New Zealand

There is a joint initiative between Archives New Zealand and the National Archives, a project to be named *Discovering our Anzacs*.

A dedicated website has been established (WW100 2013a). This is already an excellent resource for that country. It outlines the numerous events, including online projects that will take place over the four year period of the centenary, news about these preparations, learn about New Zealand at war, including a brief guide on how to research a family member involved in the War - and how to get involved.

The Lottery Grants Board in New Zealand is contributing \$17 million towards the Anzac Centenary commemorations. Other funding avenues are available through region-specific grants, community funding, arts and culture funding. Opportunities for utilising crowdfunding are also recommended for investigation (WW100 2013b).

Other projects of interest include:

- ANZAC diggerspeak—bringing the language home: a project dedicated to re-tracing the 'slanguage' given first voice in WW1, especially through troop magazines.
- First World War Centenary print histories.
- World War One family treasures exhibition at Rotorua Museum, and
- A number of local region research projects.

5.3 United Kingdom

The UK government has partnered with the London Imperial Museum, Commonwealth War Graves Commission and Heritage Lottery Fund for a series of events, and cultural and education programs (GOV.UK 2013). The Heritage Lottery Fund itself has already funded and will continue to add a number of community projects via its *First World War: then and now* £6million small grants program including the creation of new ground-breaking First World War Galleries at the Imperial War Museum (Heritage Lottery Fund 2013a). Other projects of interest include:

- Special paving stones will be laid in the home towns of every UK soldier awarded the Victoria Cross. There are also plans to restore war memorials across the country (BBC 2013d).
- The Imperial War Museum has created a dedicated website (IWM 2013) and a War Memorials archive (IWM n.d.a).
- The National Archives` have scanned and uploaded all of their unit diaries (The National Archives n.d.b).

- The National Archives will also partner with findmypast to digitise thousands of service records of First World War Flying Corps (RFC) and Royal Air Force (RAF) airmen (findmypast.co.uk 2013a).
- The London Metropolitan Archives (2013a) have produced guides on accessing material related to the First World War.
- The Federation of Family History Societies (2013) is compiling a dedicated website to projects researching the lives of local people who served in the war or who were left behind 'to keep the home fires burning'.
- A simple idea receiving world-wide attention is an initiative gathering momentum via a Facebook group advocating people to *Plant a Poppy for WW1* (2013).

5.4 Europe

Europeana—Exhibitions showcases content available at Europeana online with extensive curatorial information (Europeana n.d.a). The virtual exhibition, *Untold Stories of the First World War* (Europeana n.d.b) includes a contribution portal for story collection, whereby communities can add content such as pictures, letters, postcards, souvenirs, stories or anecdotes. Material is also collected through a number of scheduled road shows (Europeana 1914-1918 2013).

Europeana Collections 1914-1918 (2012) aims to 'create by 2014—the centenary of the outbreak of the First World War – a substantial digital collection of material from national library collections of ten libraries and other partners in eight countries that found themselves on different sides of the historic conflict.'

1914-1918-online (2012) is a three year international research project based in Germany. It is an online encyclopedia with content and collaboration from international contributors.

5.5 United States of America

The Western Front Association East Coast Branch (USA) has formed the *WW1 Centennial Network* (2013) with the aim 'to bring together museums, historic sites and organizations in the United States to cross-promote WW1 public programs and activities, and to boost public awareness as we approach and experience the centenary years' (Cora 2013).

The Library of Congress has a small number of first-hand testimonies from First World War veterans on its online Veterans History Project. From its American Folklife Center it collects, preserves, and makes accessible the personal accounts of American war veterans so that future generations may hear directly from veterans and better understand the realities of war (American Folklife Center 2013).

6 FUTURE TRENDS

There are a myriad of reasons why people decide to research their family history including curiosity as to who one is and where one has come from. Two main factors remain a driving force in the popularity of researching local and family history; the increasing availability of material online, which originates from various levels, from the individual who posts an online family tree or blog post about a local historical story or ancestor, to the major stakeholders and companies such as Ancestry.com who are digitising and indexing major collections, and the continued entertainment value. There is no foreseeable downturn in the future.

6.1 Genealogy Industry

'Companies specializing in genealogy say they are just at the beginning of an unprecedented industry expansion that will only get better' (Francis 2013).

In December 2012, Ancestry.com, the world's largest online family history resource was sold. An investment firm paid US \$32 a share, making the purchase worth \$1.6 billion (Erickson 2012).

brightsolid entered the USA market just over a year ago, but are already a major player in the industry with significant data online via findmypast and British Newspapers Archive.

Major companies including Ancestry.com sponsor television programs and run adds on prime time television and online.

Conferences such as Who Do You Think You Are? Live and RootsTech are continually growing in attendance. *RootsTech 2013*, although only in its third year saw a number of companies launch new products and services including ReelGeenie which helps people preserve their family history by producing a movie. RootsTech is planning for an even larger event in 2014 with bigger classrooms, more vendors in a larger exhibition space and a new focus on developers (RootsTech *What's new at RootsTech 2014?* 2013). In August 2013 it was announced that the Federation of Genealogy Societies (FGS) national conference will be held in conjunction with the RootsTech conference in Salt Lake City, Utah, February 12-14, 2015 (Nauta 2013).

New content becomes available on a daily basis. *Newest Genealogy Records on the Internet* is a monthly update by GenealogyInTime Magazine (2013b) of new content made available online during the previous month, usually from the commercial vendors and large stakeholders such as FamilySearch.

6.2 Entertainment Value

The influence of television shows will continue to have an impact on people's imagination. Programs prompt people to follow up on their stories. Programs live on in the form of television repeats, online viewing, DVD distribution – and even library loans. Pay television Foxtel (2013) has a channel called *Bio* with the tag line: 'everyone has a story', which feature documentaries focusing on people's lives.

Examples of programs include:

- *Who Do You Think You Are?* (UK 2004-) as well as versions in Australia, USA, Ireland, Poland, Sweden, South Africa, The Netherlands, Denmark, Germany and Finland, Czech Republic and Portugal ('Who Do You Think You Are?' 2013).
- *Finding Your Roots with Henry Louis Gates, Jr.* (USA 2012-) ('Finding Your Roots' 2013a)
- *Coming Home* (Wales 2004-) ('Coming Home' 2013)
- *Find My Family* (Australia 2008- and USA 2009-) ('Find My Family' 2013)
- *Heir Hunters* (UK 2007-) ('Heir Hunters' 2013)
- *Genealogy Roadshow* (USA 2013-) (PBS 2013)

Other programs such as *Who's Been Sleeping in My House* (Australia), *Antiques Roadshow* (UK and USA) and *The Will: family secrets revealed* (USA) also appeal to the imagination of prospective family history researchers. *Family Tree* (USA), yet to be broadcast in Australia, is a comedy based on a man down on his luck who inherits a mysterious box and sets out to investigate his lineage (Paula from SCGS 2013a).

6.3 DNA

It is now becoming easier for genealogists to conduct genetic DNA testing to further their family history research with the genealogy commercial industry coming on board.

Family Tree DNA had a stand at *Who Do You Think You Are? Live 2013* and blogged that they had sold over twice as many test kits this year as in previous years (Aulicino 2013). Ancestry.com's DNA product was also promoted at *RootsTech 2013*. There are interest groups who assist genealogists to understand the DNA test processes and interpret their test results. Since 2005 there have been many changes in the types of DNA test services, the number of DNA test companies for genealogical purposes and evolving databases and tools for analytical purposes (Southern California Genealogical Society 2013a).

6.4 Technology

The Ministerial Advisory Council on Public Libraries (2013) has acknowledged that the environment in which public libraries operate is changing rapidly and it remains a challenge to keep pace with changes in technology.

Tools and resources for local and family history will be used as ways into that technology. One to watch will be the development of the Google Glass. Described as a futuristic piece of consumer technology, Google Glass is like a second screen for your smartphone that you wear (*David Pogue on Google Glass* 2013).

Genealogists have traditionally embraced new technologies. The popularity of the *RootsTech* conference is testament to this. Plans for the 2014 and 2015 conferences have been announced and look set to overtake *Who Do You Think You Are? Live* as the world's most popular genealogy conference.

6.5 Mobile Internet /Apps

People are increasingly accessing the Internet via mobile devices including smart phones and tablets, twenty four hours a day. There are over 750,000 apps available on the Apple App Store alone, in addition to what is available for androids via Google Play. Tim Sullivan, CEO of Ancestry.com, announced a new updated iPhone app at *RootsTech 2013*, advising that 15 per cent of new users to the site were actually coming in via the app.

BillionGraves (2013) enables a person to collect images of headstones in your local cemetery with the iPhone or android camera app, including GPS location, then upload the photos to a website where they can be transcribed and searched. In September 2013, a total of five million records had been added to the site BillionGraves (Lisa from Billion Graves Blog 2013).

The London Museum showcased London's local history via its *London Game*. The aim is to visit the capital's most iconic landmarks on a map of London and collect cards to block opponents while proceeding along the city's historical timeline, starting in Roman London (Moonsubmarine 2013).

Other notable apps include StoryPress (2013), released at *RootsTech 2013* and designed to record an oral history or audio book which is saved in the cloud and can be shared via email or social media such as Facebook and Twitter, and Storylava (2013) which assists in interviewing oneself and others to record a life story.

6.6 QR Codes

QR Codes were first invented in 1994 for use in the Japanese automotive manufacturing industry and then evolved for use in consumer advertising (Denso Wave n.d.).

There is now a focus on the use of QR codes in local and family history. For example, on grave headstones, in cemeteries and in the use of heritage trails and self-guided walks. They have wide potential in showcasing cultural heritage.

Laser technology is also becoming a popular tool to use on gravestones creating a 'new breed of monument' whereby images of the deceased are laser cut on to the headstone (Madrigal 2011). It is conceivable to extend this to laser etching of QR codes onto a gravestone whereby visitors could then easily access a person's life story online via hand held devices and provide links to other online resources or locations of other family members in the cemetery.

6.7 Smart Matching

Using a crowdsourcing component MyHeritage, uses smart match technology, whereby data submitted from researchers is matched with other names in their database, enabling relatives to connect and family trees grow. FamilySearch have also implemented the technology with the ability to merge individuals in its online Family Tree.

The company, Photo FaceMatch made its debut at *RootsTech 2013*. This technology, originally developed for Homeland Security, measures the distances between features and other aspects of a person's face (Francis 2013). The company received lots of interest from attendees at the conference who were interested in identifying unknown persons in old photographs. Facial recognition is already used in various forms such as Google Picasa, Apple iPhoto, Facebook and smart phone apps.

6.8 Gaming and Virtual Technology

Josh Taylor, Professional Genealogist and Business Development Manager for findmypast (US), advocates promoting family history to the Gen Y generation through gaming and virtual technology and says that this will be a trend in the future.

Gaming company Funium led the way in 2011 with the Facebook game *Family Village* – it allowed the user to 'build your own town populated by your family. As your village grows, Funium works behind the scenes to find real documents about your heritage: newspaper article, yearbook photos, census records, maps, and anything else that could enrich your knowledge of your personal genealogy'.

However there were concerns from some quarters that a lot of personal details needed to be posted to enable the game to work (Goad 2011). At the time of writing, the Facebook page for the game remains online however it would appear the game itself was removed in mid-July from Facebook's apps, potentially as a result of these privacy concerns but with no explanation provided other than posts from frustrated users wondering where the game has gone.

6.9 Content Creation and Crowdsourcing

There is an increased expectation by the community for historical records to be digitised and made accessible online.

Organisations are creating content via a number of ways, including via social media to make their items and collections more accessible and interesting. Digitisation projects have often spearheaded other ways in to promote and access physical collections. Stand-alone digitised content can often still be difficult to access and can still be akin to looking for a needle in a haystack. Some records may need indexing; other records may need transcribing to make them more accessible.

Crowdsourcing is a means to achieve this end as demonstrated so successfully, led by FamilySearch, with the indexing of the 1940 US Census in just four months (Anderson 2012). Other examples include:

- Australia's *Trove* digitised newspapers has had a very successful and long running OCR text correction and newspaper article tagging project
- National Archives of Australia *Hive*
- *What's on the menu?* from the New York Public Library Labs team
- National Archives (US) *Citizen Archivist Dashboard*.

Facebook pages are now particularly active taking over from bulletin boards and message lists due to its immediacy for crowdsourcing an answer to a genealogy query and ability to share content. Twitter also plays a role here but to a lesser extent.

6.10 Collaboration

Collaboration is key to accurate and successful genealogy. At *RootsTech 2013*, Ancestry.com CEO Tim Sullivan admitted that there are errors within online trees submitted by subscribers but encourages researchers to collaborate and share with others, and predicted that this needed to be a focus for the future. Ancestry.com and FamilySearch and other organisations collaborate to digitise and make accessible records online. Individuals collectively contribute to indexing projects such as the US 1940 census. Immediately after *RootsTech 2013*, FamilySearch (2013e) released a major new website called Family Tree designed for people to upload their own data, including stories and photographs and to collaborate with other researchers and possible family members on the site.

WikiTree is another free collaborative project aiming to create a single worldwide family tree (Whitten 2013).

It is important to note that collaboration is in both the context of individual researchers helping each other as well as organisations, both commercial and non-commercial, getting together to make records accessible. WorldCat and the Family History Library catalogue, will soon be searchable simultaneously (Cooke 2013).

The Historypin (n.d.a) photograph online portal describes itself as a 'global community collaborating around history'. Users can share historical photos which are pinned to a map using geotagging and Google Maps. Where available, Google Street View can be incorporated and a transparency setting can be altered to fade the historical photo in and out of view, illustrating changes over time and providing a greater appreciation of the perspective of the historical image. Users can also collaborate in themed projects such as *Olympic Memories*, *Pinning The Queen's history*, *Remember how we used to...*, *Hurricane Sandy* and more (Historypin n.d.b). Historypin (n.d.c) is also collaborating with more than 200 libraries, archives and museums worldwide to facilitate the sharing and enrichment of collections by engaging with a more widespread community in new ways.

The idea behind Facebook community pages is that researchers with common interests will help each other. Often assistance can be almost immediate.

American Genealogist Pat Richley-Erickson, also known as Myrt facilitates a weekly live 'hang-out on air' via a YouTube broadcast whereby the first ten people to join with the technical voice and audio capabilities will appear on the discussion panel. The archived discussions are then available to view later (DearMYRTLE 2013). Invitations are sent via Google Plus.

6.11 Conference Live Satellite Streaming

There are intentions for RootsTech to go global in 2014 with conferences in a number of US states and seven countries (not including Australia) with live satellite streaming. There is huge potential here with local classes being offered at the same time, to create a meaningful learning experience for *RootsTech 2014* attendees internationally and in years to come. Live streaming was also utilised at the Southern California Genealogical Society's Jamboree in June 2013 (Paula from SCGS 2013b).

6.12 Genealogy Tourism and Conferencing at Sea

Unlock the Past, an Australian Company based in Adelaide, has recognised the popularity of both genealogy and cruising and has organised three cruises since 2011 with two planned for 2014/2015 (Unlock the Past 2013).

Cruise Lines International Association (CLIA), Australasia (2012) issued its cruise industry report in April 2013. It cited statistics revealing Australians' passion for cruising surged to a new high in 2012, with Australian cruise passenger numbers reaching a record 694,062. The new benchmark represents an 11 per cent increase on 2011, with Australia's cruise market recording the largest growth rate globally, equalled only by Germany.

Genealogy cruises include conference presentations by international expert presenters and research help zone with access to these experts in addition to what the normal cruise program including Port stops.

Gathering Ireland 2013 is a series of events designed to welcome international tourists with Irish heritage to visit Ireland. It is a 'celebration of Ireland, its people and all that is great about its connections both at home and abroad' (The Gathering Ireland 2013).

Homecoming Scotland is a program designed to support Scotland's events industry, increase visitors to Scotland and generate additional tourism revenue in a celebration of Scotland's past, present and future. It will have an increased focus around events such as the 2014 Commonwealth Games (EventScotland 2012). A guide has been prepared for the tourism industry explaining how to gather local information and knowledge of local ancestral landmarks (Tourism Intelligence Scotland 2013).

7 OPPORTUNITIES

7.1 Community Engagement

Community engagement is one of the vital roles public libraries play in local communities. Outreach or community engagement programs; such as library staff speaking with community groups, showcasing library services and special projects online, encourage people to visit the library in person. Being active in online forums such as Rootchat.com, Twitter and Facebook, answering genealogy and local history related queries can also encourage people to seek out their physical local library.

Libraries need to advocate the role they have in the preservation of and access to local history resources in particular as well as resources for family history research. Highlighting stories and photographs in heritage collections can quickly engage even the less interested people in the local community.

7.2 Skilled Staff

Researchers will continue to need guidance with where to look for information; what is and is not available, and to understand the records they are actually looking at and what information they can reveal. Public Libraries have a role in displacing the myth created by TV shows that instant genealogy can be achieved after a few clicks online. Staff need to keep informed as new collections, resources and tools become available. There are opportunities for Victorian public library staff to attend the free *Family History Feast* day held annually each August at the State Library of Victoria, the annual National Archives of Australia *Shake Your Family Tree* day usually held at the Victorian Archives Centre each year and other professional development opportunities.

Maintaining an e-portfolio might be an avenue libraries can explore to help staff with continuing professional development (Hampe and Lewis 2013). Educators are traditionally active in the area of online Personal Learning Network programs. A network consists of the people a learner interacts with and derives knowledge from. Such a program would be of benefit for staff working in local and family history services. It is a good way to learn and share knowledge of the genealogy industry. Participation in, or even just observation of Twitter and Google Plus and related blog feeds can be a good forum for this kind of learning, which staff can participate in when time permits.

Each library service should have a representative on the Public Libraries Victoria Network (PLVN) Local Studies group or Local Studies Librarians Special Interest Group (LSISIG). Free membership is open to all librarians and archivists working in the area of local studies (local history and family history) in library services and archives in Victoria. The group networks online and meets quarterly usually at a library or organisation with a heritage collection. Meetings include an exchange of ideas

for programs and speakers, the sharing of learning opportunities, networking opportunities and more.

There are opportunities for public libraries to consider employing professional genealogists and or historians. For example, they could be employed on a limited basis, in residence, on special projects. In May 2013, the State Library of NSW employed a Wikipedian in residence with a focus on updating Australian history content on Wikipedia (Bond 2013).

7.3 Services for the Newbie Genie

There are opportunities for public libraries to be among the first ports of call for new researchers commencing their research journey. Beginners often flail with their research expecting the answers to be all in one place – or all online. Public Libraries can play a role in assisting people to start off in the right direction. Advising on correct procedures and resources to consult and in addition providing context and tips on how to get the most out of searching a resource for example. Events and programs can include one-on-one programs, beginners' talks and advice on using specialist resources such as subscription websites. Genealogy groups and their volunteers operating within the library should also welcome beginners and be a resource itself, taking the strain away from staff. Historically there is a great ethos within the genealogy community of helping each other. Family history researchers in particular should also be considered when libraries are developing sessions for introduction to new technology and tools, and writing workshops. Libraries located in shopping centres and community hubs especially have an opportunity to create lunch time drop in programs that help cater for the needs of people who work full time and have limited access to the library.

7.4 Online Tools and Social Media for Content Creation

Library websites are often the very first port of call for local and family history researchers. It is important that they be used to their full potential and describe at a minimum, the services offered by the library.

Libraries need to identify unique items such as diaries and first-hand accounts within their collections. There are many and varied achievable low or zero cost options for showcasing heritage content online in addition to purpose built websites.

Digitised content in particular can be shared in more than one place, targeting a specific audience for example. Specific online tools which can be used are Historypin for showcasing content and collections and Pinterest for visual curating of special exhibitions drawing upon content from a wide number of users. Both Historypin and Pinterest were being showcased at *RootsTech 2013* as new tools for genealogists to take advantage of in both showcasing their family history and as a resource to discover more to add to their stories.

The Ryerson Index is a local online project libraries can contribute to. It is a project to index, mostly contemporary death notices and obituaries in Australian newspapers. It is a valuable free resource for researchers of Australian family history and is managed by the Sydney Dead Persons Society (DPS). The Index grows at a rate of over 100 entries per day.

The breadth of information available via *Trove* allows for specific tagging and the creation of lists and more – libraries could be using this facility and adding links to local online resources.

Social media's immediacy taps into all ages and generations. It provides the ability to share and add comments, with the potential of acquiring additional information to the already known facts about an historical image. Social media applications include:

- Flickr—one of the leading photo sharing and organising websites. Once uploaded, via a collaborative process, people can comment and tag contributed photos. In May 2013 Flickr announced a free terabyte of space to contributors. In addition, Flickr is now allowing video upload. Contributors upload curated content in the form of sets or subject specific themes such as provided by the State Library of Victoria Collections (2013). Topics often relate to current events including in recent times election scenes and the Royal Melbourne Show.
- Facebook—specific pages can be set up on Facebook to promote services and collections, for example, the *Lincoln Collection* (2013). In addition, Facebook groups and community pages are being used to replace many message boards and groups where people previously connected online, particularly for family history. Examples of these include *Australian Genealogy* (2013) and FamilySearch's (2013f) *Australia Genealogy Research*.
- Google Plus—though less popular than Facebook is nevertheless popular with genealogists who network within their circles, communities and hangouts, for example, *Genealogy & Family History Australia & New Zealand* (2013).
- Twitter—is particularly useful for promoting events and providing links to local and family history resources. The Collections Australia Network comprising of Australian heritage collecting organisations initiated #collectionfishing on Twitter. A theme is uniformly agreed on for the week and organisations tweet links to related images and objects in their collections. This has extended to these images being compiled in sets on Flickr by some of the contributing organisations.
- YouTube—a distribution platform for the sharing of originally-created videos. YouTube (n.d.) provides a forum for people to connect, inform, and inspire others for example, FamilySearch (2013g), who upload a wide range of family history related subjects including original animated shorts and guides.
- Blogging—a discussion or informational website, traditionally populated with discrete posts. More than one person may contribute to a blog and usually comments can be made on postings, for example, *The Library Time Machine* (Walker 2013).

7.5 Partnerships

Libraries should develop and maintain their relationships with local history groups and other community groups in their local area. Collaborating and creating strong connections enables an exchange of information and can contribute to the shared understanding and vision of the value of cultural heritage.

Partnerships can help build the capacity to preserve, share, create content and increase access and awareness of collections and services with a co-ordinated approach.

Opportunities exist to partner with events such as National Family History Month held annually each August. Its national coordinated approach provides advantages for broader marketing of the library event and an opportunity to attract people to visit the library for the first time. The RHSV History Week is another example of this, whereby libraries can take advantage of its state-wide programming and publicity.

7.6 External Funding

Libraries should be aware of funding opportunities for history related projects, in particular, the annual Local History Grants Program facilitated by Public Records Office Victoria currently funded by the State Government. Common projects may include digitisation, recording oral history or producing a publication. Local government community grants are another avenue as well as community funding and arts and culture funding.

Crowdfunding is a recent trend to fund projects via websites such as Pozible.com and Kickstarter. US photograph historian and author Maureen Taylor has been successful in raising over US\$30,000 to start her project to make a documentary film about her research into more than 200 photographs of US Revolutionary War soldiers and their stories. Mark Grealy operates Archival Access Victoria, a service for digitising historical records at PROV. He has launched a number of Pozible projects – the most recent to digitise ten volumes of early court records from the Wangaratta Court and donate them back to the town's historical groups. The New Zealand Government is encouraging the use of crowdfunding as a potential source of funding for First World War centenary projects (WW100 2013b).

In a broader context at a State level, potential exists for the Government to establish funding mechanisms through gambling or lottery revenues. In the UK, the Heritage Lottery Fund (2013b) 'sustains and transforms a wide range of heritage through innovative investment in projects with a lasting impact on people and places' using funds drawn from the National Lottery. Since 1994 it has supported over 35,000 projects allocating more than £5.5 billion across the United Kingdom. And in New Zealand, the Lottery Grants Board is contributing \$17 million towards their Anzac Centenary commemorations.

7.7 Significant Events

Significant events in the community such as the upcoming Anzac Centenary or United Nations Observances can be recognised via programs of events and highlighting relevant items in the local history collection.

7.8 Share Content

As organisations such as FamilySearch and other commercial organisations digitise and make accessible significant collections, smaller local collections will become a focus. Already, companies such as World Vital Records are eager to partner with institutions willing to share their content (WorldVitalRecords.com 2013).

Content can be shared in a number of different forms. Projects can include publications, websites, blogs, community exhibitions and online projects such as community Flickr groups. The British Library's *Turning the Pages* technology provides the user with a different kind of experience when viewing an online digital exhibition. There are a number of software tools and free and open source tools available to libraries when creating a digital exhibition (Kroski 2013).

Content is currently being shared by three Melbourne based library services representing five council areas via the one online portal, *WikiNorthia: Documenting life in Melbourne's North* (WikiNorthia 2013).

7.9 E-Resources

New resources for local and family history research become available online daily. Genealogy e-resources are consistently the most used e-resources to which public libraries subscribe, particularly Ancestry.com—the self-proclaimed world's largest online family history resource. Commercial content providers are making available regular new resources – or new versions of existing resources to libraries, including the UK Gale Newspapers Vault (incorporating Times Digital Archives) and World Vital Records in 2013.

Smaller providers such as the Cornwall Family History Society (2011) provide access to their database for libraries for a fee. This could be considered on a permanent or temporary basis.

Subscription based and fee for service genealogy sites already claim a portion of the serious researchers budget. Libraries have the opportunity to provide free access to library edition packages where possible in provision of its local and family history services.

Providing in-house access to electronic resources bookends other services which can be introduced such as the establishment of self-help genealogy groups, speaker programs and more.

Along with other electronic resources, libraries will need to consider the proportion of budget that can be allocated to these electronic resources for family and local history services.

7.10 Special Interest Groups

Every public library service should consider forming a genealogy group in order for researchers to connect, learn and use the library's resources and provide guest speakers. There is also potential for special interest genealogy and technology groups to form, for example, software programs for genealogy, place name genealogy, DNA and genealogy, military research or house history.

With storytelling forming a major theme at both *Who Do You Think You Are? Live 2013* and *RootsTech 2013*, writing groups in particular present an opportunity; designed for family history researchers focusing on writing life stories and family histories, whether from a creative basis or otherwise. Sharing a family history research project is the end product of researching family history. With the popularity of family history research, public libraries can assist in the process of telling the story and also with self-publishing projects. Local projects can then be deposited into the local history collection, providing greater access to other users and further building upon the collection.

7.11 Affiliated Library for FamilySearch

A licence as an affiliated library for FamilySearch entitles public libraries to order microfilms directly. Once an item is located in the FamilySearch online catalogue, a researcher or the library on their behalf pays a small fee and the film is shipped to the library for onsite viewing (FamilySearch n.d.).

7.12 Collection Management

Collection Building

Where possible, local history collections should reflect family histories of the area's pioneer families. Local history collections should also be subscribing to key local community newsletters, especially those produced by local history groups. Local newspapers and annual publications including school yearbooks should also be considered when collecting. Historical photographs should be considered an essential element of any local history collection. Contemporary photographs can also be included especially as they capture a point in time of an ever changing environment. It is remarkable just how much a landscape can change in only a couple of years as can often be seen when using Google Street View.

Actively engage the community to deposit and donate copies of local records and publications where applicable to the local history collections. The addition of reminiscences and local memoirs in the form of oral histories should also be considered to strengthen a collection as well as copies of unpublished manuscripts such as local family histories. Libraries need to be proactive in seeking out

items for local history collections. Many titles are not available via traditional suppliers and are usually limited print runs, often locally produced. This is where engagement with the local community is essential. Copying one off manuscripts of material not published, as actioned by Allen County Public Library Genealogy Center may be worth considering.

A recent article which appeared in *The Australian Library Journal* encouraged local studies librarians to be proactive in acquiring home movies, video and digital productions relevant to the local area. This is currently not a common practice in public libraries (Pymm 2013). The London Metropolitan Archives (2013b) maintain a *Mediatheque* collection which is continually being added to. The concept, developed in the 1980s, recognised the cultural significance of broadcast material (audio and video recordings) in the same way as archives.

Identify gaps in collections and fill them where possible. Gaps may include a lack of material in a particular geographic area/town/suburb, multicultural or other local community or time frame, particularly post Second World War and onwards.

Archiving and Creating Community Collections

Public libraries can be more active in encouraging the community to deposit items of local historical interest in their collections. One way of doing this is to publish clear guidelines and procedures on library websites; a good example being provided by the Perth and Kinross Council (2013a) Archives who actively collect archives from community organisations (Perth & Kinross Council 2013b).

Collection Access

Items in physical collections need to be accurately described and catalogued and accessible via the library catalogue. A description of the collection including what it does and does not contain can be a helpful introduction for both new library staff and researchers. Libraries should be addressing any cataloguing/processing backlog issues relating to local history collections. In particular, priority should be given to making accessible any First World War related material for the Anzac centenary as it is expected it will draw a lot of media attention and increased enquiries from users.

Indexing key sources can also be an additional way of creating better access to information held in the collection.

Collection Care

Public Libraries should be considering a conservation and care policy for local history collections in particular. A good reference is the policy compiled by the City of Westminster Archives (Westminster City Archives 2009).

E-Books

In early 2013 there was a quiet launch of gen-ebooks.com in Australia by Gould Genealogy. This is a unique site selling genealogy related titles for instant download. Content includes Australian titles published by Unlock the Past, a business arm of Gould Genealogy. As they establish themselves they may look to providing a service to public libraries in the future.

There will increasingly be more genealogy and local history content available in an electronic format and this is something to keep an eye on in the future.

Australian libraries can also contribute books published pre 1924 to the Internet Archive who will digitise them for free and make them accessible via the Open Library platform.

7.13 Increased Aged Population

The Australian population is aging. Traditionally it is the older person who researches family history. An increased population of retired and semi-retired people over the age of 55 has and will continue to impact public library services. Family history is a hobby that can be undertaken solo but opportunities include bringing researchers together, adding a social aspect and opportunity for shared knowledge, new learning (eg. how to use a computer) and collaboration with others.

There is also an opportunity for public libraries to recruit interested volunteers for heritage focused projects. Library Staff should be engaging with senior's community groups such as Probus and U3A's in order to promote services and collections and even undertake formal partnerships and networking.

7.14 Volunteer Projects

Interested and capable volunteers can contribute greatly to projects facilitated by the library. Volunteer labour can help move along a project which for various reasons may stall due to lack of staff availability or time to spend on it. Local knowledge from volunteers can be a wonderful untapped resource for local and family history projects in particular. Volunteer projects may include indexing items from local history collections and newspapers, contributing to *The Ryerson Index* with the contribution of death notices from local newspapers, scanning, transcribing, data entry, research projects, photographing heritage sites, setting up displays, compiling reminiscence kits, community development and more (Ryerson Index 2013).

7.15 National Broadband Opportunities

The National Broadband Network (NBN) will impact the ways in which people will access and use the Internet and online technologies. The ability to download and upload large files of content at high speed will create opportunities for online learning, easy access to the Internet on multiple devices, two-way high-resolution video chats, ability to send large files and more (Moses 2013).

Online learning and in particular webinars are already becoming a focus for the genealogy community. Experts in their field, from all over the world provide an educational class delivered over the Internet. These forums of expertise can be combined with a local class or group of genealogists in the library. The Southern California Genealogical Society (2013b) webinars are available free to anyone in the world to access live. Held twice-monthly their class schedule includes subjects of interest to Australian researchers. Topics include classes on Pinterest, Evernote, organisation, evaluating records and more. A financial member of the Society also has access to archived webinars. Other examples are The Society of Genealogists (Sydney) which host webinars at a fee for members only and genealogy companies such as Ancestry.com and Rootsmagic also offer free webinars about their products.

As this report is being finalised the State Library of Victoria is piloting the Branching out online learning program for beginning family history researchers with 19 public libraries participating.

The rollout of the NBN will also afford the opportunity to download large files such as movies and videos. Content on The Moving Image Archive on Internet Archive for example can be used in conjunction with a local class of genealogists in the library (Internet Archive 2013).

In the same vein, the UK National Archives have an ongoing program to digitise its collections, including its microfilm collections. This is available online but necessitates a broadband connection as they are delivered as large PDF files only. One PDF may include 800 pages (The National Archives n.d.c). Digital Microfilm readers now allow access via the Internet to microfilm located in international locations (Dempsey 2009).

The NBN also offers opportunities for public libraries to support micro-businesses. An example of this may be supporting professional genealogists in providing access to resources in return for assistance in programs and events at the library.

At *RootsTech2013* companies such as MADTech showcased applications to convert 'videos, photos, audio, books and documents' into digital format (MADTech 2013), as does Procopy (2013) in Melbourne and Australia wide. Transferring historical records preserved on older technologies into digital formats and placing them online via companies such as these and ReelGenie (2013) is another way that the NBN will assist family history researchers in particular to preserve their unique family and local history stories.

8 LOCAL AND FAMILY HISTORY SERVICES AT YPRL

Local and Family History services and programs undertaken by Yarra Plenty Regional Library are currently guided by the library's Local and Family History Strategic Framework 2011-2016.

The research project and study tour undertaken, supported by the 2012 Margery C. Ramsay Scholarship has highlighted opportunities that will be reflected in the ongoing implementation of the Strategic Framework as well as planning for the future.

In April 2013, *WikiNorthia: Documenting life in Melbourne's North* was relaunched with a new web design which facilitates the pinning and sharing of local stories and photos to a regional map. The project was initially set up in 2006 in partnership with Darebin Libraries and Moreland City Libraries, representing five council areas in Melbourne's north (WikiNorthia 2013). Through collaboration with individuals, community groups and local history groups in particular, the site is growing to be a major online repository for local stories. It sits in context with our unique physical local history collections and is also a vehicle for highlighting stories within our collections such as the street names articles; Banyule Street Names, Nillumbik Street Names and Whittlesea Street Names, which draw information from our collections and other resources. This ongoing project will enable us to create content and showcase items from within our collections, including historical photographs.

9 CONCLUSIONS

Public libraries need to continue to recognise and value their role in preserving and collecting local historical resources and stories. Most public libraries manage unique collections relating to their local community. It is important to highlight and share the valuable stories contained within these collections and encourage the community to contribute back with their own stories and memories. With the assistance of online tools and social media for content creation, this is achievable.

The growing aged population and entertainment value of family history, combined with continually increasing availability of records online, ensure that libraries are a good fit to enable people to start, and continue, their research journey and learning. With the genealogy industry undergoing unprecedented expansion it has never been easier to undertake local and family history research. The annual growth in attendance of international conferences such as Who Do You Think You Are? Live and RootsTech suggests interest is expected to continually grow. Libraries can contribute by engaging their local communities to speak to family members, uncover personal memories and together with researching the records, preserve their stories for future generations.

10 RECOMMENDATIONS

The following are recommended for the provision of Local and Family History services within Victoria's public libraries:

1. Employ skilled and enthusiastic staff with a passion for local and family history.
2. Establish and maintain partnerships with local history and other similar community groups.
3. Identify and showcase significant items in local history collections.
4. Proactively build local history collections within a collections policy.
5. Provide a description and context of local history collections.
6. Provide a program for beginners on how to start their family history research and tell their stories.
7. Promote awareness of specific family history resources freely available within the library, particularly subscription based resources.
8. Provide a program to help researchers research their First World War military and home front family history.
9. Address any backlog of uncatalogued items
10. Monitor the digitisation platform component of the *Tomorrow's Library* review.
11. Review significant and conservations assessment reports from the 2006 Memory Victoria project, including any recommendations made.

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APPENDIX A - LIBRARIES

British Library; London and Colindale, North London, UK



Figure 4: The British Library

A highlight of my visit to London was a tour of The British Library (n.d.a) which holds an unrivalled collection of 150 million items, providing access in reading rooms and remotely over the web. It is the copyright library for the United Kingdom requiring the legal deposit of all publications, which the library must keep in the collection. Approximately 8,000 items are received each day. The British Library Parliamentary Act was passed in 1972 ensuring that the fragmented major collections held elsewhere at the time, such as the British Museum and the East India Office, could be unified in one place. It took 30 years to build and was opened by Queen Elizabeth in 1998.

The building consists of 280 kms of stack, nine floors underground. Only half of the collection is on site and the remainder is stored in Yorkshire.

Requirements were put in place to allow for community space and the design was not to impede on the view of neighbouring buildings. There are 11 reading rooms with about 4,000 seats. Books are stored by size and the library has a unique location classification system. There is a strict admission policy and users in the reading room are required to obtain membership cards, which include a photo and are valid for up to three years.

The King's Library, the personal collection of King George III who reigned 1760 – 1820, is displayed beautifully in a glass tower near the entrance of the library; a condition of its donation by King George IV was that it always be on view and that it would be made available for scholars to access as had been the practice of his father. It contains over 8,500 volumes covering a wide range of subjects and includes rare first editions. Staff process 70 to 80 requests per day to access items from this collection (The British Library n.d.b).

The British Library's award winning *Turning the Pages™* technology enables visitors to turn the page on a screen of digitised images of some of the treasures. Staff at the library developed the idea and it has since been implemented by licence online and in exhibitions by other libraries and museums around the world (The British Library n.d.c and n.d.d).

The Treasures Gallery is a permanent exhibition which showcases this technology. It includes manuscripts and printed music, historical documents, maps, and views and books. Highlights include original material of the Beatles, Shakespeare, illuminated manuscripts and the Magna Carta.

Google Books has partnered with the library aiming to digitise 250,000 items from the Library's collection (Lentin 2011).

In April 2013 the library commenced recording every British website, e-book, online newsletter and blog in a bid to preserve the nation's digital memory (Lawless 2013).

I was also able to undertake a visit to the conservation studios on my visit (public tours are conducted once a month) and viewed projects, which conservation teams are currently working on. I observed a number of ancient scrolls dating from at least 7 AD being conserved in preparation for a digitisation project. The aim is to conserve the object in order that treatment can be reversed in the future. Some conservation treatments done in the past were actually damaging to the item. Some items are treated with the aim of being made functional for access in the library but still staying as honest to the original as possible.

There are many specialists in the department relating to specific materials or items such as philatelics or photographs. The teams also work on preparing items for exhibitions as well as compiling condition reports on items that may be loaned out to other institutions.

Library departments are required to submit their bids for work done by the conservation department. An assessment is made as to the best method of conservation and how many hours will be required. Highly popular items take priority over less used items.

Other activities conservation staff undertake include training, bids or quotes for time allotments for in-house projects, public programs and running repairs including items flagged for attention from the reading room.

In 2012 the library launched The British Newspaper Archive online in a partnership with brightsolid (2013) online publishing to digitise up to 40 million newspaper pages from the British Library's vast collection over the next ten years. I was able to visit the digitisation studio at the British Newspapers facility in Colindale, North London, where I was informed some six million pages are already available via the subscription website *findmypast*, to which libraries may also subscribe. Other British Newspapers and magazines including the Times Digital Archives, 17th and 18th Century Burney Collection are available via the Gale News Vault package.

The building and collection were established by the British Museum in 1905. Newspapers are currently shelved by year, differing sizes are intermingled. This does present challenges for the length of the location information indicated on a catalogue record and more leg work for assistants who may have a request for a data run of a certain title from researchers in the Reading room.

Currently, the accumulated 28 miles of stacks includes 693,000 bound volumes and more than 400,000 reels of microfilm covering the finest collection of newspapers from Britain and Ireland. Holdings of regional papers are fairly comprehensive from the 1840s onwards. Since 1869, British and Irish newspapers have been received through legal deposit. Historically accumulated papers were bound upon receipt. A number of international titles are held, including some from Australia.

About 6,000 volumes of papers dating from the early 20th century were lost during bombing raids during the Second World War, even today pieces of shrapnel can be discovered in volumes that have sat unopened over the years.

In the 1950s a microfilming program commenced, starting with papers from the war years. By the 1970s, the preservation side was being recognised and there were efforts made to retrospectively microfilm older and fragile volumes. By 1986 a decision was made to microfilm new papers as they came in. Today, if a title is on microfilm, this will be provided to researchers rather than the original copy. Microfilming ceased in 2010.

At the time of my visit the library was preparing to relocate the collection to a purpose built facility at Boston Spa, West Yorkshire, which has been planned for some time. The new facility means that Colindale will close. The British Library in St Pancras will host a new newspapers reading room. Original papers will still be able to be requested but the turnaround time will be about two days as the item is retrieved from Yorkshire. The new facility, known as the Newspaper Storage Building (still under construction at the time of my visit), will provide environmentally controlled storage conditions, along with temperature and humidity controls, as well as a low oxygen system. A racking system will allow for automated collection.

Camden Local Studies and Archives Centre; Holborn, London, UK



Figure 5: Holborn Public Library, home to the Camden Local Studies and Archives Centre

Camden Local Studies and Archives was created in 1974 and in 1995 was located in a new centre on the second floor of Holborn Public Library. Most of the archives and the conservation unit are located in a store behind the library.

The collection contains over 200,000 items on the history of the London borough, including collections assembled by the former boroughs of Hampstead, Holborn and St Pancras. Finding aids include comprehensive guides to collection with advice on tracing the history of a building, newspaper research and local sources for family history.

Highlights of the collections:

- Oil paintings—the BBC (2013a) *Your Paintings* website is a portal website which aims to showcase the entire UK national collection of oil paintings; the stories behind them, and where to actually visit them. It includes paintings from thousands of museums and many public libraries including over 100 paintings from the Camden Local Studies and Archives Centre (BBC 2013b).
- Heal Collection on St Pancras—donated in 1913, created by Ambrose Heal (of Heals furniture firm) relating to the parish of St Pancras, including maps, books, documents, illustrations, news cuttings and playbills (particularly for the Scala Theatre).
- William Beattie M.D. (1793-1875)—about 200 books and manuscripts of a Hampstead doctor, including memoirs, travel books and poems.

- Kate Greenaway Collection (1846-1901)—books, proofs, cards and some original drawings by a children’s book illustrator and writer.
- Elizabeth Sharpe Collection (1865-1905)—collection of 19th-century family toys, books, pressed flowers, Christmas and Valentine cards and photographs of Elizabeth Sharpe of Admiral's House, Hampstead.

Most of the pre-1965 local authority records held in the Centre can be searched via The National Archives (n.d.d) *Access to Archives*. ‘A2A allows you to search and browse for information about collections of records (archives) in England and Wales, dating from the eighth century to the present day. The archives described on A2A are cared for in local record offices and libraries, universities, museums and national and specialist institutions across England and Wales, where they are made available to the public.’

In 2012 the Centre ran a competition for poetry inspired by items in its collection. Subsequently an exhibition entitled *Versed in History* in which a selection of poems entered in the competition were displayed alongside some of the historical items which inspired them as well as other related archive items in the collection. This has now also formed the basis of an online exhibition.

Between 2004 and 2008, the Centre was also involved in the *King's Cross Voices* project, working with community members and local partners to record the memories and unique life experiences of those who have lived, worked and studied in the King's Cross area. This can now be accessed online.

Life and Death in Hampstead is part of a major conservation project for Camden's Hampstead Parish Churchyard which was funded by the Heritage Lottery Fund. A special education resource was also created; an audio exploration of the stories of some of the people who are buried at Saint-John-at-Hampstead cemetery (Camden 2010a).

A recent project managed by the Camden local authority is *Camden's Local List*. It seeks to identify buildings and features that local people value and which contribute to the character of the local area. Community contributions are encouraged (Camden 2010b).

In 2012 staff organised a successful exhibition for the 200th anniversary of the birth of Charles Dickens. During my visit I viewed an exhibition relating to the history of the local Italian community. The Centre has also produced a book on this topic recently; this and many other local titles are available for purchase from the Centre.

Camden Local Studies and Archives Centre, along with other public libraries in the UK are struggling due to funding cuts, which impact services such as the maintenance and access to collections. Despite reduced opening hours to the public, the Centre remains a busy place for researchers. Visitors adjust their own schedules in order to attend in the hours that the Centre is open. The Centre receives visitors from all over the world, both in person and online via research queries.

Where staff cannot satisfy a query in a reasonable amount of time, email requests are referred to a list of professional researchers.

The Centre manages a number of volunteers, some quite long term, who assist with tasks such as cataloguing.

Outreach activities include a good relationship with the active Camden History Society group, who occasionally hold their meetings at the Centre.

Guildhall Library; London, UK

Guildhall library is part of the City of London Libraries. This is a major public reference library specialising in London history and English local studies with historical connections going back to the first library at Guildhall around 1425. The current library was opened in 1974 with a major reorganisation taking place in 2009. The collection is situated only partially on the main floor of the library, with manuscripts and most books held off public access on site.



Figure 6: Guildhall Library

Highlights of the collections:

- Material relating to clocks and watchmaking complimented by a clock museum located in the same building
- Maritime history
- Broadsides collection including a collection of sketches of suicides from The Monument (located not far from the library), built between 1671 and 1677 to commemorate the Great Fire of London (1666) and to celebrate the rebuilding of the city
- Samuel Pepys collection—Pepys (1633 – 1703) was an English naval administrator and Member of Parliament who is now most famous for the diary he kept
- John Wilkes collection

- Thomas More collection
- Gardeners' and Fletchers' Companions Libraries collections
- Gresham College Library collection
- Charles Lamb Society collection
- Lloyd's Marine collection (1741 to the present) including Lloyd's List newspaper (City of London 2013)
- Largest food, drink and cookery collection in the UK (16th – 21st centuries)—over 10,000 items includes the personal library of Elizabeth David, the André Simon Collection and the Institute of Masters of Wine Collection. Each year the short-listed works of the André Simon Food and Drink Book Awards are donated to Guildhall Library
- Old Bailey (Court) session papers (1617 – 1913)—pages and transcripts of trials including Newgate and other sources relating to London criminals and crime. Much of it has been digitised as part of the Old Bailey Online project (Guildhall Library 2013).

A project was also undertaken recently to digitise a number of items which were contributed to the subscription website EEBO – English Books Online (City of London Libraries Bibliographical Services 2013).

Kensington Central Library (Public library); Kensington, London, UK



Figure 7: Kensington Central Library

Kensington Central Library is one of six public libraries which serves the Royal Borough of Kensington and Chelsea in London. As with many local studies collections in public libraries, it is not always the

first part of the library which greets you as you walk in the door. Researchers always have to climb a few stairs or walk to the far side of the building to access the area.

At Kensington, the Local Studies centre is in fact partitioned off from the main library via a clear glass wall on the second main floor of the building. There has been a recent re-organisation of the collection as they amalgamate the Chelsea Local studies collection into the department. The collection includes records of all descriptions and formats covering the local area of Kensington and Chelsea as well as an extensive collection of general London area books. It is popular with all kinds of researchers including genealogists but also property historians. Mortuary records are a popular and very useful resource especially providing information on people who were killed during the London Blitz. As is often the case in the organisations visited, the collection is held off public access.

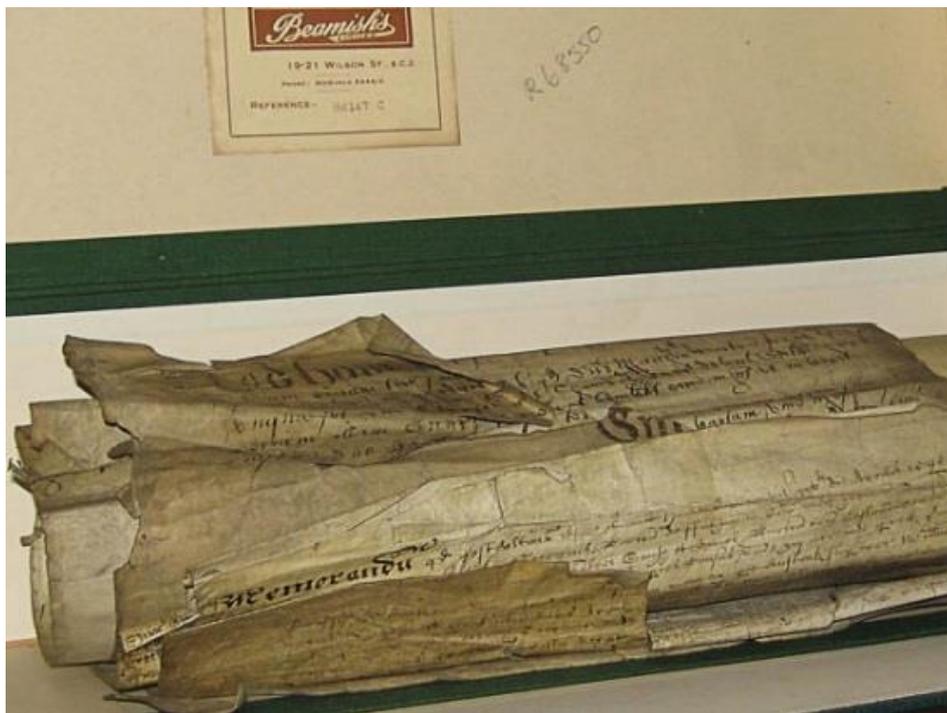


Figure 8: Earl's Court rolls

The oldest item in the collection is the Earl's Court—court rolls from 1554 – 1601. The rolls contain the records of decisions in the Manorial Court which would have been held at the Manor House in Earls Court (although sometimes at other venues) and mainly relate to property and wills. A card index of the names of people and properties referred to in the rolls was established some years ago. It has also been subsequently microfilmed (confirmed in an email from Dave Walker 29 April 2013).



Figure 9: Compactus at Kensington Central Library

A variety of records including drainage records for nearly every local address, manuscripts, railway photos, archives from local organisations and more are stored in a compactus.

Three volunteers work on different projects; scanning photos, creating a list of un-catalogued material in the store and research on the First World War material. The tasks are all things that the full time staff do not have time to do. The volunteers do not do enquiry work; some archives do use volunteers for enquiries. The department also engages student interns on occasion and were preparing for a visit from an Australian archives student in the middle of the year to list and re-house the ephemera collection (confirmed in an email from Dave Walker 1 May 2013).

Dave Walker (2013), the Local Studies Librarian promotes the collection via his thoroughly researched blog posts at *Library Time Machine*. He writes from a local historian perspective and his passion for his local area is quite evident. He usually always includes historical photographs, as well as images of maps from the collection and will often link them via a theme.

Norfolk Heritage Centre at Norfolk Library; Norwich, UK

The Norfolk Heritage Centre is located within the landmark Norfolk and Norwich Millennium Library in The Forum complex. The library has been nominated as the most popular library in the United Kingdom for the last six years (Norfolk County Council 2012), and is also home to the 2nd Air Division (USAAF) Memorial Library (The Forum n.d.a).

The Norfolk and Norwich Millennium Library opened in 2001. It was built following a fire in 1994, which destroyed the library and the Norfolk Record centre attached to it. About 19,000 items were lost. Signs of fire and water damage remain evident on some items in the heritage collection.



Figure 10: The Norwich Millennium Library in The Forum

The Norfolk Library and Information Service consists of 47 branches, which includes the Norfolk and Norwich Millennium Library. The three level library is home to the Norfolk Heritage Centre, which includes the library's vast local studies collection and key duplicate records from the Norfolk Records Office.

The Heritage Centre includes about eight computers and a number of microfilm and microfiche readers. A reference collection includes items such as Debrett's Peerage and some of the visitation series dating from the late 1500s. Material from the neighbouring county of Suffolk is also included in the collection. Current newspapers are microfilmed; hard copies are not kept due to space restrictions in compliance with the long term practice to do this.

The reference collection does not reflect the huge local studies collection which is actually stored behind closed doors in a temperature and humidity controlled environment. The collection is not completely catalogued.

There are a number of special collections, highlights of which include the

- Colman Library—Jeremiah James Colman (1830 – 1898) was a mustard manufacturer ('Jeremiah James Colman' 2012) based in Norwich and was regarded as a bit of a social reformer. His personal library from the Victorian era is now held here. It consists of subjects that interested him including sociology, local environment, local history, art, music and literature. There are strict conditions for access to this collection which was donated to the library in 1954. A permanent display cabinet showcases items in the collection. These are rotated from time to time (Norfolk County Council 2013a, Norfolk Heritage Centre, Colman Library).

- Norfolk City Collection—is also highly valued but rarely accessed due to the fact that it is in Latin. It was collected by local clergy as part of a library that would be available to other visiting clergy. It has only recently been catalogued.
- Wycliffite 'Boleyn' Bible—dated from the late 1500s, this bible was believed to be owned by Anne Boleyn (c1501-1536). Her family were from the local area (Norfolk County Council 2013b, Anne Boleyn). Anne was the second wife of King Henry VIII and mother of Queen Elizabeth I. She was later beheaded following the made up charge of treason.
- Norwich Apocalypse—from the 12th century the oldest item in the collection. This is a portion of the bible which was beautifully transcribed and illuminated by a monk.



Figure 11 Wycliffite 'Boleyn' Bible

Folders of popular material copied from the Norwich Records Office are available for immediate access.

The Norfolk Heritage Centre maintains a list of *Famous Norfolk People* on the library website (Norfolk County Council 2013b). This has proved to be a simple but effective way to shed light on local history and has been found to be particularly useful for young students.

Time constraints meant I was unable to visit the Norfolk Records Office, which celebrates its 50th anniversary in 2013 and is considered a four star archive service. Researchers may visit this facility about 20 minutes away. It holds widely deposited collections from a large number of record creators, whether they be local public or private bodies, Diocesan records, Dean and Chapter records, deeds, estate maps, manorial records etc., and has an extensive manuscript collection.

I met with Elizabeth Budd, one of two archives specialists employed by the Norfolk Records office and based at the Heritage Centre. Her role includes assisting people with their queries. She advertises a regular lunch hour drop in. About 40 per cent of queries are family history related; other queries may be related to house history. Elizabeth also organises training sessions for starting family history. During my visit a program named *Spring Heritage Hours* was in place which included regular lunch time talks and 'ask an archivist' specialist research clinics.

I also met with Claire Agate, the Community Librarian for local studies, who having worked there since before the fire could not only paint the big picture for me but also talk briefly about some of the other history related projects including the Norfolk Sources Project in which the Norfolk Heritage Centre together with the Norfolk Records Office have provided archival materials which have been digitised and can be accessed online (Norfolk County Council n.d.).

The County photographic collection is an extensive collection of images and information held by the library which reflects thousands of stories of Norfolk life and history over the past 150 years. The physical photographic collection consists of over 200,000 images. Of these, 16,000 can be viewed online via Picture Norfolk. Following the 1994 fire, much of the original collection was lost. In 1999 an appeal was made to the public for photographs. Hundreds of people and groups responded by donating or lending photos to be copied. This was the impetus to establish the digitisation project and the Picture Norfolk website was created. Finding aids include a guide to the Picture Norfolk collection with suggested highlights of the collection to look at (Everitt 2013).

Notable highlights include:

- a survey of bomb damage to Norwich in the Second World War
- First World War soldier portraits
- images of county floods in 1912
- survey of local places photographed in the 1950s (Norfolk County Council 2013c).

In 2012 the library partnered with the local BBC (2013c) office for its project, *The Great British Story*; a program of events and activities that took place across the UK, enabling people to find out more about the history of everyday lives of the British people between the Royal jubilee years of 1897 and 2012.

The 2nd Division (USAAF) Memorial Library is also located within the library. It was established to honour the friendly invasion of the American Air Force during the Second World War. The collection includes items relating to the 2nd Air Division, American Life and Culture (The Forum n.d.b).

Allen County Public Library; Fort Wayne, Indiana, USA

Allen County Public Library (ACPL) has thirteen branches with the main library in Fort Wayne, Indiana, located in the mid-west about three hours' drive from Chicago. The library building along

with other branches was upgraded in the early 2000s and takes up a whole block downtown. Fort Wayne has been cited as the Best Read City in the United States by Places Rated Almanac, due in large part to the library's collection and patrons' use of it.



Figure 12: Allen County Public Library, Fort Wayne, IN

The library's Genealogy Center is one of the nation's largest genealogy research facilities, second only to FamilySearch in Salt Lake City (Witcher 2012).

In the 1930s, due to low funds, the library began a program to purchase used books. Staff scoured second-hand bookstores from all over the middle third of the country. Books purchased included many local history titles and these and others formed the heart of the genealogy collection when it was formed in 1961. It also received a collection at that time donated by the local chapter of the Daughters of the American Revolution. In 1965 the library secured an arrangement with R. Polk and Company and the American Association of Directory Publishers. This arrangement provided for the donation of one copy of the previous year's directory for hundreds of American cities. The library pays only for shipping. To date 56,856 volumes have been added to the collection with 9,600 on microfilm (confirmed in an email from John Beattie, July 24 2013). This arrangement continues today although not as many City Directories with Polk are now produced in print form, with future offerings probably digital.

ACPL also partnered with the Newberry Library, which today remains a reference library for family and local history based in Chicago. By the mid- 1960s the local and family history collection in this library was in perilous physical condition. They had been collecting since their inception in 1887 (Newberry n.d.). An arrangement was made so that ACPL could access those titles held by the Newberry collection which ACPL did not have. These titles were transported to Fort Wayne in batches over several years in a library station wagon. ACPL staff produced two high quality photo

copies on acid free paper for each book. The resulting photocopy was bound by a local commercial library binder. One copy was returned to the Newberry Library, ACPL kept the second. It is not known just how many titles were treated this way but it is estimated that between 15,000 and 30,000 titles were received. The arrangement has been extended to other libraries, organisations and individuals, most notably with individual's unpublished family histories, with the supplier receiving a photocopy (Ashton 1983).

The collection is extensive, about 378,000 printed volumes and more than 589,000 microfiche and microfilms; the latter no longer heavily used as it once was. About 1,000 – 1,200 items are added per month. This includes family histories. There is an extensive local history collection covering the whole country. Journals relating to geographic areas are usually bound and shelved with the monograph collection. Both the places collection and the family histories collection can be easily browsed on the open shelves but it is advisable for researchers to also consult the catalogue. International holdings cover Canada, Western Europe, Great Britain and Ireland. Some of their diaries hold great value, particularly one relating to the Civil War, written by a local Fort Wayne resident.

Americans are encouraged to share their research with the Center by direct donation. Curt B. Witcher, the Centre's Manager and Manager of Special Collections describes it is 'a safety net under the wire' to preserve the many hours of research and records gathered by so many genealogists across the country. I witnessed this personally when a large duffle bag was left at the reception desk during my visit.

The Center has its own Technical Services department separate to that of the rest of the library, ensuring that staff become more specialised and familiar with the collection and items are processed faster into the collection than they were previously.

The Allen County Public Library and its Genealogy Center have been affected by funding restriction, especially following the impact of the Global Financial Crisis in 2008 and new property tax caps. The Center has an endowment fund to which people are asked to contribute to.

The Genealogy Center contributes to the library's *What's Happening* program of events, which is issued every two months, although programming is usually planned six months ahead. They also participate each October in National Family History month; there is no national coordinated approach to this as there is in Australia.

Experienced staff are available to assist at all levels. A one-on-one consultation day is held once a month. Four half-hour consultations by appointment are available for researchers (ACPL Genealogy Center 2013c).

The collection is not only accessed by genealogists but also by property researchers, partly due to the collection of directories held, which often fill the gaps in between census records. In particular the extensive Polk Directories collection is recognised as an important and valuable resource.

The Center is very committed and active in making as much of its collection online as possible. To ensure this, digitisation programs and partnerships have been established with not-for-profits organisations and commercial organisations. Organisations including Internet Archive, ProQuest, Fold3, Ancestry.com, FamilySearch, Family History Books and WeRelate.org. The Center provides access to several free databases and portals including the African American Gateway, Family Bible Records and Our Military Heritage which have been developed by Genealogy Center staff. It provides pathfinders and finding aids to various areas of research, and maintains the Community Album, a collection of historical photographs for the surrounding area and more.

There is an active program to digitise family histories pre 1923. The Internet Archive has a physical presence in the library with co-located staff employed by Internet Archive operating the digitisation centre in the building. Material from the collection can be accessed for free via the Internet Archive website.

PERSI is another project out of the ACPL Genealogy Center. It is a subject index to articles published in local and family history periodicals maintained by the Center's staff. ACPL provides a service whereby researchers can obtain a copy of the journal article for a small fee. It is also available on Ancestry.com (Allen County Public Library Foundation 1985). In July 2013 a partnership with findmypast was announced which as part of their commitment to enhance PERSI, they will link thousands of individual genealogical periodicals and resources to the index, allowing the original content to be accessed and connected digitally for the first time in the history of PERSI (findmypast US 2013).

The Lincoln Financial Collection consists of about 20,000 books and pamphlets, 10,000 photos and about 200,000 vertical file pieces (Witcher 2012). This large research collection covers Abraham Lincoln's life and years as President, and the Civil War era. The once private corporate collection found a home at Allen County Public Library in 2009 after the local museum which housed it could no longer manage it. The museum also wanted to increase the exposure of the collection and make it more accessible. The Indiana bid for the collection, of which ACPL and the Indiana Museum were part, was successful for a number of reasons including the commitment to scan, describe and place the collection online for free access. This was made possible by the state of the art digitisation facility already at the library in partnership with Internet Archive. They have the ability to host the collection as a whole, thus ensuring its own identity due in part to the renovation and expansion of the building which was completed in 2007 (Sedestrom 2012, p. iv); other bidding institutions would have absorbed the collection into existing Lincoln collections.

A highlight of the collection includes President Abraham Lincoln's personal photograph collection consisting of images of himself and his family. It also includes the famous spirit photograph, a

portrait of Lincoln's widow Mary with the ghost of Abraham and his hands on her shoulders behind her. Dozens of people come to the library each month just to see the photograph. Photos from the collection were used in Stephen Spielberg's 2013 film *Lincoln*.

New York Public Library; New York, New York, USA



Figure 13: Stephen A. Schwarzman Building, New York Public Library

The New York Public Library (2013b) was founded in 1895 and is the largest public library service in the United States. It operates at 91 locations; 87 local branches and four research centres covering the Bronx, Manhattan, and Staten Island. Approximately 18 million patrons visit the library service in person annually with millions more accessing its resources online worldwide.

The *Irma and Paul Milstein Division of United States History, Local History and Genealogy* at the New York Public Library (2013c) is one of the oldest genealogical collections in the country. It is situated within the Stephen A. Schwarzman Building taking a whole block at Fifth Avenue and 42nd street in the city's mid-town. Genealogy and local history has always been a focus in the library since the initial Astor and Lenox collections were merged and found a home in the iconic flagship building, which opened in 1911. Today, except for the children's centre, the building houses reference collections only.

The local history and genealogy collection operates in context with the library's larger collection. The map collection, which is located close to the Irma and Paul Milstein Division is also heavily used by family history researchers. The collections in the main reference library, cover humanities, social science, performing arts and business and to a lesser extent, science. A lot of the collection is stored

off site (and more will be as plans for the new circulating library within the space takes shape) and is comparable with that of the Library of Congress and British Library.



Figure 14: Irma and Paul Milstein Division of United States History, Local History and Genealogy

The collection consists of histories from all over the USA with a strength on New York State. The genealogy collection covers resources for the USA as well as international content. Items in the reference library are uniquely classified and shelved according to the Billings classification system.

From the 1960s through to the 1970s there was a concentrated effort to microfilm records as a method of preservation. As a result, many microfilms can still be accessed by researchers and there is a dedicated room for this near the local history and genealogy division. Copyright starts in 1923 so items published since then cannot be digitised without permission.

New York Public Library (NYPL) is the only public library member of the HathiTrust Digital Library (n.d.); a partnership of major research institutions and libraries working to ensure that the cultural record is preserved and accessible long into the future.

NYPL has also partnered with the Library of Congress for their long term newspapers project, *Chronicling America*, equivalent to the National Library of Australia's *Trove: Digitised newspapers and more*. In addition they have partnerships with Ancestry.com, the collection, *New York Emigrant Savings Bank 1850-1883* is one example of this, and ProQuest whom they partnered with to make available the *New York Tribune* newspaper (Dempsey 2006).

Another digitisation project relates to The Thomas Addis Emmet Collection, one of NYPL's most important collections, now available online in its entirety. The collection contains nearly 10,000 handwritten letters and documents from America's Founding, including a copy of the Declaration of Independence in Thomas Jefferson's hand (New York Public Library 2013d).

In addition the library digitises its own content for online access including photographs. It has also formed a partnership with Google Books (New York Public Library 2013e) and Internet Archive (n.d.c). Regular classes and lectures are scheduled for the quarterly seasonal *NYPL Now!* program. Throughout the library service over 100 events are held each day. Programming includes film and concert performances and the NYPL Live program.

In 2008, the Division received a major donation of the collection of the New York Genealogical & Biographical Society (NYG&B); the largest genealogical society in New York and the only one that is state-wide. They had made the decision that they needed to downsize and could no longer manage their collection. Founded in 1869 around the same time as NYPL's founding Lenox and Astor collections, the donation of close to 70,000 titles consisted of books, periodicals, manuscripts, genealogists' papers, family and location files, maps and many microfilms of original records. There was some duplication of holdings. All family histories were kept and unique items went to the manuscripts and archives collections (confirmed in an email by Mairo Liriano, 30 April 2013).

The amalgamation of the collection has added to an already strong collection resulting in an unparalleled, publicly accessible resource for New York local and family history research in particular. It has resulted in the NYG&B (2013) and the NYPL continuing their collaboration 'to provide education programs that advance knowledge and build community'. The partnership has benefited genealogists with easy access to the collection in the library and via the online catalogue.

The NYPL and the NYG&B have teamed up to produce programs which teach teachers how to use genealogy in the classroom. In addition, a program has been piloted in selected branch libraries in Manhattan, the Bronx, and Staten Island aimed at introducing branch library patrons to basic genealogical techniques, and more focused material related to ethnic populations in New York, including Irish and African American communities.

Other services provided by NYPL include extensive hours of operation and availability of access to skilled staff. Selected e-resources for genealogy available onsite include: American Ancestors, Ancestry.com, America's Historical Newspapers, 1690-1922, Burke's Peerage and Gentry online, Fold3, Heritage Quest Online, New York State County Histories Online, Origins Network, Proquest Historical Newspapers and WorldCat.

Currently two retired librarians volunteer for the department. One is creating metadata for the historical New York City views photo collection in preparation for digitisation and adding to the NYPL Digital Gallery which currently showcases over 800,000 photographs (search 'Australia' to find many images from historic cigarette cards). Another is weeding the clipping collection, a vertical file of

ephemera (newspaper clippings, small brochures, etc.) arranged by street, neighbourhoods, and subjects and creating inventory records for the catalogue. Inventory records are not full bibliographic records and are only searchable in the local catalogue. In the past, student interns, especially library school students have created metadata for photographs and catalogued election campaign ephemera.

APPENDIX B - SOCIETIES AND ARCHIVES

Institute of Heraldic and Genealogical Studies; Canterbury, UK



Figure 15: Institute of Heraldic and Genealogical Studies, Canterbury

The Institute of Heraldic and Genealogical Studies (IHGS), is located in Canterbury, Kent. The Institute was founded by Cecil Humphrey-Smith in 1961 for the study of the history and structure of the family. Mr Humphrey-Smith is known as the editor of *The Philimore Atlas & Index of Parish Registers*, a major resource for UK family history.

The Institute is an educational charity and provides for training, study and research of family history. It runs various types of courses including full, part-time, residential, correspondence and online courses. A professional genealogists' firm has evolved out of the Institute known as Achievements. The multi-level historic building that the Institute inhabits includes an impressive library collection

Highlights include:

- Heraldry collection
- Pallot's Marriage Index; a marriage and baptismal index, originally paper slips filed in a physical card catalogue, which has since been digitised with online access available via Ancestry.com.



Figure 16: Interior of the IHGS and the original Pallot's Marriage Index card catalogue

There are three main revenues of income which include student enrolments, professional research and digitisation partnerships with genealogy vendors such as Ancestry.com. They have had limited success with public funding applications such as the Heritage Lottery funding, which is available for history related projects. The Institute produces a scholarly journal four times a year and also operates a bookshop/shop front.

London Metropolitan Archives; London, UK

London Metropolitan Archives is an archive of the City of London, under the auspices of the Department of Culture, Heritage and Libraries (as is Guildhall Library). It is the largest local authority archive in the United Kingdom, comprising over 100 km of research collections that document the capital's history from 1067 to present day. It is home to an extraordinary range of documents, images, maps, film and books about London. It also offers a wide selection of events including talks, guided tours, film screenings and exhibitions. The graphic collection in particular has been designated as one of national and international importance by the Museums, Libraries and Archives Council.

Banks of computers provide access to the Archives catalogue, as well as access to Ancestry.com and limited licences to findmypast. A physical catalogue of the archives takes up a small multi shelf area. Folders describe records on minutes, Parish records, hospitals, London local authority, associations, businesses, charities, courts, Jewish organisations, families, individuals and more. Some records can be accessed on microfilm.

Finding aids include a number of topic based subject guides on their website with links to the information leaflets where applicable (London Metropolitan Archives 2013c).

Around 125,000 photographs, prints and drawings as well as over 1,000 maps from the collection are currently accessible online via the *COLLAGE* (City of London Library & Art Gallery Electronic) database (City of London n.d.).

Mediatheque is a specialist research area for images, maps and films. Some films can be viewed on the Archive's channel on You Tube. The film and video collections include a wide range of subjects from marketing for new housing estates to public information films about London's parks and gardens (London Metropolitan Archives 2013b).

London Metropolitan Archives (2011) and Guildhall Library Manuscripts have partnered with Ancestry.co.uk to digitise parish records from churches held in their care. Others have been microfilmed.



Figure 17: London Metropolitan Archives

The Archives also curate small free exhibitions in a small exhibition space located near the entrance and exit. During my visit *Frozen London 1683-1895*, sometimes referred to as the 'little Ice Age' was on display. The exhibition explored the impact some of the most severe winters ever recorded in London have had on its residents at this time. A free detailed colour exhibition guide was available for visitors to take home, which included illustrations from the exhibition/collection. This event was extended an extra month before their new exhibition *Shakespeare and London* replaced it in late May 2013.

Society of Genealogists; London, UK

The Society of Genealogists (SOG) celebrated its 100 year anniversary in 2011. It was founded in 1911 as a meeting place and library for family historians. Its library is the foremost in the British Isles for genealogy with a large collection of family histories, civil registration and census material, and the widest collection of county sources in the country. They have also partnered with

findmypast.co.uk providing over nine million family history records to this database, which many Victorian public libraries now subscribe to. They have also contributed information to the subscription website *Origins.net*.

SOG currently holds approximately 120,000 items including a library of local histories, biographies, autobiographies and family histories. In addition, special unique collections include significant collections of documents, manuscript files and pedigree charts. A major program is currently being undertaken to digitise document files. It is envisaged that this will take some years to complete even with the services of volunteers but it is recognised as an important project worth doing.



Figure 18: Society of Genealogists

The Society owns the building it occupies but still needs a solid financial membership base to remain sustainable. An annual membership drive takes place at Who Do You Think You Are? Live, their annual family history show, which they assist in organising each year.

Benefits of membership include free use of the Society's research facilities and resources, a quarterly journal *Genealogists' Magazine*, discount on book shop purchases and lectures, courses and visits and the search and copy service. Membership also provides access to content on the SOG website. The education service of lectures, courses, walks and visits is published a year ahead and is available to book online.

The Society also manages a successful publishing program including the popular *My Ancestor* series.

The National Archives, Kew, Richmond, UK



Figure 19: The National Archives. Kew, Richmond

The National Archives is the government's archive for England, Wales and the United Kingdom, holding over 1,000 years of the nation's records, making it one of the largest archives in the world.

They are committed to a digitisation program with about five per cent of the total collection accessible via their access portal *Discovery* online. Digital images of wills, probate records, Army, Navy and Air Force records, Cabinet Records, pictures, photographs and historical documents can be downloaded for a fee.

The National Archives (n.d.e) is very active on social media; the most extensive use I observed during my study tour including Pinterest and Historypin to promote its collections and services. It also encourages people to contribute to and improve articles about The National Archives through the *Glamwiki* on Wikipedia.

The National Archives website is the premier site and first port of call for UK history and even early Australian history with records pertaining to convicts and a collection of thousands of early photographs of Australia which were released online in January 2013 (The National Archives 2013). The website includes extensive research guides and education services.

Westminster City Archives; Westminster, London, UK



Figure 20: Westminster City Archives

Westminster City Archives is part of the Westminster Libraries and Archives service, which consists of 13 libraries and includes a music library, home library service and a self-service library in a sports centre.

In 2011 the London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea and Westminster City Councils agreed to the tri-borough proposal to create an integrated libraries and archives service. The amalgamation was to ensure the maintenance and improvement of libraries whilst making savings by organising the management and administration of the service across a wider geographic area.

Resources at the Archives include an extensive collection of written and visual materials.

Highlights include:

- over 60,000 prints and drawings, including rare photographs of Westminster, Marylebone and Paddington
- special collections, including theatre programmes and playbills on the artist and poet William Blake (1757-1827)
- the Business archives of Liberty & Co. Jaeger, Lobb's and Watney's
- sketch books of the furniture makers, Gillow, from the mid-18th century to the early 20th century
- private estate records, including the Grosvenor Estate.

I was also shown a large scrapbook containing pieces of ephemera including photos, news clippings, letters, correspondence and broadsheets relating to the Haymarket and theatre district.

The public can access the services of the Archives free. Finding Aids are available as hard copies in the library as well as online. Sirsi Dynex is used for their library management system and Calm for the separate archive collection.

Judith Bottomley, the Local Studies Librarian has quite a varied role including the handling of reference queries, enquiry desk shifts, collection management, website updates, social media updates, special projects and more.

Westminster Archives have been part of a number of interesting online projects, the most recent of which was launched at the same time as my visit; *The Cookbook of Unknown Ladies, Curious recipes and hidden histories from Westminster City Archives* (Westminster City Archives 2013b). Recipes are shared from a remarkable manuscript cookbook in the Archives collection. The book's handwritten recipes span 150 years of British cookery, providing a fascinating insight into culinary craft of the 18th and 19th centuries.

The identity of the recipe book's authors is a mystery, but there are some clues dotted about the cookbook. As part of the project, Archives staff cooked some of the recipes in a modern kitchen; they have also shared their experiences on blog. Members of the community have also become involved cooking the recipes and sharing their own experiences.

The recipe book is also a launch pad for exploring the history of food in Westminster and the wider London area.

The Cookbook followed the success of the *Life and loves of a Victorian clerk* blog (Westminster City Archives 2013c).

In 1974 Westminster City Archives acquired a manuscript diary, written in 1846 by a young wharf clerk of Pimlico. Although rather unprepossessing at first glance, with water damage to many of the page edges, the diary's sepia hand revealed a myriad of stories, reports and personal observations offering an incredibly rich eyewitness account of life in Victorian Westminster.

The author of the diary, Nathaniel Bryceson was only 19 when he was recording these thoughts and experiences for posterity. His diary is written with eloquence seemingly beyond his years, he shows a keen interest in London's historic development, as well as local events, national politics and international affairs. When dealing with family matters and personal relationships, the entries are more recognisable as those of an adolescent on the brink of adulthood: the diary is interspersed with shorthand entries relating the more salacious episodes in Nathaniel's relationship with his girlfriend Ann Fox, and his numerous attempts to get to know her on a more intimate level.

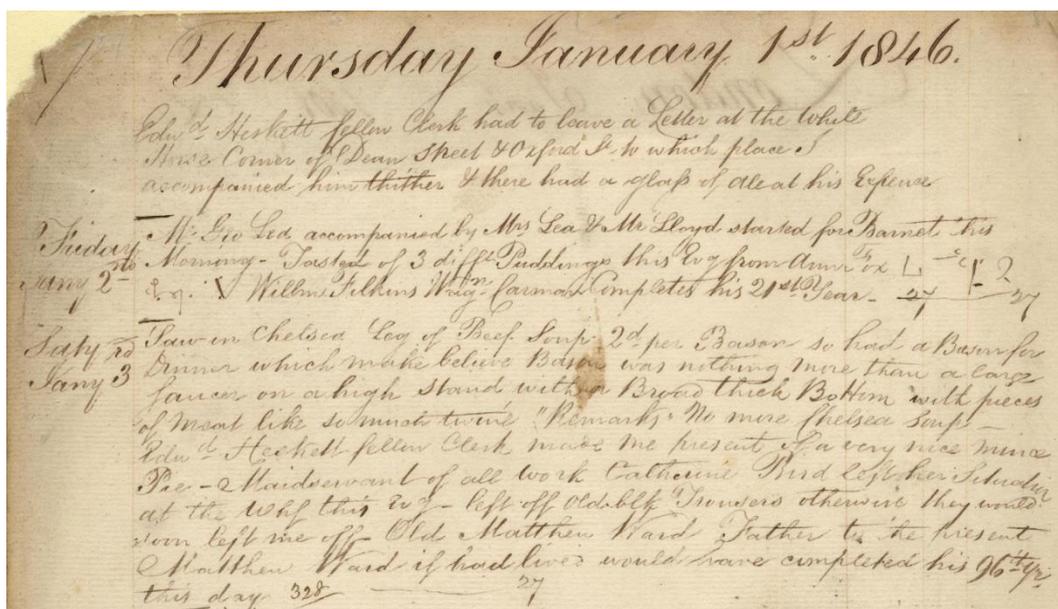


Figure 21: An extract from the diary of Nathaniel Bryceson (Source: J. Bottomley, Westminster City Archives)

The original 1846 diary of Nathaniel Bryceson, was transcribed and blogged in 2010. The blog was immensely popular in the community with people contributing to additional independent research into many of the individuals named within the journal. Among other outcomes of the project which Judith informed me of was a visit by one of Nathaniel's descendants to the Archive to view the original diary.

Other collection holdings include a large map of bomb incendiaries noted in the area during the Second World War, accompanied by a photo album of sites with captions. This resource was included in the *West End at War* project in 2010, as part of activities organised by the Archives with funding to mark the 70th anniversary of the start of the London Blitz. The Archives ran a series of high profile Lottery-funded events, including new online resources, live performances, media and school events across the Borough. *West End at War* was part of *Westminster Memories*, a community-wide initiative designed to capture local history and community experience for Londoners, young and old (Westminster City Archives n.d.).

In early 2012 the Archives received funding for the project *Cholera and the Thames: A Westminster Tale*. The project included an exhibition and a website using watercolours, documents, prints and photographs from the Archives collection and other London collections. These were used to illustrate the story of cholera in Victorian London and how key figures in Westminster helped find the cause of the catastrophic disease which then triggered the construction of Victorian London's sewage system.

The project used volunteers who digitised original documents. Students from the University of Westminster created a computer game showcased on the website. Its aim is to challenge players to

modernise Sir Joseph Bazalgette's sewage system built in 1865 to combat London's putrid water supply, for the 21st century. The website also includes an animated film telling the story of Old Father Thames, which was made with students.

As well as the website and exhibition, activities include a tour to an historic pumping station, a play and a Father Thames tapestry created by a local Bangladeshi group. International charity Water Aid visited schools and gave talks to explain how cholera, although eliminated from Britain and other developed countries, is still afflicting people in the Third World and to encourage schools to raise money (Westminster City Archives 2013a).

In 2012 Westminster partnered in presenting the event *Dickensfest*, a free day of talks and readings in celebration of 200 years since the birth of the author Charles Dickens who had such close ties with London both personally and through his books.

I also met with conservator Georgia Vossou who is not only passionate about the conservation process to preserve items for the future but also opening the collection to the community. She strongly believes that archives play a significant role in local history and lead the *People's Record Project by the Westminster City Archives*; a project developed to provide a record of the 2012 London Olympic Games (Vossou 2010).

Georgia believes that archives need to 'use collections as working tools and increase accessibility by developing innovative in-house and outreach projects, exhibitions and workshops' (Vossou 2012).

Part of the project included showcasing items from the Archives collection relating to the 1948 London Olympics; collecting memories of these games from Londoners and athletes who were involved including a 92 year old 1948 Olympian cyclist who still rides his bikes. The project focused on involving local communities such as primary schools in teaching pupils the ideals of the Olympic Games, including competition, dedication and team work. Reminiscences sessions were conducted with elderly community groups relating to the 1948 Olympic Games. There was also focus on the Paralympic Games. A comprehensive education pack was produced for the project

Westminster City Council (2013) *Olympics memories* remains on line with an open invitation for the community to contribute their memories. Westminster City Archives *The People's Record Project* was awarded the Inspire Mark from the London Organizing Committee of the Olympic Games (Vossou 2010).

Georgia's continuing community engagement activities including running *Collections care training* for adults in libraries as well as a similar program for children, which includes activities such as sewing a book.

During my visit the conservation team were concentrating on a project to review, conserve and catalogue the large theatre program collection. Volunteers were removing metal staples from the centre of the programs.

Volunteers are also indexing the St Martin-in-the-Fields poor law settlement examination books for 1708-1840, containing about 30,000 settlement examinations. It is estimated that the final index will yield the names of about 180,000 people living in London in the 18th and early 19th centuries.

Volunteers can also choose to work on the Building Plans project. The Archives holds a sequence of plans submitted for drainage applications. This is a valuable sequence as although they were submitted specifically for drainage applications there are frequently full sets of building plans included. In October 1999 the Archives staff began a pilot to sort, catalogue and repackage over 1,250 boxes. Over 40,000 individual plans have now been catalogued.

Black History Month is an international event and has been celebrated in the UK every October for over 23 years. It celebrates the lives, achievements and positive contribution made to the country by black and minority ethnic communities. The City of Westminster participates in this annual event, recently publishing a booklet *Black History in Westminster* although this was not an exclusive Archives project.

Fort Wayne Historical Society; Fort Wayne, Indiana, USA



Figure 22: The History Center, Fort Wayne, IN

The History Center is located in the former historic Fort Wayne City Hall building, which used to house the courts, mayor's office, police department and gaol. Built in 1893, its style reflects a heavy, ornate method of architecture. Locally, it is referred to as the Gingerbread House. It is one of three locations that have played a role in the area's history and is home to and managed by the Allen County-Fort Wayne Historical Society

Most counties have a local museum. These museums vary in quality and size. Financial membership of the Society also includes membership to the Time Travellers network of museums across the United States which offers reciprocal benefits to members (Missouri History Museum 2010).

The permanent display is a chronological history of the area and focuses on the Ice Age era, archaeological finds, information on local historical figures, the local Miami Indians, the Rivers and Canals Development, the Civil War era and the migrant communities including German and later Vietnamese and Burmese people; transportation, and the contribution of African-Americans and Hispanics as well as local industry.

Budgetary constraints make it difficult for the Society to maintain and sustain changes in technology for their displays. For example touch screen technology to watch films, common in many larger museums, does not have a place here. In the same vein, staff still maintain a card catalogue for part of its collection (not all) and only a small part of its photographic collection has been digitised.

A special gallery opened last year, named Allen County Innovations. It profiles many products conceived and produced in the local area including magnet wire. Temporary exhibits in the hallways include a variety of subjects. One is an interesting display of helmets from the First World War and another is the story of Silvanus F. Bowser who created the self-measuring gas pump.

The Shields Room on the second floor is described as a crowning glory. It had been used as an exhibition space but was recently renovated and returned to its former glory including gold leaf and hand coloured ceiling and architraves. Although it is still used for the Gingerbread Festival (a major fund raiser) at Christmas time, it is now a space hired out for daytime events.

An art collection of about 200 paintings are preserved by the Historical Society. These are sometimes lent out to the local art gallery. A large collection of clothing and the more traditional archive collections including photographs, notable people files, ephemera and special collections such as the Sherriff collection on local law enforcement. A more recently used collection has been First World War local alien registrations cards – due to the local German population at the time. They also hold the records of S.F. Bowser including a very unique quality photograph collection taken from original 8 x 10 glass negatives.

The Museum curator answers about 100 research queries a month. Personal visits for research are fairly rare, although the museum can accommodate this if necessary, which need to be arranged prior to a visit.

An Education Officer is employed to manage the frequent visits by school children (more than six thousand children per year). An education room accommodates them. The program consists of a short film, tour of the exhibits with an activity sheet. The museum also includes hands on activities such as puzzles and students are welcome to touch certain items. Students also enjoy viewing the

local police historical display and the original basement level gaol space untouched since last used in 1971 when the City Hall closed.

The History Center, in partnership with the Helmke Library at Indiana University-Purdue University Fort Wayne (IPFW), has created an online Digital Collection. This link provides access to some historic materials owned by the Historical Society, including photos, maps, and manuscripts. The Allen County Public Library also includes a link on its website to this local history collection.

The museum employs 13 people, of whom eight people are part-time. They sometimes have volunteers help with programs but this remains inconsistent. Regular volunteers help out with the Gingerbread festival.

Internet Archive; San Francisco, California, USA

Internet Archive is based in San Francisco, California. It was founded in 1996 by Digital Librarian, Brewster Kahle. His goal is simple: universal access to all knowledge. The archive provides access to digital historical collections and to that end they undertake the digitisation of physical collections.



Figure 23: Internet Archive, San Francisco

As of March 2013, the Internet Archive (n.d.d) has:

- 370,000 TV news broadcasts from over 30 networks
- 3,500,000 books and texts
- 1 million movies and videos
- 100,000 live music concerts
- 1 million audio recordings
- 150 billion archived web pages on the Wayback Machine
- 200,00 books for lending and 2 million texts for print disabled via openlibrary.org
- 4.5 billion URLs archived at archive-it.org
- 3,000 hours of 9/11 TV news
- 1,500 books scanned per day in 30 scan centers in ten countries

- 10 petabytes of content
- 2.5 million daily visitors to archive.org
- 3 million daily downloads
- Alexa top 250
- Page rank of 8.

The organisation consists of 150 employees in ten international locations. It also has a strong volunteer base.



Figure 24: Internet Archive film and document digitising work room

There are three stages to the digital scanning process that results in 1,500 books being scanned every day. First a web page is created. Relevant metadata is extracted, possibly from a client database. The second stage is image capture. This is a non-destructive process using their own Scribe facility. The operator places the item on the v-shaped scanning bed aligning it with two side-mounted cameras. With one click, the operator photographs the two pages simultaneously. There is also an option where the operator can click a button to indicate if the item page is an index or contents page, which assists in the search ability of the item when online. The third stage is the republishing process where images are quality checked. The image is then uploaded 24 to 48 hours later. In addition there is a separate fold out station for larger items. The team here also digitises microfilm and 16 mm film.

The Open Library project includes 200,000 books available free for e-book lending. Participating libraries have contributed texts for digitisation and inclusion in this project.

National Archives at New York City; New York, New York, USA



Figure 25: The Alexander Hamilton US Customs House Building (Source: National Archives at New York)

The National Archives at New York City, had only been in its new home for less than a month when I visited. It shares space in the historic Alexander Hamilton US Custom House, a Federal Government Building with the National Museum of the American Indian, a component of the Smithsonian Institution. It is situated close to the Financial District of the city and Battery Point.



Figure 26: The National Archives at New York City (Source: National Archives at New York)

The Archives occupy the third floor where visitors and researchers are welcome. The fourth floor is used for archives storage, together with two other remote storage facilities located in another part of the country.

The New York Archives are one of 44 sites around the country in addition to the majority of Presidential Libraries. Holdings at New York consist of Federal records from New Jersey, New York, Puerto Rico and the US Virgin Islands dating from 1680s to the 1990s.

The Welcome Center includes a fascinating exhibition using documents from the New York Archives and serves as a terrific introduction to the Archives for a first time visitor.

The reading room holds finding aids and information on popular passenger arrivals from the arrival ports of Garden Island and Ellis Island. Original records can be looked at here. Major collections, such as immigration records have now also been digitised and can be accessed via commercial websites here for free.

Researchers often include first or second generation Americans looking for their naturalisation papers to prove citizenship for example, in order to move into aged care or acquire a passport. Researchers may also be looking for this evidence in order to apply for dual citizenships. Family History researchers also come to the Archives looking for evidence of family members in the government records.

The Learning Center space is used for educational programs for students, teacher workshops, genealogy workshops and more. Its resources include themed kits with copies of original records such as a passenger list, a census enumeration form or an individual's naturalisation record. These kits are used in classes as part of the *Archival Adventures* program designed for people to learn more about what stories can be found behind the records.

The *Citizen Archivist Dashboard* enables people to tag, transcribe, edit, upload and share articles. One project involves transcribing weather from Arctic Ships logs (National Archives n.d.a). The *Docs Teach* website is a new online tool for teaching with a choice of thousands of documents from the Archives, aimed primarily for teachers to use in the classroom (National Archives n.d.b).

In July 2013 the Archives were trialling an 'ask an archivist' service (National Archives n.d.c).

APPENDIX C - OTHER RESOURCES AND FACILITIES

Imperial War Museum; London, UK

The Imperial War Museum (IWM) is located in the former heritage listed Bethlehem Royal Hospital and was founded in 1917. The IWM (n.d.a) website states that it 'is unique in its coverage of conflict, especially those involving Britain and the Commonwealth, from the First World War to the present day. [They] seek to provide for and to encourage the study and understanding of the history of modern war and "wartime experience"'.



Figure 27: Liz Pidgeon, 2012 Margery C. Ramsay Scholarship recipient, outside the Imperial War Museum, London

I met with Sarah Patterson, Family History Librarian working in the Collections Access area. Sarah is also the author of *Tracing your Prisoner of War Ancestors: the First World War*. The Museum was closed during my visit due to a major renovation project and installation of a new exhibit in preparation for the First World War centenary.

The *Explore History* section of the museum is usually available for visitors to access video and oral history collections on computers as well as browse magazines and books of interest arranged in general military subjects. There is also Internet access to sites such as the *Commonwealth War Graves Commission*, *The National Archives* and *Military Genealogy*.

A detailed enquiry, usually related to researching an individual, will be referred to resources available in the Reader's Room. Dependent upon available staff and seats, an appointment might have to be made. This area provides computers and access to the catalogue, as well as experienced staff, where items may be requested from the (off public access) library. The room also provides easy access to regimental histories and general reference books.

Individual service records for the First World War cannot be accessed at IWM. Only about 30 percent of these records have survived and those that have are available via The National Archives.

Finding aids include a number of signposting guides available as hard copies to assist researchers. These range from tracing Royal Flying Corps and Royal Air Force Ancestry, Army Ancestry, Merchant Navy Ancestry, Royal Navy Ancestry, Prisoners of War and Home Front Ancestry 1939-1945. Records at the IWM will help place wartime experiences into context; often researchers will be referred to records and organisations outside the IWM.

Sarah gave me a brief tour behind the scenes including the bulk of the library's collection, explaining that they use an in-house classification system based on the UDC. The collection also has material from other countries such as Australia, New Zealand, USA and Germany. Topics include military unit histories, theory of warfare, military strategy, biographies, autobiographies and rolls of honour.

The War Memorials Archives (formerly known as the UK National Inventory of War Memorials), is the national archive register for war memorials located in the UK, Channel Islands and Isle of Man (IWM n.d.b) and is managed by the Imperial War Museum. It aims to compile a comprehensive record of the estimated 100,000 UK war memorials. The Register currently holds records for about 60,000. A project is underway to index the names on the known memorials and these will be available online for the First World War centenary (IWM n.d.c).

FamilySearch; Salt Lake City, Utah, USA

FamilySearch is the largest genealogy organization in the world. FamilySearch and its predecessors have been actively gathering, preserving, and sharing genealogical records worldwide for over 100 years. It is a non-profit, mostly volunteer-driven organisation sponsored by The Church of Jesus Christ of Latter-day Saints. Millions of people access FamilySearch records, resources, and services to learn more about their family history. Researchers use FamilySearch services and resources for free at FamilySearch.org or through more than 4,600 family history centres in 132 countries (five in Victoria), including the main Family History Library in Salt Lake City, Utah.

I met with Darris G. Williams, Community Manager and Stephen M. Law, Collections Operations. Their vision to connect families is via their 'Gather, Preserve and Share' motto.

International partnerships have been formed with organisations to gather records of genealogical value. They have preserved these records by creating a high quality digital record. Initially this was by microfilming. Records are stored in a climate controlled granite vault. Currently they hold 3.2 billion records containing 12 billion names.

Recently volunteers at FamilySearch digitised records held by Public Record Office Victoria (2013) – VPRS 24/P0 Inquests, Supreme Court of Victoria (1840-1925).



Figure 28: Family History Library, Salt Lake City, Utah

I also attended a number of FamilySearch themed presentations at *Who Do You Think You Are? Live 2013* in London and *RootsTech 2013* in Salt Lake City. These included information on:

- *Family History Books*—A collection of more than 80,000 digitised genealogy and family history publications from the archives of some of the most important family history libraries in the world. The collection includes family histories, county and local histories, genealogy magazines and how-to books, gazetteers, and medieval histories and pedigrees. The valuable resources included in Family History Books come from partner institutions including Allen County Public Library. Tasmanian electoral rolls 1960 can be accessed here (FamilySearch 2013h).
- *Book Scanning*—Researchers can donate printed family histories or books of genealogical value to FamilySearch who will make a digital copy. Scanned books are converted and saved as Portable Document Format (PDF) files, allowing the book to be word searchable. After scanning, books are generally available and searchable online (FamilySearch 2009).
- *Community Indexing*—With the assistance of over 150,000 volunteers, digitised records are being indexed. Usually working from the comfort of their own homes, volunteers from all over the world contribute to making these records easier to search and access online via familysearch.org. Current projects for Australia include two collections for NSW and Queensland Cemetery transcriptions.

The power of crowdsourcing can be seen in the 2012 project to index the 1940 US census. While census images are hugely valuable, the lack of a name index can impede speedy searching. To help remedy this, Archives.com and other like-minded family history organizations, including FamilySearch sponsored the 1940 US Census Community Project, a national service effort that indexed 3.8 million census images by name. The project involved:

- 165,000 indexers and arbitrators
- 10 million records indexed in one day

- 434 family history societies participated
 - Completed three months ahead of schedule in just four months (Anderson 2012)
 - Following its success the US Immigration & Naturalization Community Project was launched. The current scope of this initiative includes about 500 million records, which is about four times as large as the 1940 US Census (FamilySearch 2013i).
- *WorldCat and Family History Library Catalogue Collaboration*—OCLC and FamilySearch International, have signed an agreement that will enrich WorldCat and FamilySearch services with data from both organizations to provide users with more resources for improved genealogy research. OCLC is ‘a non-profit, membership, computer library service and research organization dedicated to the public purposes of furthering access to the world’s information and reducing library costs. More than 74,000 libraries in 170 countries have used OCLC services to locate, acquire, catalog, lend, preserve and manage library materials’ (FamilySearch 2013j).
 - *Affiliate Library Program*—FamilySearch have been microfilming records since the 1930s. These films are circulated to researchers via family history centres worldwide. In order to make these services available to more people, the Society has instituted an Affiliate Library Program for the circulation of microfilms to selected public libraries and institutions (FamilySearch n.d.).
 - *New Website*—In mid-April 2013 FamilySearch released a major new enhancements to the FamilySearch.org website (Eastman 2013); all intended to help better record and share the family part of family history. The first batch of enhancements rolled out included the ability to:
 - upload and share photos and stories
 - preserve information about ancestors in a collaborative Family Tree
 - get live, personal research help online
 - view your family lineage in an interactive fan chart
 - enjoy an updated look and easier navigation.

APPENDIX D - CONFERENCES

Who Do You Think You Are? Live 2013; Olympia, London UK



Figure 29: *Who Do You Think You Are? Live 2013 at Olympia, London*

Who Do You Think You Are? Live (2013), lays claim to being the world's biggest family history event. I attended the seventh annual show which follows the success of the BBC series currently producing its tenth series and which has been adapted into numerous international versions.

The event is in fact the continuation of a major genealogy fair which the Society of Genealogists has organised annually for a number of years. The SOG alone organised a total of 85 sessions with 52 speakers. One source has the attendance nine per cent higher than 2012's attendance with 13,941 people attending over three days indicating the popularity of family history in the community (Aulicino 2013).

The focus for 2013 was about assisting and encouraging people to research their family history. The events success is due to its informative speakers, workshops and an expo hall with commercial and non-commercial vendors. These include family history societies, typically county focused, and content providers with experts on hand, including military, heirloom and photography experts able to provide free one-on-one advice on the spot. Day three had a total of 85 sessions with 65 speakers alone.

New online collections were announced including new crime, prisons and punishment records on findmypast.co.uk (2013b).

RootsTech 2013; Salt Lake City, Utah, USA



Figure 30: RootsTech 2013 - Find, Organize, Preserve and Share

The third annual *RootsTech* (2013) conference was facilitated by FamilySearch, Salt Lake City, Utah, with its theme: 'Find, Organize, Preserve, and Share.' It has become a major international conference, with its focus on genealogy and technology. It is also an opportunity for developers to meet and share about current developments and ideas in the industry.



Figure 31: *RootsTech 2013* Expo Hall, Salt Lake Palace Convention Center, Salt Lake City, UT

In 2013 Americans from every state in the country except one, and over 23 countries attended. I personally met people from the United States, United Kingdom, New Zealand, Israel – and Australia. Attendance was 6,700 adult attendees over the three days this year with an additional 2,000 young people registered for the final day.

Companies and organisations on the vendor booths (or stands as they were described in the UK) were double to that in 2012. A product demonstration theatre catered for vendors to speak about their products.

This conference had a greater focus on online resources and technology tools which can assist the family history researcher. Other themes included telling and sharing the story and encouraging more young people to become involved.

Genealogy bloggers were given an introduction to the expo hall on the first day followed by VIP seating for the day's keynote speakers.

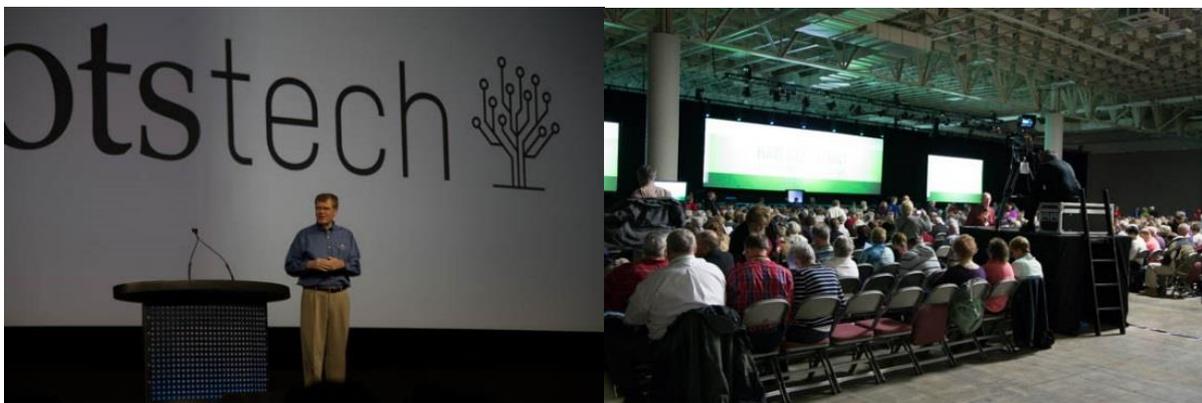


Figure 32: Dennis C. Brimhall, FamilySearch CEO, delivering his keynote presentation on Day 1 of RootsTech 2013

Keynote speakers and selected sessions were video streamed throughout the conference.

It was announced that there are intentions for RootsTech to go global in 2014 with conferences in a number of US states and seven countries (though not including Australia) with live satellite streaming.