

Digitisation and access to Archives: Case study of Sarah Baartman and Khoi San Collections

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Abstract

Digitisation is occurring all over the world today. So to bring it to South Africa is one step in changing people's understandings of Africa, because the information would be accessible to the world and the rest of South Africa. There are many challenges that have been debated around digitisation in Africa such as technological challenges, international relations or external institutions, the creation of a new kind of archive and the various digitising projects that have occurred in Africa specifically for creating online libraries. This study's focal point is on two collections that are housed at the University of the Western Cape Archive; The Sarah Baartman and Khoi San Collections. The documents with regards to Sarah Baartman are the books of her story and how she became famous, but there is more to the books that we see in the shops or hear of. The collection of documents hold valuable information about her return to her homeland and the research of her descent. The Sarah Baartman Collection consists of the documentation that helped with the return of her remains.

The University of the Western Cape Khoi San Collection consists of documentation of the Khoi San Conference that was held in 1994, with regards to the notion of becoming an identity and to view the Khoi San as people and not as just objects of study. The documents are basically faxes and letters that were sent to a Professor Bredekamp at the University of the Western Cape who was a participant in the conference. The University of the Western Cape Khoi San Collection is different from the Bleek and Lloyd Collections in that it is not someone's journal or research but peoples voices of protecting the Khoi San Heritage. The two collections were chosen due to the fact that there was a gap in how to digitise collections that belonged to indigenous people/ descendent communities within South Africa and how to access these collections.

The key purpose of the study is to determine the implications that digitisation has on Public Access. The aims of the study were to investigate the factors that determined decisions about how to digitise an Archive and how does Access impact digitisation.

The data for this study was collected by the help of Archivists. The subjects of this study were archivists with the respected expert knowledge in digitisation. A semi-structured questionnaire was emailed to six Archivists. Semi-structured interviews were conducted with the same six Archivists; the interviews were recorded on audiotape or hand written.

On the basis of the results of this research it can be concluded that archives need to develop policies that incorporate consultations and take into consideration the descendent communities before the digitisation process occurs. There need to be cultural sensitivity towards collections of indigenous people which rarely occurs during digitisation. The recommendations that flowed from this study are: there needs to be further research in the curation of digital archives, needs to be more communication between archives and communities and digitisation policies need to be standardized.

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Chapter 1

1.1 Introduction

Rapid developments in the digital environment require an understanding into the role that archives can and should play in such an environment. Archives or archival institutions, which are responsible for identifying, managing and preserving official records of essential value (NA, 2014), serve as an integral legal function within society. Archives furthermore serve as an institutions for memory of cultures and support scholarly, administrative and personal research. The legality of archival institutions constitutes access to records, an access that constantly addresses a range of legal concerns which are becoming more demanding in the digital environment. These concerns relate to intellectual property, privacy of individuals mentioned in materials, the condition under which materials are accessed and the protection of the digital material from being altered (NA, 2014). From my point of view, these concerns have placed the archival community at the frontline of research and development in digital preservation and authentication.

Digitisation challenges the relative value given to paper originals of rare materials as digital holdings are constantly increasing (Hirtle, 2002, p. 42). Hirtle (2002) indicates that digitisation efforts over the past decade may not be obligated to require the same kind of scientific and technological advancements needed to construct an atomic bomb, i.e. digitisation efforts are not as complex as constructing an atomic bomb, they are more simple. Nor is the digitisation project morally or ethically equivalent to constructing a nuclear bomb, instead digitisation is the true representation of technological advancements and with altering potential to forever change collections that exist now. This analogy shows us that digitisation is altering collections and archives, similar to the ways in which the atomic bomb altered World War II, forever changing the way in which we do things.

Many archives, however, still exist in manual forms thereby making digitisation an extremely important element of building reliable and accessible archives. Digitisation of manual archives in South Africa is one step in changing people's understandings of the country, the African continent and the rest of the world. The challenge that digitisation is trying to address in Africa is the global digital divide, which is the disparity between developed and developing countries with regards to access to computers, the internet and the opportunities derived from such access (Lu, 2011). In order to ensure proper access to the content that belongs to African countries and institutions. Challenges that have been debated around digitisation in Africa include aspects such as technological challenges, international relations or external institutions, the creation of a new kind of archive and the various digitising projects that have occurred in Africa specifically for creating online libraries. Examples are the *African Digital Library Support Network* (ADLSN), which enhances knowledge access by promoting and assisting the development of low-cost digital libraries in Africa, the *African Online Library* (AODL) which is portal to multimedia collections about Africa and the *International Library of African Music* (ILAM), an online photo archive. The *ALUKA project* is one of them which has as its aim to the building of an online library that will educate people about Africa. In 2004, the *ALUKA project* collaborated with the *Digital Imaging South African* (DISA) at the University of KwaZulu-Natal to create a digital online resource of archival resources (Lalu, 2007, p. 29).

From my point of view many challenges accompany digitisation such as access, copyright, forever changing technology developments and storage of digital materials. These challenges pose a difficulty towards the digitisation process. This study therefor embarked on

investigating these challenges through a case study approach with the Sarah Baartman and Khoi San Collections as the focus.

1.2 Rationale of the Study and Focal Problem

In my view there has been a growing trend in digitisation and an increased movement towards computerization of archival collections across the world. Post 1994 South Africa has seen an ever expanding debate about the re-composition and refiguring of the archive (Lalu, 2007, p. 28). There are various criticisms that are significant within global trends of knowledge, which are practical, political and ethical. “Archives in the Digital Age” (Barata, 2004, p. 63-70) or one could say “Collections in the Digital Age” are quotes indicating that the archival world is changing. The archival world is changing from a paper based context towards a digital environment one. By providing the public with more access to archival collections. However, there is a risk that vast amounts of historical evidential records will be lost if not preserved digitally for future access in learning and cultural heritage (Barata, 2004, p. 69).

The understanding of an archive has been in researchers’ frameworks for many centuries and many research papers but the idea of digitisation of the archive has recently been incorporated into research papers and frameworks (Committee, 2002). Digitisation is the transformation of analogue information into digital code (Committee, 2002, p. 1). In lay person’s terms it is taking the historical documentation and putting it within a data system to be viewed on a computer or other piece of technology, but with this comes challenges and problems. The challenges and problems that are associated with digitisation are the cost and complexities that are inherent in the development of a digitisation program, such as financial aids for equipment and the employment of people that has the required skills (Sabbagh, et al.,

2012). The impact a digitisation program will have on public service activities will be altering the use of the research room as part of the decision-making process. The digital information is at risk due to technological obsolescence and must be aware of the ever changing technologies (Thibodeau, 2012, p. 4). The institution must have clear objectives and technological approaches that should accommodate characteristics of the records (Asogwa, 2011, p. 5). Digitisation must strive to preserve the authenticity and integrity of the original information; it must not violate the physical or intellectual rights such as copyright laws (Asogwa, 2011, p. 5).

A University Archive exists firstly to serve their parent institution, then alumni and lastly the public (Schmidt, 2011, p. 3). The University of the Western Cape Archive (UWC Archive) is a University Archive; this archive preserves materials relating to a specific academic institution. This kind of archive may also contain special collection divisions. The UWC Archive is an archive of liberation histories and documents. The rationale for choosing the University of Western Cape Archive and the two collections namely the Sarah Baartman and Khoi San Collections is the disappointing aspect that not many people are aware of its existence. The reason for this study is to bring awareness and access to the knowledge of the history and heritage of the two collections stored at the archive to the public through digitisation.

Evidently digitisation face many challenges such as ownership of collections, access to the digital collection, technology that assists in the process of digitisation and the development of a strong policy that would dictate the legal manner in which digitisation can take place.

Flowing from this, this study attempts to investigate the challenges that digitisation of collections has on Public Access by focusing on two collections; Sarah Baartman and Khoi San Collection.

1.3 Research Objectives

The key purpose of the study is to determine the challenges that digitisation of collections has on Public Access looking at the Sarah Baartman and Khoi San Collection. Specifically the study, seeks to achieve the following objectives:

- To investigate the factors that determine decisions about how to digitise an Archive
- To explore the impact of digitisation on Access to Archives

These objectives were obtained through the execution of a mixed methodology with both qualitative and quantitative research instruments. The theoretical framework that underpins this study is the Stakeholder Theory. The qualitative research instruments that were conducted was a combination of interviews with six participants and desktop research that consisted of various external desktop research such as online on the internet and internal desktop research such as archival research at the UWC Archive on the two collections. The quantitative research instrument that was conducted was a questionnaire survey of six participants.

1.4 Chapter Outline

This thesis is organised as follows:

Chapter 1 contains the Introduction to the study, the rationale of study and the focal problem and the research objectives. Chapter 2 contains a review of literature on the concept of digitisation and highlights various topical issues at the international and national levels. Chapter 3 presents the methodology of this study. Chapter 4 is the data presentation and the

results of the study. Chapter 5 concludes the study by summarising the results and providing recommendations for improvement and further research.

Chapter 2

Conceptual Framework

2.1 What are Archives?

2.1.1 Definition and use of Archives

An article by Pickover (2009) establishes an ideological understanding of the nature of archives and archivists called the Sybil Syndrome, which means to have more than two distinctive identities. In modern society knowledge, information and heritage are seen as a strategic resources tool (Pickover, 2009, p. 1). The pivotal process is the manner in which information is used and who controls it. As a result the “soul of the archive”, as Pickover (2009) puts it, mirrors the historical constructs of the past which is often a sought-after commodity. The key to this is the archive is not a sought-after as information but instead it is how that information can be accessed.

Since the emergence of the modern state (meaning there is a legal authority and a constitution that allows for democratic participation, for example Democratic South Africa), the archive has become a place for the storage of documents and records. The archive is also the storehouse for the material from which national memories are constructed. It is an important resource for answering questions about the past (Featherstone, 2005, p. 591).

An archive differs from a library in its formation, types of material available and the way in which these materials are accessed. The archive can either be a site of retrieval and representation, a site of power or where the production of history is already on-going (Lalu, 2007, p.28). An archive can thus be a place where you gather information, and the stories of what history represent. The archive can also be a place where governments manipulate

history to suit their political means and it is a place where history is constantly being made (Lalu, 2007).

The uses of the archive differ, depending on what the archive is being use for. For example, historians and other groups interested in history use the archive to understand and interpret the past from primary sources (Featherstone, 2005). For authors and filmmakers they make use of the archive to become familiar with the people and times about which they are writing (Featherstone, 2005). In essence, the use of the archive is to conduct research.

2.1.2 Types of Archives

Various kinds of archives that exist, namely, Special collection Archives, Manual Archives, College and University archives and currently there are Digital Archives being developed. The following paragraphs will explain these different kinds of archives that exist. The focus of this study is based on Manual Archives and College and University Archives, which will develop into a digital archive due to digitisation.

Manual Archives

Manual archives in my opinion are considered the paper archive and consists of letters, reports, minutes, registers, maps, photographs and films and sound recordings. These archives can contain records that are of a local, national or international nature (Schmidt, 2011). This kind of archive can house both published and unpublished materials, which can be in any format such as manuscripts, letters, photographs, sound materials, artwork, books, diaries and artefacts (Schmidt, 2011, p. 2). The materials housed in this type of archive are often of a unique, specialized, or rare nature. Meaning that very few of them exist in the world, or they are the only one of their kind (Schmidt, 2011, p. 2).

Special Collection Archives

This type of archive contains materials from individuals, families, and organizations that deemed to have significant historical value. The types of documents collected within the special collection archive varies and may include medicine, law, literature, fine art, and technology. Often a special collections repository will be a department within a library, holding the library's rarest or most valuable original manuscripts and books. Special Collections can also have collections on local history for neighbouring communities (Schmidt, 2011).

The term special collection refers to the collection itself and the staff who care for the collection and the physical and virtual spaces they occupy (Cullingford, 2016, p. xiii). Special collections were seen as special because they needed special care. Due to the fact that the materials were too old, valuable, rare, unique and fragile to be stored on open archive/library shelves. (Cullingford, 2016, p. xiii) However, they are also called this because of their potential relevance to people outside of the library/archive (Cullingford, 2016, p. xiii).

College and University Archives

College and University archives serve as the institutional memory of the university (Schmidt, 2011). The university archive plays an essential role in the management of the institution's information resources that are in various means and formats.

The archive takes its mission statement from the mission statement of the institutions it serves (Schmidt, 2011). The mission statements can differ, but some aspects that can be generalised. These generalised aspects indicate the role that Universities play in archiving. The archive provides information that promotes the mission of the institution internally and to the extended community (University of the Western Cape, 2014). The archive supports and

enables the administration that provides and maintains the overall structure of the institution. The institution as a whole determines what evidence is important and making that evidence accessible to users regardless of location or format. University archives support teaching and learning by supporting the different faculties, students and other researchers with appropriate accessible research information (University of the Western Cape , 2014).

The primary role that University archives play in archiving is by preserving essential evidence of the institution that it serves (University of the Western Cape , 2014). The university archive promotes further understanding through discovery and distribution of knowledge.

Digital Archives

The dominant definition or perception of digital archives today is that a digital archive is a collection of digital documents, objects or records. Smith (2001) in Alhaji (n.d.) defined a digital archive as an organized and focused collection of digital objects. These digital objects include text, images, video and audio, with modes of access, retrieval and for the selection, creation, organization, maintenance and sharing of collections (Alhaji, n.d.).

Digital archives are much more than a random assembly of digital collections and objects. The digital archive retains various qualities as the manual archive. These qualities can be defined as community of users, specific collections, long-term availability, preserving and sharing resources (Alhaji, n.d.).

The following quote describes a further definition into what digital archives are and what they are about. “Digital Libraries are organization that provide the resources, including the specialized staff to select, structure, offer intellectual access to interpret, distribute, preserve

the integrity of and ensure the persistence over time of collections of digital works so that they are readily and economically available for use by a defined community or set of communities.” (Alhaji, n.d.)

The focus of this definition or quote is the digital archive is dynamic and a growing organism. Digital archives are evolving and becoming the main method of access to knowledge and learning.

2.1.3 Digitisation

“The conversion of all sorts of cultural contents into bits and bytes opens up a completely new dimension of reaching traditional and new audiences by providing access to cultural heritage resources in ways unimaginable a decade ago”. (Hughes, 2003, p. 3)

This quote summarises digitisation as a process by which analogue content is converted into sequences of 1s and 0s this is known as a binary code. A binary code can be read by a computer or other technological device. Another definition for digitisation is the conversion of any type of original record or document, be it paper, photographic prints or slides, three dimensional objects or moving images into a digital format (Astle & Muir, 2002, p. 67). Digitisation is basically converting analogue material into digital material. Digitisation became a trend within archives due to the access to the internet, expansion of computer networks and technological advancements. Furthermore, the occurrence of digitisation within archives is due to the use of technology which has become an important part of the institutional mission around the world (Hughes, 2003, p. 5).

The digitisation process normally involves the use of either a digital camera or scanner, resulting in the creation of a ‘digital object’ (Astle & Muir, 2002, p. 67). As technology has

advanced, digitisation has provided analogue collections to be accessed via digital surrogates. In this enhanced format the collections can be searched by both traditional and new audiences via the internet (Astle & Muir, 2002).

Digitisation drastically reduces the risk of damage from unnecessary handling, exposure to light and theft (Astle & Muir, 2002). Digitisation is a form of preservation for vulnerable documents and for documents not to become brittle and illegible to read as time goes on.

Thus, there has been a significant growth of various international and national digitisation projects within the last ten years. Archival institutions around the world have funded major digitisation projects to make materials accessible. Like the Library of Congress in the United States of America, the Bibliothèque Nationale de France and the British Library. Digitisation also contributes to the conservation and preservation of cultural heritage materials and collections (Hughes, 2003, p. 6).

The two most common reasons why digitise is that of access and preservation (Astle & Muir, 2002). In terms of access the digital collections can be made available to a broader audience that are unable to travel to see the analogue material. Materials that were also previously inaccessible like glass plat negatives or oversized or fragile materials are accessed via the digital material that was made possible via digitisation. In terms of preservation the digital material/surrogate of rare or fragile materials can be accessed to prevent further damage to the original rare/fragile material. It limits the physical handling between the researcher and the fragile materials, in so protecting the materials.

Digitisation also contributes to collection development; it overcomes gaps in existing collections. It provides an opportunity for collaborative digitisation initiatives to allow for re-unification of distinct collections. For example the Arnamagnaean Institute at the University of Copenhagen conducted a project of such a nature by making a web-accessible catalogue of the medieval Icelandic manuscript. The reason being for the re-unification is that two halves of the Arnamagnaean collection was divided between Reykjavik and Copenhagen (Hughes, 2003, p. 12). Digitisation projects can also raise the profile of an institution. Digital catalogues also improve collection management by creating detailed records about the collection.

There have been various international digitisation projects that have occurred over the years since the start of digitisation. The following are a few examples of the different digitisation projects; *Universal Digital Library*, which was a book digitisation project that was led by Carnegie Mellon University School of Computer Science and University Libraries. Working with government and research partners from India and China, the project was about scanning books in many languages and providing free-to-read access to the books. Another international digitisation project was the *Traditional Knowledge Digital Library*, which is a repository of the traditional knowledge of India; it was developed to protect the ancient and traditional knowledge to prevent exploitation and monopolization of the knowledge (Hughes, 2003).

Within Africa archival documents play a vital role in the unfolding of its past. Thus, the digital era has opened up a great opportunity for researchers to address the challenges of the colonial past through digitisation; these challenges are those of prejudice, lack of identity and

lack of infrastructure. Therefore, digitisation has given the African continent a chance for the preservation of its own historical past.

In Africa there has been a digitisation project known as the *ALUKA project* as mentioned in Chapter 1. The *ALUKA project* is an online digital library that focuses on materials about Africa. The aim of the digital project was to build a public platform that allows for online partnership and knowledge sharing. In South Africa there has been a digitisation project known as the *DISA project*. The project digitised scarce periodicals of South Africa that was published between the years 1960-1990.

The digitisation project of Ethiopia's valuable and rare manuscripts in Ethiopia's research institute began in 2009. The project helped preserve the collection and made the images of the collection available for research by digitising 3,391 un-digitised items in the archives collection (NA, 2009). The project also produced a database of metadata on item digitised. The project also generated backups of the digital images in the various digitisation formats; RAW, JPG and TIFF to be kept in various locations (NA, 2009). The digitisation project also generated a PDF set of images of each item. The PDF set of images can be accessed by readers in the Institute of Ethiopian Studies (IES) reading room and elsewhere. The digitisation project also generated a catalogue list of all the items digitised (NA, 2009).

Currently, digitisation is forming part of a new process of the University of the Western Cape Archive. In digitising their collections, the Archive's aim is to preserve rare and fragile collections that are at a risk of becoming destroyed. At the same time improving access to their content by providing digital copies. As far as I have researched and in my opinion there is limited literature exists on the University of the Western Cape Archive and its collections.

Since the digital era has opened up a chance for the continent to preserve its own history. The UWC Archive should part-take in this opportunity as this archive challenges prejudice, lack of identity and lack of infrastructure.

2.2 Aspects relating to Digitisation of Archives

With advances in digitisation, digital archives are now commonly used for scholarly and non-scholarly purposes. However, there are a number of issues that are associated with digitisation. These relate to various issues from technology, through ownership issues to stakeholders. The purpose of this section of the literature review is therefore to identify the major issues related to the digitisation process.

2.2.1 Ownership of Collections

The Ownership issue is that there needs to be an improvement in the laws especially Copyright Laws. Copyright Law is a challenge as well as an issue when it comes to digitisation. The people of Africa should have the right of ownership in its documented heritage (Britz & Lor, 2004, p. 221). Ownership laws like copyright law within the archive needs to make provision for communities, scholars and students. That will stipulate the kind of access these individuals will have to the digitised materials.

Lalu (2007) engages in the problematic initiatives of the archive that reflects the debates that have been unfolded in South Africa about the archive. The debates that have unfolded are the concern for intellectual property in terms of the content of the collection. The protection of national heritage and the consequences it will have on research. This relates back to ownership due to the fact that copyright laws can be linked to intellectual property and protection of heritage. Meaning the archive needs to respect the author's rights and secure the proper permissions to publish the material.

When it comes to Ownership of the content within collections, not many archives will seek to find the owner of documents. Due to the fact that it is impossible to locate the author/owner even if the author/owner is known.

In trying to improve ownership issues there is a controversial area with regards to mass digitisation of collections in the public domain. The controversial area is when documents are put into the public domain. This means you cannot be sued for making copies of the document/collection, because it is public record. But this does not mean that the person who owns the document/collection has to make it easy for someone to access it.

Various concepts within Ownership of Collections are as follow; *Fair Use and Orphan works* (Hahn, 2006, p. 21), which comes with its own set of issues that contributes to the issues of Ownership within digitisation. *Fair Use* depends on the purpose and character of use whether it is for commercial, criticism, comment, news-reporting, teaching, scholarship, research or transformative versus consumption (Hahn, 2006, p. 21). The important dependency is the nature of the copyrighted work, the amount or portion used and the value of the work. *Orphan works* are key in the issues and discussions around copyright. *Orphan works* mean the owners of the materials are difficult or impossible to identify and locate (Hahn, 2006, p. 21). These kinds of works are a real problem and warrants attention. This is due to the fact that these pose a legal problem in that if someone recognizes their work online it could be possible for them to sue the institution for that published the works. The United Kingdom (UK) has a website that lists orphan works known as the UK Government Orphan Work Registry. Thus, I came upon an example of an orphan work whose owner was unknown; *Die Kanzler der Bundesrepublik Deutschland*, which is a cinematographic work. At another

archive that I visited there were many photographs from the apartheid period of which the owners are unknown.

With having digital surrogates and orphan works, they pose a danger for unregulated copying since digitisation began (Oppenheim, n.d.). Therefore, authors or owners of collections are very hesitated or nervous to have their collections digitised. The reasons being it become easy to make copies of the material when it is in machine readable form. It is easy to amend materials by either removing authors or owners' name. It is also easy to disseminate illegal or incorrect copies to the world, and it is difficult to police these actions mentioned above (Oppenheim, n.d.).

Theoretically there is no problem in policing these actions as there are infringements of copyright laws and moral rights of the author or owner (Oppenheim, n.d.). Meaning the individual that performs those actions are breaking the law. In truth the law is ineffective in preventing the above mentioned actions. This poses as a threat to the digitisation of the two collections. There should be a priority to abide by the copyright laws that are stipulated in the digitisation policy of the archive.

2.2.2 Technology

Another debate that is conveyed by Lalu's (2007) article is the argument by Paul Virilio who is a cultural theorist that is best known for writings about technology. Virilio forcefully argues the emergence of techno-science is wrecking the scholarly resources of all knowledge. My understanding of this is digitisation is taking away the historical perspective of doing research and losing its cultural property. Instead to do further investigation of digitisation being a discipline that has many overlapping processors of knowledge and technology that

would preserve the historical perspective and cultural property. Lalu (2007) further argues that the need for digitisation is due to one factor, globalization, where the world wants to be connected with Africa but to be outside of Africa; by digitising then the world can physically not be in Africa, but still able to access the cultural and historical heritage that was documented. This is not good because the western world would only have a book perspective of Africa. Based on their imaginations and not have an actual visual understanding of the oral histories told by the people of Africa. So how do we overcome this perspective? And not just making it about the retrieving of information but the preservation of documentation.

There are discussions of the thoughts around digitisation of the archive; and archiving as the two are being utilized. As mentioned in the introduction, digitisation is the process of transforming analog formats into a digital format like data and metadata. Thus stem the notion that technology makes this kind of data seem ephemeral. In fact technology assists in the long livelihood of the data to live forever on the internet (Werts, 2010, p. 47).

As one makes a copy of another copy the quality of the so-called 'new' copy decreases with each generation of copying. Generation in this context is the number of copies that would be made from the original copied copy. This is what archivist and librarians call a *Generation Loss* (Werts, 2010, p. 48), but this only applies to the actual physical material/object. For example like a book or any analogue formatted product. But now with digitisation and the technology that exists there is no *Generation Loss* that occurs. The reason being digital formats exist in zero and ones meaning that each object are independent from each other.

With technology ever so changing there are new kinds of software and hardware that can enhance materials to make it look better than the original. This process is called *to sanitize*

the document/material (Werts, 2010, p. 48). What is meant by this? They clean the digitised material up. The material looks clean, brighter and new, it basically looks the opposite of the original material that is in the archive. This is an advantage to get a better look at the material. However the many details of the material gets lost for instance the image becomes two dimensional rather three dimensional of how the material would look in the actual archive. Therefore this kind of technology that sanitizes material such as 'photoshop' poses an issue to digitisation and the access there of (Werts, 2010, p. 48). It poses an issue to access due to that fact that a researcher would not access the actual document on the digitised archive; the actual document is still sitting in the physical archive. The digitised document can be misleading when the document is enhanced. The argument here is that technology tries to make the material look like it would have when it was brand new. Being able to do these kinds of changes results in the digitised document not being comparable to the original document. Therefore causes the researcher to go to the original source document.

Another issue that technology poses is that archivists find it challenging to work with current technologies and new kinds of software. Due to the fact that there is not much training with regards to using these technologies and software.

The process of digitisation requires the use of information technology like computers, scanners, databases, servers and countless more equipment and tools (Balogum & Adjei, 2018, p. 7). In order for these equipment and tools function there needs to be manual labour, but not any kind of manual labour but skilled labour (Balogum & Adjei, 2018, p. 7). The archive needs to appoint individuals with the appropriate expertise, like computer skills, database knowledge and scanner skills.

Technology also falls into the realm of Ownership. Technology causes a chain of custody for online documents that are moving away from individual collections (Werts, 2010, p. 51). This stems from the issue of having multiple versions being made available simultaneously and the fact that legal documents could be changed by individuals. Since institutions have not resolved the issues around Ownership and Copyright. For example Roger vs Koons. Art Rogers is a photographer who shot a photograph of a couple holding a line of puppies in a row and sold it for use in greeting cards and similar products. Internationally, renowned artist Jeff Koons was in the process of creating an exhibit on the ordinariness of everyday items. Jeff Koons came across Art Rodgers' photograph and used the photograph to create a set of statues based on the image. Jeff Koons sold several of these structures, making a considerable profit. Rogers discovered the copy and sued Koons for copyright. But Koons responded by claiming fair use by parody (Ellison, 2013).

Digitisation is a costly project meaning there needs to be funding. Funding is being mentioned under technology due to the fact that the two correlate. In Africa there is a lack of technological infrastructure due to a lack of funding (Balogum & Adjei, 2018). In order for digitisation to have meaning, there needs to be a viable digital platform for the archive to place the digitised images onto. Meaning there needs to be sustainability of local institutions. The institution must have capable and stable connectivity lines for the internet, sufficient web storage that would suit the archives capacities.

In the end if the archive has all the necessary technology for digitisation to proceed. The manual archive's collection needs to be well organized and correct for meaningful digitisation to occur (Balogum & Adjei, 2018, p. 8). For instance the cataloguing and inventory lists of the archive must be in order. In relation to this study, the two collections are

archived in boxes labelled accordingly but the individual documents are not referenced. Therefore stated by Balogun and Adjei (2018) previously, this will not have a positive outcome for digitisation for these two collections.

2.2.3 Policy

On a more practical level, Barata (2004) gives an interesting case study in the United Kingdom (UK), of *Archives in the Digital Age*. This can be consolidated and used within the context of the University of the Western Cape Archive. In the case study she mentions the lack of planning can destroy the chances of having a successful electronic records or a digital archive. Two perspectives have developed out of this article: what an archive hopes to achieve and the reality of the government situation in which it operates (Barata, 2004, p. 63).

Pickover (2009) in her article; *Contestations, ownership, access and ideology: policy development challenges for digitization of African heritage and liberation archives* in a subheading of Partnerships and policy frameworks: our agenda in the South; states that as a civil society we need to vigorously engage with various partnerships that come to the table of digitisation. Whether it is local, regional or institutional mandates, missions and expectations are complementary or in opposition. There are key questions that need to be asked and answered to develop good and stable policies.

Pickover (2009) states that Africa is facing a huge challenge emanating from the demand of access to digitised resources. In South Africa there is an absence of policy frameworks that are used to guide local and national institutions in the process of digitisation. Therefore, leaving gaps in how the process should be handled and conducted. Therefore, it is vital for the policy-makers to shift away from the discussions around technology and to a new model

that includes the purpose of the digitisation project and accessibility to the digitised works of an archive. Although Sabbagh, Friedrich, El-Darwiche, Singh and Ganediwalla (2012) has a different shift point and that is we must shift away from issues around access and look at the usage of technology in the digitisation process. These two arguments are at opposition with each other and in that there is a problem that needs to be addressed. That is how do we construct a policy that incorporates every voice of the digitisation process?

Many viewed the heritage of Africa as inaccessible, inferior and of no value to the rest of the world. According to Britz and Lor (2004), Digitisation will be changing this view. The issues that must be approached before going forward with digitising heritage material are that of ethical concerns. These are an acceptable global foundation (Britz & Lor, 2004, p. 218), which would provide a guideline on how to control the process of digitisation of the documented history of Africa. There has to be an acceptance of every person equally when considering digitisation. Human Rights as a global moral foundation (Britz & Lor, 2004, p. 218), the best universal framework to fall in line with human rights are that of information rights. The core principle must be to respect the freedom and property of people and recognizing equality for all. In order to create a digital policy in Africa, where the society is based on a community structure, the policy must contain communal and individual information rights (Britz & Lor, 2004, p. 219). That would express rights of freedom to access, freedom of expression and individuals and groups to own.

Policy-makers need to focus on five important imperatives and these imperatives are pivotal for countries. The first imperative is to elevate digitisation on the national agenda; this entails that the national policy and governments provide the platform for progress to occur (Sabbagh, et al., 2012, p. 129). The second imperative is to evolve sector governance this entails there

needs to be clarity on Ownership and digitisation and to have segregated regulatory and policy roles (Sabbagh, et al., 2012, p. 129). The third imperative is to adopt an ecosystem philosophy; this addresses the convergence of technologies, media and communications to have a strategy that addresses all the local ecosystems like the general and descendent community voices (Sabbagh, et al., 2012, p. 129). The fourth imperative is to enable sustainable competition that enables both innovation, and adoption stimulates (Sabbagh, et al., 2012, p. 129). The final imperative is to stimulate demand there needs to be a solid investment in digitisation and to ensure the public has access through stable internet services (Sabbagh, et al., 2012, p. 129).

2.2.4 Access

Limb (2005) states that the digital trends largely bypass Africa, but yet there is evidence that the venture into the digitising world of Africa has been successful. With success there are also shortcomings that exist, and Limb (2005) sums it up that Africa has limited resources and is in deep economic difficulty. These therefore lead to bigger issues of access (Limb, 2005, p. 10) or accessibility. Lalu (2007) has stated these projects have been centered to wealthy institutions will these institutions have a greater pull on what documents will be digitised and on what database it would be digitised on (Limb, 2005, p. 4). Limb's (2005) argument is that digitisation of intellectual heritage resources should be unhindered by external interests like governments and wealthy institutions to name but a few; this is so because it would cause a scattering of heritage materials. Africa would not be capable of controlling the nature of digitisation and the heritage resources that would be made available in their countries. Sustainability, legal, ethical and commercial issues are therefore needed to be addressed to move further with digitisation in Africa and South Africa (Limb, 2005, p. 11&15). The other concern is that digitisation and the production of academic works would

be in favour of the wealthy institutions. Limiting the other institutions that cannot get enough funds for digitisation to occur.

Pickover (2009) in her article; *Contestations, ownership, access and ideology: policy development challenges for digitisation of African heritage and liberation archives* in a subheading of digitisation and access for whom: the global politics of cyberspace; speak about the way in which digitising archives are a space where social memory and identities are produced, managed, accessed and owned. A physical structural change that is taking place in the production of knowledge and this change can reinforce and entrench notions of cultural imperialism. The notion of 'global' access to information is where the access to information would develop a better society. In return would empower people and provide a space for people to participate in an emerging and unstoppable so called 'digital democracy'. But in this the digital frontier does not come without a value, the digital world reflects power relations and creates information aristocracy. Digitisation projects are spaces where power is determined. This power can either give access or restrict it.

In practice to say that all the materials that are in a collection has relevant value to the archive. However, the material in the collection interacts in ways that are often complex, when it comes to the process of digitisation. The decision about what to digitise must first and foremost address the intellectual and intrinsic value of the original collection. As an institution the ability to convert from analogue to digital format only allows for a small percentage of existing archival materials to be converted to electronic form. Due to the fact of limited resources available to the institution, and doing this would require substantial investments in the collections being digitised. Therefore as an archivist one needs to determine what it is truly worthwhile to convert (Hazen, Horrell & Merrill-Oldham, 1998, p.

3). Therefore, one needs to ask questions such as; does the intellectual quality of the source material warrant the level of access made possible by digitising? Would digitisation enhance the intellectual value of the material? Would electronic access to a body of information add significantly to its potential to enlighten or are the original books, manuscripts, photographs, or paintings sufficient to the task? To what extent would the combination or aggregation of original sources increase their value? (Hazen, et al., 1998, p. 3-4)

The selection of the materials being digitised speaks to the notion of Authenticity. This paragraph would speak to the notion or the ideas surrounding *Authenticity*. Authenticity or Authentic according to the Oxford Thesaurus states the meaning as being genuine, accurate, trustworthy and undisputed to name but a few meanings. When speaking towards digital collections the Authenticity of the collection especially the digital collection must never be in doubt of its authenticity. All measures must be taken in order to ensure the object or collections authenticity. But this is not usually the case, in my case study of the University of the Western Cape Archive collections of the Sarah Baatman and Khoi San collections. The two collections' data on the boxes/sleeves do not match the document inside the sleeve/box.

The Metadata of the digital collections are important in that it accompanies the collection/object as a proof of the authentication (Liebetrau & Mitchell, 2010, p. 21). In the case of the collections at the University of the Western Cape Archive, the metadata would not match, and this is a problem when the digitisation process occurs. Therefore, the following information should be present in the metadata statement. That is a comprehensive documentation about the collection. What work was done on the collection during its development, the steps taken to stabilise or normalise the collection, was there significant

involvement from the staff in order to ensure the collections ongoing and long-term validity (Liebetrau & Mitchell, 2010, p.21).

2.2.5 Stakeholders

Stakeholders are groups and/or individuals who without support, any organisation would cease to exist (Freeman, 1999). The stakeholders in my opinion involved in the process of Digitisation within archives are the Government, Non-Government Organisations (NGOs), Institutions, Archivists, Researchers, Students, General Communities and Descendent Communities.

According to Freeman (1999) if organizations such as archives want to be more effective. The archive must pay attention to all relationships that can affect or be affected by the goals of the organizations that have been set out. In a simplify manner the Archive needs to pay close attention to every stakeholder that is involved from the Government all the way down to the Descendent Communities. There should be no short cuts around the participation of the Stakeholders every voice needs to be heard. The management of the relationships are vital to the Archive as well as to the digitisation of the archive.

In 2007 the South African Department of Arts and Culture National Heritage Council (NHC) assembled a workshop of South Africa Stakeholders. The title of this workshop was *Archives, digitization and ownership*. It was an attempt to address the absence of a national strategy in South African legislation and a policy on digitisation of heritage resources. The outcome of this workshop was there needs to be a good built solid structure of partnerships/stakeholder relations. The point that stemmed from this outcome was that partnership/stakeholder entities from other countries should address and not reinforce the digital divide. There should be no

reformulating issues of heritage plundering and cultural asset-stripping. In summary there needs to be transparency between every partnership and stakeholder that part takes in the digitisation project of the country or on an institutional level. The principles should remain the same across the national and local level of digitisation. The digitisation projects should serve the local interests and beneficiaries.

Since Stakeholders are involved in the digitisation process, there are challenges when different individuals are involved. The main challenge is the law around Ownership.

2.3 Stakeholder theory

The theoretical framework of the research is the Stakeholder Theory. Stakeholders are groups without whose support the organisation would cease to exist (Fontaine, Haarman & Schmid, 2006). Friedman (2006) in Fontaine, et al (2006) states that the organization itself should be seen as a grouping of stakeholders. With the purpose being of the organization to manage their interests, needs and viewpoints. Three approaches, normative, descriptive and Instrumental are related to the stakeholder theory. The normative approach is how stakeholders should act and should view the purpose of organization (Fontaine, et al., 2006, p. 4). The descriptive approach is concerned with how managers and stakeholders actually behave and how each of them views their actions and roles (Morphy, 2008). The instrumental approach looks at the organizational consequences of stakeholders by examining the connections between the practice of stakeholder management and the achievement of various governance goals (Fontaine, et al., 2006, p. 4). The core structure of the instrumental approach is based on an ethical principle. Meaning there is trust, trustworthiness and cooperativeness for a significant relationship between the organization and stakeholders (Jones, 1995).

The stakeholders involved in the process of digitisation are the Government, NGOs, institutions, archivists, researchers, students, general communities and descendent communities. Stakeholders create as much value as possible in order for the business which in this case is the Archive and Collections to be more sustainable and keep the interests of the researcher, donator, employees, communities, government and archivists. Doubleday (2010) is of the opinion that a committee must be established that can provide advice to the archive on the following matters; policy implementation, promotion of the archive and it's collections for learning, teaching, research and for the regional community to engage with the archive. The development of the committee mentioned by Doubleday (2010) can be used as an example for the UWC Archive stakeholder consultation. The forum of the committee mentioned by Doubleday (2010) can assist the archive during the digitisation process by having consistent consultation with stakeholders for policy implementation, promotion of the archive and it's collections for learning, teaching and research.

Stakeholders within an archive play an active role in the achievements or goals of the archive. For the purpose of this study, the approach that was used was an Instrumental Approach. Due to the fact that the instrumental approach's primary aim is to assist the decision-makers during planning and decision-making process. The primary aim fits into the process of digitisation as there are many decisions to be made; such as who has access to the archive, what collections should be digitised and can those collections be digitised.

Instrumental Approach

This approach studies the organizational consequences by taking into account stakeholders by examining the connections between the practice of stakeholder management and the achievement of various governance goals (Fontaine, et al., 2006, p. 14). The instrumental

approach allows for the analysis of the connections between managing stakeholders and reaching business goals (Morphy, 2008). This approach was chosen for this study due to the fact the process of digitisation relies on the support and growth of stakeholders. There is a huge involvement of various people and this impacts digitisation and access. Since the approach takes into account the consequences of different stakeholders' views and the connections between the stakeholders and the goals of the organization. This approach is in line with the aims of this research which is to investigate the decision-making of digitisation and the access to the digitised archive and collections. The instrumental approach looks at stakeholders as a means to improve archival performance.

The stakeholder model describes the three approaches of stakeholder theory. The stakeholder model enables us to clearly articulate why a stakeholder approach is essential to business and society. The stakeholder model for this study was an instrumental approach in that the management of stakeholders should result in the achievement of the archives goals. The goals of the University of the Western Cape Archive is to provide rich sources of research and historical information, contribute to accountability and good governance by providing access to correspondence between the University and the stakeholders (University of the Western Cape , 2014). The instrumental approach looks at stakeholders as a means to improve archival performance.

The instrumental stakeholder theory integrates into this study due to the fact that the archive's structure is structured by stakeholders. The UWC archive consists of inter-organisational relationships, meaning there are linkages that occur between various groups of individuals. UWC Archives structure is based on stakeholder interactions. These stakeholders influence the archives goals and purpose.

The stakeholder structure of the UWC Archive is Archivists and Records Managers, Administrative staff, Rector, researchers, students, general communities and descendent communities.

2.4 Discussion

The focuses of the conceptual framework are the challenges of digitisation and the theoretical framework of this study. The challenges are that of Ownership, Technology, Policy and Access. These debates can be strung together by stakeholders that influence decision-making and access to digitised archives and collections.

The focus of the Ownership debate is the legality around ownership and seeking out the owners of collections. The process of consultation with owners of collections are time consuming and expensive. Therefore, consultations are not conducted which in return hinders access to collections and stagnates the digitisation of collections.

Technology plays an important role in connecting people together due to globalization. Technology also plays a vital role in digitisation as well. Technology assists the digitisation process in order for documents of the Sarah Baartman and Khoi San collections to be made accessible. But, technology is expensive and therefore funding is required to buy technological equipment. With funding comes various organizations or stakeholders that are involved in funding and in return those funding organizations or stakeholders control the decision-making of what and should be digitised. There are also technological challenges that implicate digitisation such as old machines are needed for old archival materials and hardware and software are constantly changing.

What it all comes down to at the end of the day is the policy that governs digitisation. The policy is the document that provides guidelines for what should be done and the roles to which every stakeholder plays in the archive and in the digitisation process. There is a lack of policy frameworks in institutions which in turn leaves gaps in the digitisation process. The policy of digitisation must contain communal and individual information rights. Access is hindered due to the fact Africa has limited resources, infrastructures and in economic difficulties. Therefore, digitisation only occurs within wealthy institutions.

Thus, I posed the following question in this study that what are the implications that digitisation has on Public Access.

2.5 Conclusion

This chapter introduced the background and debates to the study and challenges of digitisation. The next chapter has as its focus a presentation and discussion of the methodology used to execute this study.

Chapter 3

Methodology

3.1 Introduction

Methodology refers to the coherent group of methods that complement one another and to deliver data and findings that will reflect the research question and objectives and suit the research purpose (Henning, van Rensburg & Smit, 2004, p. 36).

The key purpose of the study is to determine the challenges that digitisation of collections has on Public Access looking at the Sarah Baartman and Khoi San Collection. Specifically the study seeks to achieve the following objectives:

- To investigate the factors that determine decisions about how to digitise an Archive
- To explore the impact of digitisation on Access to Archives

In order for the study to reach its objectives, a mixed methodological approach was employed in collecting data, through document analysis (which took the form of practical archival research), one on one interview and a survey (completion of a questionnaire).

The document analysis for this study took place in the form of Practical archival research and internet research. The document analysis gave me/the study a greater understanding of the collections that the study is based on and digitisation. The interviews and questionnaires were answered by six participants. The qualitative approach was conducted through interviews. The interviews were conducted for the purpose of understanding what the collections meant to the archivist, their understanding of digitisation and the challenges that come with digitisation. The Quantitative Approach was conducted through a survey made use of a

questionnaire. The Questionnaire was distributed for the purpose of covering all aspects of the objectives of the study.

The primary research conducted in this study was document analysis. Document analysis is not only about collecting data instead it is to review previous research findings to gain a broader understanding for the study. Through the document analysis, various stakeholders were identified, the impact stakeholders make on decision-making and the challenges are associated with digitisation of the archive and access to the digitised archive. The document analysis in which this study undertook was practical archival research at the University of the Western Cape archives in the Documents Department, which will give an understanding of the process of the collection of archival materials, the process of digitisation and to analyse what the collections consist of. The secondary research that was conducted was that of interviews and questionnaires.

3.2 Research Design

This study has made use of a mixed methodology approach with a case study design. The participants for this study were that of the stakeholders involved in digitisation. The Sarah Baartman and Khoi San Collections were selected for this case study, due to the fact that the collections should be in the process of digitisation. The two collections were also chosen to raise awareness and access to the knowledge of the history and heritage of the two collections to the public through digitisation. The execution for the mixed methodology was that of document analysis, interviews and a survey made use of a questionnaire.

The document analysis took the form of practical archival research and internet research. The practical archival research was conducted at the UWC Archive with the Sarah Baartman and

Khoi San collections. The document analysis consisted of eight boxes. The internet research consisted of researching journal articles for the relevant information for the literature review.

The qualitative approach was executed through interviews with an interview schedule that consisted of fifteen questions. The questions consisted of open-ended and closed-ended questions. Conducted interviews with the UWC and Mayibuye archivists and engaged with these archivists on the critical debates of digitisation such as the political, practical and ethical debates. The interviews gave light on the process of digitisation and how the archivists felt about digitisation.

The quantitative approach was executed by a survey that made use of a questionnaire. The execution of the questionnaire was distributed via email to the UWC Archivists and Mayibuye archivists. The questionnaire consisted of thirteen questions. The questionnaire was developed from the practical archival research and internet research. The questionnaire is not an existing questionnaire.

Case Study

The case study was used to seek out the following objectives:

- To investigate the factors that determine decisions about how to digitise an Archive
- To explore the impact of digitisation on Access to Archives

This study makes use of a Case Study as its main research design. According to Henning et al (2004) case studies are thus characterised by the focus on a phenomenon that has identifiable boundaries. The type of case study was a *Critical incident case study*. This type of case study was chosen because it is a technique used in mixed methods for the study of factors,

variables, or behaviours that are critical to the study (Mills, et al., 2010). It examines one or more positions for either the purpose of probing a situation of unique interest with little to no interest in oversimplification, or to call into question or challenge a highly generalized or universal assertion. This type of case study was useful for answering the implications that digitisation of collections will have on public access.

The reason being for the selection of these two collections is that these two collections are unknown to people. The digitisation of these two collections would be a challenge to the process of digitisation in that the collections history and knowledge have challenges of how it should be made accessible to the public and how the collections should be represented. Questions such as what role Universities play in archiving? What does it mean for the University of the Western Cape to house these two collections? Who are the Stakeholders and their role? What Implications does the location of the archive and process of digitisation have on stakeholder relationships and access?

The Sarah Baartman and Khoi San Collections, housed at the University of the Western Cape's Archive came into existence through their own development periods. The Sarah Baartman collection consists of famous documents which relate to the books of her story, how she became famous as well as other documents/material that holds valuable information about her return to her homeland and the research on her descent. Sarah Baartman was a well-known Khoi woman with large buttocks, considered remarkable and intriguing since Caucasian females did not have large buttocks. She was exhibited as a 'freak' in 19th century Europe under the name of Hottentot Venus, which is today considered an offensive term (South African History Online, 2013). The European and scientific society ridiculed her. She died at the age of either 25 or 26 in France and her remains were exhibited in a Paris Museum

(South African History Online, 2013). During the 1940s in South Africa, there was a wide spread calling for the return of her remains to South Africa which were eventually return from France in 2002 (South African History Online, 2013). On her return, she was laid to rest in her hometown of Hankey in the Eastern Cape and the Saartjie Baartman Centre for Women and Children was opened in her memory. (South African History Online, 2013). The archive/collection at University of the Western Cape is important as it consists of the documentation that assisted in the return of Sarah Baartman's remains from France back to South Africa in 2002 and the assurance of a proper burial for her. The archive consists of documentation (eight boxes of documented documentation ranging from reports to research) that is not offensive towards her, but it also promotes her as a person and not as an object of study.

Searching through the documentation on Sarah Baartman, known as a Khoi woman, a collection called the Khoi San Collection was found. Besides the well-known Khoi San collection of Bleek and Lloyd Collections, which provides a helpful and unique insight into the language, life, religion, mythology, folklore and stories of the indigenous group known as the Khoi San, another collection exists. This is the University of the Western Cape Khoi San Collection. It consists of documentation of the Khoi San Conference held in 1994, with regards to the notion of becoming an identity and to view the Khoi San as people and not as just objects of study. The documentation basically consists of faxes and letters that were sent to Professor Bredekamp at the University of the Western Cape as part of the conference. This Khoi San Collection situated at the University of the Western Cape, differs from the Bleek and Lloyd Collections in that it is not someone's journal or research but people's voices that were all aimed to protect Khoi San Heritage.

3.3 Research Methodology

3.3.1 Document Analysis

The practical archival research took place at the UWC Archive which was with the documents section of the archive. The Sarah Baartman and Khoi San Collections consisted of eight boxes. During the analysis I extracted evidence from the archival collections of what the collections consist of. I analysed the documents for their historical value (Henning, et al., 2004), looking at where they came from and what they mean as historical source material. I then interpreted the information around the questions for the interview schedule to which I wanted the interviewees to assess and answer.

The internet research entailed the analysis of various online articles and the development of the questionnaire. The interpretation related back to the research question and its objectives. The document analysis was conducted to see the connections between the two collections and journal articles to the research question and objectives.

3.3.2 Qualitative Approach

I conducted interviews with six Archivists; the interview schedule consisted of a biographical section and a list of fifteen questions (See Appendix A). The questionnaire consists of thirteen questions. See Appendix B. The questions are divided into subheadings; The Stakeholder and different perspectives, Policy, implementation and use, Technological Encounter, Access, Ownership and Unpredicted Result: Generational Gap. The questions posed on the questionnaire are similar to determine connectedness. Each question has been summed up into different headings, to create simplicity to the content collected. The demographic details of the sample are stipulated under population and sampling.

The interviews took place within the participants of offices on a specific date that the individuals were available. A consent form was explained and signed by the participants. The Consent form was an indication that the participant was participating towards the study and that the interview will be recorded. The data collection tool was that of transcribing the interviews or transcription. The data collection tool was developed through the process of the interview in order to gather the contextual data.

Population and Sampling

Due to expense, time and accessibility, it is not always practical to obtain measures from the population (Cohen & Manion, 1980). The researcher, therefore, undertakes to collect information from smaller groups of people in a manner that knowledge is gained. For the purpose of this study, a non-probability sampling was used which was *Purposive Sampling*.

Purposive sampling is selected based on characteristics of a population and the purpose of the study. Purposive sampling is also known as subjective, judgmental and selective sampling (Crossman, 2017). The specific Purposive sampling that will be used is *Critical case sampling*. This is where just one case is chosen for a study because the researcher's expectation is that studying will divulge understandings that can be applied to other comparable cases. Therefore, the findings from this case can be more largely valid (Crossman, 2017).

The individuals chosen for the critical case sampling was the Manager of the Document section of the University of the Western Cape; and an Archivist at the University of the Western Cape (UWC). These two individuals were chosen for this study due to the fact, both have a good understanding of the collections that are archived at the University of the Western Cape Archive and their expertise surrounding archiving. The Archivist at the UWC

Archive was chosen due to the fact that he is the driving force behind starting the digitisation of the Archive. The Archivist was also part of the policy making of the “Digitisation Policy of University of the Western Cape.” Therefore, his expertise lies in the process of digitisation and the decision-making around the policy. There were a further four Archivists from the Mayibuye Archive that were chosen based on their expertise in the digitisation process and that the archive has digitised parts of its collections.

3.3.3 Quantitative Approach

Questionnaire

The quantitative survey took place through a survey with the use of a questionnaire. The questionnaire does not come from an existing questionnaire. The questionnaire was developed through the practical archival research and internet research. The respondents were the same individuals that took part in the Interviews. The questionnaire was sent out before the interviews were held. The questionnaire did not have a consent form attached to it.

3.4 Research Instruments

Interviews

The type of interview was a semi-structured interview, which combines a pre-determined set of open-ended questions; these are kinds of questions that apt to discussions with the opportunity for the interviewer to explore particular themes or responses (NA, 2010). This form of an interview does not limit respondents to a set of pre-determined answers, unlike a structured questionnaire. This form of interview is used to understand how interventions work and how interventions can be improved (NA, 2010). It also allows for respondents to raise questions or issues that the interviewer may not have considered.

The interview schedule, see Appendix A which consists of questions that are relevant to the case study. The sample is Archivists that have been involved in digitisation of Archives and Collections that have a controversial nature.

Questionnaire

The purpose for the use of the questionnaire was to collect perception data from people such as stakeholders and staff. The questionnaire was used to get general responses for the objectives for the study.

A questionnaire is a set of printed or written questions with a choice of answers, devised for the purposes of a survey or statistical study. The questionnaire does not come from an existing questionnaire. The questionnaire was developed from the practical archival research and internet research. The questionnaire was completed by the six participants: the UWC Archivists and a few Mayibuye Archivists. The information was collected by grouping similar themes together. See Appendix B.

In the case of this study, the purpose for the questionnaire is to survey the issues around digitisation in the Archive. The questionnaire highlights the role the respondent played in the digitisation process. The respondent's initial reaction to digitisation. The barriers that affect digitisation, policy implementation and identification of Stakeholders that are involved in the archive and digitisation process. How digitisation has improved Access and the curation of the digital archive.

3.5 Data Collection

Interviews

A meeting was conducted with the respondents prior to the interview to ask if they were willing to be interviewed. The first part of the interview was establishing rapport with the respondents prior to the interview. It was important to do this as it can have a positive effect on the subsequent development of the interview. The interviews were conducted in a space free from distractions and a location that was most suitable for the respondents. Most interviews were conducted in the respondent's offices at the University of the Western Cape.

Before the interview took place, the respondents were informed about the study details and given assertions about ethical principles, such as anonymity and confidentiality. This part before the interview gave respondents some idea of what to expect from the interview. The fundamental aspect of the informed consent process was explained and a consent form was signed. Interviews were recorded and transcribed verbatim afterwards, as this protects against bias and provides a permanent record of what was said and what was unspoken.

Questionnaire

Before the questionnaire was sent to the respondents. A meeting with the respondents took place to ask if they were willing to be part of the study and get the respondents' email addresses. The questionnaire was conducted and answered before the interviews took place. The questionnaire was sent to the respondents via email. The email consisted of instructions on how to answer the questionnaire and by when the questionnaire should be emailed back. There was no consent form attached to the questionnaire.

3.6 Data Analysis

Data analysis is widely used within qualitative research. There are three approaches; *conventional, directed and summative* (Shannon & Hsieh , 2005). All three of these approaches are used to interpret meaning from the content of text data (Shannon & Hsieh , 2005). The text data in terms of this study is a questionnaire and interview previously stated in this chapter. The approach for this study is *directed*, meaning the analysis starts off with a theory and relevant research findings. The theory and research findings provide a guideline for extracting data from the questionnaire and interview. The analysis techniques that will be used in this study for extracting data are transcribing of interviews and questionnaire analysis.

Qualitative Data

Transcribing of the interviews

Transcribing is the process of where a recorded interview of peoples' thoughts, answers and data into written or printed format in order to analysis the data easily. Transcribing interviews can be time consuming therefore for best practice of transcribing, this study followed a specific type of transcription called Verbatim Audio Transcription. Verbatim Audio Transcription as described by Poland (1995) defines it as the word-for-word reproduction of verbal data, where the written words are an exact duplication of the recorded words. This type of transcription produces definition, accuracy of the interview which is the meaning and perceptions that are created and shared during the interview. The reason for choosing this type of transcription is that it captures the exact words and it captures the verbal and non-verbal response and interactions. These features add context and clarity to the interview. The transcribing process occurred once the interviews were completed.

Quantitative data

Questionnaire Analysis

The data analysis process that was used for the questionnaire was based on a coding system. The analysis of coding implies that questionnaire data can be put into nominal-level categories (Statistical Services Centre, 2001, p.14). The coding system made use of categorical data that grouped the answers together under categories. The responses derived from the text answers within the questionnaire which can be adapted for use in sorting and listing of written responses. The occurrences of different types of written responses from the questionnaire were counted or cross-tabulated (Statistical Services Centre, 2001, p.15). The responses were then categorised into relevant categories for detailed non-quantitative analysis (Statistical Services Centre, 2001, p.15).

3.7 Ethical Considerations

A process of ethical clarification needs to be addressed before the interview can begin (Henning, et al., 2004). The respondents need to give informed consent in order to participate in the interview. The respondent or participant must be fully informed about the research in which the interview is going to be interpreted and used. The respondent needs to be aware that their privacy will be protected and what is going to happen with their information after the interview. The respondents need to be informed that anonymity and confidentiality will be upheld within the study.

Anonymity and confidentiality

Anonymity and confidentiality were retained throughout the study. Babbie and Mouton (2001, p. 523) define anonymity as when participants cannot be identified, with his or her individual responses. In this study anonymity was ensured by not disclosing the participants

name on the questionnaire and interview. In the presentation of the findings anonymity was ensured by removing the written consent from the interview schedule.

When participants are assured of confidentiality it means that the responses they provide in the questionnaire and interview will not be publicly conveyed in a manner that the participants will be identified (Babbie & Mouton, 2001, p. 523). In this study, confidentiality was maintained by keeping the collected data confidential and not revealing the participants information when writing up the study. There was no identifying information entered onto the questionnaire and interviews.

Informed consent

Informed consent is defined as the respondent's agreement to participate willingly in a study, which is reached after assimilation of essential information about the study.

The respondents were informed of their right to willingly consent or decline to part take in the study and that they could withdraw at any time without consequences. Respondents were informed about the purpose of the study, the techniques that would be used to collect the data, and assured that there were no possible risks or costs involved.

3.8 Limitations of the Study

The limitation of the methodology in this study is that case study method results cannot be generalized to the wider population. The researchers' own subjectivity may influence the research there will be a researcher bias. The interviews and the transcription of the interviews can be time consuming. The size of the sample for the study was small. However, these limitations do not negate the validity of this study which sought to develop ideas around access and digitisation of archives.

3.9 Conclusion

The study used both quantitative and qualitative methods, an interview and questionnaire. One questionnaire was administered via email to collect the data from a sample of six participants. The questionnaire and interviews had both closed and open-ended questions. The interviews were conducted by the participant's place of work at the University of the Western Cape.

Consent was obtained from the respondents themselves. Anonymity and confidentiality were ensured during the administration of the questionnaire and interviews. The data collection methods consisted of transcribing the interviews and thematic analysis of the questionnaire.

This chapter described the research methodology, including the population sample, data collection instruments, data analysis, limitations of the study as well as approaches used to ensure ethical standards.

The following chapter focuses on the presentation and discussion of the analysed findings of the study.

Chapter 4

Presentation and discussion of findings

4.1 Introduction

The researcher conducted qualitative and quantitative research to investigate various aspects related to access to digitised collections. The structured data collection was aimed at determining:

- the factors that determine decisions about how to digitise an Archive
- the impact of digitisation on Access to archives

The results will be presented according to the various data collection techniques, desktop research, qualitative interviews and survey, applied during the execution of this study.

4.2 Results of Document Analysis

Through the desktop research a number of insights were generated with respect to technology, access, ownership, policy and stakeholders and how they affect the digitisation process. Each of the results has its own set of outcomes and challenges that either promote or hinders digitisation decision-making and access to digitised collections.

4.2.1 Technology

There are frequent changes in both hardware and software that can include modernisations or withdrawals. Such as going forward meaning the improvement and upgrading of software and hardware or going backwards, keeping the software and hardware in its current state and stagnating the digitisation process. The backward going issues come down to obsolescence (Thibodeau, 2012, p. 4), which is where older products or equipment can no longer support or become unusable. As in the challenges brought forward by the Canadian Preservation Committee, the digital information is at risk of technological obsolescence and must be aware

of the changing technologies. There are constant changes in technological requirements of software and hardware. For example server maintenance does not occur regularly and upgrades in software and hardware that should occur monthly and daily are not monitored and executed. This prevents the process of digitisation to occur. Therefore technological progress should be anticipated and incorporated into the planning of digitisation to enable the use of the current technology to preserve, examine, process and communicate information from the past.

There also needs to be a development of a policy covering preservation of formats that only exist in digital formats, for example in case of the server burning down one needs to have a backup and disaster plan in place to recover the digital data. This backup and disaster plan exist in the *Managing Digital Collections: A Collaborative Initiative on the South African Framework* (Liebetrau & Mitchell, 2010), which the UWC Archive should use as their framework for revisiting their digitisation policy or in developing a digitisation policy. The *Managing Digital Collections: A Collaborative Initiative on the South African Framework* states that the archive should have a plan that stipulates that the servers to be off-site from the actual archive. This usually takes the form of the archive being mirrored to a secondary server housed in an alternative facility but should be capable of giving the same services in real-time.

From the findings migration is an issue when digitising collections. Another term for migration is emulation (Asogwa, 2011); the objective is for older data-sets to run on contemporary computers. Although migration focuses on the applications software rather than on the files containing the data. The software applications need to be compatible with the previous version to which the digitised collections are stored on. Thus, there needs to be

tools in place that will create conditions under which the original data were created. This can be done by mirroring early operating systems or by having add-ons.

Another result that was highlighted is the fact that not every archivist has the appropriate expertise. The fact being not many people are keen to part take in digitisation projects; there are limited people with the appropriate expertise and not within the heritage field. With that being said there are few people that have a combination of both heritage and technology expertise. This can be dealt with by having training workshops that are setup for the education in the technology that deals with digitisation. For example a 2nd Digitisation Training Workshop took place on the 24 August to the 4th September 2015 that dealt with digitisation concepts like workflow management, metadata handling and digitisation equipment. These are the kinds of workshops that need to place at least once a year to make sure archivists are up to date with what is happening in the digitisation project.

Thibodeau (2012) states that due to the tensions between the interactions of citizens and governments results in the main cause of limited labour (Thibodeau, 2012, p. 5). Given that no one has the energy to deal with political tensions that exist in government institutions. Not only that there is very few people equipped with having both heritage and technology expertise that were expressed by one respondent in the interviews conducted.

From the research it indicates the challenges of technology make reference to the first aim of the study, meaning that due to the complex nature of technology and the limited expertise of digitisation. There are seldom archives that take on the process of digitising. Therefore relate also to the second aim of the research. In that the lack of technological maintenance,

improvement plans hinders the access to the collections that might be valuable for the public to access.

4.2.2 Access

The advantage in having collections digitised is that people do not have to physically come to the archive and search through the collections to find what they are looking for. It is easier to access it online via typing in keywords into a search engine or on the archives website if available. The findings indicate that when it comes to easy or open access one must have broadband or data for access but in South Africa these two things that you need to access the online collections are very expensive. Below indicate the cost for mobile data within South Africa. These numbers are taken from an article on the *Mybroadband* website.

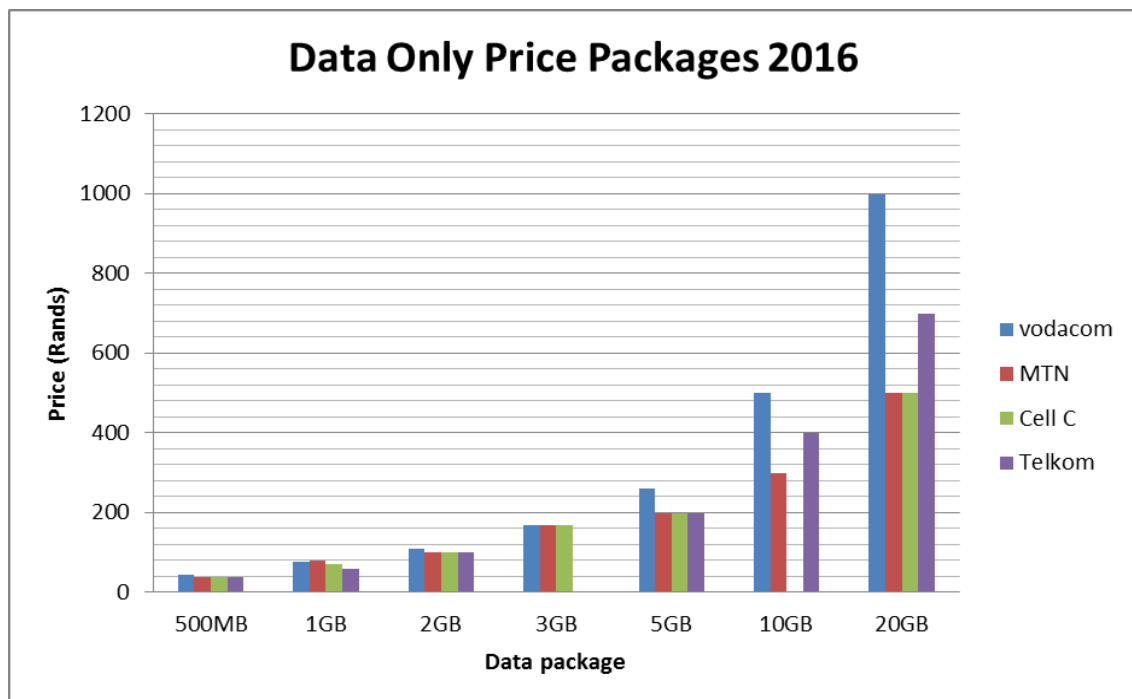


Figure 1 Chart of Data Only Packages (Data taken from the Mybroadband website)

As illustrated in Figure 1 the network that has the cheapest data only packages is Cell C. When looking at each package individually the 500MB package of Vodacom is the most

expensive out of the four networks, the 1GB of Vodacom is also the most expensive, the 10GB packages that are offered by MTN is the cheapest and the 20GB package of MTN and Cell C is the cheapest. With this being said not, everyone belongs to the networks that provide the cheapest data packages because people have their preference of networks. Therefore not everyone would be able to afford the access needed to access the digital collection of the Archive. In return, not everyone, can access the digitised materials.

The idea of placing archival works onto the worldwide web allows for the world and different people to actively engage and influence the organization, creation and sharing of content to the rest of the world. Indigenous people see the process of digitisation as a way of revitalizing their culture, projecting their voices and connecting across generations with other indigenous groups. Digitisation provides a way of connectedness and togetherness, there is no separation in the digital world seen by different people. But some conflicts arise and that are the cost of digitisation and the curatorial voice. In my opinion this means that funders of digitisation projects, opinions precede those who have greater opinions over collections that need to be or are being digitised.

Another result that stemmed from the document analysis in relation to the study is there is a great divide in collection managers and curatorial staff, and there is a digital divide within Africa as well as South Africa. The average percentage of people accessing the internet via a computer, mobile device or tablet is 21.43% with the average hour of use being five or more (NA, 2017). These statics are from 2016 based on an online survey in which 331,042 people participated. In an article on the *BizCommunity* website, there are statics from 2012 shows that 41% of the population has penetrated the internet in some form of another. Gartner, who is a Global Research Company, predicts that by 2020, 85% of the community or population

would manage various relationships without human interaction, but there would still be place for humans at the workplace (Samakosky, 2016).

Digitisation enables information to become universally available without having central control. This plays a concern with access to some cultural objects especially when it comes to sacred or secret objects within cultures where only certain groups of people are granted access based on their gender, age, clan status and/or initiation (Singh & Blake, 2012, p. 95). Therefore, the accessibility of the objects goes against the traditional knowledge and copyright. Digital technologies can therefore only work when you treat the knowledge of indigenous people as a commodity and not being put to one side.

Therefore from the research it indicates due to the expensive data tariffs it hinders access meaning that the digitised archive will only be accessed by elite individuals who can afford the expensive tariffs and not the descendent community being the Khoi San in this study to which the digitising collections are serving. The knowledge of understanding of what the archive is digitising plays a factor in determining whether the collections should be digitised or not and thus in returns hinders the access of the full collection for instance in this study the Khoi San and Sarah Baartman collection.

4.2.3 Ownership

The concept of ownership seems quite simple but when it comes to digitised work it is not that simple. Meaning there are complex processes that occur when it comes to digitising/digitised work. This is so because the digitisation process is quite costly with technology equipment and skilled labour is concerned. Therefore, the institution needs

funding either internationally or locally. The concept of Ownership comes down to copyright laws.

With collections some owners might say there are no restrictions on their collections and other owners might place restrictions. The archive must know they do not have autonomy over particular collections, meaning that the archive does not have rule over specific collections. When it comes to conservation purposes, the archive has full autonomy over every collection there are no restrictions. Policies are by enlarged to determine how you operate. If there is, no copyright handed over the archive would not make it available.

The complication with copyright laws from which the findings indicate is copyright laws are not standardized throughout the world. This is where the challenges come in, for example you get a group from the United States of America (USA) that wants to digitise material for an archive belonging to South Africa. This might mean the digitisation will be done under USA copyright law. Therefore, the digitised copy belongs to the USA, and the analogue still belongs to the archive in South Africa.

This agrees with the argument of Limb (2005) that Africa would not be capable of controlling the nature of digitisation and the heritage resources that would be made available in their countries. What would be encountered here is that the archive that holds the analogue material would not have access to its own material that is online because they do not own the digital format. The archive loses recognition for the collection and is denied access to the archives own material. Therefore international funding is often accepted sceptically within Africa since international funders exploit the archive for their own gain and not for the continents gain, as stated by Breckenridge (2014), "Having digital archives onto the public

domain has unfortunately resulted in the people in southern Africa being denied access to the digital archives of their own” (Breckenridge, 2014, p. 511).

From the document analysis of copyright, it is found out that the notion and understanding of copyright is that copyright moves. Meaning that whoever owned the copyright last when that object was produced, that person may have produced it but when the object is relocated the copyright moves with the object therefore they do not own that objects copyright. The location to which that object was relocated, owns that copyright.

Hughes and Dallwitz (2007) in Singh and Blake (2012) states that a breach in traditional security and access rules would be a breach of traditional law. This statement can be correlated to the Khoi San and the Sarah Baartman collection where the descendent communities of this culture has a say in what should be digitised and what should not be digitised from the two collections. In return, this will impact the accessibility to these two collections. In any digitisation project there needs to be a strategy for dealing with cultural material and must avoid perceptions of technological colonization and loss of local ownership.

From the practical archival research the University of the Western Cape Archive should understand they do not have rule over the Khoi San and Sarah Baartman collections. The collections are both governed by the institution and stakeholders of which both have equal opinions over the two collections. Copyright plays a significant role in that it indicates to the archive that they do not have autonomy over the two collections. Meaning that the owners and descendent communities have rights over the collections.

4.2.4 Policy

When it comes to digitising controversial collections like the Sarah Baartman and Khoi San collections, there needs to be policies and procedures in place to be respectful towards the Khoi San community of which these two collections are representing. The University of the Western Cape Archive does not have a solid policy development around digitisation of collections, from the information gathered during the practical archival research and document analysis.

From the document analysis the findings indicate that the first step before policy development can occur when various stakeholders are involved in the process of digitisation. There firstly needs to have consultation to take place when cultural sensitive documents are in collections. However, these consultations are expensive and become time consuming. But these consultations are important for developing relationships between all stakeholders. This in returns allows all the stakeholders to have a voice in policy development by understanding accessibility or restrictions when it comes to cultural sensitive collections or documents.

Another finding is that there needs to be responsibility when it comes to digitisation, the process needs to be done in an appropriate manner. Policy development plays a role in the appropriate manner of how digitisation should occur. The policy of digitisation should lay out the role of each stakeholder. The important guideline for policy development is that people need to connect to the collections that are being digitised. The policy of digitisation must stipulate the selection process of collections, preparation of original documents for digitisation, how the metadata collection should happen. Policy around digitisation should ensure that digitisation occurs in the proper manner to prevent loss of copyright and disrespect towards cultural or indigenous collections.

Many archivists, researchers and descendent communities see the benefits for having collections digitised and online but feel uneasy about the policies around copyright of digitised collections. Due to the fact that there are copyright infringements of collections and individuals disrespecting traditional knowledge by placing sacred documents or rituals online. Owners of collections that are digitised raise concerns for people copying and replicating their collections. In doing this it degrades and removes the 'specialness' of what the collections represent. Therefore, policies must have strong guidelines and lay outs of copyright laws.

The findings indicate that the conservation point of view of digitisation is not considered into the policy of digitisation. There needs to be given consideration of the conservation point of digitisation in policy development. This is due to the fact that the digitisation process is not to limit the frame of the research process behind researching historical or significant documents in the archive. In fact digitisation is more to do with conservation and facilitates to make these historical or significant documents available. Thus the UWC Archive needs to stipulate the conservation point within its policy and from the policy the archive will need to digitise everything irrespective of the quality in order to protect the archival collections.

The result from the document analysis indicates the most important aspect of digitisation is to have a good and strong policy in place for the project to run smoothly. There is a problem when it comes to policies and policy making. When it comes to digitisation the issue that popped up from the document analysis, it shows laws differ from country to country and from institution to institution. There needs to be standardization of digitisation policies across digitisation projects. If there is no standardization, it will cause conflicts when external projects take over digitisation projects.

When developing a good and strong policy specific principles need to be taken into account. From the document analysis the findings indicate there are three principles that need to be acknowledged. The first principle is that the indigenous people/descendent communities are the main stakeholders, because they hold the knowledge about their cultural heritage that would be digitised (Singh & Blake, 2012). Second principle is archives should surpass what the law requires and be guided by ethical principles (Singh & Blake, 2012). As stated in the *Digitization of Pacific Cultural Collections* (Singh & Blake, 2012) the law is simply not a sensitive enough instrument to address effectively with the management of cultural material that is of great significant. The third principle is archives should respect cultural uniqueness when consultations occur (Singh & Blake, 2012).

In Africa, societies are based on individual community structures (Britz & Lor, 2004, p. 219). Each of these individual communities considers themselves to have communal and individual information rights (Britz & Lor, 2004, p. 219). Now when developing a digitisation policy within Africa these communal and individual information rights like rights of freedom to access, freedom of expression and ownership of collections needs to be taken into consideration. These rights must be stipulated alongside the Acts stipulated below.

When developing a policy within South Africa the policy should contain the acts that govern the archival collections. The acts are namely the Copyright Act, 1978 (Act No. 78 of 1978), Legal Deposit Act, 1997 (Act No. 54 of 1997), National Archives and Records Service Act, 1996 (Act No. 43 of 1996), National Heritage Resources Act, 1999 (Act No. 25 of 1999), Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000), Protection of Personal Information

Act, 2013 (Act No. 4 of 2013) and South African Constitution, 1996 (Act No. 180 of 1996) (Western Cape Government Cultural Affairs and Sport, 2017).

Therefore, the document analysis indicates that the UWC archive should develop a policy that clearly states the procedures and manner in which the digitisation of the two collections and other collections should proceed. The UWC Archive can follow the three principles by Singh & Blake (2012) when developing a digitisation policy. The policy needs to outline the responsibility of the institution as well as the rights and responsibilities of the other stakeholders involved in the digitisation project.

4.3 Results of Interviews

In this section I discuss the findings from the interviews with emerging themes from the responses to the questions posed to the respondents.

4.3.1 Policy, implementation and uses

From the interviews, consultation emerged as a major factor, worthy of consideration in making decisions relating to the digitisation of collections. The UWC Archive conducted limited consultation with the Khoi San communities. Due to the fact that the communities are vast, making it difficult to identify the actual descendants. According to the archivist at the University of the Western Cape, ideal, broad based and intensive consultation is necessary. Consultation is time-consuming and expensive to conduct. Nevertheless, my interviews showed consultations do not occur on a regular basis. Often, stakeholders only raise issues when documents appear on the internet and not before that. The end result is that those collections would need be taken off the digital platforms, pending consultation. As mentioned in the desktop research results, strong policies need to be developed with proper consultation

with the appropriate stakeholders. This will help to be reduce time and costs and removable of valuable collections for the public to access.

The interviews further showed that archivists also need to take into account that cultural diversity is an issue because with cultural diversity comes changing ideas, which influences the importance of the collection being digitised. This in returns influences policy development, implementation and use.

On a National level in South Africa there are no fixed laws around digitisation and the fact that policies are not fully developed as stated by one respondent. These laws require correction. This is a major problem and determining factor that needs to be dealt with. The way in which it can be dealt with is to have policy-makers conducting consultations with the stakeholders to develop a strong policy that incorporates every aspect of digitisation and the stakeholders perspective.

4.3.2 Technology

This relates to technology under Chapter 4.2.1 as this section indicates the practical challenges that archivists have faced and are facing with digitisation and technology.

In order for digitisation to occur technology or technological infrastructure needs to be in place. The findings under this heading are developed from the interviews that were conducted. Six out of six Archivists state that technology is an issue within digitisation.

The data from the interviews indicate the finding of older machines to digitise very old and out-dated material is problematic and can possibly hinder the digitisation of the two

collections and the entire UWC Archive. The following example explains the complex nature of digitising old and out-dated archival material within the archive: older products such as a floppy disk and not the stiffy disk; has information that needs to be copied onto a computer to retrieve the information. It is very difficult to find the older computer that still has those drives to access the information in order to extract the information. The reason being for finding older machines is that technology is forever changing and expanding as the year's progress and people decide to develop new operating systems and equipment. This relates back to the notion that Thibodeau (2012) speaks about which is *obsolescence* that was presented in the document analysis results. But currently there are various saving methods that does not require external hard drives. Those methods are saving digitised work onto the cloud or Google Drive. These might be considered the safer and good form of saving digitised work before transferring the work onto the institution's server.

Another finding is that old machines can be very costly, in that the machines they find are usually second hand machines and these break down very easily and therefore need to be replaced constantly. Not only that one would need to find technology that would be able to bridge the divide between old machine and new machine in order for the two to communicate with each other to be able to copy the information.

“An archivist never lost work due to power failures, but lost work due to a crashed external hard drive and was unable to recover the work” (Archivist 1)

The finding from the interview indicated that hard drives and servers have the possibility of crashing or burning down or malfunctioning, Therefore archivists need to constantly backup and if archivists are paranoid that the backup would disappear then backup the backup. During the digitisation process the computer on which the archival material is being scanned

or transformed into a digital format are different from the computers required to do the metadata of the archival material. Therefore digitised work needs to be saved onto external hard drives in order to put onto the computer that performs the insertion of metadata. The following scenario explains the risk of having digitised archival material stored on external hard drives. An archivist digitised archival material which was saved onto an external hard drive. The archivist then put the external hard drive into the computer and the external hard drive crashed that even the IT specialists could not recover the digitised work. It was not just a few archival material but folders upon folders of material. As a result of the hard drive crashing for no specific reason, these folders of digitised archival material had to be re-digitised.

Digitisation has a lot of potential in that the information digitised is easily accessible, but is it possible to keep it for a very long time. Therefore the UWC archive must take the initiative that no material would be stored onto external hard drives and it would be transferred directly onto the server where it should be safe. This initiative has been implemented by the Department of Arts and Culture, National Policy on Digitisation and can be referred to Policy 15 of the August 2010 Version 8 of the policy, which is the protection of the digital heritage. This initiative was taken into account because of the Government stakeholder followed the framework that was set out by the *Managing Digital Collections: A Collaborative Initiative on the South African Framework* (Liebetrau & Mitchell, 2010).

“Prefers Macs because its better to work” (Archivist 3)

Another finding from the interview and advised by the comment above is that software and operating systems are constantly changing. For instance the technology that is being used at the *Mayibuye Archive* is Apple technology. So when Apple introduces a new operating

system, everything that existed in the previous operating system would not be operational in the new system. Therefore archives need to buy add-ons that would make the old documents work in the new operating system. At least with Microsoft (MS) technology it has the capability already built in where documents that were save in MS Word 2007 can operate in MS Word 2010 but with Macs which is an Apple product cannot do that

Microsoft allows for the archive to use many open-source software on their databases which is usually free where as Apple Mac cannot access these open source software. The only reason for why the archive uses the Apple Macs is that it is very secure and there are fewer viruses made for Mac computers which assist in the preservation of the digital archive. This result mentioned here refers to the notion presented by Asogwa (2011) as known emulation, where not every technological program or device are compatible with each other.

“Challenges to digitisation is a labour intense process you need everyone in front of monitors digitising and capturing metadata and then the administrative process to back that process up to make sure things stay relevant and usable for as long as possible” (Archivist 2)

The above comment highlights that digitisation is a labour intensive project. From the findings technology challenges can also be linked to labour and to the shortage of skilled labour. This is due to the tension that exists which is explained by Thibodeau (2012) as the tensions between the interactions between citizens and governments.

From the findings, technology can become a difficult and complex factor within the digitisation process. This means that if the Sarah Baartman and Khoi San collections are digitised in a format that is not accessible it defeats the purpose of the UWC Archive digitising the two collections. The examples presented above are good indications of what to

do and what not to do to ensure the digitisation of the two collections are accessible by choosing the appropriate technological infrastructure.

4.3.3 Access

Based on the interviews conducted most of the interviewees said that the whole point of digitisation was to have easy access to the collections.

The whole point of digitisation is to have the collections accessible. Access is a determining factor and an impact on how and who gets to view the two collections online. As stated in the desktop research cost of data prices are so high, that it impacts the access to the collections and who can access to the collections. Even so there are further reasons into access being a determining factor and impact. The following data elaborates on who has permission to view these collections being tangible or intangible material, access to the internet and who gets to access the collections.

The findings indicate the tension is between control and access. There is huge fear that the intangible components of the two collections such as the traditional knowledge, songs and rituals can be copied by other people who have no right to practice or know that part of the culture. The outcome of this tension result in that not everyone should have access. In the end digitisation does not substitute for the physical access that the actual collections restrict or gain access too.

From the findings of the interviews the UWC Archive needs to develop ways in which the researcher or student or other key stakeholders can access these archives without needing to connect to the internet or use data since broadband and data are expensive. An archivist at the

Mayibuye Archive explained that the Mayibuye Archive developed a way in which people can access their digital collections. The idea of creating a portable website, where a researcher or student or other key stakeholders can come into the Archive collect a CD with the portable website on it and can access it on a standard computer or DVD player and can actually view the archival collections on a computer monitor or television screen as one option if someone cannot view it online.

“People should have the knowledge that collections and archives exists but to a certain extent, that they must still come and view the actual documents in the archive” (Archivist 6)

The response above highlights that the archive cannot limit access to those who want to visit the physical archive. For the reason that some researchers might want to touch the actual documents who are far better handlers than those who probably would not care about the document and can cause more harm.

For both collections; Sarah Baartman and Khoi San giving access to these collections will allow for the enhancement for the collection that there are variations of collections that relate to the Khoi San. The two collections must be presented in a manner that promotes recognition. The material within the two collections should have the appropriate accessibility for researchers, students and other key stakeholders. It needs to be aimed at various audiences, not only the descendent communities.

4.3.4 Ownership

The main impediments to digitisation are the laws put into place to protect individuals from intellectual theft. Meaning that there are ownership rights on collections that are held in the

archive, these ownership rights are not automatically transferred to the archive where the collections are held. The subsequent segments give further analysis into the ownership aspect.

The findings from the interviews indicate that digitisation is a costly project. The approximate cost to fund a digitisation project is R4 million (de Vries, 2009, p. 10). In South Africa archives are short funded in money and labour. The point of conservation is not taken into account as a benefit for the archive.

Thus, the issue that arose from the findings is that of funding that can be linked to ownership. When digitisation is locally funded there is less tension between institutions and community stakeholders and between government and citizens. When digitisation is internationally funded, the funders will only fund a specific collection to be digitised and not the archive in its entirety. For instance a project took place at the Mayibuye Archive in 2010, when a former University of the Western Cape student who worked for the government ministry of arts, culture, sports and recreation and represented South Africa in playing chess and is linked to the sports section of the government, wanted to know what sport was played on Robben Island.

The archivist exhibited the student with the collection of 35 boxes of documentation of Robben Islands collection on sport, and the first thing that came to the students mind was does the archive have a digitised version or in the process of digitising the collection, but at the time the archive was short on funding and could not digitise. The student then said ok if I made the equipment available, fund money and get three people to do the digitisation would the archive agree with this proposal, and the archive agreed with this proposal. The digitisation, therefore took two years where the whole collection was not yet completely

digitised. The digitised occurred purely on the bases of the sports institution at University of the Western Cape who choose the particular collection related to their department and the choice was not left in the hands of the archive but yet they benefited from it. The digitising took place to avoid conflicts between the archive and the government. Only the specific documents that were related to sport was digitised and not necessary the whole collection.

“Still an on-going process cause these images, we do not know who owns, particularly when it comes to South African history” (Archivist 5)

During the apartheid period the issue of copyright was not even thought of, but once that period was over people wanted to claim copyright on photographs and many other historical documents, because they wanted to make a living out of it and wanted control over the documents. Within the archive there is a process known as accession where individuals from the public would give their collections freely, but others would give their collections with terms and conditions. The reason being is the archive does not have autonomy over the collections thus comes the restrictions with terms and conditions. Therefore, the archive or researcher would have to contact the owner of the collection before access is granted. This process of contacting the owner of the collection becomes a restriction within the already given restrictions.

“Its not going out there and besides its history, you know we help” (Archivist 4)

The comment above highlights how archivists view the notion of ownership. When researchers, students or communities are not doing commercial research projects, certain archivists would let them use the documents without having to make payments for the copyright. Although when it comes to commercial research projects the archive charges these

people for the copyright of the documents. In this regard ownership does not matter if it is helping students or the community.

There are international laws implemented to govern issues of copyright within digitisation. However in South Africa these laws of copyright within digitisation are considered to be “*wishy washy*” laws stated Archivist 6. There are no fixed laws because there are no strong policies put into place, ownership policies are not fully developed, and in most case the policy in place is usually old. Due to the fact that it was written before digitisation became a key issue. For instance the Mayibuye Archive got a bad reputation because they use to just send out material to people without consulting with the owner, which resulted in a lot of angry people saying how you can sell our pictures and the so called owners wanted their money.

Ownership speaks to copyright and copyright migration. Meaning that in South Africa if I take that paper that belongs to you and take it and convert it, the converted paper which is the digital format still belongs to you but in the United States of America (USA) for instance if I take that paper and digitise it, the digital format belongs to me and not the physical paper. The physical paper would belong to the owner but not the digitised paper. Therefore, this poses as an issue for the digitisation of the two collections due to the fact that if it is an external funder, funding the project the digitised work will be done under their policies and standard of digitisation and not the UWC Archive’s policy and standard of digitisation. In the end the digitised two collections will not belong to the UWC Archive but to the external funder.

4.4 Results of Questionnaire

This section of the findings presents the data obtained through the one questionnaire that was sent to each of the six respondents.

4.4.1 The Stakeholder and different perspectives

As mentioned in Chapter 2 (see subsection 2.2.5) stakeholders that were identified in a general organization are managers, customers, suppliers, employees, government, community and society to name but a few. Now bringing it down to a specific organization such as the UWC Archive the following are the stakeholders that allow the archive to function according to the questionnaire and own observations; Government, Non-Government Organisations (NGOs), Institutions, Archivists, Researchers, Students, General communities and Descendent Communities.

The diagram illustrated below is based on the data that was collected from the six questionnaires that was completed. Within an archive a hierarchy of people make decisions with regards to collections and the archive itself. Figure 2 illustrates the hierarchy of decision-making and the people who are the key stakeholders.

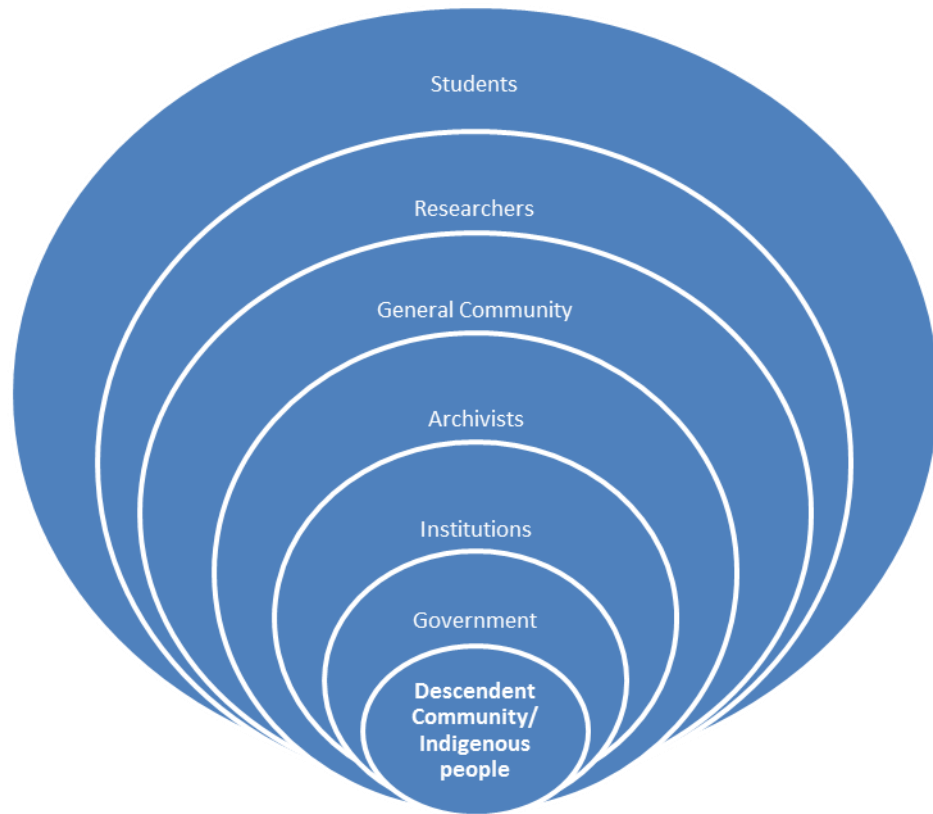


Figure 2 Hierarchy of Stakeholders (Source: Personal Diagram)

This hierarchy represented in figure 2, are the groups of people involved in the process of digitisation. The more significant stakeholder is the descendent community to which the collections represent and relate too. In my opinion one moves upwards to the other stakeholders of least appraisal.

From this illustrated hierarchy stems committees that make various decisions based on what that committee is supposed to be deciding on. Through committees the approval of digitisation of collections takes place, but with this process in place it takes time for projects to be approved. By the time the committee approves for the digitisation of the collections to take place, who is to say the collection is of value to be put into the public domain? The committees need to be more efficient thus comes into play the value of the collection of what should be of value to digitise.

The descendent communities view digitisation as an easy way of displaying whole collections and giving universal access. According to the descendent communities, giving universal access to the whole collection would impose Western views on indigenous notions of the sacred parts of the collection and become a form of re-colonization. Relating it to the study in terms of the Sarah Baartman collection there needs to be a kind of sensitivity towards the collection, due to the fact that the individual represented in the collection was scrutinized and dehumanized. Therefore when the archive digitises the Sarah Baartman and Khoi San collection, it must be done in a manner that the western voices are not dominant but that of Sarah Baartman and the individuals that brought her remains home and in terms of the Khoi San, the similar process needs to occur.

At the same instance for the descendent communities digitisation raises awareness and provides a connection with their heritage. Having digitised collections will and is becoming important for future generations in the diaspora. This is due to the fact that people are moving further and further away from their traditions and homelands. Digitisation provides access and connectedness for people in the diaspora of the descendent communities. The web can be seen as a place for oral and visual mediums and allows for the sharing of stories and showing the linkages between material culture, stories, and traditional practices. Digitisation gives the society/communities to place their material culture into the context of their everyday lives, ceremonies, memories and beliefs to show how people can relate to it.

Digitisation creates relationships with other people and places across the world, in which people can see the linkages compared to where you are either in a museum or archive where you might be unable to see the linkages immediately. Digitisation does not only provide

relationships and linkages but digitisation also allows for the collections of the archive to be useful for a variety of stakeholders.

One of the main determining factor and impact that stemmed from the questionnaire for this study was that there needs to be a level of respect when it comes to digitisation of indigenous cultural collections. The respect needs to be between each of the stakeholders and each perspective needs to be acknowledged. The reason being is their ancestors had respect for the documents or objects represented in the collections therefore as the next generation should have the same high respect as they did for the documents and objects.

The factors that determine decisions about how to digitise the University of the Western Cape Archive's two collections are the stakeholders that influence the archive. Those stakeholders are government, non-government organisations (NGOs), Institutions, Archivists, researchers, Students, General communities and descendent communities. The most determining factor in the decision process is the consultation with the various stakeholders, especially the descendent community since the collections represent and relate to the Khoi San descendent community.

The downfall that impacts the decision process as well as the access to the archive, Is how long/time-consuming stakeholder consultation and the process of approving the collections to be digitised takes. Due to the decision-makers setting up multiple committees. In return during that process. The collections can lose its value before it is made accessible to the public. Therefore from the questionnaire only 83% of the archivists view the need for consultation and the other 17% do not see the need for consultation as it is time consuming

and can stagnate the digitisation project. The graph below depicts the response of stakeholder consultation.



Figure 3 Chart representing the respondent's response on stakeholder consultation

The archive serves multiple stakeholders each with its own linkages to the Sarah Baartman and Khoi San collection. At first glance one cannot see these linkages when one stands in a museum or archive itself. With digitisation it develops relationships and linkages by being readily available and useful to the multiple stakeholders.

From the questionnaire and own experience from now working within an archive that is currently digitising, none of the descendent communities or any of the key stakeholders that have been identified was consulted whether the collections pertaining to their identities or histories can be digitised.

4.4.2 Generational Gap amongst Archivists and Digitisation

When it comes to Archives, there are different kinds of perspectives that come with change be it in a community, family or even in institutions. The concept of change is inevitable as we are human beings that are constantly learning and developing new things. Digitisation is one of those 'new' but old developments that have been on-going in archives that have been shown in the debates. The overall evidence of the difference in perspectives that is clearly indicated in the digitisation of the Archive is the generational gap that exists amongst archivist.

This kind of gap has not been shown within the debates, and this should be considered an important issue that needs to be addressed. Due to the fact that these may cause conflicts amongst archivists and can delay the future mission for archives to go into the digital platform and expand their reach in the world and not be stagnated. Although archivists are still for digitisation but still they have their personal views, which the original archive should still be opened to the public. Two kinds of perspectives comes out of this generational gap, one the emotional loss and second the looking towards possibility or the future.

The emotional loss is not in the sense that there is a sadness that the archive will not exist. It is that the documents that would be made online would not have the emotional undertones onto the writing of that document. For example when you write love letters or insert writings into a diary, on each word or sentence you can feel the emotions that goes into that sentence or word as a historian reads those words on the actual document. You can collect and hold the letters and diary. Currently, you would possibly write a letter via an email or whatsapp message and here you cannot feel the emotions, with letters you know the relationship because it feels computer generated and very generic, What you've said there is nothing

there, these letters and messages cannot be really collected or held because how would you retrieve these emails and whatsapp messages that are usually deleted after a period of time. The “emergence of techno-science is wrecking the scholarly resources of all knowledge” (Lalu, 2007, p. 33). In the end the emotional loss is brought down to the collection of the ‘historical’ documents of the future, being that how much history would be actually present. Since everything is on a digital platform, it is almost as if there is going to be no history because there would be nothing to collect and hold to physically, read and feel feelings, we are not going to actually have much of a history a present history. It would be unable to see the exact relationships people had with each other.

Another view is more on the lines that one must be moving with the times and the changing technologies, current trend from a library to museums and archives that is definitely the direction it would take at the moment ideally we are going to go towards a stage where people may not necessarily go to archives the way they have and find things online. The reasons being digital formats are the future because there is hardly any item that is not in digital form. For example looking at audiovisual there is no more analogue films or recordings everything is in digital form such as having the information on CDs or DVDs and/or online.

Another view is you are changing the original material when you conduct digitisation. An example is that when you scan in a photograph it is no longer the same photograph because you would be able to change the size of the document to be able to see the material more clearly. Therefore, it is not regarded as the original. This is seen as creating a new archive/collection with a different meaning. This is not changing the archive/collection it is just making the original material more accessible to the public. It is more of a psychological a

new archive, because no one will physically visit the archive. The digitised archive is more of a convenience it is just easier to be sitting anywhere in the world and be able to access the material for your research without spending unnecessary money for traveling to the country to visit the archive only to find out there is no useful material to use.

There would always be this tension between the older generation who wants to come in to the archive and page through the documents and the younger generation who want the material to be digitised. When it comes to the directive of digitisation, we cannot live within this divide of one looking forward and one looking backwards. This would cause the country and archives specifically to stagnate and in the end we would always be known for a country that is backwards and have no future goals and would never break the digital divide.

4.5 Discussion

The objectives of the study were as follows:

- the factors that determine decisions about how to digitise an Archive
- the impact of digitisation on Access to archives

Against a background provided by these aims, this thesis considered the implications digitisation has on Public Access by looking at the Sarah Baartman and Khoi San Collection as a case study. By analysing the data it was found that various factors influenced the digitisation of the two collections. The findings were broken down into predetermined headings from the document analysis, questionnaire surveys and interviews which answered the objectives that are mentioned above.

Factors that determine decisions about how to digitise an Archive

The factors that determine the decisions about how to digitise an archive are that of technology, ownership and the stakeholders that are involved. Policies relating to these factors also affect how digitisation is implemented and sustained. The graph below depicts the important factors that determine the decisions about how to digitise collections based on the responses by the respondents of the interviews and questionnaires.

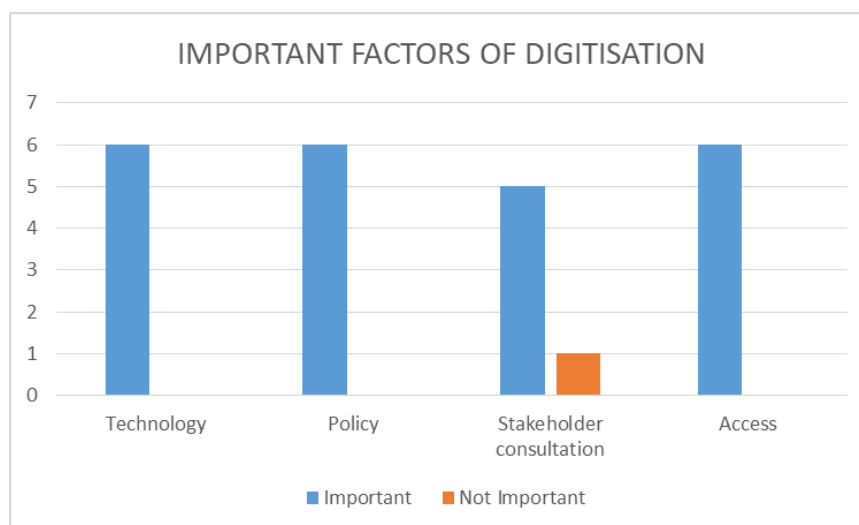


Figure 4 Graph depicting important factors of digitisation according to the respondents

The findings can be concluded as follows - that technology plays a vital role in digitisation , but technology is constantly changing which implicates access, the memory of the digital archive would be greatly impoverished if there are no considerations put in place to handle these dimensions of change that are precipitated by changing technologies. Technology can be linked to limited skilled labour. According to the literature by Balogun & Adjei (2018) digitisation requires manual labour but not any kind, it must be skilled labour. The challenge with skilled is that there is not much training with regards to using digitising technology and software within regards to digitising collection and archives.

Ownership comes down to copyright laws. The archivists must be aware they do not have autonomy over certain collections. If no copyright is handed over to the archive, it would not be digitised or made available. Copyright laws are not standardized throughout the world. Copyright moves meaning that it moves from the owner to the institution when given. There is a need for copyright laws to be standardized. According to the literature Africa should have the right of ownership of its own documented heritage (Britz & Lor, 2004, p, 221), either physical or digital.

The stakeholders that were identified within the UWC Archive are as follows: Government, Non-Government Organisations (NGOs), Institutions, Archivists, Researchers, Students, General communities and Descendent Communities. The various data collection techniques employed resulted in the identification of stakeholders relating to the Sarah Baartman and Khoi San Collections.

Policy development is important when conducting a digitisation project; therefore, consultations need to be done with the various stakeholders in order for digitisation to be

done in a proper and respectful manner. This is in light of the literature by Britz & Lor (2004) that policy provides a guideline on how to control the process of digitisation of the documented history of Africa and there has to be an acceptance of every person equally when considering digitisation. There must also be a good and strong digitisation policy in place. In order for a strong policy, to develop there are three principles that can be followed; descendent communities are the main stakeholder, archives must be guided by ethical principles and respect cultural uniqueness.

The impact of digitisation on Access to archives

For access to the digitised collections, one needs broadband or data to connect to the internet but within South Africa these two products are very expensive. The digitised collections are made accessible for people to actively engage and influence the organization, creation and sharing of content to the rest of the world. Digitisation is a way of revitalizing cultures, projecting voices and connecting across generations with their other indigenous groups.

With the findings there was also a response that was unexpected within the study but the respondents kept mentioning it and that was a generational gap that plays a role in digitisation. This gap influences digitisation due to the fact of archivists' different perspectives on digitisation and this causes conflicts and stagnates digitisation of the archive.

General discussion

Various challenges implicate the factors that determine the decision about how to digitise. These challenges are that of ownership, copyright laws, technological challenges, and policy development, storage and preservation. The impact that digitisation will have on public access to the archive is the digitised work will be made accessible to everyone in the public domain. The digitised work should be made available online for easy accessibility. The only challenge with the accessibility is that data and broadband remain expensive in South Africa

and this will constitute to who has access. Although there are challenges with digitisation in most cases, the benefits outweigh the challenges. There is very seldom that you find people driven to digitise and perform the task effectively. People, therefore need to be more engaged with digitisation since this is the way the archives are moving towards.

Chapter 5

Conclusion and Recommendations

The purpose of this chapter is to present the conclusions that were drawn from the analysis of results from the questionnaire, interviews and desktop research and then make further recommendations.

The objectives of the study were as follows;

- Investigated the factors that determine decisions about how to digitise an Archive
- Explored the impact of digitisation on Access to Archives

To fulfil the objectives of the study, what are the implications that digitisation has on Public Access. Extensive literature was consulted to provide a background to what are Archives and the Issues in Digitisation of Archives. Following the aims of the study, the research had the following methodology; a case study which was the two collections; Sarah Baartman Collection and the Khoi San Collection, an Interview and a questionnaire was conducted with six Archivists.

In accordance with the first aim of the study, the results revealed that the factors are stakeholders determine the decisions; descendent community voices need to be dominant in the decision making of what can and cannot be digitised. Policies and procedures influence the decision or digitisation, if there is no strong policy in place then the digitisation is a fraught exercise. Consultation is an important aspect in the decision process of digitisation, consultation assists in the selection of what can and cannot be digitised. Cultural Diversity influences the importance of the collections and whether it should be digitised or not.

Funders also influence the decision of digitisation due to the fact that the funders would choose which collections should be digitised. Skilled labour also affects the decision-making of digitisation because if there are limited workers then the digitisation project becomes futile. There also needs to be cultural sensitivity towards collections in the digitisation process.

In respect to the second objective of the study, digitisation raises awareness, provides connectedness with the collections and easy access to collections that were previously inaccessible. There are factors that impact the access to digitised collections, those can be concluded as technology obsolescence, emulation and broadband and data are expensive in South Africa.

Furthermore, in conclusion policy is the base line for the process of digitisation to run smoothly. This was evident throughout my interviews, questionnaire and debates on digitisation. Archives need to revisit and re-develop their policies to incorporate all the necessary aspects of digitisation.

Copyright was most evidently throughout all the arguments and was one of the main procedure focuses. This aspect in the policy falls down to the type of document being digitised and the information that would be made available in the public domain. In the case of conservation and preservation copyright issues are not taken into account. In terms of Stakeholder Theory consultation needs to take place to ensure that policies are strong and copyrights are in place.

The development of a digitised archive has altered the way in which the archive was previously created for researchers. For there would be no physical interaction of documents and the way in which the archive would be set up by servers and not by boxes of documentation. Although the original archive would still exist for the older generations who still want to visit the archive, but it would also be made available for the younger generation who want it digitised. It also has altered the way in which people perceive the archive.

Flowing from this study the following recommendations are made;

- There needs to be further research into how these digital archives can be curated to provide more access to them.
- There needs to be more communication between communities and archives when it comes to digitisation.
- The Digitisation Policies need to be standardized for it to function in any context.

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Appendix A

Interview Schedule

Name of Participant: _____

Organisation: _____

Occupation: _____

Department: _____

Contact details: _____

Date of Interview: _____

Time: _____

Interview: _____

Questions

1. How long have you been working in the Archive?
2. What was your/ is your role in the digitisation process of the Archive?
3. What was your initial reaction to digitising the Archive?
4. What were the technical difficulties you experienced when digitising the different historical material?
5. How do you think digitisation has affected the research process?
6. How does the value of the collection impact the digitisation process?
7. What do you think the relationship between digitising the archive collections such as the Sarah Baartman and Khoi San Collection will have on public access?
8. In establishing a digitised archive, we are creating a new kind of document. Identity of the archive is being lost because put onto a digital platform for the world to access. Do you agree with this statement and why?
9. What would you say are the major issues you encounter when digitising the Archive and why? Ownership, Copyright, Technology, Stakeholders, Policy and Access
10. What were some of the changes the Archive had to undergo before digitisation occurred?
11. Is there a policy in place by the institution for the digitisation of collections?
12. How has this policy been implemented to uphold the process of digitisation? Has it been a positive or negative implementation?
13. Where do you see the future of digitisation of the Archive?
14. Who are the key stakeholders? What individuals need to be involved in addition to the ones already identified?
15. Do all the stakeholders that are mentioned see the problem and the goal in the same way? If not, what are the differences in perspective? How will the stakeholder group come to an agreement on the general issue and organizational goal to be addressed?

Appendix B

Questionnaire on Digitisation of Archives

1	How long have you been working in the Archive?
2	What was your/ is your role in the digitisation process of the Archive?
3	What was your initial reaction to digitising Archives?
4	What barriers are there to the Digitisation of different historical materials? Please include some specific examples. <i>(This could be a range of different historical materials within the Archive such as voice recording tapes, manuscripts, paper documents, photographs etc.)</i>

5	Does your archive digitise, or plan to digitise?
6	<p>Do you have a written Digitisation plan, policy or guidelines for determining the identification of research material for Digitisation? Please include the URL, or attach a copy of the document if not available online.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
7	How has this policy been implemented to uphold the process of digitisation? Has it been a positive or negative implementation? Explain?
8	In establishing a digitised archive, we are creating a new kind of document. Identity of the archive is being lost because it is put onto a digital platform for the world to access. Do you agree with this statement and why?
9	Is the Archive Digitisation project a collaborative activity? If so, with whom do you normally collaborate? <i>(This could be with a range of partners including other units of the university, individual or groups of academics, other universities, libraries, archives or commercial organisations)</i>

10	Who are the stakeholders? What individuals need to be involved in addition to the ones already identified?
11	Do all the stakeholders that are mentioned see the problem and the goal in the same way? If not, what are the differences in perspective? How will the stakeholder group come to an agreement on the general issue and organizational goal to be addressed?
12	Has the digitisation process improved Access and Why? <i>(Access being the ability to retrieve and have the information available)</i> Yes <input type="checkbox"/> No <input type="checkbox"/>

13	<p>How will the curation of the digital archive be achieved? <i>(Curation is the selection and care of objects to shown in a museum or to form part of a collection, an exhibition, etc.)</i></p>
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Name of Institution: _____

Respondent: _____

Contact details: Phone: _____

Email: _____

Thank you for responding.