

**COMING OF AGE:
SPECIALIZED ARCHIVAL PUBLIC PROGRAMMING
FOR OLDER CANADIANS**

**BY
CRISTA L. BRADLEY**

**A Thesis
Submitted to the Faculty of Graduate Studies
in Partial Fulfilment of the Requirements
for the Degree of**

MASTER OF ARTS

**Department of History (Archival Studies)
Joint Master's Program
University of Manitoba/University of Winnipeg
Winnipeg, Manitoba**

© 2005



Library and
Archives Canada

Bibliothèque et
Archives Canada

0-494-08822-2

Published Heritage
Branch

Direction du
Patrimoine de l'édition

395 Wellington Street
Ottawa ON K1A 0N4
Canada

395, rue Wellington
Ottawa ON K1A 0N4
Canada

Your file *Votre référence*

ISBN:

Our file *Notre référence*

ISBN:

NOTICE:

The author has granted a non-exclusive license allowing Library and Archives Canada to reproduce, publish, archive, preserve, conserve, communicate to the public by telecommunication or on the Internet, loan, distribute and sell theses worldwide, for commercial or non-commercial purposes, in microform, paper, electronic and/or any other formats.

The author retains copyright ownership and moral rights in this thesis. Neither the thesis nor substantial extracts from it may be printed or otherwise reproduced without the author's permission.

AVIS:

L'auteur a accordé une licence non exclusive permettant à la Bibliothèque et Archives Canada de reproduire, publier, archiver, sauvegarder, conserver, transmettre au public par télécommunication ou par l'Internet, prêter, distribuer et vendre des thèses partout dans le monde, à des fins commerciales ou autres, sur support microforme, papier, électronique et/ou autres formats.

L'auteur conserve la propriété du droit d'auteur et des droits moraux qui protègent cette thèse. Ni la thèse ni des extraits substantiels de celle-ci ne doivent être imprimés ou autrement reproduits sans son autorisation.

In compliance with the Canadian Privacy Act some supporting forms may have been removed from this thesis.

Conformément à la loi canadienne sur la protection de la vie privée, quelques formulaires secondaires ont été enlevés de cette thèse.

While these forms may be included in the document page count, their removal does not represent any loss of content from the thesis.

Bien que ces formulaires aient inclus dans la pagination, il n'y aura aucun contenu manquant.


Canada

**THE UNIVERSITY OF MANITOBA
FACULTY OF GRADUATE STUDIES

COPYRIGHT PERMISSION**

Coming of Age: Specialized Archival Public Programming for Older Canadians

BY

Crista L. Bradley

A Thesis/Practicum submitted to the Faculty of Graduate Studies of The University of

Manitoba in partial fulfillment of the requirement of the degree

Of

Master of Arts

Crista L. Bradley © 2005

Permission has been granted to the Library of the University of Manitoba to lend or sell copies of this thesis/practicum, to the National Library of Canada to microfilm this thesis and to lend or sell copies of the film, and to University Microfilms Inc. to publish an abstract of this thesis/practicum.

This reproduction or copy of this thesis has been made available by authority of the copyright owner solely for the purpose of private study and research, and may only be reproduced and copied as permitted by copyright laws or with express written authorization from the copyright owner.

THE UNIVERSITY OF MANITOBA

FACULTY OF GRADUATE STUDIES

MASTER'S THESIS/PRACTICUM FINAL REPORT

Master's Thesis entitled:

“Coming of Age: Specialized Archival Public Programming for Older Canadians”

Submitted by

Crista L. Bradley

in partial fulfillment of the requirements for the degree of

Master of Arts

The Thesis Examining Committee certifies that the thesis and oral examination is:

Approved

Advisor: Terry Cook, History Dept., U of Manitoba
Tom Nesmith, History Dept., U of Manitoba
Alexander Freund, History Dept., U of Winnipeg
Anne Morton, HBC Archives
Barry Ferguson, Assoc. Chair, Joint Master's Program in History

Date: 20 May 2005

ABSTRACT

This thesis explores the relationship between archival public programming and older Canadians. It begins by reviewing developments in public programming from the time of the earliest archives to the present day in practice and prescriptive literature. In this discussion, special treatment is given to the developments in the last fifteen years, especially the 1990 call by Canadian public programming advocates for increased attention to this function (and subsequent response of the archival community). The impact of postmodern ideas on archival public programming is also considered. The thesis asserts that while archives have made significant progress in the field of outreach over the years, much work remains to be done. Among the most significant areas requiring improvement is the need for archives to design targeted public programming for groups that have received little specialized attention in the past.

After a general discussion of the ways that archivists can begin to extend their services to marginalized groups, the remainder of the thesis explores how archivists can reach out to one such segment of society: individuals over the age of fifty-five. Based on primary research conducted with older Canadians, activity and recreation professionals, and Canadian archivists, the thesis recommends that archivists enhance their relationship with individuals in this age category. Justifications of selection of this group for targeted public programming include the absence of literature and practice on this demographic segment, the current growth of this group, and the natural potential for a relationship

between archives and older people. Also important are the benefits to archives and others that will result from an enhanced partnership with older people. Characterization of this target population is offered, followed by suggested points of connection between these individuals and archives. The thesis concludes with several practical suggestions for archivists attempting to reach out to this group.

ACKNOWLEDGEMENTS

I am grateful to the Social Sciences and Humanities Research Council of Canada as well as the Faculty of Graduate Studies and the Centre on Aging at the University of Manitoba for the generous financial support they provided to assist with my studies. A sincere thank you is also due to the people who kindly participated in the research conducted for this thesis. I am indebted to archivists across the country who took time from their busy schedules to respond to my survey. Thanks also to the recreation and activity professionals for their help and interest in this research. I am also grateful to the older Canadians who shared their experiences, thoughts, and memories with me. Special thanks to the staff and students at the University of Regina Seniors' Education Centre, who welcomed me into their classrooms for an inside view of their inspiring community of life-long learners in action.

Terry Cook's unwavering and enthusiastic support has gone above and beyond the call of a professor and thesis advisor. His genuine interest in his students and their topics and his thorough and probing readings of this text are appreciated one hundred times over. That said, all errors and omissions are my own. I am also grateful for the assistance provided by my thesis advisory committee and other members of the faculty and staff at the University of Manitoba, including Tom Nesmith, Gerry Friesen, Gordon Dodds, Shelley Sweeney, and Brian Hubner. Thanks to the 2002-2003 group of seven (plus one!) archival sisters who helped me to develop and challenge my ideas about

archives and enjoy the Winnipeg off-hours to their fullest. Vic and Donna Mondor are two other friendly Manitobans to whom I am indebted.

Several on the home front also provided valuable support during the course of my studies. Mom's unwavering encouragement and assistance throughout this process have been remarkable and my Dad's multiple life lessons and invincible spirit continue to instruct and inspire every day of the year. Thanks also to Cara and Stephen for their perspective, assistance, and humour. The love and good cheer of Bruce Dawson have been relentless at all times and in all places. A big thanks also goes to the Sheldon Crew, Jill, the Dawsons, the McDowells, and my colleagues at the Saskatchewan Archives. I am also grateful to the Saskatchewan Archives Board for granting me study leave while I completed the course work portion of the program in Winnipeg.

Finally, I would like to thank all of the special older people who have inspired this research. I hope that this thesis might in a small way return to them some of that which they have given me. My grandparents, seniors' reading group, and other older friends and relatives have shown me from an early age how older people can enrich a life, and also how rich life in later years can be. Grandma Hobson, Mildred, Roseina, Ray, Claire, Eileen, Arthur, Pierre, Walter, and last, but not least, Alice Perry, all have a special part in this thesis.

TABLE OF CONTENTS

Abstract.....	i
Acknowledgements.....	iii
Table of Contents.....	v
Chapter One - Introduction.....	1
Chapter Two - Looking Back: A History of Archival Public Programming.....	8
Chapter Three - Looking Deeper: Reaching out to Marginalized Groups.....	53
Chapter Four - Looking Forward: Public Programming for Older Canadians.....	92
Chapter Five - Conclusion.....	110
Appendix A – Archivist Survey Respondents.....	115
Appendix B – Interviews With Older Canadians.....	117
Appendix C – Interviews With Recreation and Activity Professionals.....	120
Bibliography.....	122

But if in your thought you must measure time into seasons,
let each season encircle all the other seasons,

And let today embrace the past with remembrance and the future with longing.

Kahlil Gibran, *The Prophet*, 1923.

CHAPTER ONE

INTRODUCTION

In the minds of many, archives and “older things” go hand in hand. With an eye to the future, archivists specialize in the past - acquiring, appraising, conserving, and describing the records of yesterday and today so that they can provide access to them tomorrow. What then, of the archive’s relationship with older people? While the presence of these individuals in certain reading rooms across the country indicates that some people over fifty-five are using archives, are all Canadians in this age bracket aware of the rich resources that are awaiting them in these institutions? Are older people using these repositories to the fullest capacity? Are they finding what they need? Is there anything else at the archives that might be of interest to them? What about the older individuals who because of distance, frailty or expense, are unable to visit the archives? How can archivists serve them better?

This thesis explores the relationship between archival public programming and older Canadians. For the purposes of this study, archival public programming is defined as the multiple activities associated with promoting and raising awareness of the services that archives provide and the records that they hold. The terms “older Canadian” and “fifty-five-plus” are used to refer to all adults over the age of fifty-five. These descriptors

are favoured over other words like “senior citizen,” “elderly,” and “old” because of the limitations and negative stereotypes associated with these terms. A further matter relating to the definition of this group is the recognition that there are sub-groups within this cohort. Every attempt is made to be sensitive to the different circumstances of older people who are active, semi-active or inactive. Also, the distinct needs of those older people living on their own and those who reside in institutions are remembered.

There are two main objectives at the core of this study. The first objective is to examine the current level of programming offered for older people at Canadian archives, and in turn, suggest strategies for archivists to enhance the services that they provide for these individuals. While the interests of several specific groups, such as school-aged children and young adults, have received attention from expanded public programming initiatives in recent years, many segments of society remain beyond the reach of the archives. One of the most significant populations to be overlooked by outreach archivists is individuals who are over the age of fifty-five (both those who use archives and also those who do not). To date there has been no archival literature published which specifically addresses the relationship between archives and older people. It should be noted that while there has been significant archival literature on, and many in-house institutional products developed for, genealogists, these deal with a type of research process that can engage people of any age. More importantly, these do not account for the fact that older Canadians use archives for other than genealogical purposes. Clearly then, this user group needs attention. As an increasingly educated, technically-savvy, powerful, and growing group, now including the forward tip of the “baby boomer”¹

¹ This term is used to refer to the large numbers of babies that were born from 1946 to 1965.

population bulge, adults over fifty-five, who are enjoying better health and longer lives, should not be overlooked or underestimated in archival public programming initiatives. Archivists should therefore take specific measures to encourage the use of archives by older people and treat them with the same respect afforded to other groups. They should be sensitive to the needs and interests of individuals over the age of fifty-five (although these interests should not dictate appraisal and description activities) and work to make their encounters with these institutions more meaningful, productive, and satisfying.

The second objective of the thesis is to contribute to the literature on archival public programming. Although the scope and profile of this work has increased in recent years, much remains to be done. More scholarly research into public programming is required so that archival theory, graduate-level education, and best practices are accepted as being as relevant and necessary to public programming as they are to all other aspects of archival work. Fresh and creative research on the role and value of outreach activities, in the context of the present-day electronic and postmodern archival world, will help to raise the professional and public profile of this essential archival function.

This thesis has five chapters. Following this introduction outlining the thesis generally, and its methodology, the second chapter of the study provides an analysis of the literature and practice relating to archival public programming. After briefly surveying patterns that emerged in the first part of the twentieth century, the discussion turns to the call for increased levels of public programming in 1990 (and the subsequent responses). An exploration of the implications of postmodernism for archival public programming follows. The chapter concludes by noting that despite the significant

progress of recent years, several groups are still in need of specialized archival public programs.

The third chapter considers the four stages involved with reaching out to new audiences: definition, justification, familiarization, and implementation. Once outlined, these recommendations guide the remainder of the thesis which explores how archivists can develop targeted programming to enhance their relationship with older Canadians. The parameters of the fifty-five-plus group are defined and the reasons for its need of specialized programs are detailed. The chapter concludes by considering the diverse nature of people in this age bracket. Special attention is given to three characteristics that many older people share which have special implications for archives: interest in volunteering, learning, and reminiscing.

Chapter four of this thesis provides practical suggestions to assist archivists in the work of promoting and facilitating the use of their institutions by older people. After a discussion of the implementation stage of reaching out to marginalized groups, several program ideas are explored to assist archivists interested in reaching out to older people.

The fifth and final chapter reviews the main ideas presented in the thesis. Also included here is a consideration of the limitations of this study and the potential for future research in this area.

Methodology

Primary research, in the form of interviews and surveys, was conducted for the purpose of this study. Three groups were consulted: archivists, older Canadians, and recreation and activity professionals. All data collection procedures, as well as the survey and interview questions used, were formally approved by the University of Manitoba's

Joint-Faculty Research Ethics Board on November 20, 2003.² The primary research was conducted in order to gain insight on past public programming initiatives for older people. Another goal of the research project was to assess the potential for future partnerships between archives and people over the age of fifty-five. The findings of the interview and survey data are not statistically valid or exhaustive in their scope, but rather provide qualitative first-hand information which was then analysed by the author in the context of other sources.

Although some of the survey and interview informants agreed that their comments could be linked to their name, position, and location, several others indicated that they would prefer to remain anonymous. As a result, the author made the decision to keep the names and identifying information of all study participants confidential. This ensures the protection of the individuals who did not want to be known from the possibility of identification by some process of elimination.

All study participants were assigned a unique identifier for ease of reference purposes. The archivists are referred to with the prefix "A", the older Canadians' numbers are prefaced by an "OC," and the recreation and activity professionals are identified by a "RAP" designation. A copy of the tools used for the interviews and surveys are included in Appendices A, B, and C at the end of this thesis. Also included there are tables which include summary information about each participant. These tables were prepared to assist readers of this thesis in setting the study participants in their appropriate context, while at the same time maintaining the anonymity of these individuals.

² The author and her thesis supervisor have copies of the approved ethics package.

Thirty-one Canadian archives were selected from the Canadian Archival Resources on the Internet website for potential participation in this study. When making decisions regarding which archives to approach for participation in this study, an attempt was made to select a cross-section of members from the Canadian archival community. Archives in all areas of the country were contacted, with a special emphasis on institutions in Manitoba and Saskatchewan.³ A variety of types of archives (including corporate, government, organizational, regional, religious, and university) were selected to receive the survey. All packages (which included a covering letter, consent form, and archivist survey) were mailed or delivered in person during the first week of December 2003. Nineteen archivists completed and returned the survey. One other archivist replied with a letter stating that his institution does “not keep statistical or profile information on [their] researchers.”⁴

The second group of individuals consulted for this research was individuals over the age of fifty-five. Fifteen older people were recruited in the prairie provinces by association and word of mouth. Once they agreed to participate, they were interviewed by the author.⁵ Two sets of interview questions were used for this group: one for people who had some previous contact with an archives and another for those who had no prior association with archival repositories. For comparative purposes, individuals in this group were divided into four age categories: “fifty-five to sixty-five,” “sixty-five to

³ Archives in Manitoba and Saskatchewan were highlighted because of the author’s proximity to these repositories.

⁴ A 10

⁵ Individuals who had an intimate knowledge of the nature and objectives of this study were not asked to participate.

seventy-five,” “seventy-five to eighty-five,” and “over eighty-five.” An attempt was made to speak with people in all four of these sub-groups.

The third group selected for interviews for this research were recreation and activity professionals. These individuals are responsible for the planning, coordination, and delivery of social and educational experiences for older people. It should be noted that many people in this profession make a distinction between recreation therapists and activity workers (owing to their different credentials and varying degrees of authority to assess client needs and design and deliver social and educational programs). That said, the opinions of members from both of these professional groups were solicited for this research in order to benefit from the multiple perspectives in this field. Ten individuals employed by nursing homes, education centres, and independent living facilities in Saskatchewan were selected by association, word of mouth, and phone calls to programming departments in these institutions.

In addition to the survey and interview data collected for this research, secondary literature on archival and library public programming and postmodernism was consulted extensively. Literature by health-care and other professionals dealing with older Canadians was also analysed. Websites with information pertinent to archival studies and programming for older Canadians were also consulted.

CHAPTER TWO

LOOKING BACK: A HISTORY OF ARCHIVAL PUBLIC PROGRAMMING

Although archivists have long sought to raise the profile and increase the use of records that are collected and preserved in their institutions, it is only recently that front-line archival services have received detailed consideration in archival literature or practice. This chapter traces significant trends and developments in English language archival public programming over time. It begins with a discussion of the limited awareness work carried out by the earliest archives. (In fact, the discussion of this early period centres more on the absence of access and quality reference services than it does on public programming, for without the former in place, it is impossible for the latter to occur.) The chapter then moves on to consider public programming in the twentieth century, a period in which it slowly began to move from the fringes of the archival endeavour to assume a place of greater prominence. Among the most powerful forces in the campaign to strengthen both reference and outreach initiatives during these years was a group of archivists who began to express their concerns in a concerted way in the 1980s and early 1990s. Since this time, several archivists have responded to this call for enhanced public programming. Also of great importance during this period was the

application of certain postmodern ideas to archival work and the dissemination possibilities of computer technologies. These insights, which have been most clearly articulated for other archival functions, bring with them a number of important ramifications for archival outreach as well. The chapter concludes with a recognition that in spite of all of the progress that has been made in the area of public programming, much work remains to be done, especially in the design of targeted programs for specific segments of society.

In the Beginning

For centuries, the only significant archives belonged to churches and monarchies. Not surprisingly, access to these archives was very limited. In most cases, these collections were only available for use by the owners and keepers of the records (who were most often society's rich and powerful). Michel Duchein agrees, stating that prior to the French Revolution "archives had been carefully closed or at most open only to a few privileged researchers whose use was generally for official purposes."¹ One could suspect that the members of the public who were able to access the archives probably found little to interest them for "insofar as the temple might also be a palace, a fortress, a commercial undertaking and the seat of government, its library reflected its interests in what we would now call library and archival materials."² Furthermore, even if permission was granted and interest was apparent, the low literacy rates that prevailed at the time would have precluded many from using the archives. So even though many

¹ Michel Duchein, "The History of European Archives and the Development of the Archival Profession in Europe," *American Archivist* 55 (Winter 1992), 17.

² Hugh Taylor, *Archival Services and the Concept of the User: A RAMP Study*. (Paris: UNESCO, 1984), 8.

archives would have held records that pertained to public matters, they were de facto transformed into private places for the personal use of the powerful.

The French Revolution brought about significant changes in the perception and use of archives. The Revolutionaries' desire for "liberty, equality, and fraternity" in French society was extended to the field of archives, first by declaring records of the state a "public" resource and then arranging for access to them by citizens. Many felt that official or government records should be available for consultation by all citizens instead of being accessible only to the favoured, wealthy, and powerful minority. The Revolutionaries were successful and, as a result, public archives were created as institutions and then (theoretically) opened to all individuals.³ While it is clear that not all records' creators and keepers followed through and made all public documents accessible,⁴ the very fact that this became an issue for consideration signalled a significant change in the way in which archives operated. These developments illustrate that people during this period started to regard access to archival documents as a right rather than a privilege. The French example was followed by most European countries and their colonies in the nineteenth century as new national archives were established.

As archives became more accessible to ordinary people in the years that followed the French Revolution, a larger number of individuals were able to consult primary documents than at any time in the past. It is important to note, however, that those who used archives during this period had a very narrow focus. At the end of the nineteenth and well into the twentieth centuries, the principal group who used archives was

³ Duchein, "The History of European Archives," 17.

⁴ *Ibid.*, 21.

university-based historians.⁵ In fact, many archivists (themselves educated in departments of history by these same academics) felt that professional historians were the only group whose interests and credentials were legitimate (or serious) enough to warrant the consultation of rare archival material. This situation continued for many years and, in turn, historians strongly influenced the appraisal, acquisition, and processing decisions that were made in repositories by archivists. One would expect that this situation would have had a self-perpetuating effect. Even if "ordinary" people were granted access to repositories, it is unlikely that they would have found many records of relevance or interest to them under these circumstances, and few archivists attuned to non-academic interests in their finding aids or collecting policies.

The 1930s and 1940s are critical decades in the history of archival public programming. On one hand, awareness and promotion of archives were still quite minimal during these years, as evidenced by an anecdote in Philip Brooks' book, *Research in Archives: The Use of Unpublished Primary Sources*: "one story current at [the] time [1934] had a waiter at a cocktail party in Washington confusing 'archives' and 'anchovies.'"⁶ This was not surprising given that very few archivists were engaged in any significant public programming or outreach work at this time. In fact in 1940, a member of the Society of American Archivists noted how little attention was devoted to this aspect of archival work:

⁵ Barbara Craig, "What are the Clients? Who are the Products? The Future of Archival Public Services in Perspective," *Archivaria* 31 (Winter 1990-1991), 138; Sharon Anne Cook, "Connecting Archives and the Classroom," *Archivaria* 44 (Fall 1997), 105; Margaret Hedstrom, "How Do Archivists Make Electronic Archives Usable and Accessible?" *Archives and Manuscripts* 26, no. 1 (May 1998), 11; Gabrielle Blais, *Access to Archival Records. A Review of Current Issues. A RAMP Study* (Paris: UNESCO, 1995), 11.

⁶ Philip Brooks, *Research in Archives: The Use of Unpublished Primary Sources* (Chicago: University of Chicago Press, 1969), 7.

I have listened to a great number of papers on such subjects as the training of archivists [and] the classification of archives...[but] I have been particularly impressed with the lack of attention given to the subject of the relationship between archival institutions and the public.⁷

On the other hand, however, these years were also marked by some encouraging progress in the archival community. The creation of the United States National Archives in 1934, and before the end of the decade, the Society of American Archivists and its influential scholarly journal, the *American Archivist*, and the proliferation of documents created during and after the Second World War, all signalled the coming of age of modern archives in North America.

Archival public programming progressed at a remarkable pace in the second half of the twentieth century. There was a marked movement to extend the access and use of records beyond the circle of academic historians, with regulations surrounding access permissions becoming less stringent. Undergraduate students were no longer required to provide archives with a letter from their supervisor to use the facilities for research.⁸ Microfilm was introduced in some large archives so that archival records could be shared, using interlibrary loan of the film, to those unable to visit often distant archives. Inventories and finding aids were increasingly published to let potential researchers know about archival holdings and plan their research visits more effectively. Clearly the notion of privileging some clients' information needs over those of others was on the decline in this period although, as will be discussed later, several groups are still underrepresented in archival public programming initiatives today.

⁷ William D. McCain, "The Public Relations of Archival Depositories," *American Archivist* (October 1940), 235 quoted in Timothy L. Ericson, "'Preoccupied with our own gardens': Outreach and Archivists," *Archivaria* 31 (Winter 1990-1991), 116.

⁸ Brooks, *Research in Archives: The Use of Unpublished Primary Sources*, 37.

The 1960s to the 1980s were witness to several more interesting developments in reference and public programming. During this period, most archivists agreed that it was inappropriate to limit the use of archival sources to one individual to permit him or her to be the first to publish findings based on the sources.⁹ Also important were the calls of Hugh Taylor, Elsie Freeman (Freivogel),¹⁰ and others in the 1970s and early 1980s which urged archivists to study their researchers in order to provide them with quality service relevant to their interests.¹¹ Freeman plainly stated her ideas:

We must begin to learn systematically, not impressionistically as is our present tendency, who our users are; what kinds of projects they pursue, in what time frames, and under what sponsorship; and, most importantly, how they approach records. Put another way, we must begin to think of archives administration as client-centered, not materials-centered.¹²

Other developments during these years included Canada's passage of the Access to Information and Privacy Acts in 1982 which guaranteed "the citizen's right-to-know."¹³ As a result, access to public records was no longer subject to the whims of governments or reference archivists, but was rather guaranteed by law. Within a few years, most provinces had similar legislation in place. Reference services were becoming more equitable than they had been in the past which in turn increased the potential scope of archival public programming initiatives. Sharon Anne Cook credits Canada's Centenary in 1967 as the event that provided the impetus for improved archival public programming

⁹ Brooks, *Research in Archives: The Use of Unpublished Primary Sources*, 47.

¹⁰ In this thesis, this archivist is referred to by whichever name she was using at the time of the article, idea or initiative being discussed. (Over the years, her name has changed from Elsie Freeman Freivogel to Elsie Freeman to Elsie Freeman Finch).

¹¹ Elsie Freeman Freivogel, "Education Programs: Outreach as an Administrative Function," *American Archivist* 41, no. 2 (April 1978), 147-153; Elsie T. Freeman, "In the Eye of the Beholder: Archives Administration from the User's Point of View," *American Archivist* 47, no. 2 (Spring 1984), 111-123; Taylor, *Archival Services and the Concept of the User: A RAMP Study*, iii; Blais, *Access to Archival Records*, 14-15.

¹² Freeman, "In the Eye of the Beholder," 112.

in this country.¹⁴ By 1989, Ann ten Cate could observe: "Over the past few years, 'outreach' has become a buzzword in the Canadian archival community; archivists can feel positively threatened by the pressure from colleagues and sponsoring institutions to undertake outreach."¹⁵ Also noteworthy was the publication of several manuals by the Society of American Archivists (which began to appear as early as 1977), which indicate that archivists have come to place a higher value on this aspect of their work.¹⁶ Times were clearly changing.

One ambitious public programming venture initiated in 1972 was the Public Archives of Canada's¹⁷ "archival records diffusion program," which made exhibitions and microfilm copies of some of the institution's most popular collections available in archives across the country.¹⁸ This built on the institution's extensive microfilming program started in 1950, and previous loans of films on request. The records that were copied and distributed to provincial archives were chosen to target specific subjects of interest and particular user groups.¹⁹ For example, the records of the Department of Indian Affairs were copied and deposited in various repositories in an attempt to facilitate the settlement of Aboriginal treaty and land disputes. In some cases the program probably increased in-person visits to institutions holding some of these microfilms. The

¹³ Blais, *Access to Archival Records*, 3.

¹⁴ S. Cook, "Connecting Archives and the Classroom," 105.

¹⁵ Ann ten Cate, "Outreach in a Small Archives: A Case History," *Archivaria* 28 (Summer 1989), 28.

¹⁶ Sue Holbert, *Archives & Manuscripts: Reference & Access* (Chicago: Society of American Archivists, 1977); Gail Farr Casterline, *Archives & Manuscripts: Exhibits* (Chicago: Society of American Archivists, 1980); Ann E. Pederson and Gail Farr Casterline, *Archives & Manuscripts: Public Programs* (Chicago: Society of American Archivists, 1982).

¹⁷ In this thesis, this institution is referred to by whichever name was in place at the time of the event or initiative being discussed. (Public Archives of Canada until 1987; National Archives of Canada 1987 to 2004; Library and Archives Canada 2004 to present).

¹⁸ Danielle Lacasse and Antonio Lechasseur, *The National Archives of Canada 1872-1997* (Canadian Historical Association, Historical Booklet No. 58, 1997), 23.

downside of the program was that it required archivists in the host repositories to field questions about collections without the necessary background knowledge or context of the fonds.

At the beginning of the 1990s, support for public programming had grown so dramatically that many archivists came to see it as essential to archival operations. Indeed, it was made the theme for the entire 1990 annual conference of the Association of Canadian Archivists, entitled "Facing Up, Facing Out: Reference, Access, and Public Programming." Barbara Craig noted:

The title and theme suggest that the focus of the recent intensification of professional concern in the whole area is archival public services, and specifically the programmes offered to users. The general boom in cultural institutions, and the widening of public interest beyond what was the customary clientele, has provided the groundswell for this new wave of archival interest in their clients. In addition, a bright spotlight has been cast on archives by freedom of information and protection of privacy legislation, which has profound implications for access to archival records.²⁰

By 1990, public programming was finally coming into its own, perhaps just in time as the world stood on the brink of the electronic information age. This watershed year, then, marks a convenient starting point for the more intensive consideration of the literature offered below.

The case for enhanced public programming: the 1990s

A powerful call for archives to devote increased attention to public programming began in the mid 1980s and early 1990s. Among the archivists who were most vocal in

¹⁹ Lacasse and Lechasseur, *The National Archives of Canada*, 23; Blais, *Access to Archival Records*, 40; Public Archives of Canada, *Public Archives of Canada Report 1972-1973* (Ottawa, 1974), 13.

²⁰ Craig, "What are the Clients? Who are the Products?", 135.

this campaign were Elsie Freeman (Finch),²¹ Gabrielle Blais,²² David Enns,²³ Ian Wilson,²⁴ Timothy Ericson,²⁵ Terry Cook,²⁶ and Barbara Craig.²⁷ Motivated by a strong desire to raise the profile, use, and public support of archives, these individuals propelled the public programming agenda forward with great force and speed.

The first objective of the call for increased public programming in the early 1990s was to raise awareness about archives. Concerned about the general lack of understanding about their profession and their institutions, these archivists articulated the need to better inform individuals, groups, and sponsors about archives. It was felt that even if the audience of these awareness campaigns was never to use an archives themselves, they would be sympathetic to better funding for these institutions.²⁸ Elsie Freeman Finch was most explicit in directing archivists to increase the profile of archives. She encouraged "a market orientation" to meet the needs of users and, in turn, to communicate the value of archives to a broader society that extended beyond potential users.²⁹ Gabrielle Blais and David Enns also endorsed this view.³⁰ While Terry Cook

²¹ Freeman Freivogel, "Education Programs," 147-153; Freeman, "In the Eye of the Beholder," 111-123; Elsie T. Freeman, "Buying Quarter Inch Holes: Public Support Through Results," *The Midwestern Archivist* 10, no. 2 (1985), 89-97; Elsie T. Freeman, "Soap and Education: Archival Training, Public Service and the Profession - An Essay," *The Midwestern Archivist*, 16, no. 2 (1991), 87-94; Elsie Freeman Finch, "Making Sure They Want It: Managing Successful Public Programs," *American Archivist*, 56 (Winter 1993), 70-75; Elsie Freeman Finch, ed., *Advocating Archives: An Introduction to Public Relations for Archivists* (Metuchen: The Society of American Archivists and the Scarecrow Press, 1994); Elsie Freeman Finch, "Archival Advocacy: Reflections on Myths and Realities," *Archival Issues* 20, no. 2 (1995), 115-127.

²² Gabrielle Blais and David Enns, "From Paper Archives to People Archives: Public Programming in the Management of Archives," *Archivaria* 31 (Winter 1990-1991), 101-113.

²³ *Ibid.*

²⁴ Ian E. Wilson, "Towards a Vision of Archival Services," *Archivaria* 31 (Winter 1990-91), 91-100.

²⁵ Ericson, "'Preoccupied with our own gardens': Outreach and Archivists," 114-121.

²⁶ Terry Cook, "Viewing the World Upside Down: Reflections on the Theoretical Underpinnings of Archival Public Programming," *Archivaria* 31 (Winter 1990-91), 123-134.

²⁷ Craig, "What are the Clients? Who are the Products?," 135-141.

²⁸ Blais and Enns, "From Paper Archives to People Archives," 104-106.

²⁹ Freeman Finch, "Archival Advocacy," 116.

³⁰ Blais and Enns, "From Paper Archives to People Archives," 105.

was in support of the movement to raise the profile of archives, he expressed his grave concern about Freeman Finch's consumer and product approach to archives:

Marketing and user statistics should not obscure the archival mission; new means and media of communication must not obscure the archival message. In short, archives must not be turned into the McDonald's of Information, where everything is carefully measured to meet every customer profile and every market demographic – and the only things left on the shelf, behind the jar of Big Mac sauce, are quality and excellence.³¹

Obviously then, while few by the early 1990's would deny the value of raising awareness about archives, there was some disagreement about the best means by which to achieve this end.

Since 1990, many archivists have taken steps to live up to this recommendation. Outreach activities and projects have increased in frequency and scope in recent years. One example of an archival public program that had its beginnings in the 1970s and has increased in popularity in recent years is "Archives in Your Attic" events.³² These initiatives encourage individuals to learn more about the archives and to bring their personal records to professionals for appraisal, conservation tips, or donation. Archives in British Columbia, Ontario, and Saskatchewan have organized such events in recent years. The Saskatchewan Archives Board's experience in February 2003 was extremely successful, with over one hundred and seventy people venturing out into the minus twenty-five degree Celsius weather to visit the institution.³³

In addition to the positive public relations that have resulted from increased numbers of public programming initiatives, the simple fact that many archives are now

³¹ T. Cook, "Viewing the World Upside Down," 127.

³² The Eastern Chapter of the Archives Association of Ontario hosted an Attic event in this period (Jane Boyko, President, Eastern Chapter of the Archives Association of Ontario, to author, December 8, 2003).

represented on the Web has also done much to raise their profile. All archives that have a website continually engage in a consistent form of public programming, even if it is not a conscious or intended action. Further, in addition to providing information and services to those who are already users of archives, the Internet affords archives an unprecedented opportunity to interact with individuals who have no knowledge of or experience with archives. Helen Tibbo concurs: "Electronic access to collections...will provide more casual users, such as students and the general public, the opportunity to view significant documents virtually – something they would never have traveled great distances to do."³⁴ International researchers are another group who might be more inclined to interact with distant archives now that these institutions have a presence on the Web. Furthermore, the anonymous and interconnected world of cyber-space means that archives now have the opportunity to attract "accidental" audiences who visit their websites because they follow links on other web pages or because they are exploring chance "hits" found while searching for other sites.

Library and Archives Canada's website illustrates that the Internet permits archives to participate in public programming in a more regular and diverse way than is possible with more traditional forms of outreach. Only two conventional exhibits will be displayed in their exhibition areas from April 15, 2005 to January 15, 2006³⁵ while sixty-four virtual exhibits are presently available on their website.³⁶ These virtual exhibits,

³³ Chris Gebhard, "What is an Archives Anyway? 'Archives in Your Attic' at the Saskatchewan Archives," comp. Bruce Dawson, *Saskatchewan History* 55, no. 1 (Spring 2003), 38-39.

³⁴ Helen Tibbo, "Interviewing Techniques for Remote Reference: Electronic Versus Traditional Environments," *American Archivist* 58 (Summer 1995), 297.

³⁵ Library and Archives Canada, "What's On," <http://www.collectionscanada.ca/whats-on/index-e.html> (accessed March 12, 2005).

³⁶ Library and Archives Canada, "More Topics," <http://www.collectionscanada.ca/topics/index-e.html> (accessed March 12, 2005).

which showcase digital representations of archival images and documents, are available around the world twenty-four hours per day and provide distance researchers with a better sense of the nature of the record than a purely textual description.³⁷ Further, virtual displays spare original records from the deterioration that can damage fragile materials in conventional exhibits.³⁸ In many cases, the information provided in an exhibit may be all that some kinds of researchers need to satisfy their interests. In other situations, these virtual or digital displays prompt researchers to order copies of the record(s) or to write to or visit the archives so that they can learn more.³⁹

One could also argue that a Web presence helps to raise awareness about archives by countering some of the negative stereotypes that abound about these institutions. Rather than being perceived as a dull and dusty backwater for old records, representation on the Web creates a more positive image, proving archives to be dynamic and engaging centres of knowledge. In a society that increasingly looks to the World Wide Web for information, entertainment, and advice, archives cannot afford to ignore this domain. Outreach activities facilitated by recent technological advancements provide an exciting

³⁷ Elizabeth Yakel, "Thinking Inside and Outside the Boxes: Archival Reference Services at the Turn of the Century," *Archivaria* 49 (Spring 2000), 149.

³⁸ Tibbo, "Interviewing Techniques for Remote Reference," 297.

³⁹ It should be noted that while there are many positive outcomes of virtual exhibits, there are also some drawbacks to providing electronic access to records. Since the scanned images become electronic records once they are digitized, the whole range of associated challenges applies including their vulnerability to alteration and their fragility for surviving very long into the future. Also, virtual access to documents removes the researcher from the archives, making it even more difficult for archivists to assess their clientele and counsel (and monitor) them with regards to copyright and fair use principles, to say nothing of the specialist knowledge the archivist has of interrelated or obscure sources not evident in a finding aid, automated or manual. Further, virtual access also removes records from their original context (Yakel, "Thinking Inside and Outside the Boxes," 149) and in turn deprives researchers from interaction with the original document and the information that often accompanies it. (Joanna Sassoon, "Photographic Meaning in the Age of Digital Reproduction," *LASIE* (December 1998), 5-15). Furthermore, the selection of certain images for digitization means that some records are privileged over others. While the 1990 advocates encouraged increased levels of interpretation in 1990, this amount of interpretation (which may mean that

way for public programmers to communicate their message about archives. One interesting example of innovative awareness-raising initiatives afforded by new technology is the posting of electronic souvenirs and interactive games on archives' websites. Library and Archives Canada's virtual exhibit entitled "expo 67...A Virtual Experience," demonstrates this creative approach to outreach work. The exhibit gives users the opportunity to play games and download wallpaper, postcards, and screensavers related to the theme of the exhibit, and even take a virtual monorail ride around the site, seeing images and architectural plans of various pavilions.⁴⁰ This fresh and innovative approach to harnessing technology is just one way that archivists can inform people about their records and institutions to create positive perceptions about their work in society.

It is interesting to observe that in addition to the public's increased awareness of archives, the archival community itself appears to have become more aware of public programming. The growing volume of research on archival outreach published in recent years serves as an indication of the increased interest in raising the profile of this work within the profession. A search through issues of *Archivaria*, *Archives and Manuscripts*, and the *American Archivist* indicates that articles about the theory and practice of public programming are becoming more common. In the articles published in *Archivaria* 31 (which resulted from the ACA Conference mentioned earlier), the conceptual basis for reference and outreach work is highlighted. Three books on reference and public

some researchers never set foot in an archives to explore any other records) is undoubtedly a concern for some archivists.

⁴⁰ Library and Archives Canada, "expo '67...A Virtual Experience," http://www.collectionscanada.ca/expo/053302_e.html (accessed March 14, 2005).

programming have also been published since 1990.⁴¹ All of this discussion and debate about this aspect of archival work indicates that reference and outreach archivists are outgrowing their traditional reputation as historical specialists, as the work increases in complexity, diversity of clientele, and importance to archival operations. Clearly archivists are coming to see public programming as an archival function in its own right which warrants specialized knowledge and further study.

Another important element of the call for increased public programming in 1990 was the recommendation that this activity should be fully synthesized and continually performed with all other aspects of archival work. Barbara Craig discussed the need for greater “integration” of reference and outreach services with the rest of the archival functions.⁴² Timothy Ericson was also in favour of such a plan.⁴³ He felt that public programming had been overlooked for too long and that the traditional way of thinking about the archival functions in the sequence in which they are performed had to be revised. By this he meant that appraisal and records scheduling came first, then acquisition and accessioning, then arrangement and description, then preservation and conservation of the materials, and finally, at the end, reference and public programming – last in the sequence of the main archival functions, and implicitly last in importance or consideration.⁴⁴

Related to this call for the integration of public programming was a larger debate about the proper place of reference and outreach within the whole sphere of archival

⁴¹ Freeman Finch, *Advocating Archives*; Mary Jo Pugh, *Providing Reference Services for Archives and Manuscripts* (Chicago: Society of American Archivists, 1992); Laura Cohen, ed., *Reference Services for Archives and Manuscripts* (New York: Haworth Press, 1997).

⁴² Craig, “What are the Clients? Who are the Products?,” 135.

⁴³ Ericson, “‘Preoccupied with our own gardens’: Outreach and Archivists,” 114-115.

activity. Some archivists proposed that, after many years of maintaining a low profile, it was time for reference and outreach to take centre stage.⁴⁵ Supporters of this idea argued that public programming represents the *raison d'être* for archives and thus should be afforded a greater role in determining the overall direction of archival institutions and of other archival functions. The implication was that throughout the appraisal, processing, and conservation processes, all archivists should acknowledge their role in promoting and providing access to their institution's collection and consider what records might be of use to future researchers. It should be noted, however, that these sentiments were not universally shared at the time. While acknowledging the significance of public programming, Terry Cook cautioned against turning the balance of archival power over to reference and outreach sections and permitting them to dictate operations in other units at the archives, especially for the research-intensive appraisal function done by specialist archivists.⁴⁶

In response to this call, public programming has become more intertwined with all aspects of archival work than ever before. Appraisal and description archivists have become active players in the reference and outreach process by assisting public programmers to highlight, exhibit, and provide access to certain records. Archivists are now more aware of the fact that in their efforts to make records accessible, public programmers depend upon the appraisal and description decisions that are made by their colleagues. Likewise, "behind-the-scenes" appraisal and description archivists need

⁴⁴ Ericson, "Preoccupied with our own gardens': Outreach and Archivists," 116-117.

⁴⁵ Ibid., 114-121; Blais and Enns, "From Paper Archives to People Archives," 101-113; Wilson, "Towards a Vision of Archival Services," 91-100.

⁴⁶ T. Cook, "Viewing the World Upside Down," 123-134.

quality public programming initiatives in order to increase awareness of their activities among potential donors and users of archives.

Another element of the 1990 call for public programming was the idea that archivists should take on an increasingly interpretive role. Ian Wilson was among those who invited archivists to become more fully engaged in the interpretation of archival material. He felt that archivists should not be afraid to highlight certain documents for display and educational purposes:

The exhibits presented now by most archives are inescapably interpretive, but seldom have archives placed major emphasis on them. Where is it written that the major national or provincial or community heritage interpretation centre must be a large museum? Given the range, variety and intrinsic interest of archival material, could not this function reside equally well in the archives?⁴⁷

Thus, Wilson was determined that archivists should not avoid public programming initiatives simply because they are reluctant to offer their own opinions about the records. The suggestion that outreach archivists act as interpreters, mediators, and co-creators will be considered more fully later in this chapter in the context of the discussion on postmodernism and public programming.

It appears that since 1990, the Canadian archival community has heeded Wilson's advice, with more archives engaging in interpretive activities than ever before. Pamphlets, books, and online documents which feature information about the content and availability of certain types of archival records for specific purposes, continue to be produced.⁴⁸ The dynamic and well-researched exhibits mentioned above also indicate that archivists are embracing the challenge to research and understand the particular needs

⁴⁷ Wilson, "Towards a Vision of Archival Services," p. 95.

⁴⁸ For examples see Archives of Ontario, "Customer Service and Research Guides," <http://www.archives.gov.on.ca/english/guides/index.html> (accessed March 15, 2005).

of certain segments of the public and make choices to highlight particular groups of records over others.

In many ways, the role of archivist as interpreter is even more pronounced in the electronic environment. With the increased ease and potential of posting virtual exhibits on the World Wide Web, archivists are participating in public programming more frequently. Furthermore, their role in contextualizing documents becomes more important than ever in the electronic environment in which records are removed from their traditional surroundings and presented to researchers in a new way. Also, technology expands the ability of archivists to engage in interpretive activities because it increases the potential to offer contextually rich descriptions to distant users.⁴⁹

Another element of the call for improved outreach initiatives in the early 1990s was an appeal for increased levels of cooperation between archives and other cultural institutions.⁵⁰ Echoing the earlier sentiments of Hugh Taylor,⁵¹ the 1990 advocates recognized that it would be more beneficial for archives to learn from the research, findings, and experiences of others than to waste precious time and resources to arrive at similar conclusions.

⁴⁹ Avra Michelson and Jeff Rothenberg, "Scholarly Communication and Information Technology: Exploring the Impact of Changes in the Research Process on Archives," *American Archivist* 55 (Spring 1992), 258.

⁵⁰ Wilson, "Towards a Vision of Archival Services," 94-96, 99.

⁵¹ Taylor, *Archival Services and the Concept of the User: A RAMP Study*, 2, 15-16, 27, 29, 87; Hugh Taylor, "The Collective Memory: Archives and Libraries as Heritage," *Archivaria* 15 (Winter 1982-1983), 118-130. Taylor continued to explore these ideas in later years (Hugh Taylor, "'Heritage' Revisited: Documents as Artifacts in the Context of Museums & Material Culture," *Archivaria* 40 (Fall 1995), 8-20). He said: "In recent centuries the printed book divided us from our colleagues, the librarians, whose libraries grew apace and often overshadowed our archival repositories. This has at time [sic] set us at odds, but it is now clear that far more unites us than divides us, and we should in future pay close heed to each other as we endeavour to serve the user, drawing on our separate traditions for joint or similar solutions." (Taylor, *Archival Services and the Concept of the User: A RAMP Study*, 10).

Since this time, archivists have made great strides in initiating collaborative projects with other like-minded institutions.⁵² Joint initiatives and displays like the Louis Riel exhibit coordinated by the Saskatchewan Archives Board, Library and Archives of Canada, and CanWest Global Communications in the summer of 2003 have been more prevalent in recent years.⁵³ Effective collaboration has also occurred in the wired world. Operation in this new environment in which bricks and mortar have little significance provides the public with the luxury of traveling freely between different institutions to gather information from all relevant places. Archives have unlimited opportunities to reap benefits from this free-form research process. Cooperative projects with other information professionals and organizations that promote history have the potential to lead to increasingly dynamic and informative web content and higher numbers of users. Progress towards this vision has already been made as a result of initiatives like Archives Canada,⁵⁴ the Canadian Virtual War Memorial,⁵⁵ and the merger of Canada's National Archives' and National Library's information systems which is well underway. Similar mergers or alliances have occurred between archives and libraries or museums in British Columbia, Newfoundland, and Quebec. Additionally, archives can work together to promote their institutions by providing links to other repositories on their websites.

The individuals concerned about the state of public programming in 1990 were also keen to increase the number of people who used archives. In addition to building

⁵² Blais, *Access to Archival Record*, 39.

⁵³ Bruce Dawson, ed., "Louis David Riel: A Letter to the Editor, November 9, 1885," *Saskatchewan History* 55, no. 2 (Fall 2003), 2-3.

⁵⁴ Canadian Council of Archives, Archives Canada, <http://www.archivescanada.ca> (accessed March 15, 2005).

⁵⁵ Veterans Affairs Canada, The Canadian Virtual War Memorial, <http://www.virtualmemorial.gc.ca> (accessed March 15, 2005).

better bridges for those people who had visited an archives before, they were also encouraged to attract individuals who had not traditionally been strongly represented in archives' reading rooms. Timothy Ericson explained:

On the one hand, we wail about how we are under utilized, under appreciated and under funded. On the other hand, many of us can be extremely fussy about whom we choose to serve, considering, for instance, genealogists and local historians to be second-class citizens.... We persist in scanning the horizons of our reading rooms waiting for the elusive academic historians.... There are other groups that would benefit from using archival materials, but we must first educate them as to how and why.⁵⁶

It was now felt that visits by new people with new research interests would help archives to build and grow.

Since 1990, the increased presence of archives on the Web has contributed to the higher number of people who are interacting with archives. It appears that archives are now one step closer to Ian Wilson's predictions of:

a futuristic vision of 'high-tech' archives where equal access for all is implemented through computers, satellites, and high-speed public access is a democratic right, and technology will eventually assist in providing genuine open access to archives for all citizens.⁵⁷

Researchers with no prior knowledge of the archives and those who are unable to visit the archives due to reasons of distance or disability now benefit from their services because of the Internet.

The final feature of the 1990 call to be discussed here was the echo of earlier pleas to make archives more user-centered for both researchers and potential researchers. Several of the archivists who published articles on public programming during this period asserted that people are the reason that archives exist. They claimed that if not for the

⁵⁶ Ericson, "Preoccupied with our own gardens': Outreach and Archivists," 118.

⁵⁷ As paraphrased by Barbara Craig, in "What are the Clients? Who are the Products?," 136.

users who consult archival materials, there would be no need to acquire, preserve, and maintain records in the first place.⁵⁸ Archivists were encouraged to become more familiar with who their users were and to make a more concerted effort to meet their needs in all aspects of archival work.⁵⁹ Freeman Finch continued to voice her support in this regard, as did Gabrielle Blais and David Enns.⁶⁰ Timothy Ericson was also committed to obtaining a better understanding of the needs of potential users of archives.⁶¹

While Terry Cook and Barbara Craig also agreed that the needs of users are of great importance to archival public programming, they did not support all of Freeman Finch's ideas. Cook offered this qualification:

Freeman is not merely calling for improved sensitivity towards users in archival reference, access and public programming activities – to which no thinking archivist could object – but rather changing the underlying imperatives or driving force of the whole profession.⁶²

He explained his concern:

While those in reference and public programming understandably do not want to be the tail unthinkingly following the appraisal and description dog, it is no healthier that that same public programming tail should wag the entire archival dog.⁶³

⁵⁸ Ericson, "Preoccupied with our own gardens": Outreach and Archivists," 117.

⁵⁹ Terry Cook's article includes a brief summary of this line of thinking which lists the names of those most committed to the idea. T. Cook, "Viewing the World Upside Down," 125.

⁶⁰ Freeman Finch, "Making Sure They Want It," 70-75; Freeman Finch, *Advocating Archives*; Freeman Finch, "Archival Advocacy," 115-127; Blais and Enns, "From Paper Archives to People Archives," 101-113.

⁶¹ Ericson, "Preoccupied with our own gardens": Outreach and Archivists," 120.

⁶² T. Cook, "Viewing the World Upside Down," 126.

⁶³ *Ibid.*, 127.

Cook and Craig asserted that if archivists turned their attention to describing and providing access to records in a contextually-rich way, the quality archival experience that would result would be a powerful public programming tool for all users.⁶⁴

In the years following 1990, many institutions have taken steps to become more familiar with the needs of researchers and potential users. Wendy Duff and Catherine Johnson recently noted that:

since the 1990s, archivists have begun to focus more attention on reference service and users, and a number of researchers have begun to study the information-seeking behaviour of specific groups of users, such as historians, academic researchers, and elementary school students, and studies that included representative sample populations of a number of user groups.⁶⁵

Other works have also acknowledged how important it is for archives to know their researchers and understand the nature and results of their requests.⁶⁶

⁶⁴ T. Cook, "Viewing the World Upside Down," 127, 130-132; Craig, "What are the Clients? Who are the Products?," 140.

⁶⁵ Wendy Duff and Catherine Johnson, "Where is the List with All the Names? Information-Seeking Behavior of Genealogists," *American Archivist* 66, no. 1 (Spring-Summer 2003), 79-80.

⁶⁶ Le Roy Barnett, "Standing on the Other Side of the Reference Desk," *Archival Issues* 19, no. 2, (1994), 119-129; Diane Beattie, "An Archival User Study: Researchers in the Field of Women's History," *Archivaria* 29 (Winter 1989-1990), 33-50; Tamar G. Chute, "Selling the College and University Archives: Current Outreach Perspectives," *Archival Issues* 25, nos. 1 and 2 (2000), 33-48; Barbara Craig, "Perimeters with Fences? Or Thresholds with Doors? Two Views of a Border," *American Archivist* 66, no. 1 (Spring-Summer 2003), 96-101; Wendy Duff and Catherine Johnson, "A Virtual Expression of Need: An Analysis of Email Reference Questions," *American Archivist* 64, no. 1 (Spring-Summer 2001), 43-60; Kathleen Epp, "Telling Stories around the 'Electronic Campfire: The Use of Archives in Television Productions," *Archivaria* 49 (Spring 2000), 53-83; Gabrielle Hyslop, "For Many Audiences: Developing Public Programs at the National Archives of Australia," *Archives & Manuscripts* 30, no. 1 (May 2002), 48-59; Randall Jimerson, "Redefining Archival Identity: Meeting User Needs in the Information Society," *American Archivist* 52, no. 3 (Summer 1989), 332-340; Andrea Rosenbusch, "Are Our Users Being Served?: A Report on Online Archival Databases," *Archives and Manuscripts* 29, no. 1 (May 2001), 44-61; Don Skemer, "Drifting Disciplines, Enduring Records: Political Science and the Use of Archives," *American Archivist* 54, no. 3 (Summer 1991), 356-369; Shelly Toni Sweeney, "The Source-Seeking Cognitive Processes and Behavior of the In-Person Archival Researcher," (Doctor of Philosophy Dissertation, University of Texas at Austin, 2002); Helen Tibbo, "Primarily History in America: How U.S. Historians Search for Primary Materials at the Dawn of the Digital Age," *American Archivist* 66, no. 1 (Spring-Summer 2003), 9-50; Michael Widener, "The Status of Users in Archival Enterprise," *Provenance* IX (1991), 1-23; Elizabeth Yakel, "Listening to Users," *Archival Issues* 26, no. 2 (2002), 111-127; Yakel, "Thinking Inside and Outside the Boxes," 143-144; Elizabeth Yakel and Deborah Torres, "AI: Archival Intelligence & User Expertise," *American Archivist* 66, no. 1 (Spring-Summer 2003), 51-78; Elizabeth

A canvas of archives' websites demonstrates the magnitude of the response to this call. Among those who have considered this issue is the then National Archives of Canada's "Accessible Archives Project Team." In their plans for much enhanced access by 2008, they "were guided by clear instructions from the Senior Management Committee that the Accessible Archive was to be built from the perspective of the user."⁶⁷ Other completed examples of user-friendly and informative websites and those that contain information for special interest groups abound.⁶⁸ The Yarmouth County Museum and Archives and the British Columbia Archives' "Amazing Time Machine" deserve special mention in this regard.⁶⁹

Various groups have been the subject of targeted public programming in recent years. The increasing popularity of genealogy (and interest in this type of research among archivists) is particularly noteworthy.⁷⁰ Also interesting is the rise in the numbers of

Yakel and Laura Bost, "Understanding Administrative Use and Users in University Archives," *American Archivist* 57, no. 4 (Fall 1994), 596-615.

⁶⁷ National Archives of Canada, "Project Summary and Conclusions," <http://accessible.archives.ca> (accessed March 22, 2003).

⁶⁸ Anne Gilliland-Swetland was not convinced that this objective had been realized in 1998. She said "In the current World Wide Web-driven approach to digital access...archivists...are developing individual digital access initiatives that are rarely fully articulated, systematized across repositories, nor designed based on an analysis of users and their needs. Most importantly, perhaps, given the potential of the World Wide Web, archival applications show little evidence that their developers have considered the needs of the diverse new audiences that might now access their materials." (Anne J. Gilliland-Swetland, "An Exploration of K-12 User Needs for Digital Primary Source Materials," *American Archivist* 61, no. 1 (Spring 1998), 142). It is clear that many archives have taken steps to rectify this problem in the seven years since Gilliland-Swetland's article was published, perhaps in part as a result of her recommendations.

⁶⁹ Yarmouth County Museum and Archives, <http://yarmouthcountymuseum.ednet.ns.ca> (accessed November 19, 2003); British Columbia Archives, "Amazing Time Machine," <http://www.bcarchives.gov.bc.ca/exhibits/timemach/index.htm> (accessed March 14, 2005).

⁷⁰ Blais, *Access to Archival Records*, 12; Rosemary Boyns, "Archivists and Family Historians: Local Authority Record Repositories and the Family History User Group," *Journal of the Society of Archivists* 20 (1999), 61-74; Rhianna Edwards, "Archivists' Outlook on Service to Genealogists In Selected Canadian Provincial Archives," (Master's thesis, University of British Columbia, 1993); David E. Kyvig, "Family History: New Opportunities for Archivists," *American Archivist* (October 1975), 509-519; Bert Lever, "Genealogists as Archives Users," *Janus* 1 (1995), 99-101; Gail Redmann, "Archivists and Genealogists: The Trend Toward Peaceful Coexistence," *Archival Issues* 18 (1993), 121-132; Milton Rubincam, "What the Genealogist Expects of An Archival Agency or Historical Society," *American Archivist* 12 (1949), 333-338; Heather Webber, "The Genealogical Researchers' Claim," *Archifacts* (1996), 208-215; Christie A.

individuals whose research interests cannot be clearly categorized.⁷¹ Children and young adults are two other groups which have been increasingly targeted in recent years.⁷² Although much work remains to be done in reaching out to this cohort, significant strides have been made as programming for youth gains popularity in all sectors of society. In what seems to be a direct reaction to these pleas, some archives have designed kits on specific historical topics for students. In 1993, Elsie Freeman Finch shared her experience of designing teaching packages for the National Archives in the United States in "Making Sure They Want It: Managing Successful Public Programs." She stressed the importance of the initial planning of such a project, emphasizing the archivist's role in "targeting the audience," "determining the audience's needs," and "meeting the needs."⁷³ Sharon Anne Cook's article, "Connecting Archives and the Classroom," outlines the National Archives of Canada's collaboration on a school-kit project for use in Ontario and Quebec. The project consciously responded to many of the recommendations made in 1990. For example, the kits attempted to raise awareness about archives, reach a new audience, eliminate some of the conventional barriers to access, engage in interpretation, and draw on the advice and experience of teaching professionals. Furthermore, the project demonstrated sensitivity to both the needs of the audience and the benefit of showcasing archival records.⁷⁴ Results of outreach research and initiatives for students in the Region of Peel (Ontario),⁷⁵ California,⁷⁶ and Australia⁷⁷ have also been reported in the

Wood, "Toward the New Genealogy: Genealogical Research in Archives and the Saskatchewan Genealogical Society, 1969-2004" (Master's thesis, University of Manitoba, 2004).

⁷¹ Blais, *Access to Archival Records*, 16.

⁷² In fact, Ken Osborne began to consider the archival needs of youth in the 1980s in his article "Archives in the Classroom," *Archivaria* 23 (Winter 1986-1987), 16-40.

⁷³ Freeman Finch, "Making Sure They Want It," 71-74.

⁷⁴ S. Cook, "Connecting Archives and the Classroom," 102-117.

⁷⁵ ten Cate, "Outreach in a Small Archives: A Case History," 28-35.

archival literature since 1990. Catering to the needs of school children has thus become a popular way for archives to enhance their outreach initiatives while no doubt bolstering their public image at the same time.

Before proceeding, it is important to bring some balance to this chronicle of the many successes of post-1990 public programming. It should be remembered that some advocates of the new public programming, in order to highlight their own reinvention of archives, have tended to see their recommendations as a sharp break with the past. While the 1990 call from the Association of Canadian Archivists' conference and subsequent publications certainly marks a very significant step forward for public programming, as demonstrated above, it followed on the heels of some important stage-setting developments since the 1950s for the modern era. Further, it should be noted that since 1990, only the stories of successful public programming initiatives have been published and celebrated. Although the exact numbers are difficult to assess, one can expect that for every archives that publishes the results of its successful public programming initiatives, there are several others that have chosen to maintain the status quo. The publication of Elsie Freeman Finch's "Archival Advocacy: Reflections on Myths and Realities" in 1995, which attempts to reiterate some of the recommendations of 1990 and discredit the arguments of those skeptical about public programming, suggests that not all archival institutions whole-heartedly embraced the new ideas.⁷⁶ This is further confirmed by Rick Barry's "Society and Archives Survey." The survey, which synthesizes responses to a questionnaire circulated all over the world in November 2002, suggests

⁷⁶ Gilliland-Swetland, "An Exploration of K-12 User Needs," 136-157.

⁷⁷ Esther Robinson, "Archives in the Classroom: The Development and Evaluation of National Archives Teachers' Resources," *Archives and Manuscripts* 30, no. 1 (May 2002), 18-29.

that according to archivists, archives are not very well understood in society.⁷⁹ One would expect that if all institutions had implemented the full range of changes to public programs as suggested in 1990, archivists (and hopefully society at large) would have reported a more positive view.

Enter Postmodernism

Since 1990, another important influence has shaken the archival community. In recent years, postmodernism has changed the way that many archivists conceive of (and carry out) their work. Following a brief introduction to the concept of postmodernism and some consideration of how its ideas have been applied to archival functions in general, some of the implications of this approach for public programming are explored below. In some instances, elements of the effects of postmodernism on public programming that are identified here are extensions or sometimes reconstructions of the implications that have been identified for archival work in general. Although the results of these insights bear some resemblance to those which came out of the 1990 call, in fact the motives behind these two movements are quite different.

Postmodernism and its associated line of thinking have received a mixed reception because of perceptions that it is confusing, elitist, or seemingly irrelevant to life in the “real” world. In an attempt to address this, scholars in many fields have been trying to define the term and determine what it means for their disciplines.⁸⁰ As a result, postmodernism has multiple meanings and thus, in many ways, it defies a comprehensive

⁷⁸ Freeman Finch, “Archival Advocacy,” 115-127.

⁷⁹ Rick Barry, “Report on the Society and Archives Survey,” January 29, 2003, <http://www.mybestdocs.com> (accessed March 14, 2005).

⁸⁰ Terry Cook, “Fashionable Nonsense or Professional Rebirth: Postmodernism and the Practice of Archives,” *Archivaria* 51 (Spring 2001), 19.

definition.⁸¹ There are in fact many postmodernisms, rather than one unified collective concept. Numerous texts that outline this line of thinking have been published in recent years. Some of these works provide the basis for the brief overview of postmodernism that informs this study.⁸²

In this thesis, postmodernism, taken in its broadest sense, encourages individuals to rethink how they formulate their ideas and carry out their activities, in light of previous “natural” norms of understanding. Postmodernism prompts individuals to question their methods and beliefs and open them for revision and reinterpretation. In many cases, ideas once considered to be over-arching or universal truths (or “metanarratives”) about the way that society operates are rejected as contingent constructions of specific times and places, reflecting various power relationships.⁸³ In their place, postmodernists suggest that there are numerous paths to acquiring a deeper understanding of the way the world works. Terry Cook explains:

The postmodernist tone is one of ironical doubt, of trusting nothing at face value, of always looking behind the surface, of upsetting conventional wisdom. Postmodernists try to de-naturalize what society unquestionably assumes is natural, what it has for generations, perhaps centuries, accepted as normal, natural, rational, proven – simply the way things are.⁸⁴

Further, in recognizing the validity of multiple points of view, “postmodernism seeks to emphasize the diversity of human experience by recovering marginalized voices.”⁸⁵

⁸¹ Terry Cook, “Archival Science and Postmodernism: New Formulations for Old Concepts,” *Archival Science* 1 (2001), 7.

⁸² Hans Bertens, *The Idea of the Postmodern: A History* (London: Routledge, 1995); Glenn Ward, *Postmodernism*, Teach Yourself Series (Lincolnwood: NTC/Contemporary Publishing, 1997); Jim Powell, *Postmodernism for Beginners* (New York: Writers and Readers Publishing, Inc., 1998).

⁸³ For a more complete discussion of metanarratives, see T. Cook, “Fashionable Nonsense,” 17.

⁸⁴ T. Cook, “Archival Science and Postmodernism,” 7-8.

⁸⁵ T. Cook, “Fashionable Nonsense,” 17.

Also central to the postmodern approach is recognition of the roles that mediation and interpretation play in everyday life. Postmodern thinkers acknowledge that an individual's background and the restrictions of communication have a significant effect on any given function. As Tom Nesmith observes:

For the postmodernist, reality is not simply what we find out there, when we search for it, it is something that is largely made by various contributors to its creation, including us. There is a real world out there, of course, but it comes to us (not directly) but through countless communications or mediations. (Reality is mediated because a communication is a representation of a thing, not the actual thing itself.)⁸⁶

Accordingly, postmodernists insist that all stages of an archivist's involvement in archival processes and decision making should themselves be consciously acknowledged and documented.⁸⁷

In recent years, several archivists have started to consider the implications of postmodernism for their work. As noted above, Terry Cook⁸⁸ and Tom Nesmith⁸⁹ have become very involved in probing these ideas. Brien Brothman⁹⁰ and Verne Harris⁹¹ have

⁸⁶ Tom Nesmith, "Introductory Comments on Postmodernism and Postmodernity," (lecture, "What's It All About?: 'Postmodernism' and Archives," Association for Manitoba Archives, Winnipeg, Manitoba, February 19, 2001), 4 (original emphasis). Nesmith also explores these ideas in his articles "Still Fuzzy, But More Accurate: Some Thoughts on the 'Ghosts' of Archival Theory," *Archivaria* 47 (Spring 1999), 143-144 and "Seeing Archives: Postmodernism and the Changing Intellectual Place of Archives," *American Archivist* 65, no. 1 (Spring-Summer 2002), 29-30.

⁸⁷ T. Cook, "Archival Science and Postmodernism," 16; Joan M. Schwartz and Terry Cook, "Archives, Records, and Power: The Making of Modern Memory," *Archival Science* 2 (2002), 2.

⁸⁸ Terry Cook, "What is Past is Prologue: A History of Archival Ideas Since 1898, and the Future Paradigm Shift," *Archivaria* 43 (Spring 1997), 17-63; "Archival Science and Postmodernism," 3-24; "Fashionable Nonsense," 14-35; Schwartz and T. Cook, "Archives, Records, and Power: The Making of Modern Memory," 1-19; Terry Cook and Joan M. Schwartz, "Archives, Records, and Power: From (Postmodern) Theory to (Archival) Performance," *Archival Science* 2 (2002), 171-185.

⁸⁹ Nesmith, "Still Fuzzy, But More Accurate," 136-150; "Seeing Archives," 24-41; "Introductory Comments"; "Comments on 'The Postmodern' Archive: The Archivist in the 'Postmodern' Era," (lecture, "What's It All About?: 'Postmodernism' and Archives," Association for Manitoba Archives, Winnipeg, Manitoba, February 19, 2001).

⁹⁰ Brien Brothman, "Orders of Value: Probing the Theoretical Terms of Archival Practice," *Archivaria* 32 (Summer 1991), 78-100; "The Limits of Limits: Derridean Deconstruction and the Archival Institution," *Archivaria* 36 (Autumn 1993), 205-20; "Declining Derrida: Integrity, Tensegrity, and the Preservation of Archives from Deconstruction," *Archivaria* 48 (Fall 1999), 64-88.

also made valuable contributions to the subject. The ideas brought forward as a result of this work have served to breathe fresh life into the archival discourse and give new depth and relevance to many of the issues. Tom Nesmith explains:

The postmodern outlook suggests an important new intellectual place for archives in the formation of knowledge, culture, and societies. It helps us to see that contrary to the conventional idea that archivists simply receive and house vast quantities of records, which merely reflect society, they actually co-create and shape the knowledge in records, and thus help form society's memory. This implies that studying the archiving process itself (and not just using archives in the familiar way to study other things) is a vital aspect of the pursuit of human understanding.⁹²

Other archivists have also demonstrated a sensitivity to postmodern ideas⁹³ which will undoubtedly continue to inspire others in the field to revisit their own activities and think about their work in more creative ways.

When considering postmodernism with respect to archives, it is useful to conceptualize it as something which brings into clearer view certain assumptions about archival strategies and methods. The choice of words used by archivists who apply these ideas is instructive here. When referring to the impact of postmodernism on archival

⁹¹ Verne Harris, *Exploring Archives: An Introduction to Archival Ideas and Practice in South Africa*, 2nd ed. (Pretoria: National Archives of South Africa, 2000); "Redefining Archives in South Africa: Public Archives and Society in Transition, 1990-1996," *Archivaria* 42 (Fall 1996), 6-27.

⁹² Nesmith, "Seeing Archives," 26-27.

⁹³ For a more comprehensive listing of publications on postmodernism and archives see T. Cook, "Fashionable Nonsense," 20-21n14. Some of the key pieces on the topic include Richard Brown, "Records Acquisition Strategy and its Theoretical Foundation: The Case for a Concept of Archival Hermeneutics," *Archivaria* 33 (Winter 1991-92), 34-56; Richard Brown, "The Value of 'Narrativity' in the Appraisal of Historical Documents: Foundation for a Theory of Archival Hermeneutics," *Archivaria* 32 (Summer 1991), 152-56; Bernadine Dodge, "Places Apart: Archives in Dissolving Space and Time," *Archivaria* 44 (Fall 1997), 118-31; Preben Mortensen, "The Place of Theory in Archival Practice," *Archivaria* 47 (Spring 1999), 1-26; Eric Ketelaar, "Tacit Narratives: The Meanings of Archives," *Archival Science* 1 (2001), 131-141; Eric Ketelaar, "Archivalisation and Archiving," *Archives and Manuscripts* 27, no. 1 (May 1999), 54-61; Mark A. Greene, "The Power of Meaning: The Archival Mission in the Postmodern Age," *American Archivist* 65 (Spring-Summer 2002), 42-55; Joan M. Schwartz, "'We make our tools and our tools make us': Lessons from Photographs for the Practice, Politics, and Poetics of Diplomats," *Archivaria* 40 (Fall 1995), 40-74; Joan M. Schwartz, "'Records of Simple Truth and Precision': Photography, Archives, and the

practice, phrases like “thro[w] light on,”⁹⁴ “hel[p] us to see,”⁹⁵ and “dra[w] our attention to”⁹⁶ are favoured in place of absolute cause-and-effect phraseology. In a sense then, postmodernism’s contribution to the archival profession is that it questions aspects of archival theory, strategy, and practice, which in turn encourages archivists, donors, and sponsors, as well as researchers and society at large, to view archives with fresh eyes. In some cases this simply amounts to a heightened awareness of professional issues, but in other situations, the insight gained prompts archivists to adjust their ideas and practices accordingly.

Before proceeding, it is important to acknowledge that not all archivists endorse the application of postmodern insights to their work. John Roberts’ article in the *American Archivist*, “Archival Theory: Much Ado About Shelving,” clearly outlines his opposition to archivists who linger too long on theory. He said:

it is extreme intellectual silliness to boggle oneself with such preposterous phantoms as archival paradigms, symbiotic links of medium and message, philosophy of mylar, and other prostheses that some archivists would thrust forward as credentials to sit at the grown-ups’ table.⁹⁷

Support for archival theory has certainly increased in the archival community since the publication of this article in 1987. However, there are surely some who still find theoretical (and in particular, postmodern) ideas to be inaccessible or irrelevant. Terry Cook and Joan Schwartz allude to this fact and in turn, offer advice to archivists who are caught in the midst of this debate:

Illusion of Control,” *Archivaria* 50 (Fall 2000), 1-40; Lilly Koltun, “The Promise and Threat of Digital Options in an Archival Age,” *Archivaria* 47 (Spring 1999), 114-35.

⁹⁴ Nesmith, “Seeing Archives,” p. 24.

⁹⁵ Nesmith, “Comments on “The ‘Postmodern’ Archive,” 1.

⁹⁶ Ibid.

Thinkers about archives need of course to keep their feet on the floor-boards of the archival stage. They need to show that the 'postmodernisms' they advocate are not some ivory-tower debate by self-indulgent academics, but a vital, living concern for all archivists in the performance of their daily work.⁹⁸

Thus, archivists are faced with a balancing act. Although many operate in environments in which they are over-worked and under-valued, their practices and approaches require improvement. The application of postmodern ideals to archival work offers some fresh perspectives and workable solutions to these problems on both theoretical and practical levels.

Public Programming in a Postmodern World

It is interesting to note that the archival literature makes only a few direct references to the effects of postmodern ideas on public programming. In fact, when considered in light of this theoretical framework, there are three main implications for this aspect of archival work. The first implication, an extension of an idea that has been clearly articulated for archival work as a whole,⁹⁹ is that public programming archivists and their programming tools significantly mediate the archival process. Indeed, while it is clear to see how appraisal, arrangement, and description archivists have a role in determining the shape of the archives (by deciding what records become archival and how researchers are able to find and use them), very little attention has been devoted to exploring the role that public programming archivists play in the construction of the archival process. In fact, Tom Nesmith's words about the overall activities of archivists ring true for public programmers:

⁹⁷ John W. Roberts, "Archival Theory: Much Ado About Shelving," *American Archivist* 50 (Winter 1987), 74.

⁹⁸ T. Cook and Schwartz, "Archives, Records, and Power: From (Postmodern) Theory to (Archival) Performance," p. 183.

...mediation of reality occurs as archivists interact with the broader process of archivalization. Their personal backgrounds and social affiliations, and their professional norms, self-understanding, and public standing, shape and are shaped by their participation in this process. As they selectively interpret their experience of it, archivists help fashion formative contexts for their work, which influence their understanding of recorded communication and position particular archives to do particular things. This contextualizing of records and roles subtly directs their principal goals and functions.... as they contextualize their records and work, archivists shape what may be known from archival materials.¹⁰⁰

With this in mind, it becomes clear that there are two major ways in which public programming archivists mediate the archival process.

One way in which this occurs is that these archivists choose the types of programming that they want to engage in and the records and themes that they wish to highlight.¹⁰¹ For example, plans for events such as lectures, open houses, or school tours require public programmers to select a target audience, attempt to determine their needs, and deliver what they feel is a suitable program. As discussed above in terms of the 1990 call, publications that are produced to promote an archives' holdings also demonstrate the power that the public programming archivist has to highlight certain collections and subjects over others.¹⁰² The preparation of archival exhibits serves as another example of the high degree of mediation involved in the public programmer's position. Topics must be chosen, records need to be selected, and exhibits conceptualized and mounted. This process can have a significant hand in encouraging (or discouraging) the public's pursuit of potential research topics. As mentioned earlier, the mediation of the public

⁹⁹ Nesmith, "Still Fuzzy, But More Accurate," 144-145; Nesmith, "Seeing Archives," 30-32.

¹⁰⁰ Nesmith, "Seeing Archives," 30-31.

¹⁰¹ William Rosenberg articulates this role of the public programming archivist, suggesting that theirs is one of the most significant types of mediation that occurs in the archival process. William Rosenberg, "Historians, Archivists and the Question of Social Memory on the Eve of the New Century," in *Istoricheskie Zapiski* 2 (New Series), 2000 (in Russian) cited in Francis X. Blouin Jr., "Archivists, Mediation, and Constructs of Social Memory," *Archival Issues* 24, no. 2 (1999), 108.

programmer is even more apparent in the wired world since the public's use of an archival website (including any virtual exhibits that it contains) is often their only interaction with the archives at all, and so forms the basis of their very concept of an archives. Joan Schwartz and Terry Cook agree: "through descriptive practices and system architecture, through selection – at all levels – for on-line access, and through production of virtual exhibitions, archives wield the power over what will be known about what has been preserved."¹⁰³ Thus, the information that public programming archivists choose to feature in their programming initiatives is of utmost importance to both the research process and the public's perception of the archives.

Before proceeding, it is worth probing the mediation discussed above further by considering the degree to which public programmers are required to interpret records to carry out their work. In fact, once archivists have chosen a theme to build an exhibit around or a potential publication to pursue, they are only part way through the mediation process. It then falls to them to roll up their sleeves and make sense of what the records "mean." James O'Toole hints at the complexity of this task:

It is a bias of literate people, such as ourselves, to think that records, books, manuscripts, and other materials mean only what the words in them mean. A closer examination reminds us that there is usually more to the story than that; that layers of meaning – practical, symbolic, cultural – are embedded in record making, and the records that are made.¹⁰⁴

In a postmodern world, the derivation of meaning moves from being a relatively simple task to a rather complex one. That which is crystal clear to one person at a given time

¹⁰² Tom Nesmith discusses the ramifications of archivists in general "placing certain records on [a] pedestal" in "Seeing Archives," 33-34.

¹⁰³ Schwartz and T. Cook, "Archives, Records, and Power: The Making of Modern Memory," 15.

¹⁰⁴ James O'Toole, "Corte's Notary: The Cultural Meanings of Record Making," *RLG News* (Fall 1999), 11 quoted in Blouin, "Archivists, Mediation, and Constructs of Social Memory," 106.

may be the polar opposite of what makes sense to someone else (or to the same person in a different time and place). Indeed Eric Ketelaar's statement that "the archive reflects realities as perceived by the 'archivers'"¹⁰⁵ can be extended to the conclusion that archival public programming reflects realities as perceived by the public programming archivist.

The waters are muddied even further when one adds to this mix the aforementioned "limitations"¹⁰⁶ of postmodern communication. After all, public programmers are indeed the great communicators of the archival world. This means that once a public programmer arrives at their interpretation of a record, they next must find some way to tell the world about it. This is important work since it serves to determine the "meaning" that people take away from an exhibit or outreach program, and this in turn shapes their perception of the archive.¹⁰⁷ Out of all of this subjectivity, one equation can be stated with certainty with respect to public programming: Interpretation plus Communication equals Mediation.

A second way in which public programming archivists mediate the archival process is that they select the segments of society that receive targeted programs. This means then that they also have the power to marginalize the research needs and interests of other, untargeted groups. Although the biases and backgrounds of individual archivists in an ideal world should not factor into their decision-making processes, it is probably inevitable that they do. Public programming archivists also mediate the archival process by determining which tools to use to reach out to these groups. By setting up a display in

¹⁰⁵ Ketelaar, "Tacit Narratives," 133.

¹⁰⁶ Nesmith, "Seeing Archives," 29.

one location (and not in another place), in designing exhibits for the archives' website (rather than for its reading room), and by offering some groups tours (and not others), archivists are constantly affecting the composition and expectations of their body of researchers, real and potential, and their supporters, present and anticipated. Others are ignored or pushed to the margin. They also thereby indirectly determine who will be able to tell their stories using archives and who will remain excluded from access to their pasts.

As several individuals who have explored postmodernism and archives have already stated, the mediating role of the archival professional (public programming or otherwise) should not be viewed in a negative light. Brien Brothman asserts that: "we are not simply 'acquiring' and 'preserving' records of value; we are *creating value*, that is, an order of value, by putting things in their proper place, by making place(s) for them."¹⁰⁸ In fact, whether one is referring to Brien Brothman's archivist "creating value," Tom Nesmith's archivist's role in "authoring the record,"¹⁰⁹ or the "fingerprints"¹¹⁰ and "footprints"¹¹¹ that are left by Eric Ketelaar, Joan Schwartz, and Terry Cook's postmodern archivists, the outcome is the same. The point here is that no matter what area of the archives an individual works in, their contributions to contextualizing the record's past and also mediating its future possible interpretations are essential to its

¹⁰⁷ Tom Nesmith offers some interesting insights on the "interpretive possibilities" that arise out of description and public programming work. *Ibid.*, 34.

¹⁰⁸ Brothman, "Orders of Value," 82.

¹⁰⁹ Nesmith, "Seeing Archives," 32.

¹¹⁰ Ketelaar, "Tacit Narratives," 137.

¹¹¹ Schwartz and T. Cook, "Archives, Records, and Power: The Making of Modern Memory," 6.

continuing life. Instead of constantly trying to deny this role by clinging to traditional notions of archival objectivity and neutrality, archivists should be proud of it.¹¹²

While archivists should definitely value their involvement in the archival process, they should take measures to ensure that they handle their mediation in a responsible manner.¹¹³ Cook offers advice on the matter:

Archivists inevitably will inject their own values into all such research and activities, and thus will need to examine very consciously their choices in the archive-creating and memory-formation process. They will also need to leave very clear recorded evidence explaining their choices to posterity.¹¹⁴

Public programming archivists should heed this advice as they have an obligation to communicate their impact on the archival process to their audience. The public needs to understand that an archivist's representation of a collection or choice of a public program is subjective. While this work is informed by a sound knowledge of the history of the records and the context of their creation, and by a clear sense of their responsibility in creating society's memory, it is essential that the public understands that the outreach archivist's advice represents just one possible approach. Wherever possible, public programming archivists should emphasize that there are multiple ways to view records, and that the public programming messages and products are only one such "reading" among many other possible readings of the records. Recognition of the interpretive role that the archivist's public programming tools (like displays and virtual exhibits) play in the process is very essential. After all, as Cook and Schwartz point out in the articles that they co-authored: "when power is denied, overlooked, or unchallenged, it is misleading at

¹¹² T. Cook and Schwartz, "Archives, Records, and Power: From (Postmodern) Theory to (Archival) Performance," 183.

¹¹³ For suggestions on how archivists can be accountable, see T. Cook, "Fashionable Nonsense," 34-35.

¹¹⁴ T. Cook, "Archival Science and Postmodernism," p. 24.

best and dangerous at worst. Power recognized becomes power that can be questioned, made accountable, and opened to transparent dialogue and enriched understanding.”¹¹⁵ Once this power is acknowledged, members of the public will be in a better position to find their own “right” way through the records, as well as hold the archives accountable for its choices and its omissions.

Before leaving this discussion of the ways in which public programming archivists mediate the archival process, it should be noted that acknowledgment of this role does much to alter the image of these archival professionals. By recognizing the ways in which public programmers affect the research process, as well as the public perception of and support for archives, it becomes more apparent than ever that they are active and integral players in the heritage community. No longer viewed as mundane clerks or passive keepers, archivists are beginning to acknowledge their roles as mediators among their colleagues and clients, and this recognition is sure to grow and be embraced. In the postmodern world, public programming archivists will therefore step away from the fringes of the archival endeavour to take their rightful place beside appraisal, acquisition, and arrangement and description archivists.

The second way that postmodernism helps archivists to see public programming in a new light is that it points out the close connection between this activity and all other archival functions. Echoes of the 1990 call to integrate public programming with other aspects of archival work ring clear in the postmodern world, where this function becomes more an integral part of the work of all archivists than it is a singular or “add on”

¹¹⁵ T. Cook and Schwartz, “Archives, Records, and Power: From (Postmodern) Theory to (Archival) Performance,” 181.

function. Borders and boundaries in postmodern thinking are deliberately blurred and made porous, rather than rigid. Among their other contributions to public programming, appraisal archivists are experts at building bridges to new donor groups (which are of course potential user groups) and researching contexts of records creation. Arrangement and description archivists also contribute to the archival public programming team – their knowledge of the collection is invaluable to those who are trying to raise awareness about it or tell stories from it. The work of reference archivists is also significantly inter-twined with public programming as these individuals can offer advice on available reference tools and the interests and abilities of current researchers. Further, since they are the ones who experience the greatest direct impact from successful public programming initiatives (by way of increased numbers of researchers using their services in new and distinctive ways), their perspective is an important one.

Postmodernism also reminds us that relationships between all things are rarely simple and that the links between the knowledge of all of these professionals are no exception. While appraisal, processing, and reference archivists are involved in the initiatives that will have an impact on public programmers, the reverse is also true. Public programmers should have a solid understanding of the unique aspects of the work of their counterparts in other units. This becomes increasingly important in institutions that adopt postmodern approaches to other archival functions¹¹⁶ since it is public programming archivists who must communicate any new practices that result to their public. While it may be appraisal or description archivists who implement macro-appraisal or contextually-rich descriptive practices in the spirit of postmodernism, it is the

responsibility of reference and public programming archivists to bring the results of these postmodern products or processes to the people who may or may not know (or care) about the theory behind the practice. The importance of this role should not be underestimated for, as Tom Nesmith points out, "users of archives invariably want to look straight through archival institutions, their work, and their records, at something else in the past of greater importance and interest to them."¹¹⁷ This reality makes the postmodern desire for a transparent archival process all the more challenging for public programmers. Eric Ketelaar said: "We must also pass on this understanding to future users of archives and make them understand in turn *why* the archives were formed in a certain way and not only *what* happened."¹¹⁸ Carolyn Heald echoed these sentiments.¹¹⁹ Since public programmers convey to the public the new postmodern approach to archives, they need to have a solid understanding of all stages of archival work.

A third way in which postmodern thinking has an impact on public programming is that it encourages archivists to devote more attention to the voices and interests of all segments of society. As discussed in the context of the 1990 call, institutions have begun to reach with increasing frequency to groups who have not traditionally been well served by the archives. However, much work remains to be done. Terry Cook issued the following reminder to archivists in 2001:

the task [for archival science in the new century] also now includes taking archives to the people, or encouraging them to come to use archives. Archives are not a private playground where professional staff can indulge their interest in history or their personal interaction with historians and other scholars or, equally,

¹¹⁶ T. Cook, "Archival Science and Postmodernism, 21-23.

¹¹⁷ Nesmith, "Seeing Archives," 27.

¹¹⁸ Ketelaar, "Archivalisation and Archiving," 59.

¹¹⁹ Carolyn Heald, "Is There Room for Archives in the Postmodern World?" *American Archivist* 59, no. 1 (Winter 1996), 99.

their inclinations to be part of the public policy and information infrastructures of their jurisdictions; archives are a sacred public trust of preserving society's memories that must be widely shared.¹²⁰

Postmodernism prods archivists to look beyond their traditional primary user groups to search for other individuals whose potential needs to interact with archives either have not been awakened or sufficiently considered by archivists in the past.

Careful consideration of this matter reveals that the needs of a great variety of groups are still not adequately addressed by current archival public programming initiatives. For example, have archivists given due consideration to the archival interests of immigrant groups? Do new Canadians know about the services and collections of archives? Has anyone considered the archival needs of the poor? Do these individuals feel comfortable visiting an archives? What about inmates? Do prisoners have research interests that are not being met because of their address? And finally, as will be discussed in the following chapters, the needs of older individuals have also been overlooked by many institutions – beyond the single (and partial) exception of genealogy. Given the rapid aging of Canada's population, archivists should take measures to consider the needs of this powerful demographic group.

When considering the design of archival public programming for those groups which are beyond the scope of most current initiatives, interesting parallels emerge with other postmodern ideas about archives. Postmodern archivists' observations about record-keeping practices that marginalize specific segments of society are particularly pertinent to this discussion. Terry Cook's statement on appraisal serves as a helpful starting point:

¹²⁰ T. Cook, "Archival Science and Postmodernism," 19.

If everything but a transactional 'record' is outside the purview of archives, then archival holdings will by definition only be drawn from that formal record-keeping universe. Such holdings will therefore exclude – more than they already do – the marginalized and weaker members of society, leaving the citizens silenced and governments emboldened.¹²¹

Elsewhere, Cook continues that, in light of postmodernism and other developments in the profession, “appraisal will attend as carefully to the marginalized and even silenced voices as to the powerful and official texts, and search for evidence of governance rather than government.”¹²² Although those in the profession have not yet explicitly made the connection between “marginal” records (or records’ creators) and “marginal” researchers (or potential researchers), the analogy is clear. Following closely on the discussion regarding the interrelated nature of the archival endeavour offered above, in the spirit of appraisal archivists who endorse macro-appraisal to capture marginalized records and description archivists who create contextually rich descriptions to highlight the existence of marginalized information in the collections, public programming archivists need to seek out their marginalized publics and invite them to engage more fully with the archives. As archives work towards acquiring representative records and creating rich descriptions for people to use, public programmers need to make sure that *all* potentially interested individuals know what is available at the archives.

A second important parallel to previously established postmodern ideas about archives arises when one considers the idea of public programming for marginalized groups. Just as postmodernists have already pointed out that records and repositories are

¹²¹ Terry Cook, “Who Will Do It if We Don’t?: The Cultural Mission of Archives vis-à-vis Electronic Records” (presentation, Annual Meeting of the Society of American Archivists, Chicago, Illinois, August 1997) quoted in Greene, “The Power of Meaning,” 48.

¹²² T. Cook, “Archival Science and Postmodernism,” 23.

complex, ever-changing, and in need of “on-going critical interpretation,”¹²³ so too are the users and potential users of archives. The following statement by Cook and Schwartz is in fact applicable to both of these circumstances:

By respecting the diversity, ambiguity, and multiple identities that underpin postmodernism, archivists should self-consciously construct archival memory based on observing differences as much as monoliths, multiple as much as mainstream narratives, the personal and local as much as the corporate and official perspectives.¹²⁴

The parallels in this statement to public programming are very apparent as archivists look for ways to better meet the needs of their potential research groups. In the same way that appraisal and description archivists need to be sensitive to the diverse nature of records and records creators, so too should public programmers be willing to constantly re-evaluate the diverse and varying nature of their current and potential clientele and how best they can be served.

Concluding Thoughts

Clearly archival public programming has a long and storied past. Public awareness and interest in archives have steadily increased in scope and depth since the time of the French Revolution. Throughout the middle decades of the twentieth century, archivists began, as time and resources permitted, to take more active steps to promote their institutions to their various publics. The biggest flurry of activity on the archival public programming front, however, has occurred in the last twenty-five years. Powered initially by the synergy of several key public programming advocates coming together at

¹²³ Donna J. Haraway, “Situated Knowledges: The Science Question in Feminism and the Privilege of Partial Perspective,” in her *Simians, Cyborgs and Women: The Reinvention of Nature* (New York, 1991), 196 quoted in Schwartz and Cook, “Archives, Records, and Power: The Making of Modern Memory,” 12.

¹²⁴ T. Cook and Schwartz, “Archives, Records, and Power: From (Postmodern) Theory to (Archival) Performance,” 183.

the same time in 1990, archivists everywhere began to assign greater importance to the issues of image, awareness, and outreach, with the desire to increase funding for archives, augment and diversify numbers of researchers, and enhance the quality of all their current and future users' experiences. In the decades that followed, overall awareness of archives increased, the nature and frequency of archival outreach programs improved significantly in many institutions, and public programming became increasingly integrated with the other archival functions. Several in the archival community have engaged in more interpretive and collaborative work, increased the number and diversity of users in their institutions, and made their institutions more user-centered. This is remarkable because as Sharon Anne Cook notes:

In a period of downsizing, reorganization, and a concomitant increase in workload for many archivists, institutions can find a good many reasons to avoid new projects to make archives better known and more accessible, and thus undoubtedly increase the workload even further.¹²⁵

The use of the World Wide Web by archives has had a tremendous hand in improving the scope and quality of archival public programming. While there is no doubt that more conventional forms of public programming are still a very relevant and worthwhile way to reach some individuals,¹²⁶ the Internet has been a strong addition to both the reference and outreach teams. It has become evident that in order to provide the maximum number of individuals with the highest quality of service possible, archives need to strike a balance between traditional and new forms of public programming.

The entry of postmodern ideas onto the archival stage has also changed the archival landscape (and in turn, public programming) in recent years. Clearly

¹²⁵ S. Cook, "Connecting Archives and the Classroom," 104.

¹²⁶ Robinson, "Archives in the Classroom," 27.

postmodernism has important implications for archives. Terry Cook summarized it this way:

Postmodernism...requires a new openness, a new visibility, a willingness to question and be questioned, to count for something and be held accountable. Postmodernism requires archivists to accept, even celebrate, their own historicity, their own role in the historical process of creating archives, and their own biases.¹²⁷

The impact that these ideas have (and will have) on archival public programming is significant. Postmodernism will alter the professional role and public image of this aspect of archival work and surely affect how public programmers conceive of their contribution to the archival community. To begin with, the application of postmodern insights sheds light on the significant mediating role of the public programmer. This realization lends support to the view that archival public programming is an intellectual, dynamic, and essential function of all archival institutions. As the ways in which public programming archivists intervene in the archival process become clearer with time, the public will benefit from a more informed perspective. Postmodernism also encourages archivists and their clients to see the connections between public programming and all other archival functions, highlighting the fact that it is public programmers who interpret and communicate the postmodern archive to those outside the archival community. Finally, postmodern ideas inspire archivists to listen to the voices of those whose needs have been overlooked or ignored by past public programming initiatives. After carefully considering the steps necessary to engage in targeted public programming for a particular group of individuals, archivists should increasingly begin to carry through with this activity.

When the response to the 1990 call and the implications of postmodern insights are taken together, public programmers are left with a powerful message: do more, dig deeper, and reach farther. Although the proponents of these two positions may have been motivated by different means, the end result of their activities is the same: the need for more carefully considered, relevant, and meaningful archival public programming. Both demand archivists to be more vigilant in their attempts to know their public and reach out to new groups. While somewhat optimistic about the progress that has been made on this front, Barbara Craig's recent article in the *American Archivist* agrees that much remains to be done:

Certainly the archives literature in the past twenty years or so demonstrates persistent interest in the uses of archives and the needs of clients we recognize as being more than casual visitors. These many calls for user research have taken us to the shore of an intriguing pool, but not many yet have been persuaded to sample the water. This reluctance to investigate the nature of our clientele and their needs for primary sources may be changing.¹²⁸

As Rick Barry's survey results mentioned earlier reveal, many people are still uninformed about the work of archives:

Most people in society have either not yet formed an opinion of archives, records centers and the people who operate them or have a poor opinion. Similarly, most people have formed little or no opinion on the *value* of archives. Archivists and records managers have a divided view of the prospects for society changing in these respects.¹²⁹

The fact that so many people feel indifferent to the work of archives means that archives have not yet touched their lives, and thus public programming has failed to achieve a principal goal. To change such perceptions, archivists will have to intensify their efforts

¹²⁷ T. Cook, "Fashionable Nonsense," 28.

¹²⁸ Craig, "Perimeters with Fences?," 97. See also Gregory Sanford ("Remarks," Spring New England Archivists' Association Meeting, April 11, 2003) who echoed Craig's analysis.

¹²⁹ Barry, "Report on the Society and Archives Survey."

to communicate their message to a broader base of individuals (and continue to cultivate relationships with those already in their reach) to change such perceptions.

The post-1990 postmodern archives should be a place where all people can go (and, if public programmers are successful, will go) to seek information. By reaching out to under-serviced or marginalized groups, archivists can in turn carry out their activities in a more self-conscious, comprehensive, and compassionate way. The remaining chapters of this thesis attempt to contribute to this work by considering the archival needs and potential for targeted public programming for individuals who are over the age of fifty-five, against the broad background of public programming just discussed.

CHAPTER THREE

LOOKING DEEPER: REACHING OUT TO MARGINALIZED GROUPS

While there has been significant progress in the area of archival public programming in recent years, there is still much room for improvement. Design of public programming for marginalized individuals is in particular need of further attention. This chapter begins by considering four stages involved in reaching out to groups on the edge of the archival endeavour.¹ It moves on to put these ideas into practice for one group that has received very little targeted public programming: older Canadians. After defining the boundaries and justifying the choice of this selected cohort, the general group composition and broad characteristics of older Canadians are explored. Despite the diversity that exists within this group, one significant commonality that many older people (and individuals in other age cohorts) share is their desire to engage in meaningful activities. Three activities having special implications for older people and archives are explored: volunteerism, education, and reminiscence.

¹ These four stages are not mutually exclusive, meaning that in some cases, the later stages inform the earlier ones.

Reaching In, Reaching Out: Targeted Public Programming for Marginalized Groups

Public programming archivists who want to reach out successfully to marginalized groups should carefully consider their methodology and approach. Advance planning and research are essential to ensuring that targeted public programming initiatives meet the needs of their intended audiences. The first stage in this process is to attempt to choose the group that will be targeted. Just as archivists who deal with records “must exercise their power to consider historical relevance and a multiplicity of voices without fashionably chasing after the latest priorities on researcher agendas,”² public programming archivists should also consider their options carefully when choosing a target group. Once a broad selection has been made, it will be necessary to define the boundaries of the group. While these parameters may evolve as the project progresses, setting some sort of basic guidelines will help archivists to narrow their focus early in the program design process. Some of the parameters to consider might include occupation, ethnicity, age, sex, and geographic location of the intended audience.

The second stage in designing targeted public programming involves justifying the choice of the target group. In addition to assisting archivists in clarifying the scope of their project, this part of the process will also help them to gain support from colleagues, supervisors, and possibly external project sponsors. As a part of the justification process, public programmers should take steps to allay fears that the quality of archival services provided to other groups will be compromised. In order to do this, archivists need to demonstrate that they are committed to achieving a balance in the provision of their

² Joan M. Schwartz and Terry Cook, “Archives, Records, and Power: The Making of Modern Memory,” *Archival Science* 2 (2002), 17.

services. They should give some consideration to the potential for positive outcomes that reach beyond the individuals in the target group, to include others who are in contact with these people.

The next step for archivists involved in the development of targeted public programming should be to familiarize themselves with the requirements and interests of their chosen group. Following up on the ideas of Elsie Freeman (Finch) and others that were introduced earlier, knowledge of one's target audience is an essential element of any successful public programming initiative. Assessing the interests of an unknown target audience obviously poses significant challenges for public programming archivists. One very important source for information here should be a cross-section of members from the target group. Consultation with the intended recipients of any program will help to ensure that their needs and interests are accurately represented. Freeman agreed that soliciting the opinions of users (or future users) has the potential to be very beneficial.³

Seeking information not only about users but directly from them, using their categories to describe their work, noting the product of their research as well as its subject matter, and acquiring narrative as well as numerical information should become part of the daily work plan of every institution.⁴

By canvassing the target group for advice on topics of interest, perceived barriers at the archives, and types of services that might enhance archival experiences, archivists are in a better position to tailor their programs accordingly. Public programming should be a partnership between the archives and the targeted group, not a top-down "archivist-knows-best" relationship.

³ Elsie T. Freeman, "In the Eye of the Beholder: Archives Administration from the User's Point of View," *American Archivist* 47, no. 2 (Spring 1984), 119-121.

⁴ *Ibid.*, 119.

Literature from other disciplines can also be a useful source for information on a chosen group's unique needs and interests. Archivists might also find it helpful to contact other professionals who have developed programs for the members of their target group in order to learn more about what types of initiatives they might respond to. In fact, archivists involved in the design of specialized public programming for marginalized groups should consider collaborating with these professionals and other individuals, institutions or organizations that have some relationship (or who would like to develop a relationship) with the individuals being targeted. As was discussed in the previous chapter, cooperative initiatives with institutions like museums, libraries, and organizations that already work with the targeted group can save archivists time and money and, in the end, result in stronger programs.

The fourth stage in the design of targeted public programming is of course to begin the actual work. Once archivists have a defined audience, significant support, and a well researched action plan in place, they are ready to move forward with implementation.

This straight forward discussion about how to reach a particular group of users is not intended to suggest that this process is without significant challenges. Certainly any time that one group receives special consideration, it means that another group receives less attention, unless the archives secures new resources or achieves major internal efficiencies. One could in fact argue that in developing targeted public programs for some individuals, others will be marginalized even further. Another troublesome issue lies in defining the criteria used to determine which groups qualify as "marginalized." Is marginalization just a matter of perspective? Further, what if a group that is identified as

one on the margins would prefer to stay there? The remarks of Joan Schwartz and Terry Cook regarding records belonging to those on the margins are relevant here:

It is important, as Verne Harris has noted, not to romanticize the marginalized, or feel elated for saving them from historical oblivion; some do not wish to be 'rescued' by mainstream archives and some will feel their naming by archivists as being 'marginalized' only further marginalizes them. Such moral dilemmas should trouble, but not paralyze archivists; they can only welcome and respect the 'Other'.... Of course, despite careful research and the 'vigorous exercise of reason,' sensitive archivists will always know 'that there are other tellings, other stories which they might have chosen instead.'⁵

All of these issues raise important points about the validity of group-specific public programming. However, while there are certainly risks involved in designing programs for specific individuals, the alternative of inaction is even riskier. Further, if public programming archivists acknowledge and document the motives and nature of their mediation, collaborate with other institutions, and keep the process open to advice from others (especially members of the targeted group), some of these problems will be addressed. While it is unrealistic to suggest that public programmers will ever be able to extend their specialized services to all user groups, this is not a licence to ignore the problem. Informed choices, based squarely on information about past actions (or inactions, as the case may be), will assist archival staff in casting their net wider than many would have ever thought possible. Without dedicated attention from archivists, large segments of society will remain on the fringes of the archival endeavour and thus of society's collective memory. It should be remembered that archives are a means, not an end. The end, or goal, is being more inclusive in shaping and sharing society's memory. With careful calculation and dedication, archivists can reasonably expect to draw more individuals into their regular base of users. The process will not be quick and it will

certainly not be easy, yet there are (as seen) realities which encourage archivists to begin this work sooner rather than later. The remainder of this thesis attempts to move this agenda forward by applying these ideas to older Canadians. The three preparatory stages of reaching out to this group are discussed in this chapter with consideration of the fourth stage, which is more practical in nature, following in chapter four.

Stage One: Setting the Boundaries

As mentioned in the introduction to this thesis, for the purposes of this research, “older Canadians” are defined as those individuals aged fifty-five and over. While programming designed for young and middle-aged adults, or indeed by ethnicity, gender, occupation, or location, may very often be effective in reaching certain individuals over the age of fifty-five, some special consideration should be given to the unique attributes and interests of this group as a collective whole. The public programming needs and recommendations conceptualized in this study are intended to reach both those older individuals who have already visited archives and those who are not yet familiar with the services that these institutions can provide. While it is true that the needs of these two groups are somewhat different, the spirit of the public programming initiatives required to attract them to the archives (or enhance their pre-existing relationship with an archival institution) are similar. The archival interests of those older people who cannot visit archives, because of frailty or distance, are also considered here. Their situation is unique because outbound archival public programming (including Web-based initiatives) marks the only direct interaction that they are able to have with archives.

⁵ Schwartz and T. Cook, “Archives, Records, and Power: The Making of Modern Memory,” 17-18.

Stage Two: Why Older Canadians?

As noted earlier, any attempt to design archival services for a specific group of individuals should begin with a justification for selecting this population over others. There are several compelling reasons for targeting individuals over the age of fifty-five for specialized public programming. Among the most persuasive is that people in this group have received very little specialized attention in archival literature or practice.⁶ To date, there has been virtually nothing published that deals specifically with archives and older people, indicating that these individuals have indeed been on the margins of public programming initiatives. Ann ten Cate is one of the only archivists who has documented the occurrence of specialized archival activities for this group, in her discussion of two public programming initiatives of the Region of Peel (Ontario) Archives that specifically included older individuals.⁷ She explicitly noted this omission:

If we are honest with ourselves, we must admit that we could provide better service to certain segments of our public audience. Genealogists, children, and the elderly are all accommodated, but still lack archival services completely tailored to their needs.⁸

As discussed earlier, the needs of both genealogists and children have received a significant amount of attention since ten Cate made this statement in 1989. While some might argue that the literature on, and in-house institutional products developed for,

⁶ A handful of articles on archival services for the disabled has been published which begin to address some of the special needs that are present among certain groups of older Canadians. These include Lance J. Fischer, "The Deaf and Archival Research: Some Problems and Solutions," *American Archivist* 42, no. 4 (October 1979), 463-464; Ronald L. Gilardi, "The Archival Setting and People with Disabilities: A Legal Analysis," *American Archivist* 56 (Fall 1993), 704-713; Brenda Beasley Kepley, "Archives: Accessibility for the Disabled," *American Archivist* 46, no. 1 (Winter 1983), 42-51 and Andrew Whiteside, "Enhancing Provision of Archive Services for the Visually Impaired," *Journal of the Society of Archivists* 23, no. 1 (2002), 73-86.

genealogists in recent years cater to the needs of older people at the archives, in fact these are designed for a type of research process rather than for a specific age cohort with distinctive interests and special needs. Not all genealogists are over fifty-five and older people use archives for other than genealogical purposes. Consequently, the development of family history research tools is only one important step of many required to meet adequately the archival needs of older Canadians.

The remarks of the individuals who responded to the archivist survey conducted for this thesis provide interesting insight into the current relationship between archives and people over the age of fifty-five.⁹ Eleven archivists suggested that the needs of older researchers are being adequately addressed by their institution.¹⁰ Three archivists suggested that the needs are not being met¹¹ while one conceded that "I think we could do more."¹² That said, fifteen archivists indicated that their institution was not currently engaged in any special programming initiatives for older people¹³ (although the surveys of five archivists noted that their archives had been involved in some form of this activity in the past¹⁴). Among those who said that they are currently engaged in public programming for older Canadians, two indicated that this only occurs when the institution

⁷ Ann ten Cate, "Outreach in a Small Archives: A Case History," *Archivaria* 28 (Summer 1989), 30.

⁸ *Ibid.*, p. 28.

⁹ Despite question number one on the archivist survey, no clear conclusions can be drawn about the percentage of archival researchers who are over the age of fifty-five. The responses of those who provided estimates ranged from 2 per cent (A 2) to 80 per cent (A 6). Some informants indicated that they were unable to provide an accurate answer because many of their researchers never visit the archives (A 8-9, A 12-13, A 18) or that this type of information is just not tracked (A 2, A 14, A 18).

¹⁰ A 1-3, A 6-8, A 12-13, A 15-16, A 19. Fifteen of the twenty archivists who responded to this survey provided a clear response on this issue.

¹¹ A 9, A 11, A 20

¹² A 5

¹³ A 1-7, A 9, A 11-12, A 14-17, A 20. Nineteen of the twenty archivists who returned the survey clearly responded to this issue.

¹⁴ A 2, A 5, A 15, A 18, A 20

is asked to do so.¹⁵ Other informants stated that they engage in public programming for this group by running a volunteer program or offering computer training¹⁶ (both of which welcome older people to participate).

Fourteen archivists said that they were not aware of special programming practices or initiatives for older people at other archives.¹⁷ A fifteenth person answered “No, other than reading about archives education programs through Elderhostel in the U.S.”¹⁸ The other three respondents suggested that they were aware of archival initiatives in other institutions that could be of interest or benefit to some older people, although they were not directly targeted at them. More specifically, they pointed to the volunteer opportunities available to older people in archives¹⁹ as well as the programs²⁰ and provision of space²¹ for genealogists.

When asked, “Are you aware of any institutional barriers that hinder the provision of service to older Canadians at your archives,” several of the eighteen archivists who provided a clear answer noted some type of barrier. In all cases though, the items listed could be viewed as barriers faced by all age groups (although perhaps more commonly experienced by older people than the population at large). Inconvenient or non-existent wheelchair accessibility was a major problem noted by several archivists.²² The fact that “most access is provided via the web”²³ was cited as a barrier by another individual.

¹⁵ A 8, A 13

¹⁶ A 18, A 19

¹⁷ A 1-4, A 6-9, A 11-12, A 14-15, A 17-18. (Eighteen of the twenty archivists consulted responded to this issue).

¹⁸ A 13

¹⁹ A 19

²⁰ A 5

²¹ A 16

²² A 5, A 9, A 12, A 14, A 20

²³ A 4

Twelve of the sixteen archivists who clearly responded to the question “Could your archives improve its accessibility for people with disabilities,” answered in the affirmative. Improved wheelchair access and specialized resources to assist the visually and hearing impaired were the most common responses.²⁴

The in-person interviews that were conducted for this research also suggested that more could be done to reach out to this group. Just half of the ten recreation and activity professionals consulted reported that their institution had made some previous contact with an archives (and in some of these cases, the contact was quite limited).²⁵ Interestingly, one of these individuals with the most experience in archives indicated that she was somewhat uncomfortable using them. She noted that “[the archives] feels overwhelming and intimidat[ing]. I know there is lots more there to use. If there was more community outreach – I would come and use it...[if people] feel openness and ease then [they] would increasingly mine the resource.”²⁶

Eight of the individuals over fifty-five who were consulted for this research had used an archives before while the other seven had not. Of those seven who had never contacted an archives, three said that they were unfamiliar with the types of records that archives keep²⁷ while the remarks of three others indicated that they were somewhat

²⁴ A 2, A 4-5, A 9, A 12, A 14, A 18-20. Interestingly, the responses to questions six and seven on the archivist survey suggested that requests from individuals with impaired sight and hearing have been a rare occurrence to this point. Several of the archivists who provided information on how they would handle these situations (or how they have handled them in the past) said that they would do (or did) their best to provide one-on-one service to these individuals (A 1, A 5, A 8-9, A 11-13, A 16-17, A 19, A 20). Another option noted was for patrons with special needs to either bring a companion, make use of an archives volunteer, or hire a professional researcher (A 3, A 6, A 13-15, A 17-19).

²⁵ RAP 1-3, RAP 6, RAP 9

²⁶ RAP 6

²⁷ OC 9, OC 13, OC 14

acquainted with archives.²⁸ Just one of these individuals confidently stated that she was familiar with the nature of archival holdings.²⁹ It is interesting to note that two made reference to the records of the Mormon Church in their response regarding their knowledge of archival records.³⁰ While five of these individuals said that they would feel comfortable contacting or visiting an archives,³¹ one informant said “I’m not sure where to go or how to do it – this goes with [my] comfort level.”³² The seventh informant in this group did not provide a clear answer when asked about comfort in making contact with an archives.³³

Among those older Canadians interviewed who have had some contact with an archival repository, five indicated that they had done so “2-5 times”³⁴ while three chose “more than 10 times”³⁵ as the appropriate response. Most of these individuals were unable to provide a clear answer to the question of “How did you hear about the archives,” and in the end, presumed that word of mouth or a particular research project led them there. Of the eight who have contacted archives, seven did so in person³⁶ and the other individual used email.³⁷ Of the seven who went to the archives in person, just one of the informants had concerns about the accessibility of the institutions she visited.³⁸ Among this same seven, six noted that the staff they encountered were helpful. The seventh reported that “Some of them were quite snobby and not helpful. [My friend who

²⁸ OC 10-11, OC 15

²⁹ OC 12

³⁰ OC 11-12

³¹ OC 9-12, OC 14

³² OC 15

³³ OC 13

³⁴ OC 2-4, OC 6, OC 8

³⁵ OC 1, OC 5, OC 7

³⁶ OC 1-2, OC 4-8

³⁷ OC 3

works at the Archives] told me [that next time I should] sweep in there like I'm important and I know what I'm doing."³⁹

The topics of research among those who had used an archives were varied, including the histories of communities, professions and organizations, family history research, or as a part of their job.⁴⁰ Other subjects of inquiry included information for information's sake and research for university courses.⁴¹ Seven of these eight individuals responded that they were successful in finding most of what they were looking for.⁴²

Given that older Canadians are included in the group that many archives are mandated to serve, archivists should make a conscious effort to reach out to them in a more consistent and comprehensive way. While the research conducted for this study reveals that some older people have found their way to the archives and successfully located the information that they were seeking, this is no reason for complacency. Public programming archivists should now set their sights on enriching their older patrons' interactions with the archives and ensuring that these individuals are made aware of the broader range of the records, services, and satisfactions that these institutions offer. While some people over the age of fifty-five will receive this message in the course of regular public programming initiatives, these projects probably do not permit archives to engage the unique characteristics and interests of this sub-group of adults as fully as possible. Further, some older people cannot access on-site public programs because of frailty, expense, or distance, and their archival needs should not be ignored. After all,

³⁸ OC 6

³⁹ OC 4

⁴⁰ OC 1-3, OC 6-8

⁴¹ OC 4-5

⁴² OC 1-5, OC 7-8

they continue to pay taxes and make donations that support (either directly or indirectly) archives. When one considers that it is very often the past actions and taxes of today's older people that led to the establishment of archives and the creation of the records contained therein, it becomes evermore apparent that archivists need to address the needs of this group.

Another reason that should compel archivists to reevaluate their services for those over fifty-five is that this group is growing at an astonishing rate. In fact, the number of individuals over the age of sixty-five is increasing more quickly than that of any other group of Canadians.⁴³ The Chairperson of Canada's National Advisory Council on Aging recently pointed out that "the increase in [the number of people over sixty-five] since the 1996 census (about 360,000) is enough to populate a mid-size Canadian city, such as London, Ontario, or Halifax, Nova Scotia."⁴⁴ This trend is expected to intensify as the baby boomers age. It has been said that "Canada's population [is] one of the oldest in the world. And demographers expect Canadian society to age even more in the next fifty years."⁴⁵ The majority of today's adults who have not yet celebrated their sixty-fifth birthday will have done so by 2030.⁴⁶ The issue of Canada's rapidly aging population will be further discussed later in this chapter.

⁴³ Health Canada, *Canada's Aging Population* (2002), 3, http://www.hc-sc.gc.ca/seniors-aines/index_pages/publications/e.htm (accessed March 1, 2004).

⁴⁴ National Advisory Council on Aging, *Interim Report Card: Seniors in Canada 2003*, (2003), vii.

⁴⁵ Mark Novak and Lori Campbell, *Aging & Society: A Canadian Perspective*, 4th ed. (Scarborough: Nelson Thomson Learning, 2001), 51. As indicated by the footnotes in chapters three and four, this book was used extensively as a source of information on older Canadians. It was chosen over others because of the depth and scope of its research, its current Canadian statistics and content, and the regard with which it is held in its field.

⁴⁶ *Ibid.*, 4.

An enhanced relationship between the archival community and older people seems to be a natural fit, offering further support for the development of specialized archival public programming for this group. Mark Novak and Lori Campbell note:

Research shows that people aged 50 to 70 have good incomes, little or no mortgage, and no children to support. These people have money to spend and active lifestyles. The National Advisory Council on Aging...says that older consumers want to buy 'experiences rather than objects.' Recreation programs, education, and travel services appeal to this group.⁴⁷

With many people over the age of fifty-five enjoying relatively good health and more spare hours in retirement (or semi-retirement) than those in all other stages of life,⁴⁸ archivists cannot afford to overlook the unique needs of this group any longer. Many individuals over the age of fifty-five are seeking new ways to challenge their minds and engage in meaningful activities and "they're eager for information about programs, services, policies, products as well as leisure, volunteer and cultural activities."⁴⁹ Many are interested in the past, in a sense of roots and belonging, and thus the groundwork is already set for archives to reach out to this group. These attributes, which have important implications for archives, are explored in more detail later in this chapter.

The feedback provided by all groups consulted for this research provides further support for the idea that there is a natural connection between archives and older people that public programming archivists should foster and enhance. The interviews conducted with older people confirmed that the potential for targeted public programming for this group is enormous. Twelve of the fifteen informants in this category agreed that archives

⁴⁷ Novak and Campbell, *Aging & Society*, 9.

⁴⁸ *Ibid.*, 216.

⁴⁹ Health Canada, *Communicating With Seniors: Advice, Techniques and Tips* (1999), 2, http://www.hc-sc.gc.ca/seniors-aines/index_pages/publications_e.htm (accessed March 1, 2004).

should engage in this type of activity.⁵⁰ One responded with the following: "Yes, I do think so. A lot of people retiring now are quite bright and looking for things to do. [If you] start talking about [the] good old days, they brighten up, so I think there would be some merit to this."⁵¹ While in support of specialized programs, another cautioned that "Though we may be seniors, we are adults...we don't want to be talked down to."⁵² Two others also included provisos with their responses by suggesting that while there is a place for programming for this target group, it should not become the only priority for archives (with one of these respondents stressing that youth should also receive special attention).⁵³ The recreation and activity professionals consulted also seemed keen to build bridges with archives in order to add a new dimension to their programs for older people. All ten of these individuals noted that their institution or organization would be interested in developing a relationship with an archives.⁵⁴

Overall, the results of the surveys suggested that there is also significant support within the archival community for targeted public programming for older Canadians. Ten of the twenty archivists consulted clearly stated that they are in favour of developing specialized programs for this group,⁵⁵ while just two said that they are not.⁵⁶ When asked, "Do you think that older people should be a target of specialized archival public programming," one respondent observed:

I think [that older people] could well be a growth area. They have time and interest to pursue avocational studies using our materials. But they need help to

⁵⁰ OC 1-8, OC 10-12, OC 15. OC 9, OC 13 and OC 14 did not provide a clear answer to the question.

⁵¹ OC 1

⁵² OC 4

⁵³ OC 7-8

⁵⁴ RAP 1-10

⁵⁵ A 2, A 4-6, A 11-12, A 15-16, A 18, A 20.

⁵⁶ A 1, A 3.

begin using our materials. They need to know the material is available and that they are allowed to use [it].⁵⁷

Two other informants agreed that there may be some merit in public programming for older people, but that they (or their institutions) are currently interested in reaching out to youth.⁵⁸ Another archivist responded to the question with: "No more than any other group."⁵⁹ The other four informants did not provide a definitive answer to the question.⁶⁰

Another point which justifies the selection of older people for targeted public programming is that archives stand to gain much more than just an increase in use as a result of this activity. As individuals who willingly volunteer and generously donate their money (and perhaps their records) older people could bring much into the relationship.⁶¹ Most of the archivists consulted for this research acknowledged the positive effects that would result for archives that make use of older volunteers. When asked "Could your archives benefit from the participation of older volunteers" just one respondent said no.⁶²

The political power of older people provides further incentive for archivists to cultivate meaningful relationships with them. Novak and Campbell report:

The research on voting behaviour reports that seniors take an active interest in politics. Combined with their growing numbers, this interest may give older people more political power in the future. Gifford says that the median age for voters has risen in Canada from 30 years in 1881 to 42 years in 1981. He says that the median age will rise to 48 by 2031. At that time, he says, voters aged 65 and over will make up 26 percent of the voting public, compared with only 13.3 percent in 1981.⁶³

⁵⁷ A 5

⁵⁸ A 13, A 17

⁵⁹ A 8

⁶⁰ A 7, A 9, A 14, A 19

⁶¹ These ideas will be explored further later in this thesis.

⁶² A 11. It should be noted however that some of the archivists who expressed interest in using volunteers stated that either union regulations or space and time constraints would likely prevent them from doing so.

⁶³ Novak and Campbell, *Ageing & Society*, 299.

The library community has also noted the importance of garnering the support of this powerful group:

Aside from the fact that serving seniors is the right thing to do, if your library is supported through any type of taxes, it behooves the library to reacquaint itself with this group of people. The baby boomers are sure to ask ‘What’s in it for me?’ before they approve additional funding levies.⁶⁴

The research conducted for this study indicates that while archivists may have not yet sufficiently reached out to this group, they have managed to gain their support. This was most evident by the resounding “yes” given by the older survey participants when asked “Do archives matter to society?” Interestingly, all of the older Canadians (including the seven who had never had any contact with an archives) were quick to respond that these institutions have an important place in society.⁶⁵ In fact, some of the responses were quite emphatic: “YES – can you put that all in capitals? We need to know where we’ve been to know where we’re going.”⁶⁶ Several others echoed these sentiments by touching on the relationship between the past, present, and future.⁶⁷

A final reason that archivists can use to justify the design of specialized archival public programming for older Canadians is that the benefits of this activity will extend to other segments of the population. Health Canada’s publication, *Communicating With Seniors: Advice, Techniques and Tips*, agrees:

In the end, senior friendly communication is likely to be *universally* friendly. There is no fixed line between a ‘young’ audience and an ‘old’ audience – and no solid boundary between communication ‘for seniors’ and communication for

⁶⁴ Barbara Mates, *5-Star Programming and Services for Your 55+ Library Customers* (Chicago: American Library Association, 2003), 8.

⁶⁵ It is possible that some of the responses to this question were influenced by the informants’ perception of the desired answer. That said, all informants were encouraged to provide honest and open answers throughout the interview. Further, the qualifying remarks that accompanied several of the responses to this question suggest that the expressed sentiments were genuine in nature.

⁶⁶ OC 7

⁶⁷ OC 5 - 6, OC 8, OC 11, OC 15

everyone else. When information is easy to see, easy to hear and easy to understand, everyone benefits. When services and facilities are accessible, safe and well designed, everyone can use them in comfort and security. And when staff are trained to deal sensitively and respectfully with clients and customers, service improves for everyone.⁶⁸

There is potential for others beyond this community of individuals to benefit from programs designed and delivered specifically for older people. By targeting people over the age of fifty-five, archivists may also reach the families, friends, and caregivers of this group. For example, many older people have a strong influence on the lives of their grandchildren in the capacity as mentors and caregivers. If these older people have an awareness of and appreciation for the archives, they may well communicate this to the younger generations of their family as well as to church, community, or other groupings. People who provide entertainment, education, and care for this group (voluntarily and professionally) will also benefit from targeted programming for older Canadians. This is a significant factor since "in 1996 there were 2.1 million informal caregivers providing home care to 800,000 seniors and the current number is probably higher."⁶⁹ This statistic does not include those involved in a formal care-giving capacity. If caregivers are made aware of the services that archives can provide, they may well find creative ways to incorporate them to improve their clients' quality of life and perhaps also pursue their own personal research interests.

All of these reasons provide strong justification for the need to reach out to older Canadians. While many people over the age of fifty-five would likely not consider themselves to be marginalized in any way, the contention here is that in terms of

⁶⁸ Health Canada, *Communicating With Seniors*, p. 4.

⁶⁹ Verda Petry, "Saskatchewan Seniors Mechanism Presentation to the Prime Minister's Task Force on Seniors, November 28, 2003," *Gray Matters* 8, no. 3 (Winter 2004), 11.

specialized archival public programming, this group has been largely overlooked by archivists.⁷⁰ While some older Canadians may feel that their needs have been adequately addressed at the archives, the reality is that many others in this age group have no idea that archival repositories even exist, or, if they do, what kinds of services and information of interest to older Canadians may be found there. Further, many of those who have had some contact with an archives have not yet been given the tools to fully exploit the resources of these institutions.

Stage Three: Diverse and Common Ground Shared by Older Canadians

In order to develop public programming for older people, archivists should attempt to gain a sense of the needs and interests of this group. Since no one within the archival community has yet taken steps in this direction, archivists should look beyond the borders of their own profession for such information, to three sources: published material from other disciplines (primarily the nursing and gerontological literature), and interviews with older people and with those who provide care or programming for them.

One of the most striking characteristics of this group is its size. As mentioned earlier, the number of older people in Canada is growing. A 2002 federal government report noted the magnitude of this demographic shift:

In 2001, it was estimated that 3.92 million Canadians were 65 years of age or older, a figure that is two thirds more than in 1981.... The proportion of seniors in the overall population has gone from one in twenty in 1921, to one in eight in 2001. As the 'baby boomers' (born between 1946 and 1965) age, the seniors['?] population is expected to reach 6.7 million in 2021 and 9.2 million in 2041 (nearly one in four Canadians).⁷¹

⁷⁰ This thesis certainly does not intend to suggest that older people are marginalized in all areas of their lives as it very clear that many of these individuals wield a significant degree of respect and power in several aspects of their public and private dealings.

⁷¹ Health Canada, *Canada's Aging Population*, 3.

It is interesting to note that within this group, it is those over the age of eighty-five whose numbers are increasing at the most rapid pace. The report explains: "In 2001, over 430,000 Canadians were 85 years of age or older – more than twice as many as in 1981, and more than twenty times as many as in 1921."⁷² Low birth rates and extended life expectancies will ensure that the large proportion of older people in society will continue even after the baby boomers are no longer living.⁷³ Clearly then, Canadians can expect older people to have a major influence on the policy and direction of the country in the decades to come.

Another prominent feature of this group is its great diversity. This segment of the Canadian population is made up of a variety of individuals who, not surprisingly, have very different needs. In fact, Novak and Campbell claim that the "differences make older people one of the most heterogeneous age groups in Canada."⁷⁴ The large span of ages in the fifty-five-plus group is a significant point of difference.⁷⁵ With this comes variation in family situations, living arrangements, and abilities. Some people are of the view that old age has two stages:

Following youth and adult life dedicated to work and family comes the 'third age,' a time of life in which retired persons, most of whom are healthy and independent, are free to do what interests them and carry out projects that they have long been putting off, for lack of time. It is now the last stage of life, the 'fourth age,' that is now associated with illness, dependency and, eventually, death.⁷⁶

⁷² Health Canada, *Canada's Aging Population*, 3.

⁷³ National Advisory Council on Aging, *1999 and Beyond: Challenges of an Aging Canadian Society* (1999), 4, http://www.hc-sc.gc.ca/seniors-aines/index_pages/publications_e.htm (accessed March 1, 2004).

⁷⁴ Novak and Campbell, *Aging & Society*, 60.

⁷⁵ Statistics Canada for the Division of Aging and Seniors, "Canada's Seniors: A Growing Population," *Statistical Snapshots 1999*, no. 1, <http://www.hc-sc.gc.ca/seniors-aines> (accessed March 1, 2004).

⁷⁶ National Advisory Council on Aging, *"1999 and Beyond,"* 5.

Obviously those who are celebrating their fifty-fifth birthdays, engaged in active employment, and parenting teenage children, are in a much different situation than those who may be retired, great grandparents, or chronically ill.

Novak and Campbell provide an interesting discussion on how "history-graded events" affect older individuals which draws further attention to the ways in which people over fifty-five differ from each other:

...history-graded events change the lives of many age cohorts.... Older people who were between the ages of 75 and 85 in 1985, for example, were born between 1900 and 1910. These people share the experiences of two world wars and the Great Depression.... These historic events left their mark on this cohort, shaping their family lives, their work lives, and their values.... Historical events...also get filtered through the age stratification system.... The 1900-10 cohort went through the Great Depression of the 1930s in young adulthood, and the Depression affected their decision to marry as it did the early years of their careers. The Depression also affected the cohort born between 1920 and 1930, but it had a different effect on these people. They lived through the Depression as children. Some of them may not remember the Depression at all; others may simply have accepted the hard times as 'the way things are.'⁷⁷

All individuals who define policy and develop programming for older people, including archivists, should be sensitive to these differences. In turn, they should anticipate a varied response to programs within the older Canadian community.

Variances in socio-economic status, ethnicity,⁷⁸ and levels of education among older people are also very common. Living arrangements also vary among members of this group. One out of every five older persons resides "in rural and remote areas."⁷⁹ A Statistics Canada report states that "in 1996, 93% of all people aged 65 and over lived in

⁷⁷ Novak and Campbell, *Aging & Society*, 117.

⁷⁸ *Ibid.*, 119-123 for a detailed discussion of aging and ethnicity.

⁷⁹ National Advisory Council on Aging, *1999 and Beyond*, 17.

a private household.”⁸⁰ In the same year, 240,000 older people lived in institutions with about 85 per cent of these individuals aged seventy-five years or older.⁸¹

The physical needs of older people also vary greatly from individual to individual. Although often perceived to be dependent, frail, and forgetful, research shows that this is not a fair description for the majority of people over the age of fifty-five.⁸² According to the federal government, “In 1997, more than three quarters of [individuals over the age of sixty-five] living at home viewed their health as good, very good, or excellent, while only 6% reported their health as poor.”⁸³ It is true however that 45.5 per cent of individuals over the age of sixty-five have some type of disability.⁸⁴ Apparently “Disabled seniors most often said they had trouble with mobility.... They also had trouble with agility...and hearing.”⁸⁵ Failing eyesight is also a challenge confronted by many older people. “In 1995, 8% of seniors in the community reported that they could not see well enough to read, even with glasses. Vision problems are more common in institutions where 28% of seniors could not see well enough to read.”⁸⁶ In some (although not all) cases, certain special needs can be effectively managed with the use of devices such as eyeglasses, hearing aids, and adaptive equipment like wheelchairs, walkers, and canes.⁸⁷ Novak and Campbell suggest that adaptations to an individual’s surroundings (such as a decrease in background sounds and better lighting) and new technological developments

⁸⁰ Statistics Canada for the Division of Aging and Seniors, “Canada’s Seniors: Most Live at Home,” Statistical Snapshots 1999, no. 6, <http://www.hc-sc.gc.ca/seniors-aines> (accessed March 1, 2004).

⁸¹ National Advisory Council on Aging, *1999 and Beyond*, 44.

⁸² Unfortunately, many in society endorse negative stereotypes about older individuals, contributing to ageism in Canada. For further information about the causes and consequences of ageism in Canada, see Novak and Campbell, *Aging & Society*, 4-10.

⁸³ Health Canada, *Canada’s Aging Population*, 9.

⁸⁴ Novak and Campbell, *Aging & Society*, 77.

⁸⁵ *Ibid.*

⁸⁶ National Advisory Council on Aging, *1999 and Beyond*, 23.

(like Internet access to services and information) can also help older people deal with these challenges.⁸⁸

Varying levels of literacy also mark another point of significant difference among older individuals. Studies have shown that many older people have difficulty reading. In fact, "Seventy-nine percent of Canadians aged 65 and over – 1.6 million seniors – do not have the reading and writing skills needed to manage today's literacy demands according to the International Adult Literacy Survey, 1994."⁸⁹ This can be explained in part by the fact that the educational opportunities currently accessible to many young Canadians were not available when today's older people were growing up.⁹⁰ In fact, in 1996, 60 per cent of people over the age of sixty-five had not finished grade twelve.⁹¹ This picture will surely change in time as more well-educated generations of Canadians grow older.⁹²

Some general statements on the cognitive functioning of older adults are also important to understand the great diversity of the older population. Novak and Campbell make an interesting comment on the state of current research:

Many people, older people included, accept the stereotype that cognitive decline is a normal part of aging. But recent research on memory, intelligence, and creativity questions this belief. Studies show that people can learn and grow intellectually in old age as well as in youth. On some measures mental ability may even improve with age. Dramatic declines in mental functioning are due to physiological disorders or distress, not to normal aging.⁹³

⁸⁷ Novak and Campbell, *Aging & Society*, 78.

⁸⁸ *Ibid.*, 79-82, 234.

⁸⁹ Seniors' Education Centre at the University of Regina, "Fact Sheet on Older Adults and Literacy," (Regina: Seniors' Education Centre at the University of Regina, n.d.), 1.

⁹⁰ *Ibid.*

⁹¹ *Ibid.*; Health Canada, *Canada's Aging Population*, 16.

⁹² Health Canada, *Canada's Aging Population*, 16.

⁹³ Novak and Campbell, *Aging & Society*, 89.

Several studies have attempted to determine how older individuals learn and remember.⁹⁴ It appears that while these people may experience delays in their “procedural knowledge” (meaning “their information retrieval and reaction times”), their “declarative knowledge” (which “is based on experience and amassed over a lifetime”) increases.⁹⁵ Another finding of special note to archives is that older people are best able to recollect information when they are able to determine the speed of the learning process.⁹⁶ Older people are also most likely to learn successfully and recall information if they are already acquainted with the subject and it seems pertinent to them.⁹⁷ Additionally, the Seniors’ Education Centre at the University of Regina and READ Saskatoon suggest that “older adults need to make a conscious effort to keep their minds active” in order to maintain their mental status quo.⁹⁸

All of this said, it should be noted that some individuals experience psychological disorders in their later years. The onset of certain types of organic disorders most commonly occurs in older adulthood. Novak and Campbell expand on the characteristics of these diseases:

Organic brain syndrome, senile dementia, and dementia are general terms used to describe a variety of organic brain disorders. Organic disorders lead to confusion, forgetfulness, and sometimes antisocial behaviour.... only 4 to 6 percent of those aged 65 to 84 suffer from organic brain disorder, but...20 percent of people aged 85 and over suffer from these illnesses. As more people live into late old age, dementia will show up in greater numbers.⁹⁹

⁹⁴ Some of the characteristics of older learners logically extend to individuals of all ages.

⁹⁵ Seniors’ Education Centre at the University of Regina and READ Saskatoon, *Community Learning with Older Adults: A Manual of Group Literacy Activities* (Regina: Seniors’ Education Centre, 2004), 11.

⁹⁶ Novak and Campbell, *Aging & Society*, 91.

⁹⁷ Ibid.

⁹⁸ Seniors’ Education Centre at the University of Regina and READ Saskatoon, *Community Learning with Older Adults*, 6.

⁹⁹ Novak and Campbell, 101-102.

Alzheimer's disease, a form of dementia, is an organic disorder familiar to most people. While the incidence of this disease increases with age, those who live with it are in the minority. Statistics Canada reports that "in 1995, 2% of all people aged 65 and over suffered from this condition.... 78% of all those aged 65 and over with this condition were in an institution.... [and] 35% of all seniors living in these institutions had Alzheimer's disease or other dementia."¹⁰⁰ Research and interest in this disease means that there are steps that the community can take to enhance the quality of life for Alzheimer's patients, including, as will be seen, action by archivists.

In spite of all of the differences that exist between individuals over the age of fifty-five, there are some broad characteristics that many in this group have in common. One of these characteristics is particularly relevant to archives and as such, it forms the basis for the rest of the discussion offered in this chapter. Literature from other disciplines and interviews with people over fifty-five and those who work with them reveal that a relatively consistent trait of older people is that they enjoy "socially satisfying, non-demanding, non-strenuous activities."¹⁰¹ These types of pursuits encourage "the re-establishment of a sense of purpose and/or self-worth."¹⁰² Novak and Campbell suggest that a significant challenge faced by many aging individuals is "finding meaning in later life."¹⁰³ They note S.L. Dupuis and B.J.A. Smale's remark: "It may not simply be hobbies and crafts which are related to well-being, but rather the opportunity

¹⁰⁰ Statistics Canada for the Division of Aging and Seniors, "Canada's Seniors: Seniors With Alzheimer's Disease," Statistical Snapshots 1999, no. 46, <http://www.hc-sc.gc.ca/seniors-aines> (accessed March 1, 2004).

¹⁰¹ Novak and Campbell, *Aging & Society*, 217.

¹⁰² S.L. Dupuis and B.J.A. Smale, "An Examination of Relationship between Psychological Well-being and Depression and Leisure Activity Participation among Older Adults," *Society and Leisure* 18, no. 1 (1995), 84 quoted in Novak and Campbell, *Aging & Society*, 219.

they provide for freedom of choice, self-expression, and personal fulfillment.”¹⁰⁴ In fact, it is thought that enjoyable activities can help to guard against depression in older people.

A federal government study claims:

There are numbers of things that individuals can do to help prevent depression.... Increasing the number of pleasant activities each day can help counteract the impact of unpleasant events. Social contact with people who bolster one's self-esteem can also help.¹⁰⁵

The need to provide a variety of meaningful activities for older people who live in institutions is essential. In reference to the approach taken in assisted-living facilities, the report cited above suggests that:

It is now recognized that it is as important to meet people's psychological, social, cultural and spiritual needs as it is to meet their physical needs. It is also accepted now that more attention should be paid to individual rights and freedoms through emphasis on the individual's autonomy and empowerment, and through service delivery that is person-centred.¹⁰⁶

The same ideas extend of course to older people who live independently. This includes the provision of information about meaningful activities to those who are just entering their later years. It is essential to articulate such options so that people can seek out new pursuits before they retire in order to ensure that they make the transition as smoothly as possible.¹⁰⁷

Three of the meaning-making activities favoured by older people which are especially pertinent to archives are discussed at length here. The first of these activities is volunteer work.¹⁰⁸ In 1997, 23 per cent of individuals over sixty-five volunteered¹⁰⁹ and

¹⁰³ Novak and Campbell, *Aging & Society*, 126; Mates, *5-Star Programming*, 13 also notes this characteristic.

¹⁰⁴ Dupuis and Smale, as quoted in *Ibid.*, 112.

¹⁰⁵ National Advisory Council on Aging, *1999 and Beyond*, 27.

¹⁰⁶ *Ibid.*, 44.

¹⁰⁷ *Ibid.*, 61.

¹⁰⁸ Novak and Campbell, *Aging & Society*, 234.

research shows that these individuals are very effective in a variety of voluntary roles.¹¹⁰ Although “seniors are somewhat less likely than adults in other age groups to participate in volunteer activities.... senior volunteers contribute more time to such activities than people in other age groups – 44% more time than volunteers aged 25 to 44.”¹¹¹ In fact, “Studies have shown that the market value of voluntary assistance to others by individuals over 55 is over \$10 billion.”¹¹² Four archivists consulted for this research noted that they currently make use of the assistance of older volunteers.¹¹³ On a related note, figures on charitable donations indicate that older people are very generous in this regard as well. The federal government reports that “the average value of donations rises with age, from \$79 for those aged 15 to 24, to \$328 for those age 65 and over.”¹¹⁴ Eight out of ten older people made a minimum of one cash donation in 1997.¹¹⁵

Learning new information is another activity that is challenging and rewarding for many older people.¹¹⁶ The federal government’s *1999 and Beyond: Challenges of an Aging Canadian Society* supports this idea:

Recent research suggests that the mind can continue to grow and develop to the end of life – if it is stimulated and challenged. It has been said that education is as critical to the quality of life of seniors as income security or adequate housing. Many who work in older adult education know from experience that education has a powerful impact on health – to be involved in learning is to be vital and active.¹¹⁷

¹⁰⁹ Health Canada, *Canada’s Aging Population*, 16.

¹¹⁰ Novak and Campbell, *Aging & Society*, 235.

¹¹¹ Health Canada, *Canada’s Aging Population*, 16.

¹¹² National Advisory Council on Aging, *1999 and Beyond*, 63.

¹¹³ A 1, A 3, A 8, A 15

¹¹⁴ National Advisory Council on Aging, *1999 and Beyond*, 63.

¹¹⁵ Statistics Canada for the Division of Aging and Seniors, “Canada’s Seniors: Giving Back to the Community,” Statistical Snapshots 1999, no. 20, <http://www.hc-sc.gc.ca/seniors-aines> (accessed March 1, 2004).

¹¹⁶ Novak and Campbell, *Aging & Society*, 228.

¹¹⁷ National Advisory Council on Aging, *1999 and Beyond*, 65.

The report continues by noting that “the *NACA [National Advisory Council on Aging] Position on Lifelong Learning* suggested how education can serve seniors’ needs for coping, self-expression, achieving personal and social goals and finding meaning in life.”¹¹⁸

Differing interests and circumstances dictate how and where older adults’ learning takes place. Some older people prefer to learn in a structured environment by taking part in classes at universities or seniors’ centres.¹¹⁹ In fact, the number of older people registering for certain types of these “formal educational activities” is growing,¹²⁰ with almost 100,000 people over sixty-five involved in this way in 1997.¹²¹ Researchers predict that by 2010, 200,000 older adults will be registered for classes (“a 141 percent increase over 1985 course enrolments”).¹²² Recent studies have identified the learning preferences of this group:

older people have less interest in credentials than younger learners. They want shorter, more focused programs. Also, older people most often take education programs for personal growth rather than career development.... Older people enjoy convenient programs that suit their schedule, income, and learning styles.¹²³

Others turn to “homebound learning,” Elderhostel programs, or in the case of older people who reside in institutions, planned recreation programs.¹²⁴ Other individuals prefer to learn in a more informal environment by reading or watching television. In fact, in the mid-1980s, “people aged 65 and over spent almost an hour and a half per day reading” and in 1997, people over sixty viewed an average of over four and a half hours

¹¹⁸ National Advisory Council on Aging, *1999 and Beyond*, 66.

¹¹⁹ Novak and Campbell, *Aging & Society*, 224-230.

¹²⁰ National Advisory Council on Aging, *Interim Report Card: Seniors in Canada 2003*, 21.

¹²¹ Health Canada, *Canada’s Aging Population*, 16.

¹²² Novak and Campbell, *Aging & Society*, 230.

¹²³ *Ibid.*, 226.

of television each day.¹²⁵ Others undoubtedly share and receive new information by communicating with family and friends since “older men and women say they spend about two hours per day socializing.”¹²⁶ Wherever learning occurs, it is clear that it is important for many older people.

The subjects that are of interest to older individuals are many and varied. Senior magazines and newspapers reveal the broad range of topics that appeal to this audience. The course descriptions of seniors’ centres and the Elderhostel program also demonstrate the breadth and scope of older peoples’ subjects of choice. Information about travel destinations, gardening, and professional pursuits is popular. Also of interest are matters relating to politics, health, and entertainment. Another area intriguing to older people, which is especially noteworthy for archives, is the past. In fact, fourteen of the fifteen older people interviewed for this research responded in the affirmative when asked, “Do you like to learn about the past?”¹²⁷ Many of the individuals were quite emphatic about this interest. Some of the responses included: “Do I? – I spend my life doing that!” “Oh, I love it!” and “Yes – any way I can find it!”¹²⁸ Several specific historical themes were noted to be of particular interest to many of the participants, including professional, community, and provincial histories – not only family genealogy as is often assumed to be the limit of older peoples’ interests. Some of the respondents also noted their curiosity about the broader history of Canada and Europe. All ten of the recreation and activity

¹²⁴ Novak and Campbell, *Aging & Society*, 229-231. For further information about Elderhostel, see its website at <http://www.elderhostel.org/welcome/home.asp> (accessed March 15, 2005).

¹²⁵ Novak and Campbell, *Aging & Society*, 216.

¹²⁶ Ibid.

¹²⁷ Interviews with OC 1-12 and OC 14-15 support this assertion. OC 13 did not provide a direct answer to the question so it is unclear whether or not he enjoys learning about the past.

¹²⁸ OC 4, OC 11, OC 14

professionals interviewed reiterated the interest in history among their clients.¹²⁹ Additionally, the archivists who responded to the survey conducted for this research confirmed their older patrons' interest in history. Yet when asked "what types of research do your institution's older researchers engage in" and "what types of records do they most often consult," many archivists cited genealogy as a major area of interest. Nevertheless, archivists did indicate that other popular research topics for older people include local and organizational histories, and that professional and academic pursuits also bring older people to the archives.¹³⁰

As the world becomes increasingly technologically sophisticated, it is helpful to note the collective response of older individuals to computers as part of their interest in learning. In fact, many older adults are embracing this challenge.¹³¹ Research on the topic shows that while some individuals over the age of fifty-five are not comfortable using computers, many in this group have made the transition and have at least some familiarity with the electronic world. The Public Health Agency of Canada reports that "in 1999, 16% of households headed by someone aged 65 and over owned a computer, up from 5% in 1990."¹³² A Canadian Broadcasting Corporation report adds that older people are "the fastest growing group of internet users."¹³³

The results of the interviews conducted with older Canadians for this research also indicate that these individuals are growing more accustomed to working with computers. Eight of the fifteen older people interviewed said that they use the Internet (although

¹²⁹ RAP 1-RAP 10.

¹³⁰ A 1-3, A 5-9, A 11, A 13-19

¹³¹ National Advisory Council on Aging, *Interim Report Card: Seniors in Canada 2003*, 21.

¹³² Public Health Agency of Canada, "No. 29 – Adapting to New Technologies," http://www.phac-aspc.gc.ca/seniors-aines/pubs/factoids/2001/no29_e.htm (accessed March 14, 2005).

some of their remarks suggested that a few of them are not yet completely confident with their computer skills).¹³⁴ Some of the informants indicated that they ask (or would ask) others for assistance if they want to find information on the World Wide Web.¹³⁵ Several of the archivists who responded to the survey conducted for this research also indicated that many older people are becoming increasingly able to use computers. The escalating comfort level of many genealogists with computers received special mention on several of these surveys. One archivist noted: "Judging from the high number of email enquiries in the last few years, it seems that genealogists have become quite proficient in using the internet. The majority of genealogists are over 55. Very few now correspond via conventional mail."¹³⁶ Some of the recreation and activity professionals interviewed for this research also indicated that their clients are becoming increasingly familiar with computers. Three of the informants suggested that their clients have group access to a computer in their facility¹³⁷ while four others noted that some of the individuals they deal with have their own personal computers.¹³⁸ Three of the ten informants in this field suggested that there would be great potential if their clients were to have computer access in the years to come.¹³⁹ Two of these people commented that laptops could have a very positive effect on program delivery.¹⁴⁰ One can certainly expect that as the technically-

¹³³ Jennifer Chen, "Cyber seniors online," *CBC News Online* (October 29, 2003), http://www.cbc.ca/news/background/internet/internet_seniors.html (accessed March 14, 2005).

¹³⁴ OC 2-3, OC 6-8, OC 12, OC 14-15 indicated that they use the Internet.

¹³⁵ OC 1, OC 11-13.

¹³⁶ A 13

¹³⁷ RAP 6, RAP 9-10

¹³⁸ RAP 2, RAP 5, RAP 7, RAP 9

¹³⁹ RAP 1, RAP 5, RAP 8

¹⁴⁰ RAP 5, RAP 8

savvy baby boomer generation enters older adulthood, computer use among members of this group will increase tremendously.¹⁴¹

In addition to volunteering and learning new information, a third source of satisfaction for older people is reminiscence. While individuals of many ages enjoy reflecting on past events, it seems that older people are especially keen to engage in this activity. In fact, knowledge of the therapeutic power of reminiscence for older people is well documented in the medical literature. Dr. Robert Butler is one of the leading thinkers in this area, publishing his influential ideas on the topic as early as the 1960s.¹⁴² One of his early statements on the role that reminiscence plays in the lives of older individuals is worth quoting at length:

I would like to offer one explanation for the garrulity and reminiscence [sic] of the aged. I believe that recognition of the occurrence of an inner process, a life-review, may help us to understand, to tolerate and to listen. The life review is an inner experience or process which I have come to believe occurs in all persons' final days of life, although they may not always be totally aware of it and may, in part, defend themselves from realizing it. My assumption is that this process of reviewing one's life is to a major degree prompted first of all by the realization of approaching death and, secondly, by the realization that one's personal myth of invulnerability can no longer be maintained. We may see the life review in mild form in terms of increased likelihood of reminiscence, mild nostalgia, mild regret, story telling, and the like. We may note that older people have a particularly vivid imagination about the past and can recall with sudden and remarkable clarity early life events. I think this process is often normative and often constructive, for I believe that change can occur at any age, including old age. I think that this process often involves reintegration in one's personality based on a re-evaluation of one's life experience.¹⁴³

¹⁴¹ Novak and Campbell, *Aging & Society*, 79, 233-234.

¹⁴² Some of Butler's related publications are cited here as sources for further information on this topic. They include "Re-Awakening Interests," *Nursing Homes* 10, no. 1 (January 1961), 8-9, 18-19; "The Life Review: An Interpretation of Reminiscence in the Aged," *Psychiatry* 26, no. 1 (February 1963), 65-76; and "Looking Forward to What? The Life Review, Legacy, and Excessive Identity Versus Change," *American Behavioral Scientist* 14 (1970), 121-128.

¹⁴³ Butler, "Re-Awakening Interests," 18-19.

Butler further explains that “if [memories of previous activities are] successfully reintegrated, [they] can give new significance and meaning to one’s life.”¹⁴⁴ He also notes that it can be difficult when older people renew memories of unhappy times and are forced to deal with “regret”¹⁴⁵ and contends that if the person dealing with these feelings is not supported, “he frequently experiences severe immobilizing depression which may relate to the increasing frequency of suicide which occurs with increasing age.”¹⁴⁶ Butler also suggests that reminiscence in older people may be prompted, in some cases, by a concern for their legacy.¹⁴⁷ In recent years, other researchers have probed the issue of reminiscence in older adulthood further.¹⁴⁸

It should be noted that reminiscence does not have to be a solitary endeavour. Many older people seem to enjoy reminiscing in a group setting in order to share their memories and teach other individuals new information. Novak and Campbell’s report on a project led by Carol Holzberg serves as an interesting example:

[Holzberg] started an ethnic history program for Eastern European Jews at the Baycrest Centre in Toronto. These older people believed that they had to preserve their memories of the past for their children and grandchildren and so they decided to write and publish a book of their memoirs. This undertaking gave them a purpose in life and increased their self-worth. Holzberg...says that ‘it was the value of ethnic history to the individual as a reaffirmation of self that was the rallying point of collective effort.’ Working for a higher cultural purpose can

¹⁴⁴ Butler, “Looking Forward to What?,” 124.

¹⁴⁵ Butler, “Re-Awakening Interests,” 19.

¹⁴⁶ Ibid.

¹⁴⁷ Butler, “Looking Forward to What?,” 123.

¹⁴⁸ Katherine R. Allen, “Promoting Family Awareness and Intergenerational Exchange: An Informal Life-History Program,” *Educational Gerontology* 13 (1987), 43-52; Jeffrey A. Cully, Donna LaVoie, and Jeffrey D. Gfeller, “Reminiscence, Personality, and Psychological Functioning in Older Adults,” *The Gerontologist* 41, no. 1 (2001), 89-95; Sandra P. Hirst and Shelley Raffin, “‘I hated those darn chickens...’: The Power in Stories for Older Adults and Nurses,” *Journal of Gerontological Nursing* (September 2001), 25-29; Barbara Keddy, “Getting to Know You: The Benefits of Oral Histories,” *Geriatric Nursing* (May-June 1988), 170-171; Sharan B. Merriam, “The Uses of Reminiscence in Older Adulthood,” *Educational Gerontology* 19 (1993), 441-450; Carmel Sheridan, *Reminiscence: Uncovering a lifetime of memories* (San Francisco: Elder Press, 1991).

buffer people from the threat of meaninglessness that sometimes comes with old age and death.¹⁴⁹

Group reminiscence initiatives are active in other parts of Canada too. The “Our Life Stories Group” at the Seniors’ Education Centre at the University of Regina as well as the “Life Story Writing Club” and “Eldertales – Storytelling Group” coordinated by Creative Retirement Manitoba¹⁵⁰ serve as excellent examples. Another initiative which encourages reminiscence on a large scale is the Saskatchewan History and Folklore Society’s quarterly magazine, *Folklore*.¹⁵¹ This publication accepts written memories from people of all ages and has a wide circulation in Saskatchewan and beyond. All three of these initiatives serve as a reminder that while reminiscence provides recreation, intellectual stimulation, and therapy for older people, it has the added benefit of ensuring that the experiences of these individuals are passed down to their children and grandchildren, and to the broader society, thus sharpening our historical understanding.

Katherine Allen notes that the process of “intergenerational exchange” of past experiences can have positive effects for both young and old.¹⁵² Staff at the Saskatchewan Archives Board explored various dimensions of this relationship as a result of their Children and Grandparents Oral History Programme in 1980.¹⁵³ The project, organized as a part of the province’s seventy-fifth anniversary celebrations, encouraged

¹⁴⁹ Novak and Campbell, *Aging & Society*, 120-121.

¹⁵⁰ “Our Life Stories Group,” *Centre for Continuing Education Course Calendar* [University of Regina] (Winter/Spring 2004), 37; “Life Story Writing Club” and “Eldertales – Storytelling Group,” *Creative Retirement Manitoba Magazine and Course Schedule* (Fall 2003), 16, 18.

¹⁵¹ *Folklore* (quarterly publication of the Saskatchewan History and Folklore Society), 1979 - .

¹⁵² Allen, “Promoting Family Awareness and Intergenerational Exchange,” 49, 51. Robert Butler also considers these effects, see “The Life Review: An Interpretation of Reminiscence in the Aged,” 75.

¹⁵³ This discussion of the program was informed by Lorraine Thompson, “The Children and Grandparents Oral History Programme: A Report,” in *The Saskatchewan Oral History Conference Proceedings 1981*, ed. Krzysztof M. Gebhard, 61-72 (Regina: Saskatchewan Archives Board, 1981). Details of another project

children to interview their grandparents about the past. The program had several objectives and subsequent benefits. In addition to facilitating dialogue between generations, the project also raised awareness of archives among project participants and their families. Further, it gave Saskatchewan youth an opportunity to learn more about their history while their older friends and relations had a chance to reminisce. Among the other benefits was the acquisition of a valuable collection of oral histories by the Saskatchewan Archives Board.

The interviews and surveys conducted in conjunction with this thesis provide further confirmation that many older people enjoy reminiscence. Of the fifteen older people interviewed, fourteen answered in the affirmative when asked, "Do you like to reminisce about the past?"¹⁵⁴ The remarks of a ninety-year old woman living in a care home in Regina sum up the enthusiasm that many of the respondents have about remembering their own past. She said: "Yes, there's lots of that when the gang gets together.... [Reminiscence] is about all you hear around here – someone says something [that] brings up a memory of someone else."¹⁵⁵ Several of the individuals who said that they enjoy reminiscing specifically stated that this should not be taken as an indication that they think that the past should be revered above all else. One informant put it best: "I'm not one of those people who thinks by-gone days were the best – they weren't.... I don't want to be a person who thinks the present day has gone to the dogs."¹⁵⁶

which included youth, older people, and archival records is detailed in Patricia L. Adams, "Primary Sources and Senior Citizens in the Classroom," *American Archivist* 50 (Spring 1987), 239-242.

¹⁵⁴ OC 2 was the only individual who does not like to reminisce about the past.

¹⁵⁵ OC 9

¹⁵⁶ OC 4

Another informant, who reported that he likes to reminisce, kindly showed the interviewer one of his recent journals in order to share the verse that he had penned into its frontispiece. The inscription, which the individual said he had learned as a child, read as follows: "The fruit of old age is the memory of abundant blessings previously acquired. Cicero – De Senectute."¹⁵⁷ The response of another interviewee echoed this sentiment. She said that she reminisces because "it is good therapy and I do it for my children."¹⁵⁸ Clearly these individuals are well acquainted with the pleasures that past remembrances can bring.

All ten of the recreation and activity professionals consulted for this research also agreed that reminiscence is a favourite pastime of many of the older people whom they serve.¹⁵⁹ In addition to the passing references to the past that their clients make in the course of regular conversation, many of the programs offered for older people by these institutions and organizations aim to evoke memories. These activities are many and varied, ranging from "ice cream socials" to "traditional cooking classes."¹⁶⁰ Catalogues which sell recreational supplies for older people also reveal the central role that reminiscence plays in programming for this group. The 2003 edition of the *Nasco Senior Activities Catalogue* has seven pages of tools (including games, audio tapes, and books) which are specially designed to encourage older people to remember the past.¹⁶¹

Twelve of the eighteen archivists who provided clear answers responded in the affirmative to the question, "Medical research shows that reminiscence has a therapeutic

¹⁵⁷ OC 1

¹⁵⁸ OC 6

¹⁵⁹ While all respondents (RAP 1-10) stated that several of their clients enjoy reminiscing, many also noted that some older people do not like to engage in this activity.

¹⁶⁰ RAP 2, RAP 4

effect for older people. Have you seen evidence of this in your relations with older researchers and donors?"¹⁶² One of the archivists said, "Yes – and it is part of our approach to listen (within reson [sic]) and enjoy these – I believe that 2 way sharing contributes immeasurably to the therapeutic effect."¹⁶³ Another archivist commented "Being a senior citizen myself, I can attest to that."¹⁶⁴ The remarks of a third respondent are also worth repeating here:

Yes, people who are asked to participate in oral history programs feel good about themselves and are pleased that someone wants to hear their story. Genealogists who present a copy of a completed family history to the archives feel that they will not be forgotten and that they have left a legacy of sorts.¹⁶⁵

This said, it is also worth noting that three archivists pointed out that individuals of different ages can enjoy remembering past events and activities.¹⁶⁶ Most people find some pleasure in relating a humorous story or small anecdote from their past. One of the archivists endeavoured to explain why this activity is seemingly more significant for older people:

The older the person, the greater their enjoyment at recalling incidents and life activities. All people enjoy talking about their memories, at any age, but the opportunities to have an audience to listen to those reminiscences grows fewer and fewer the older one gets.¹⁶⁷

An understanding of the nature of older peoples' reminiscences is important for archivists interested in designing public programs around this activity. When asked "what is your fondest childhood memory," many of the respondents cited events that

¹⁶¹ Nasco, *Nasco Senior Activities Catalogue* (2003), 26-32.

¹⁶² A 2-6, A 11, A 13-16, A 18, A 20

¹⁶³ A 3

¹⁶⁴ A 6

¹⁶⁵ A 13

¹⁶⁶ A 5, A 8, A 17

¹⁶⁷ A 5

occurred on a regular basis.¹⁶⁸ As one of the individuals stated, her fondest remembrance is “a constant memory, not an individual one.”¹⁶⁹ In several cases, the memories involved time spent with family. Some of those that were shared included “Sunday walks with my Dad...in the fields,” “annual family trips to Regina,” and “family get-togethers at our country school.”¹⁷⁰ Another informant provided a clear reminder that reminiscence does not always focus on pleasant events: “It wasn’t when I had my tonsils out!”¹⁷¹

Concluding Thoughts

Archivists should make a concerted effort to reach out or extend their current services to marginalized groups. Careful planning and consideration can help to ensure that resulting public programming initiatives are successfully targeted. There is ample justification for targeting older Canadians for specialized public programming initiatives. Despite the diversity inherent among the individuals in this group, they do share some broad characteristics and similar needs. One common thread which binds this disparate group together is the desire of many older individuals to engage in meaningful activities. Three of these activities which have special implications for archives, volunteerism, education, and reminiscence, were considered at length in this chapter. When these activities are considered in conjunction with the interest that many people over fifty-five have in the past, the potential for an enhanced relationship between older people and archives comes into clearer focus. Public programming archivists should move forward to ensure that Canada’s growing numbers of older people come to recognize and make

¹⁶⁸ OC 1-5, OC 7-13, OC 15

¹⁶⁹ OC 2

¹⁷⁰ OC 1, OC 7-8

better use of the assistance that archives can provide in their search for purpose and meaning.

CHAPTER FOUR

LOOKING FORWARD: PUBLIC PROGRAMMING FOR OLDER CANADIANS

Now that the three planning stages for developing public programming for older Canadians have been considered, this chapter carries the discussion through to the fourth stage of implementing the targeted program so designed. It begins with some initial measures that archivists should consider when starting this process and then provides several practical examples of ways that they could develop or enhance public programs for people over the age of fifty-five.

Stage Four: Getting Started

Any archives that would like to develop or enhance its public programming initiatives for older Canadians should begin by assessing its current level of programming for this group. At the outset of this process, the following questions might help an institution to focus its efforts in this regard: are older people included in current public programming initiatives for adults of all ages? Are any of the archives' programs geared specifically for older people? If so, do these programs accommodate the learning style of older people, as identified in chapter three? Do the older people who use the archives and participate in its programming initiatives represent a cross-section of socio-economic,

education, and ethnic backgrounds? Do “new” older Canadians ever interact with the archives or is it usually the same people from this group who use the services? Have older people responded positively to the services provided? Indeed, is there any mechanism for researcher feedback on the archives’ services? Do they have any suggestions about the types of public programs that they or their older friends might enjoy? Archivists’ answers to these questions will help them to determine whether their institutions are in need of new programs for older people or simply an expansion of pre-existing initiatives. In either case, what follows are some preliminary steps for any institution that is beginning this process.

Archivists seeking to create or enhance their public programs for older people should ensure that their initiatives and facilities are physically accessible to all members of this group. Some (although certainly not all) older people have reduced mobility, limited vision or impaired hearing, necessitating archives programming designed with these requirements in mind. Archivists can begin by reviewing whether or not their buildings have interior and exterior ramps and elevators, ample parking, and bus service. Barbara Mates’ book *5-Star Programming and Services for your 55+ Library Customers* could also assist archivists in assessing their physical space.¹ Mates makes several recommendations regarding special access and equipment provisions for older individuals using libraries, including a review of lighting, furniture, and computer hardware. She also provides information about tools like magnifiers and teletypewriters that can be used to assist patrons with impaired vision and hearing.²

¹ Barbara Mates, *5-Star Programming and Services for Your 55+ Library Customers* (Chicago: American Library Association, 2003).

² *Ibid.*, 18-26.

As archives work towards developing targeted programming for people over fifty-five, they should also carefully consider the methods that they use to communicate with members of this group. As noted earlier, information on how to communicate effectively with older people is readily available and many of these tactics would in fact improve communication with audiences of all ages.³ Fortunately, many of the measures suggested to ensure positive interaction with this group would not be difficult for archives to implement. Some of the questions that archives should consider include: does the archives have clear street signage? Are interior public areas clearly designated? Are telephone voice mail messages loud, clear, and concise? Are the content, font, and size of all printed communications (such as pamphlets and advertisements for special events) clear and easy to see? Are these printed materials distributed to places that are frequented by a wide cross-section of older people? Where applicable, is the archives' Web-interface user-friendly to the technologically inexperienced, rather than to the web master and insiders who already know intuitively where to look? Are alternate methods of communication still in place to ensure that those Canadians (of all ages) who do not use the Internet have access to the archives' message and at least some of its programs? Do displays, events, and programs present a variety of messages and themes in order to attract all segments of this diverse group of individuals? Are public programming staff comfortable and effective in their direct dealings with older people?

The next step that archivists need to take to develop or enhance their programming for older people is to cultivate partnerships with other individuals and

³ Mates, *5-Star Programming*, 27-33, 76-82; Health Canada, *Communicating With Seniors: Advice, Techniques and Tips* (1999), 2, http://www.hc-sc.gc.ca/seniors-aines/index_pages/publications_e.htm (accessed March 1, 2004).

organizations. As discussed in the previous chapters, cooperation with parties that have similar objectives can add significant strength to archival public programming initiatives. Specific individuals or staff from institutions with potential to benefit from an enhanced relationship between archives and older people might be willing to lend their support to archivists' efforts in this regard.⁴

The interest voiced by the recreation and activity professionals consulted for this study indicates that there is great potential for archivists to partner with this group to reach out to older Canadians. Once the parameters of this study were outlined, many of the recreation and activity professionals consulted were enthusiastic to learn more about how an archives could assist them in their work. One informant's comments on the changing state of recreation for older people indicate that the time is ripe for archives to actively promote their services to these professionals. She said: "[We now say] no more bingos, bibles, and birthday parties – let's look at what is best for the individuals...we'll take the information and maintain their functional status."⁵ Several in this profession were surprised to learn that they are welcome at the archives and excited to hear that they could purchase copies of historical records, photographs, and sound and moving image materials that might be of interest to the older people they serve. The potential to arrange facility tours, guided web-visits, and display viewings was also of interest to those who plan activities for older people. Several of these individuals indicated that it had never occurred to them to consult an archivist about either in-bound or out-bound program ideas. While many suggested that their institutions would not have the staff resources to

⁴ For some of the library community's ideas about partnerships for older peoples' projects, see Mates, *5-Star Programming*, 36.

⁵ RAP 5

dedicate large amounts of time to research and plan a program using archival sources, some did indicate that they might be able to work collaboratively. One suggested that people in her profession would be ideal partners for archivists seeking to reach out to older Canadians because they already have a trusting relationship with the individuals whom they serve. She said: “[Older people] are very distrustful of media and young people – [you] need to build a rapport.”⁶ There was also a show of support for developing this relationship from one of the archivists who participated in this survey:

The idea of connecting with people who work with seniors to develop programs that give them a sense of well being appeals to us (like the duplication of historical photographs to stimulate memories and conversation). We currently have a ‘one size fits all program’ which is something we need to review and improve upon. It might be something that could be developed through a partnership with a nursing home or groups who work with older people.⁷

With archivists and individuals in the recreation and activity profession both interested in new uses and users for archives, there is fruitful ground for exploring a partnership.

Libraries are another potential partner for archives interested in designing targeted public programming for people over the age of fifty-five. In the spirit of the call for partnerships among the heritage and information professions discussed in chapter two, archivists can learn much from the skill and expertise of those in the library community who have begun to reach out to older Canadians.⁸ In addition to sharing information, these two information-based professions might be able to work together to garner

⁶ RAP 4

⁷ A 18

⁸ The library literature on this topic includes Mates, *5-Star Programming*; Marcia Nauratil, *Public Libraries and Nontraditional Clienteles: The Politics of Special Services*, *New Directions in Librarianship*, no. 8, (Westport: Greenwood Press, 1985); Eleanor Phinney, ed., *Library Services to the Aging*, *Library Trends* 21, no. 3 (January 1973); Rhea Rubin and Gail McGovern, *Working With Older Adults: A Handbook for Libraries* (Sacramento: California State Library Foundation, 1990); Betty Turock, *Serving the Older Adult: A Guide to Library Programs and Information Sources* (New York: R.R. Bowker Company, 1982); and

financial and public support for outreach initiatives for older people. Museum professionals could also be included in this partnership.

The development of enhanced public programming for older people should also include an investigation of the support and funding available from government and private agencies. For example, archivists should inquire about the possibility of including their archives' contact and special event information in local, provincial, and national government electronic portals⁹ and hard-copy handbooks¹⁰ designed to provide information to older people. The submission of entries into local and provincial tourist guides is another option that archivists might want to pursue. Government publications about older Canadians which detail trends and statistics relating to this growing group, could also be valuable tools for archivists seeking to learn more about their target audience.

As mentioned in the last chapter, archivists should also recognize the potential role of older individuals in the development of archival public programming for the fifty-five-plus audience.¹¹ Their willingness to volunteer and learn new information might make them keen participants in this process. One of the archivists surveyed highlighted the importance of consulting with older people:

Feedback from the older population about the barriers they experience would be helpful so that these can be considered as we plan improvements to accessing

Connie VanFleet, "A Matter of Focus: Reference Services for Older Adults," *The Reference Librarian* 49-50 (1995), 147-164.

⁹ One example is the Government of Canada's "Seniors Canada On-line," <http://www.seniors.gc.ca/index.jsp> (accessed September 9, 2004).

¹⁰ Several examples of these resources can be found in the publications section of the "Seniors Canada On-line" website listed in the previous footnote.

¹¹ Similar conclusions have been reached within the library community. See Mates, *5-Star Programming*, 35.

records in our care. Up until now our service to them has been reactive (reacting to their requests) rather than proactive.¹²

When asked "If archives want to reach out to older people, should they promote their services to these individuals or to those who provide care/service to this group," one recreation and activity professional's response echoed these sentiments: "[You must use] a combination of both because you need input regarding what their likes and dislikes are. [We] have a pretty good idea of what they need but [we would be] remiss if we don't ask them."¹³ Further, older people could direct archives to the communication channels that they use to distribute and receive information within the local community. Organizations run by (and for) older people might also be valuable partners, especially if they are willing to help promote archival services to their membership.

The final step for archives involved in developing or enhancing programming for older people is to move forward with the implementation of their plan. The interviews conducted for this study indicate that one of the biggest barriers to widespread support and use of archives by older people (and those who interact with them) is that many have not had any significant exposure to or information about these institutions and thus have very little (or no) understanding of the types of services that archives could provide.¹⁴ The fact that several of the recreation and activity professionals and older Canadians interviewed were very interested to learn more about archives, when given the chance to meet one-on-one with an archivist, demonstrates a real willingness to develop an on-going relationship with archives. One of the recreation and activity professionals said, "Our limitation is not knowing what to ask for. You may have stuff that is hugely

¹² A 18

¹³ RAP 1

interesting but [we] need to know it is there.”¹⁵ Several program ideas are outlined below to help archivists initiate specialized programs that address and appeal to the needs and interests of older Canadians.

Archival Public Programming Ideas for Older Canadians

The possibilities are nearly endless for archivists interested in designing programming for people over the age of fifty-five. The varied interests and abilities of this diverse group mean that a wide scope of initiatives will be attractive to them. The recreation and activity ideas that follow are intended to encourage archivists to develop and expand the opportunities for older people to engage with the archives. They are drawn in large part from the feedback offered by the groups consulted for this research, from comparative public program ideas from archives and other sister professions, and from the observed interactions of older people with archives and historical information. Insofar as possible, the ideas capitalize on older peoples' aforementioned skill at learning declarative information that is delivered at an adjustable speed.

Archivists can begin reaching out to older people by becoming familiar with the local forums that provide information to these individuals.¹⁶ Once these lines of communication have been identified, archivists can then contribute to them. Given that many older people enjoy attending classes and reading, presentations to seniors' organizations, education centres, and institutions¹⁷ or small articles on the services of a particular archives in a publication designed for older people (like a senior's newspaper,

¹⁴ RAP 1-3, RAP 7-10; OC 9-10, OC 13-15

¹⁵ RAP 1

¹⁶ Mates, *5-Star Programming*, 83-91 offers insights from the library community on how to ensure that appropriate messages reach older people.

¹⁷ RAP 1 indicated that thirty minute presentations are long enough for many older audiences.

targeted magazines like *50-Plus* of the Canadian Association of Retired Persons, or a community service listing) are options.¹⁸ One archivist who responded to the survey said:

I think a course on archival resources and archives [at a seniors' education centre] would be beneficial. To date we have played a reactive role in providing info sessions, we could promote our services if resources were available.¹⁹

Another informant suggested that archives develop a program in concert with Elderhostel.²⁰ One of the older Canadians consulted also suggested that in order to promote awareness of archives, posters advertising an institution's services could be displayed in locations frequented by members of this group like residential facilities, local gathering spots, and places of worship.²¹

It would also be beneficial for archivists to contribute to the forums where professionals who provide care and recreation for older people get their information. Short articles or advertisements in the academic journals and association newsletters of recreation and activity professionals might be an effective way to reach individuals working in a variety of institutional, residential, and educational settings.²² Participation at this profession's meetings and conferences or a posting about the services of archives on their local list-serv would also be helpful.²³ One of the recreation and activity professionals suggested that sending a letter outlining the services of an archives to the people responsible for recreation and activity programming at local seniors' centres and

¹⁸ OC 1-2, OC 4-5, OC 7-8, OC 10-12, and OC 15 agreed that some of these activities would be beneficial.

¹⁹ A 13

²⁰ A 17. See Chapter 3 (fn 124) of this thesis for more information about Elderhostel.

²¹ OC 3

²² RAP 1 agreed with this idea.

²³ RAP 1, RAP 3, RAP 5 and RAP 8 all mentioned the possibility of communicating through their professional organizations.

residential facilities would be an excellent way for archivists to communicate their message to this group.²⁴

Traveling displays and virtual exhibits that use copies of archival documents on topics of interest to older people would also be an effective way for archives to increase their interaction with this group in the community. Obviously, the most challenging part of this type of initiative would be to identify (and justify) what themes might be of “interest.” Although the choice of any theme is a very subjective activity, it is a challenge that archivists are capable of meeting. Consultation with seniors’ groups, archival researchers over the age of fifty-five, and recreation and activity professionals could once again assist archivists in developing exhibitions as much as other services. Archivists should also acknowledge that despite their best efforts, no single display or virtual exhibit could possibly appeal to the widely varied interests of all older Canadians. However, as long as archivists communicate that more information exists at the archives beyond what they are now presenting, any display or exhibit created represents progress.

A few of the older Canadians consulted for this study suggested that displays and virtual exhibits would be a good way for archivists to increase their interaction with people in this age group.²⁵ Additionally, some of the recreation and activity professionals interviewed were very interested in the possibility of hosting an archival display.²⁶ One of these individuals suggested that a portable display (that could be easily dismantled or moved to a secure space when not supervised) would be best since loss and theft

²⁴ RAP 2

²⁵ OC 2, OC 4-5, OC 10.

²⁶ RAP 2, RAP 8-9

sometimes occur in her institution.²⁷ Another individual noted that the stability of the structure would be important and that it must be designed with the safety of individuals with cognitive impairment (who may be prone to wandering) in mind.²⁸

The venue selected for a display would also be integral to its success in reaching its intended target audience. While it is difficult to determine where older people might be most likely to see a display (since most individuals in this group are active participants in all aspects of community life), common sense dictates that some locations would be more appropriate than others. While this does not mean that the chosen location must be frequented exclusively by older people (since many topics could be of interest to people of all ages), some locations (like shopping malls) would be more logical than others (like high schools). Possible host facilities include airports, swimming pools, and hospitals. Seniors homes, cultural centres, and libraries would also be locations worth approaching. One of the older Canadians consulted for this research also suggested that community festivals and events might be possible venues.²⁹

Given the aforementioned affinity of many older people to remembering the past, the development of reminiscence kits is another programming option for archives seeking to enhance their relationship with these individuals.³⁰ A collection of copied or discarded items from an archives, provided with some context, and laminated in order to withstand

²⁷ RAP 2

²⁸ RAP 8

²⁹ OC 3

³⁰ The Regina Plains Museum lends "Reminiscence Kits" to organizations and individuals involved with older people. Spare artefacts, carefully stowed in sturdy suitcases, permit older people who may not be able to visit the Museum (and also those who can) to literally hold history in their hands. The kits include brief textual descriptions that inform participants about the objects and prompt discussion and reminiscence about the pieces. For more information, see Regina Plains Museum, "For Adults," <http://www.reginaplainsmuseum.com/adults.php> (accessed March 13, 2005). For more information on how to facilitate reminiscence (using kits and other means), see Mates, *5-Star Programming*, 39-40.

handling and permit sanitization, could bring interesting hands-on experiences to groups of older people in organized or institutional settings.³¹ During the interviews conducted for this research, several recreation and activity professionals responded positively to the idea of archival reminiscence kits that could be borrowed by interested individuals, organizations, or institutions.³² These kits would be especially valuable if the photographs, posters, or similar evocative documents were accompanied by some textual records, sound recordings, or moving images that set the graphic materials in context.

The discussion provided above on displays and virtual exhibits is relevant to attempts to determine themes for the kits. The reality is that several different themes would be appropriate. One key point to remember when determining themes comes from the following advice offered by one of the recreation and activity professionals interviewed: “[When encouraging reminiscence], be very cautious – you need to know how to bring back the positive because when you’re old, feelings last all day so – always leave them on a happy note.”³³ The feedback offered by older Canadians for this research suggests that themes which encourage reminiscence about family times might be a good place to start. Fortunately certain aspects of several potential topics could loosely fit this criterion. Also of note is the fact that one of the recreation and activity professionals consulted called for “kits designed for the other cultures we serve – Aboriginal or Chinese [since] they are a huge part of Canadian history.”³⁴ Interestingly, since the very

³¹ RAP 8 was especially helpful in conceptualizing the structure of the kits.

³² RAP 1, RAP 8, RAP 10

³³ RAP 1

³⁴ Ibid.

old tend to be primarily women, another informant identified the need for more programming tools which facilitate activities that are of interest to men.³⁵

To give some idea of the shape that a reminiscence kit might take, consider the example of a kit on farm life, a topic likely to interest many older people who either visited or lived on a farm at some point in their lives, even though they may now be in a nursing home in a large city. Inclusion of a wide variety of documentary items would surely encourage reminiscence among many older people. Using the Saskatchewan Archives Board's collection as an example (other prairie archives would likely have similar records), this kit could include photographs of threshing crews, barnyard animals, and outhouses – or domestic scenes from the kitchen or outdoor clothesline. A brief line of text about each photograph could accompany the kit, along with copies of a homestead record, a Cummins rural directory map, and a listing of grain and cattle prices from an old newspaper. Depending on the staff resources available, question cards could also be added to the kit to facilitate the presentation of the kit and encourage the older audience to learn new material and remember old times. Questions to stimulate memories and discussion might include the following: “have you ever milked a cow,” “how much did a loaf of bread cost in 1937,” or “did you ever swim in a dugout?” The complexity of the questions and answers could vary, depending on how much time the archivists designing the kits could spend on the project. Open-ended questions, such as “what do you remember about your time on the farm,” would also be helpful as they would permit the older people using the kit to steer the reminiscence process.

³⁵ RAP 7

Another way that archivists could enhance their relationship with older people would be to initiate more of the types of projects mentioned in the last chapter which facilitate dialogue (and awareness of archives) between different generations of people and encourage older individuals to record their own histories. As one of the archivists surveyed pointed out: "Older persons are excellent resources themselves. Any program that calls upon them to share their stories + artifacts would be worthy of an archivist's attention."³⁶ Another informant also noted the possibility for archivists to engage older people in oral history.³⁷ An archives' involvement with this type of initiative could vary, depending upon its staff resources and commitment to the project. Archivists could take a lead role in starting the project and coordinating its operations or, alternately, they could restrict their participation to offering tips to older Canadian leaders or care givers about how to go about recording the memories in ways suitable for archival acquisition of the end products for posterity. This type of initiative would help archival institutions maintain the necessary balance between reaching out to new groups and enhancing pre-existing relationships. It could also take measures, by developing joint grandparent-grandchild projects, to address the aforementioned calls of some of the individuals consulted for this research to develop enhanced programming for Canadian youth.

Other public programming initiatives would also be effective in building stronger relationships between archives and older people. Several of the recreation and activity professionals consulted for this research suggested that some of their clients would be interested in taking a tour of an archival facility. Perhaps the older people best suited to this type of activity would be seniors' education centre participants and active

³⁶ A 6

institutionalized individuals. One of the informants noted that the individuals in her institution had already visited an archives and given the turnover in residents and the success of the first visit, she was considering booking a second tour in the coming months.³⁸

A variety of options are available to archives that would like to coordinate tours for older people. One archivist suggested the potential for “[a] tour of an archives facility held in connection with a local genealogy group.”³⁹ Another informant added that “specialized activities” might be designed to accompany this type of event.⁴⁰ Other groups might also be interested in specifically tailored tours. For example, Legionnaires (many of whom are over the age of fifty-five) might enjoy a tour that highlights any moving images, textual records, or photographs in the repository’s collection relating to wartime topics or military history. Women’s Institutes (which often include females in this target age group) might be interested in incorporating a tour of an archival facility into their regular program, especially if it made special mention of any club records held by the institution. Not only would these initiatives have the potential to create a positive view of archives in the minds of older people, they might also encourage these individuals to donate their records to an archival repository or offer their services as volunteers.

Another public programming initiative that would bring older people (and, in fact, people of all ages) to the archives would be the presentation of vintage film and radio

³⁷ A 14

³⁸ RAP 9

³⁹ A 2

⁴⁰ A 17

programs from their holdings.⁴¹ Many of the individuals working in residential institutions for older people indicated the use of old films and music has been positively received by their clients; others suggested that they would welcome this type of archival public programming.⁴² Hosting an event featuring these types of archival records would be a fairly inexpensive venture for archives and one that would likely generate a great deal of interest. It would simply require a projector, some seating (many exhibition spaces, lobbies, or reading rooms would lend themselves to this type of event), and possibly copyright clearance if some types of more recent materials were used. Archives could also get involved by copying these types of materials and lending them (in the spirit of the reminiscence kits detailed above) to organizations and institutions that provide recreation for older people.

Another way that archives might reach out to older people would be to invite them to an event organized to collect more information about unidentified records.⁴³ Photographs and moving images would work especially well for this type of activity. In fact, two of the individuals who responded to the survey described their archives' experience with this type of initiative.⁴⁴ Both informants noted that these events were warmly received by older people and that, as a result of the sessions, valuable information was recorded about materials in the archives' holdings. When commenting on the interest of older people in reminiscence, one archivist provided the following caution which is relevant here: "Often older researchers will just sit + look at old photographs for

⁴¹ The library community also sees potential for this type of programming within their institutions. See Mates, *5-Star Programming*, 37.

⁴² RAP 1-5, 7

⁴³ A 2 agreed.

⁴⁴ A 2, A 20

hours, reliving their past. Often these memories/stories will help add historical context to the photo (but always be aware of the frailties of memory – young + old.”⁴⁵ This is certainly a good point for archivists engaging in this type of activity to remember.

Another event that public programmers could organize to build bridges to older people (and others) would be an “Archives in your attic” day.⁴⁶ As noted in chapter two, these events have been met with much success in recent years. Given that older people very often have treasured records tucked away, many are likely to be keen participants in this type of event. Further, this initiative affords the opportunity to learn more about archives and perhaps reminisce, making attendance even more compelling for many people over the age of fifty-five.

Another way to inform and excite older people about archives would be to advertise volunteer opportunities for them within these institutions. Those archives that are able to solicit volunteers would do well to promote their opportunities to older people. As long as an older person’s interests, abilities, and commitment are considered when the volunteer work is being assigned, this relationship could be beneficial for both parties involved.⁴⁷

Concluding Thoughts

It is clear that the options for archival public programming for older Canadians are many and varied. The ideas offered above by no means represent the full extent of what

⁴⁵ A 16

⁴⁶ This idea is supported by A 16.

⁴⁷ Informant A 19 agreed, stating that “to make volunteer services more attractive, projects could be designed around family/community interests.” The response of another archivist who was in favour of older people volunteering in archives also broached this issue: “I don’t believe in using older people as cheap labour, e.g. to churn out finding aids and process collections” (A 14).

can be done to reach out and enhance the archives' relationship with this group. Creativity and consultation with older people and those who work with them are sure to uncover other projects and themes that will be well received by certain segments of the fifty-five-plus population.

CHAPTER FIVE

CONCLUSION

This thesis explored the relationship between archival public programming and older Canadians. Following an introductory first chapter on scope and methodology, chapter two examined the history of this aspect of archival work from its earliest beginnings to the present day. It provided a detailed treatment of the call of, and response to, the strong public programming advocates of 1990, as well as the impact of postmodernism on this archival function. This discussion was set in the context of the new electronic environment in which public programming archivists face the challenge of ensuring that the flash and frill of web technology do not override the more deep-rooted benchmarks of context and quality. It was suggested that while the increased scope and frequency of public programming in recent years has been encouraging, there is still much room for improvement. The public programming advocates of 1990 and subsequent postmodern insights for archives both point to one area which is in need of further attention: targeted programming for groups whose interests have been marginalized at the archives.

In order to begin to address this issue, the third chapter recommended a series of four steps for archivists to follow in order to reach out to marginalized groups. These

include the need for archivists to define, justify, and research their target group and then to design and deliver programs accordingly. The balance of the thesis tested these recommendations on the focus group featured in this study: individuals over the age of fifty-five. In the course of this discussion, several compelling reasons why archivists should reach out to this group were considered. These include the relative neglect of this group in archival literature and practice, its anticipated growth in the years to come, and the fact that archives and older people seem naturally disposed to an enhanced relationship. The benefits that several other segments of society (including archives) could gain as a result of improved relations between people over fifty-five and archives also lend significant support to the argument. The chapter ended with a discussion of the main characteristics of this group that seem necessary to understand in order to design effective public programming. Special attention was given to one trait shared by many members of this group: the desire to engage in meaningful activities. Three such activities with special implications for archives, volunteering, learning, and reminiscing, were considered at length.

Based on the information covered in the third chapter, the final section of the thesis explored practical ways for archivists to enhance their relationship with this group. After discussing the need for archivists to assess their current level of programming for older people, review their physical access and communication issues, and cultivate partnerships with other interested parties, the thesis recommended that archival professionals begin to design and deliver their targeted programming. Several program ideas were considered to help archivists engage this group in a more comprehensive way than they have in the past. Implementation of these suggestions (or any other successful

public programs) should raise awareness of archives among older people and in turn, encourage some members of this group to embark upon more detailed research at archival repositories.

Although this thesis considered several aspects of the relationship between archives and individuals over the age of fifty-five, it has some limitations. If space and scope had permitted, the research findings would have benefited greatly from consultation with more archivists, older Canadians, and recreation and activity professionals (as well as with other health and elder-care professionals), and in other regions of Canada, or internationally, and across time to chart changing attitudes. Amassing reliable quantitative information from archives about client characteristics, behaviour, and needs would clearly complement the qualitative research of this thesis. But archives will need to adopt better record-keeping practices for that to be possible, and this will need to be carried out in such a manner that the privacy of the researchers so analyzed is not compromised. Increased dialogue with individuals in the age fifty-five to sixty-five group may have shed light on the differences between these individuals and their older counterparts. Broader consultation with colleagues in related information and heritage professions would have also added insight to potential partnerships with such organizations as libraries and museums. This kind of information would assist archivists in setting long-term goals and objectives for future public programs for older people.

Another limitation of this study was its reliance on other archivists' interpretations of postmodernism. The extension of postmodernism's implications from other archival functions to public programming was essential for the purposes of this thesis; anything larger than this went beyond the scope of this study. That said, future

studies of public programming could benefit from a research plan that casts a wider net of inquiry into the broader postmodern literature, in order to identify any additional insights that have a unique impact on and justification for archival outreach.

Another topic for future investigation is the extent to which other functions performed by archivists meet the needs of older clients. Given that older people have not been a top priority for archival public programmers, it would be very interesting to see if this has been the case in all areas of the archives. Have appraisal, arrangement and description, and reference archivists given any specific consideration to the fifty-five-plus group?

Despite these qualifications, this thesis confirms that general public programming is a critical function of archives. It also adds firm support to the idea that archivists should continue to design and improve their programs for their multiple and often previously marginalized audiences and highlights the public programmer's power to determine which groups should receive targeted attention. There are clearly several ways that archives can develop or enhance the level of programming that they provide for older people.

Many benefits will result from improved relations between older Canadians and public programming archivists. In addition to the positive effect that targeted programs for this audience could have on individuals over the age of fifty-five (and those who associate with them), archives would also have much to gain from an enhanced relationship. A heightened degree of support is sure to result as people of all ages learn more about archives. In times of reduced resources and increased backlogs, the importance of this public backing should not be underestimated. Further, the more that

people know about archives, the more likely they are to remember them when they are in a position to give their time, money, or records. Archives with older people as their allies are more apt to be the recipients of this group's volunteer hours, financial support, and personal and professional records. Most important, however, would be the satisfaction that comes from dealing with members of this group. Interaction with people over the age of fifty-five can be very rewarding and it will move archives closer to fulfilling their mandate to serve their various publics effectively. Archives are in a position to bring meaning and purpose to the lives of older people by facilitating volunteer, education, and reminiscing activities. Every institution has a responsibility to make sure that it is carrying out this important work to the best of its ability and resources.

One of the archivists who responded to the survey conducted for this research made a strong statement in support of targeted public programming for older Canadians:

Archival material provides a natural interest for seniors. Difficult-to-read, faint handwriting or small type might prove discouraging, but overall, seniors' interest in the past is a natural one to cultivate. Also seniors have the flexible hours to be able to take advantage of the less-than-convenient opening hours of many repositories. With more + more people retiring early, this is a growth area for archives and one we would do well to pursue. Seniors, once their interest is aroused, would be valuable allies and vigorous advocates.¹

Older Canadians seem ready to support, enjoy, and enrich archives. Will archivists rise to the challenge?

¹A 5

APPENDIX A

ARCHIVIST SURVEY RESPONDENTS

ARCHIVIST NUMBER	DATE SURVEY COMPLETED	INSTITUTION TYPE
A 1	January 10, 2004	Other
A 2	January 5, 2004	Other
A 3	January 4, 2004	Other
A 4	January 5, 2004	Government
A 5	January 1, 2004	Other
A 6	December 16, 2003	Other
A 7	December 10, 2003	Other
A 8	December 8, 2003	Government
A 9	December 9, 2003	Other
A 10	December 15, 2003	Government
A 11	December 1, 2003	Other
A 12	December 3, 2003	Government
A 13	December 9, 2003	Government
A 14	January 13, 2004	Government
A 15	December 18, 2003	Government
A 16	January 7, 2004	Government
A 17	January 22, 2004	Government
A 18	January 28, 2004	Other
A 19	January 23, 2004	Government
A 20	December 1, 2003	Other

GOVERNMENT – Refers to archives sponsored by any level of government

OTHER – Includes corporate, organizational, regional, religious, and university archives

(continued...)

Archivist Questionnaire
Serving Older Canadians: Specialized Archival Public Programming
for an Electronic and Postmodern World

DATE:

NAME:

POSITION/LOCATION:

1. Can you estimate what percentage of your institution's researchers are over the age of 55?
2. What types of research do your institution's older researchers engage in? What types of records do they most often consult?
3. Are you aware of any institutional barriers that hinder the provision of service to older Canadians at your archives?
4. How responsive have your institution's older researchers been to electronic reference tools (if applicable)? Please consider both internal descriptive systems and web-based information.
5. Could your archives improve its accessibility for people with disabilities? How?
6. How does your institution handle requests from visually impaired researchers?
7. How does your institution handle requests from hearing impaired researchers?
8. Is your institution currently engaged in special public programming initiatives for any specific user groups, as defined by age, location, occupation or ethnicity?
9. Is your institution currently engaged in any special programming initiatives for older people?
10. In your opinion, are the needs of older researchers being adequately addressed by your institution at the present time?
11. Are you aware of any special programming practices or initiatives for older people at other archives?
12. Do you think that older people should be a target of specialized archival public programming?
13. If you feel that older people should be the target of specialized archival public programming, do you have any program ideas that would help archivists to reach out to this group?
14. Could your archives benefit from the participation of older volunteers?
15. Medical research shows that reminiscence has a therapeutic effect for older people. Have you seen evidence of this in your relations with older researchers and donors?
16. Any other thoughts?

Thank you for your participation!

APPENDIX B

INTERVIEWS WITH OLDER CANADIANS

OLDER CDN NUMBER	DATE OF INTERVIEW	AGE RANGE	LIVING ARRANGMENTS	PREVIOUS USE OF ARCHIVES
OC 1	February 11, 2004	75-85	Seniors' Community	Yes
OC 2	February 5, 2004	75-85	Independent Dwelling	Yes
OC 3	February 10, 2004	65-75	Independent Dwelling	Yes
OC 4	February 6, 2004	65-75	Seniors' Community	Yes
OC 5	February 9, 2004	65-75	Independent Dwelling	Yes
OC 6	January 27, 2004	65-75	Seniors' Community	Yes
OC 7	February 12, 2004	65-75	Independent Dwelling	Yes
OC 8	March 24, 2004	55-65	Independent Dwelling	Yes
OC 9	February 4, 2004	Over 85	Care Home	No
OC 10	February 4, 2004	Over 85	Care Home	No
OC 11	February 7, 2004	Over 85	Seniors' Community	No
OC 12	January 26, 2004	75-85	Independent Dwelling	No
OC 13	February 19, 2004	75-85	Independent Dwelling	No
OC 14	February 16, 2004	65-75	Independent Dwelling	No
OC 15	February 20, 2004	65-75	Independent Dwelling	No

(continued...)

Older Canadian Questionnaire

DATE:

NAME:

POSITION/LOCATION:

Please circle the option that applies:

55-65

65-75

75-85

Over 85

Independent Dwelling / Seniors' Community / Care Home

Have you ever used an archives before? Yes / No

IF INDIVIDUAL HAS USED AN ARCHIVES:

1. Do you like to learn about the past?
2. Do you like to reminisce about the past?
3. What is your fondest childhood memory?
4. How many times have you used an archives?
 - 1 time
 - 2-5 times
 - 6-10 times
 - More than 10 times
5. How did you hear about the archives?
6. How did you contact the archives?
 - In-person
 - Phone
 - Letter Mail
 - Email
 - Other
7. If you visited the archives in person, was it easily accessible?
8. Do you use the Internet?
9. Would you be more likely to use archives if you could contact them and access their records on the Internet?
10. What were you researching at the archives? What types of records or archival media did you consult?
11. Was the staff helpful? Were the finding aids and other reference guides useful? Were they easy to understand once explained? Were they confusing? Why?

12. Did you get the information that you were looking for?
13. Is there anything else that you are interested in researching that the archives might be able to help you with?
14. Would you be interested in volunteering at an archives?
15. What older documents do you keep in your personal archives?
16. Would you be willing to donate such records to a public archives if it was interested in them?
17. Should older people be the target of special archival public programming and services (exhibits, lectures, tours)? Any program ideas?
18. How should archives advertise their services to older people?
19. Do archives matter to society? Why or why not?
20. Any other observations?

IF INDIVIDUAL HAS NOT USED ARCHIVES:

1. Do you like to learn about the past?
2. Do you like to reminisce about the past?
3. What is your fondest childhood memory?
4. Are you familiar with the kinds of records that archives keep?
5. Can you think of any reason that you might go to the archives?
6. Would you feel comfortable contacting or visiting an archives?
7. Do you use the Internet?
8. Would you be more likely to use archives if you could contact them and access their records on the Internet?
9. Would you be interested in volunteering at an archives?
10. What older documents do you keep in your personal archives?
11. Would you be willing to donate such records to a public archives if it was interested in them?
12. Should older people be the target of special archival public programming and services (exhibits, lectures, tours)? Any program ideas?
13. How should archives advertise their services to older people?
14. Do archives matter to society? Why or why not?
15. Any other observations?

APPENDIX C

INTERVIEWS WITH RECREATION AND ACTIVITY PROFESSIONALS

RECREATION & ACTIVITY PROFESSIONAL NUMBER	DATE OF INTERVIEW	INSTITUTIONAL AFFILIATION
RAP 1	February 6, 2004	Care Home
RAP 2	February 3, 2004	Seniors' Community
RAP 3	January 26, 2004	Care Home
RAP 4	February 4, 2004	Care Home
RAP 5	February 4, 2004	Care Home
RAP 6	February 4, 2004	Seniors' Organization
RAP 7	February 24, 2004	Care Home
RAP 8	February 5, 2004	Care Home/Seniors' Community
RAP 9	February 6, 2004	Care Home
RAP 10	January 29, 2004	Seniors' Community

(continued...)

Caregiver Questionnaire

DATE:

NAME:

POSITION/LOCATION:

1. If you work in a residential facility for older people, do the residents have access to the Internet?
2. Are the older individuals who you deal with interested in history, or the past in the broadest sense? Any themes in particular?
3. Do they like to reminisce about their own past or histories?
4. Do any of the recreation programs offered for older people by your institution/organization incorporate history or use older films or photographs which evoke the past?
5. Do any of the recreation programs offered for older people by your institution/organization encourage reminiscence?
6. Has your institution/organization had any contact with an archives?
7. Would your institution/organization be interested in developing a relationship with an archives (tours, exhibits, presentations, etc.)?
8. Do you think that your institution/organization would provide the staff time necessary to research an exhibit or presentation or would you need a program prepared by an archives' staff?
9. What types of archival public programming would the older people who you deal with respond to?
10. If archives want to reach out to older people, should they promote their services to these individuals or to those who provide care/service to this group?
11. Do you have any additional suggestions about how archives can provide better service to older people?

BIBLIOGRAPHY

PRIMARY SOURCES

Personal Communications, Interviews, and Surveys

Correspondence with Public Programming Archivists

Interviews with Older Canadians (OC 1 – 15)

Interviews with Recreation and Activity Professionals (RAP 1 – 10)

Surveys from Canadian Archivists (A 1 – 20)

Publications

Folklore (quarterly publication of the Saskatchewan History and Folklore Society), 1979 - .

“Life Story Writing Club” and “Eldertales – Storytelling Group.” *Creative Retirement Manitoba Magazine and Course Schedule* (Fall 2003).

Nasco. *Nasco Senior Activities Catalogue*. 2003.

“*Our Life Stories Group*” *Centre for Continuing Education Course Calendar* [University of Regina] (Winter-Spring 2004).

Public Archives of Canada. *Public Archives of Canada Report 1972-1973* (Ottawa, 1974).

Websites

Archives of Ontario. <http://www.archives.gov.on.ca> (accessed March 15, 2005).

British Columbia Archives. <http://www.bcarchives.gov.bc.ca/> (accessed March 14, 2005).

Canadian Council of Archives. Archives Canada. <http://www.archivescanada.ca> (accessed March 15, 2005).

Elderhostel. <http://www.elderhostel.org/welcome/home.asp> (accessed March 15, 2005).

Government of Canada. "Seniors Canada On-line." <http://www.seniors.gc.ca/index.jsp> (accessed September 9, 2004).

Library and Archives Canada. www.collectionscanada.ca (accessed numerous times, 2003 to 2005, including predecessor www.archives.ca).

Regina Plains Museum. <http://www.reginaplainsmuseum.com> (accessed March 13, 2005).

Veterans Affairs Canada. The Canadian Virtual War Memorial. <http://www.virtualmemorial.gc.ca> (accessed March 15, 2005).

Yarmouth County Museum and Archives. <http://yarmouthcountymuseum.ednet.ns.ca> (accessed November 19, 2003).

SECONDARY SOURCES

Abeles, Norman. "What Practitioners Should Know About Working With Older Adults." *Professional Psychology Research and Practice* 29, no. 5 (1998), 413-427.

Adams, Patricia L. "Primary Sources and Senior Citizens in the Classroom." *American Archivist* 50 (Spring 1987), 239-242.

Ager, C.L. "Teaching Strategies for the Elderly." *Physical and Occupational Therapy in Geriatrics* 4, no. 4 (1986), 3-14.

Ailes, Adrian and Iain Watt. "Survey of Visitors to British Archives, June 1998." *Journal of the Society of Archivists* 20, no. 2 (1999), 177-194.

Allen, Katherine R. "Promoting Family Awareness and Intergenerational Exchange: An Informal Life-History Program." *Educational Gerontology* 13 (1987), 43-52.

Altman, Burt and John Nemmers. "The Usability of On-line Archival Resources: The Polaris Project Finding Aid." *American Archivist* 64, no. 1 (Spring/Summer 2001), 121-131.

Armitage, L.H. and P.G.B. Enser. "Analysis of User Need in Image Archives." *Journal of Information Science* 23, no. 4, 287-299.

Baker, C. and N. Diekelmann. "Connecting Conversations of Caring: Recalling the Narrative to Clinical Practice." *Nursing Outlook* 42, no. 2 (1994), 65-70.

- Baker, Maureen. *Aging in Canadian Society: A Survey*. Toronto: McGraw-Hill Ryerson Limited, 1988.
- Balderrama, Sandra Rios. "This Trend Called Diversity." *Library Trends* 49, no. 1 (Summer 2000), 194-214.
- Banks-Wallace, J. "Emancipatory Potential of Storytelling in a Group." *Image: Journal of Nursing Scholarship* 30, no. 1 (1998), 17-21.
- Barnett, Le Roy. "Standing on the Other Side of the Reference Desk." *Archival Issues* 19, no. 2, (1994), 119-129.
- Barry, Rick. "Report on the Society and Archives Survey." January 29, 2003. <http://www.mybestdocs.com> (accessed March 14, 2005).
- Bauman, Zygmunt. *Legislators and Interpreters: On Modernity, Post-modernity, and Intellectuals*. Ithaca: Cornell University Press, 1987.
- Beattie, Diane. "An Archival User Study: Researchers in the Field of Women's History." *Archivaria* 29 (Winter 1989-1990), 33-50.
- Bertens, Hans. *The Idea of the Postmodern: A History*. London: Routledge, 1995.
- Blais, Gabrielle. *Access to Archival Records. A Review of Current Issues*. A RAMP Study. Paris: UNESCO, 1995.
- Blais, Gabrielle and David Enns. "From Paper Archives to People Archives: Public Programming in the Management of Archives." *Archivaria* 31 (Winter 1990-91), 101-113.
- Blouin, Jr., Francis X. "Archivists, Mediation, and Constructs of Social Memory." *Archival Issues* 24, no. 2 (1999), 101-112.
- Borsa, Ivan. "The Expanding Archival Clientelle in the Post-World War II Period." *Archivum* 26 (1979), 119-126.
- Boyns, Rosemary. "Archivists and Family Historians: Local Authority Record Repositories and the Family History User Group." *Journal of the Society of Archivists* 20 (1999), 61-74.
- Bradsher, James Gregory, ed. *Managing Archives and Archival Institutions*. Chicago: University of Chicago Press, 1989.
- Brooks, Philip. *Research in Archives: The Use of Unpublished Primary Sources*. Chicago: University of Chicago Press, 1969.

Brothman, Brien. "Declining Derrida: Integrity, Tensegrity, and the Preservation of Archives from Deconstruction." *Archivaria* 48 (Fall 1999), 64-88.

----- . "The Limits of Limits: Derridean Deconstruction and the Archival Institution." *Archivaria* 36 (Autumn 1993), 205-20.

----- . "Orders of Value: Probing the Theoretical Terms of Archival Practice." *Archivaria* 32 (Summer 1991), 78-100.

----- . "The Past that Archives Keep: Memory, History, and the Preservation of Archival Records." *Archivaria* 51 (Spring 2001), 48-80.

Brothman, Brien and Richard Brown. "Archives and Postmodernism." *American Archivist* 59, no. 4 (Fall 1996), 388-90.

Brown, Richard. "Records Acquisition Strategy and its Theoretical Foundation: The Case for a Concept of Archival Hermeneutics." *Archivaria* 33 (Winter 1991-92), 34-56.

----- . "The Value of 'Narrativity' in the Appraisal of Historical Documents: Foundation for a Theory of Archival Hermeneutics." *Archivaria* 32 (Summer 1991), 152-56.

Buss, Helen. *Mapping Our Selves: Canadian Women's Autobiography in English*. Montreal: McGill-Queen's University Press, 1993.

Butler, Robert. *The Graying of Nations: Creative Responses*. Mitcham: Age Concern, 1979.

----- . "The Life Review: An Interpretation of Reminiscence in the Aged." *Psychiatry* 26, no. 1 (February 1963), 65-76.

----- . "Looking Forward to What? The Life Review, Legacy, and Excessive Identity Versus Change." *American Behavioral Scientist* 14 (1970), 121-128.

----- . "Re-Awakening Interests." *Nursing Homes* 10, no. 1 (January 1961), 8-9, 18-19.

Butler, Robert and Alexander Bearn, eds. *The Aging Process: Therapeutic Implications*. Merck Sharp and Dohme International Medical Advisory Council. Santiago de Compostela, Spain, June 25-26, 1984. New York : Raven Press, 1985.

Butler, Robert and Herbert Gleason, eds. *Productive Aging: Enhancing Vitality in Later Life*. New York: Springer Publishing Company, 1985.

Butler, Robert, Lawrence Grossman, and Mia Oberlink, eds. *Life in Older America*. New York: Century Foundation, 1999.

- Butler, Robert, Myrna Lewis, Trey Sunderland. *Aging and Mental Health: Positive Psychosocial and Biomedical Approaches*. 4th ed. Toronto: Collier Macmillan Canada, 1991.
- Cappeliez, Philippe, Rosanne Lavalley, Norm O'Rourke. "Functions of Reminiscence in Later Life as Viewed by Young and Old Adults." *Canadian Journal on Aging* 20, no. 4 (2001), 577-589.
- Casterline, Gail Farr. *Archives & Manuscripts: Exhibits*. SAA Basic Manual Series. Chicago: Society of American Archivists, 1980.
- Chen, Jennifer. "Cyber Seniors Online." *CBC News Online* (October 29, 2003), http://www.cbc.ca/news/background/internet/internet_seniors.html (accessed March 14, 2005).
- Chute, Tamar G. "Selling the College and University Archives: Current Outreach Perspectives." *Archival Issues* 25, nos. 1 and 2 (2000), 33-48.
- Cohen, Laura, ed. *Reference Services for Archives and Manuscripts*. New York: Haworth Press, 1997.
- Conway, Paul. "Facts and Frameworks: An Approach to Studying the Users of Archives." *American Archivist* 49, no. 4 (Fall 1986), 393-407.
- . *Partners in Research: Improving Access to the Nation's Archive, User Studies at the National Archives and Records Administration*. Pittsburg: Archives and Museums Informatics, 1994.
- . "Research in Presidential Libraries: A User Study." *Midwestern Archivist* 11 (1986), 35-56.
- Cook, Sharon Anne. "Connecting Archives and the Classroom." *Archivaria* 44 (Fall 1997), 102-117.
- Cook, Terry. "Archival Science and Postmodernism: New Formulations for Old Concepts." *Archival Science* 1 (2001), 3-24.
- . "Electronic Records, Paper Minds: The Revolution in Information Management and Archives in the Post-Custodial and Post-Modernist Era." *Archives and Manuscripts* 22, no. 2 (November 1994), 300-328.
- . "Fashionable Nonsense or Professional Rebirth?: Postmodernism and the Practice of Archives." *Archivaria* 51 (Spring 2001), 14-35.
- . "Viewing the World Upside Down: Reflections on the Theoretical Underpinnings of Archival Public Programming." *Archivaria* 31 (Winter 1990-91), 123-134.

Cook, Terry. "What is Past is Prologue: A History of Archival Ideas Since 1898, and the Future Paradigm Shift." *Archivaria* 43 (Spring 1997), 17-63.

Cook, Terry and Joan M. Schwartz. "Archives, Records, and Power: From (Postmodern) Theory to (Archival) Performance." *Archival Science* 2 (2002), 171-185.

Cott, Cheryl and Mary T. Fox. "Health and Happiness for Elderly Institutionalized Canadians." *Canadian Journal on Aging* 20, no. 4 (2001), 517-535.

Cox, Richard. "The Concept of Public Memory and Its Impact on Archival Public Programming." *Archivaria* 36 (Autumn 1993), 122-135.

Craig, Barbara. "Looking at Archives from a Bird's Eye View: Flights of Fancy, Recreation, or Re-creation?" *Archivaria* 36 (Autumn 1993), 194-197.

-----, "Old Myths in New Clothes: Expectations of Archives Users." *Archivaria* 45 (Spring 1998), 118-126.

-----, "Perimeters with Fences? Or Thresholds with Doors? Two Views of a Border." *American Archivist* 66, no. 1 (Spring-Summer 2003), 96-101.

-----, "What are the Clients? Who are the Products? The Future of Archival Public Services in Perspective." *Archivaria* 31 (Winter 1990-91), 135-141.

Cully, Jeffrey A., Donna LaVoie, and Jeffrey D. Gfeller. "Reminiscence, Personality, and Psychological Functioning in Older Adults." *The Gerontologist* 41, no. 1 (2001), 89-95.

Dawson, Bruce, ed. "Louis David Riel: A Letter to the Editor, November 9, 1885." *Saskatchewan History* 55, no. 2 (Fall 2003), 2-3.

Dearstyne, Bruce. "What is the Use of Archives?: A Challenge for the Profession." *American Archivist* 50, no. 1 (Winter 1987), 76-87.

DeGenova, Mary Kay. "Reflections of the Past: New Variables Affecting Life Satisfaction in Later Life." *Educational Gerontology* 19 (1993), 191-201.

Desai, M., et. al. "Trends in Vision and Hearing Among Older Adults." *Aging Trends* 2 (March 2001), 1-8.

Dodge, Bernadine. "Places Apart: Archives in Dissolving Space and Time." *Archivaria* 44 (Fall 1997), 118-131.

Dow, Elizabeth, et. al. "The Burlington Agenda: Research Issues in Intellectual Access to Electronically Published Historical Documents." *American Archivist* 64, no. 2 (Fall/Winter 2001), 292-307.

- Dowler, Lawrence. "The History of European Archives and the Development of the Archival Profession in Europe." *American Archivist* 55, no. 1 (Winter 1992), 14-25.
- , "The Role of Use in Defining Archival Practice and Principles: A Research Agenda for the Availability and Use of Records." *American Archivist* 51, nos. 1&2 (Winter-Spring 1988), 74-86.
- Duchain, Michel. *Obstacles to the Access, Use and Transfer of Information From Archives: A RAMP Study*. Paris: UNESCO, 1983.
- Duff, Wendy and Catherine Johnson. "A Virtual Expression of Need: An Analysis of Email Reference Questions." *American Archivist* 64, no. 1 (Spring-Summer 2001), 43-60.
- , "Where is the List with All the Names? Information-Seeking Behavior of Genealogists." *American Archivist* 66, no. 1 (Spring-Summer 2003), 79-95.
- Duff, Wendy and Penka Stoyanova. "Transforming the Crazy Quilt: Archival Displays from a User's Point of View." *Archivaria* 45 (Spring 1998), 44-79.
- Duff, Wendy and Verne Harris. "Stories and Names: Archival Description as Narrating Records and Constructing Meanings." *Archival Science* 2, nos. 3-4 (2002), 263-285.
- Eakin, Paul John. *How Our Lives Become Stories: Making Selves*. Ithaca: Cornell University Press, 1999.
- Edwards, Rhianna. "Archivists' Outlook on Service to Genealogists In Selected Canadian Provincial Archives." Master's thesis, University of British Columbia, 1993.
- Ellis, Judith, ed. *Keeping Archives*. 2nd ed. Port Melbourne: D.W. Thorpe, 1993.
- Epp, Kathleen. "Telling Stories around the 'Electronic Campfire': The Use of Archives in Television Productions." *Archivaria* 49 (Spring 2000), 53-83.
- Ericson, Timothy L. "'Preoccupied with our own gardens': Outreach and Archivists." *Archivaria* 31 (Winter 1990-91), 114-122.
- Fischer, Lance J. "The Deaf and Archival Research: Some Problems and Solutions." *American Archivist* 42, no. 4 (October 1979), 463-464.
- Fixico, Donald. "The Native American Researcher: Another View of Historical Documents." *Midwestern Archivist* 8 (1983), 5-15.
- Ford, Nigel. "Relating 'Information Needs' to Learner Characteristics in Higher Education." *The Journal of Documentation* 36 (June 1980), 99-114.

Frank, Donald, et al. "The Changing Nature of Reference and Information Services." *Reference and User Services Quarterly* 39, no. 2 (Winter 1999), 151-157.

Franz, Eckhart. "What Makes An Archives Successful? The 'House of History' Concept." *Journal of the Society of Archivists* 16, no. 1 (1995), 71-76.

Freeman, Elsie T. "Buying Quarter Inch Holes: Public Support Through Results." *The Midwestern Archivist* 10, no. 2 (1985), 89-97.

----- . "In the Eye of the Beholder: Archives Administration From the User's Point of View." *American Archivist* 47, no. 2 (Spring 1984), 111-123.

----- . "Soap and Education: Archival Training, Public Service, and the Profession – An Essay" *The Midwestern Archivist* 16, no. 2 (1991), 87-94.

Freeman Finch, Elsie, ed. *Advocating Archives: An Introduction to Public Relations for Archivists*. Metuchen: The Society of American Archivists and the Scarecrow Press, 1994.

----- . "Archival Advocacy: Reflections on Myths and Realities." *Archival Issues* 20, no. 2 (1995), 115-127.

----- . "Making Sure They Want It: Managing Successful Public Programs." *American Archivist* 56, no. 1 (Winter 1993), 70-75.

Freeman Freivogel, Elsie. "Education Programs: Outreach as an Administrative Function." *American Archivist* 41, no. 2 (April 1978), 147-153.

Friedan, Betty. *The Fountain of Age*. New York: Simon and Schuster, 1993.

Fulford, Robert. *The Triumph of Narrative: Storytelling in the Age of Mass Culture*. Toronto: Anansi, 1999.

Furlong, M. "Creating Online Community For Older Adults." *Generations* 21, no. 3 (Fall 1997), 33-35.

Gebhard, Chris. "What is an Archives Anyways? 'Archives in Your Attic' at the Saskatchewan Archives." Compiled by Bruce Dawson. *Saskatchewan History* 55, no. 1 (Spring 2003), 38-39.

Gilardi, Ronald L. "The Archival Setting and People with Disabilities: A Legal Analysis." *American Archivist* 56 (Fall 1993), 704-713.

Gilliland-Swetland, Anne J. "An Exploration of K-12 User Needs for Digital Primary Source Materials." *American Archivist* 61, no. 1 (Spring 1998), 136-157.

Goggin, Jacqueline. "The Indirect Approach: A Study of Scholarly Users of Black and Women's Organizational Records in the Library of Congress Manuscript Division." *Midwestern Archivist* 11 (1986), pp. 57-67.

Grabowski, John J. "Keepers, Users, and Funders: Building an Awareness of Archival Value." *American Archivist* 55 (Summer 1992), 464-472.

Greene, Mark A. "The Power of Meaning: The Archival Mission in the Postmodern Age." *American Archivist* 65, no. 1 (Spring/Summer 2002), 42-55.

Guercio, Maria. "Principles, Methods and Instruments for the Creation, Preservation and Use of Archival Records in the Digital Environment." *American Archivist* 64, no. 2 (Fall/Winter 2001), 238-269.

Haggstrom, T., K. Alexsson, and A. Norberg. "The Experience of Living With Stroke Sequelae Illuminated by Means of Stories and Metaphors." *Qualitative Health Research* 4, no. 3 (1994), 321-337.

Hall, C.M. *The Special Mission of Grandparents: Hearing, Seeing, Telling*. Westport: Greenwood, 1999.

Halliday, Hugh. "No Man's Land. The Battlefield Paintings of Mary Riter Hamilton, 1919-1922." *Archivaria* 37 (Spring 1994), 173-175.

Harris, Verne. *Exploring Archives: An Introduction to Archival Ideas and Practice in South Africa*, 2nd ed. Pretoria: National Archives of South Africa, 2000.

----- . "Redefining Archives in South Africa: Public Archives and Society in Transition, 1990-1996." *Archivaria* 42 (Fall 1996), 6-27.

Harvey, David. *The Condition of Postmodernity: An Enquiry Into the Origins of Cultural Change*. Oxford: Blackwell, 1989.

Heald, Carolyn. "Is There Room for Archives in the Postmodern World?" *American Archivist* 59, no. 1 (Winter 1996), 88-101.

Health Canada. *Canada's Aging Population*. 2002. http://www.hc-sc.gc.ca/seniors-aines/index_pages/publications/e.htm (accessed March 1, 2004).

----- . *Communicating With Seniors: Advice, Techniques and Tips*. 1999. http://www.hc-sc.gc.ca/seniors-aines/index_pages/publications_e.htm (accessed March 1, 2004).

Hedstrom, Margaret. "How Do Archivists Make Electronic Archives Usable and Accessible?" *Archives and Manuscripts* 26, no. 1 (May 1998), 6-22.

Hendrix, Cristina and Kenneth Sakauye. "Teaching Elderly Individuals on Computer Use." *Journal of Gerontological Nursing* (June 2001), 47-53.

Hesketh, Bob and Chris Hackett. "Building a Digital History of Canada." *CHA Bulletin* 24, no. 3 (Fall 1998), 15-17.

Hirst, Sandra P. and Shelley Raffin. "'I hated those darn chickens...': The Power in Stories for Older Adults and Nurses." *Journal of Gerontological Nursing* (September 2001), 24-29.

Holbert, Sue. *Archives & Manuscripts: Reference & Access*. SAA Basic Manual Series. Chicago: Society of American Archivists, 1977.

Hooper-Greenhill, Eilean. *Museums and the Shaping of Knowledge*. London: Routledge, 1992.

Hyslop, Gabrielle. "For Many Audiences: Developing Public Programs at the National Archives of Australia." *Archives & Manuscripts* 30, no. 1 (May 2002), 48-59.

Jimerson, Randall. "Redefining Archival Identity: Meeting User Needs in the Information Society." *American Archivist* 52, no. 3 (Summer 1989), 332-340.

Johnston, Ian. "Whose History Is It Anyway?" *Journal of the Society of Archivists* 22, no. 2 (2001), 213-229.

Jordan, Philip. "The Scholar and the Archivist: A Partnership." *American Archivist* 31, no. 1 (January 1968), 57-66.

Joyce, William L. "Archivists and Research Use." *American Archivist* 47, no. 2 (Spring 1984), 124-133.

Kaplan, Flora. *Museums and the Making of 'Ourselves': The Role of Objects in National Identity*. London: Leicester University Press, 1994.

Kautzmann, L.N. "Introducing Computers to the Elderly." *Physical and Occupational Therapy in Geriatrics* 9, no. 1 (1990), 27-36.

Keddy, Barbara. "Getting to Know You: The Benefits of Oral Histories." *Geriatric Nursing* (May-June 1988), 170-171.

Kepley, Brenda Beasley. "Archives: Accessibility for the Disabled." *American Archivist* 46, no. 1 (Winter 1983), 42-51.

Ketelaar, Eric, "Archivalisation and Archiving." *Archives and Manuscripts* 27, no. 1 (May 1999), 54-61.

Ketelaar, Eric. "Archives of the People, by the People, For the People." *South Africa Archives Journal* 34 (1992), 5-16.

----- "Exploitation of New Archival Materials." *Archivum* 35 (1989), 189-199.

----- "Tacit Narratives: The Meanings of Archives." *Archival Science* 1, no.2 (2001), 131-141.

Kirby, M.D. "Access to Information and Privacy: The Ten Information Commandments." *Archivaria* 23 (Winter 1986-1987), 4-15.

Kleinman, Allan. "The Aging Agenda: Redefining Library Services for a Graying Population." *Library Journal* 120 (July 1995), 32-34.

Koch, T. "Story telling: Is it really research?" *Journal of Advanced Nursing* 28, no. 6 (1998), 1182-1190.

Koltun, Lilly. "The Promise and Threat of Digital Options in an Archival Age." *Archivaria* 47 (Spring 1999), 114-35.

Kruk, Miroslav. "Death of the Public Library: From 'People's University' to 'Public-Sector Leisure Centre.'" *Australian Library Journal* 47, no. 2 (May 1998), 157-167.

----- "The Internet and the Revival of the Myth of the Universal Library." *Australian Library Journal* 48, no. 2 (May 1999), 137-147.

Kyvig, David E. "Family History: New Opportunities for Archivists." *American Archivist* (October 1975), 509-519.

Lacasse, Danielle and Antonio Lechasseur. *The National Archives of Canada 1872-1997*. Canadian Historical Association, Historical Booklet no. 58, 1997.

Lancaster, F. Wilfrid. "Second Thoughts on the Paperless Society: Technology Cannot Replace An Ethic of Public Service." *Library Journal* 124, no. 15 (September 15, 1999), 48-50.

Landis, William. "Archival Outreach on the World Wide Web." *Archival Issues* 20, no. 2 (1995), 129-147.

Lazzaro, Joseph. *Adaptive Technologies for Learning and Work Environments*. 2nd ed. Chicago: American Library Association, 2001.

Lever, Bert. "Genealogists as Archives Users." *Janus* 1 (1995), 99-101.

Levitt, Ian. "Archives and the Academic Historian: A Critical Perspective." *Janus* 1 (1995), 95-99.

Linn, Ray. *A Teacher's Introduction to Postmodernism*. Urbana: National Council of Teachers of English, 1996.

Lustbader, W. "On Bringing Older People Into the Computer Age." *Generations* 21, no. 3 (Fall 1997), 30-32.

MacNeil, Heather. "Trusting Records in a Postmodern World." *Archivaria* 51 (Spring 2001), 36-47.

Maher, William. "The Use of User Studies." *Midwestern Archivist* 11, no. 1 (1986), 15-26.

Marshall, Doris. *Silver Threads: Critical Reflections on Growing Old*. Toronto: Between the Lines, 1987.

Marshall, Victor. *Aging in Canada: Social Perspectives*. Don Mills: Fitzhenry & Whiteside Ltd., 1980.

Marshall, Victor and Barry McPherson, eds. *Aging: Canadian Perspectives*. Peterborough: Broadview Press, 1994.

Martin, Lillian. *A Handbook for Old Age Counsellors: The Method of Salvaging, Rehabilitating and Reconditioning Old People Used in the Old Age Counselling Center in San Francisco, California*. San Francisco: Geertz Printing Company, 1944.

Mates, Barbara. *5-Star Programming and Services for Your 55+ Library Customers*. Chicago: American Library Association, 2003.

McConatha, D., J.T. McConatha, R. Dermigny. "The Use of Interactive Computer Services To Enhance the Quality of Life for Long-Term Care Residents." *The Gerontologist* 34, no. 4 (1994), 553-556.

McFarland, Kenneth. "The User of Archives in the Field of Art by Graduate Students and Researchers." *American Archivist* 30, no. 3 (July 1967), 459-464.

McNeely, E. "Computer-assisted instruction and the older-adults learner." *Educational Gerontology* 17 (1991), 229-237.

McPherson, Barry D. *Aging as a Social Process: An Introduction to Individual and Population Aging*. 2nd ed. Markham: Butterworths Canada Ltd., 1990.

Menec, Verena and Judith Chipperfield. "Remaining Active in Later Life: The role of locus of control in seniors' leisure activity participation, health, and life satisfaction." *Journal of Aging and Health* 9, no. 1 (Feb 1997), 105-125.

Menne-Haritz, Angelika. "Access – the Reformulation of An Archival Paradigm." *Archival Science* 1 (2001), 57-82.

Merriam, Sharan B. "The Uses of Reminiscence in Older Adulthood." *Educational Gerontology* 19 (1993), 441-450.

Merrow, S.L. and C.D. Corbett. "Adaptive computing for people with disabilities." *Computers in Nursing* 12, no. 4 (1994), 201-209.

Metoyer, C. "Missing Links in Reaching Culturally Diverse Students in Academic Libraries." *Journal of Academic Librarianship* 26, no. 3 (2000), 157-158.

Michelson, Avra and Jeff Rothenberg. "Scholarly Communication and Information Technology: Exploring the Impact of Changes in the Research Process on Archives." *American Archivist* 55 (Spring 1992), 236-315.

Middleton, David and Derek Edwards, eds. *Collective Remembering*. London: Sage, 1990.

Morrow-Howell, Nancy, et al, eds. *Productive Aging: Concepts and Challenges*. Baltimore: Johns Hopkins University Press, 2001.

Mortenson, Preben. "The Place of Theory in Archival Practice." *Archivaria* 47 (Spring 1999), 1-26.

Moss, William W. and Peter C. Mazikana. *Oral History and Oral Tradition: A RAMP Study*. Paris: UNESCO, 1986.

National Advisory Council on Aging. *Interim Report Card: Seniors in Canada 2003*. 2003.

----- . *1999 and Beyond: Challenges of an Aging Canadian Society*. 1999.
http://www.hc-sc.gc.ca/seniors-aines/index_pages/publications_e.htm (accessed March 1, 2004).

Nauratil, Marcia. *Public Libraries and Nontraditional Clienteles: The Politics of Special Services*. New Directions in Librarianship, no. 8. Westport: Greenwood Press, 1985.

Nesmith, Tom. "Comments on 'The Postmodern' Archive: The Archivist in the 'Postmodern' Era." Lecture, "What's It All About? 'Postmodernism' and Archives," Association for Manitoba Archives, Winnipeg, Manitoba, February 19, 2001.

----- . "Introductory Comments on Postmodernism and Postmodernity." Lecture, "What's It All About? 'Postmodernism' and Archives," Association for Manitoba Archives, Winnipeg, Manitoba, February 19, 2001.

Nesmith, Tom. "Professional Education in the Most Expansive Sense': What Will the Archivist Need to Know in the Twenty-First Century?" *Archivaria* 42 (Fall 1996), 89-94.

----- "Seeing Archives: Postmodernism and the Changing Intellectual Place of Archives." *American Archivist* 65, no. 1 (Spring/Summer 2002), 24-41.

----- "Still Fuzzy, But More Accurate: Some Thoughts on the 'Ghosts' of Archival Theory." *Archivaria* 47 (Spring 1999), 136-150.

----- "Through Various Vicissitudes': Custodial History and Archival Theory." Unpublished paper presented at the ACA, Winnipeg, 2001.

Nicolls, Catherine. "The Role of Outreach in Australian Archives Programs." *Archives and Manuscripts* 29, no. 1 (May 2001), 62-71.

Novak, Mark and Lori Campbell. *Aging & Society: A Canadian Perspective*. 4th ed. Scarborough: Nelson Thomson Learning, 2001.

Nye, E.F. "Writing as Healing." *Qualitative Inquiry* 2, no. 4 (1997), 439-452.

Ormsby, W.G. "Reference Services in the Public Archives of Canada." *American Archivist* 25, no. 3 (July 1962), 345-351.

Osborne, Ken. "Archives in the Classroom." *Archivaria* 23 (Winter 1986-87), 16-40.

Owram, Douglas. *Born at the Right Time: A History of the Baby-Boom Generation*. Toronto: University of Toronto Press, 1996.

Palmore, Erdman. *Ageism: Negative and Positive*. New York: Springer, 1990.

Parker, Wyman. "How Can the Archivist Aid the Researcher?" *American Archivist* 16 (1953), 233-240.

Pederson, Ann and Gail Farr Casterline. *Archives & Manuscripts: Public Programs*. SAA Basic Manual Series. Chicago: Society of American Archivists, 1982.

Petry, Verda. "Saskatchewan Seniors Mechanism Presentation to the Prime Minister's Task Force on Seniors, November 28, 2003." *Gray Matters* 8, no. 3 (Winter 2004), 10-12.

Phinney, Eleanor, ed. *Library Services to the Aging*. *Library Trends* 21, no. 3 (January 1973).

Phipps, Shelley. "Beyond Measuring Service Quality: Learning From the Voices of the Customers, the Staff, the Processes, and the Organization." *Library Trends* 49, no. 4 (Spring 2001), 635-661.

Piche, Jean-Stephen. "Doing What's Possible With What We've Got: Using the World Wide Web to Integrate Archival Functions." *American Archivist* 61, no. 1 (Spring 1998), 106-122.

Pickford, Chris. "Cuckoo in the Nest or Welcome Addition to the Archival Family? The UK Public Services Quality Group (PSQG) for Archives and Local Studies." *Archivum* 45 (2000), 219-228.

Porter, Susan, et al., eds. *Presenting the Past: Essays on History and the Public*. Philadelphia: Temple University Press, 1986.

Powell, Jim. *Derrida for Beginners*. New York: Writers and Readers Publishing, Inc., 1997.

-----, *Postmodernism for Beginners*. New York: Writers and Readers Publishing, Inc., 1998.

Prasad, S.N. "The Liberalisation of Access and Use." *Archivum* 26 (1979), 137-143.

Principe, L.S. "Everyman and Archives." *Archivum* 29 (1982), 135-141.

Public Health Agency of Canada. "No. 29 – Adapting to New Technologies," http://www.phac-aspc.gc.ca/seniors-aines/pubs/factoids/2001/no29_e.htm (accessed March 14, 2005).

Pugh, Mary Jo. *Providing Reference Services for Archives and Manuscripts*. Chicago: Society of American Archivists, 1992.

Purnell, M. and P. Sullivan-Schroyer. "Nursing home residents using computers: The Winchester houses experience." *Generations* 21, no. 3 (Fall 1997), pp. 61-62.

Redmann, Gail. "Archivists and Genealogists: The Trend Toward Peaceful Coexistence." *Archival Issues* 18 (1993), 121-132.

Reid, Dianne. "The Art of Persuasion: Posters of the Empire Marketing Board, 1926-1933." *Archivaria* 31 (Winter 1990-1991), 216-217.

Ring, Anne. *Read Easy: Large Print Libraries for Older Adults: Planning Guide, Operations Manual, Sample Forms*. Seattle: CAREsource Program Development, 1991.

Robbin, Alice. "We The People: One Nation, A Multicultural Society." *Library Trends* 49, no. 1 (Summer 2000), 6-48.

Roberts, John W. "Archival Theory: Much Ado About Shelving." *American Archivist* 50 (Winter 1987), 66-74.

Robinson, Esther. "Archives in the Classroom: The Development and Evaluation of National Archives Teachers' Resources." *Archives and Manuscripts* 30, no. 1 (May 2002), 18-29.

Robyns, Marcus. "The Archivist as Educator: Integrating Critical Thinking Skills into Historical Research Methods Instruction." *American Archivist* 64, no. 2 (Fall/Winter 2001), 363-384.

Rosenau, Pauline Marie. *Post-Modernism and the Social Sciences: Insights, Inroads, and Intrusions*. Princeton: Princeton University Press, 1992.

Rosenbusch, Andrea. "Are Our Users Being Served?: A Report on Online Archival Databases." *Archives and Manuscripts* 29, no. 1 (May 2001), 44-61.

Rosenzweig, Roy and David Thelen. *The Presence of the Past: Popular Uses of History in American Life*. New York: Columbia University Press, 1998.

Rubin, Rhea and Gail McGovern. *Working With Older Adults: A Handbook For Libraries*. Sacramento: California State Library Foundation, 1990.

Rubincam, Milton. "What the Genealogist Expects of An Archival Agency or Historical Society." *American Archivist* 12 (1949), 333-338.

Sandelowski, M. "We Are the Stories We Tell: Narrative Knowing In Nursing Practice." *Journal of Holistic Nursing* 12, no. 1 (1994), 23-33.

Sanford, Gregory. "Remarks," Spring New England Archivists Association Meeting, April 11, 2003.

Sassoon, Joanna. "Photographic Meaning in the Age of Digital Reproduction." *LASIE* (December 1998), 5-15.

Schwartz, B. and D. Reisberg. *Learning and Memory*. New York: W.W. Norton and Company, 1991.

Schwartz, Joan M. "'Records of Simple Truth and Precision': Photography, Archives, and the Illusion of Control." *Archivaria* 50 (Fall 2000), 1-40.

-----, "'We make our tools and our tools make us': Lessons from Photographs for the Practice, Politics, and Poetics of Diplomats." *Archivaria* 40 (Fall 1995), 40-74.

Schwartz, Joan M. and Terry Cook. "Archives, Records, and Power: The Making of Modern Memory." *Archival Science* 2 (2002), 1-19.

Scott, Wendy. *The Accessible Canadian Library II: A Resource Tool for Libraries Serving Persons With Disabilities*. Ottawa: Her Majesty the Queen in Right of Canada, As Represented By The National Library of Canada, 1996.

Scott-Maxwell, F. *The Measure of My Days*. New York: Penguin, 2000.

Seniors Advisory Council For Alberta. *Seniors' Week 2003 – Planning Events Guide*. http://www.seniors.gov.ab.ca/services_resources/advisory_council/seniors_week/planning_events.pdf Consulted August 9, 2003.

Seniors' Education Centre at the University of Regina. "Fact Sheet on Older Adults and Literacy." Regina: Seniors' Education Centre at the University of Regina, n.d.

Seniors' Education Centre at the University of Regina and READ Saskatoon. *Community Learning with Older Adults: A Manual of Group Literacy Activities*. Regina: Seniors' Education Centre, 2004.

Sheridan, Carmel. *Reminiscence: Uncovering a lifetime of memories*. San Francisco: Elder Press, 1991.

Skemer, Don. "Drifting Disciplines, Enduring Records: Political Science and the Use of Archives." *American Archivist* 54, no. 3 (Summer 1991), 356-369.

Speakman, Mary. "The User Talks Back." *American Archivist* 47, no. 2 (Spring 1984), 164-172.

Statistics Canada for the Division of Aging and Seniors. *Statistical Snapshots 1999*. <http://www.hc-sc.gc.ca/seniors-aines> (accessed March 1, 2004).

Stephenson, Christie. "Recent Developments in Cultural Heritage Image Databases: Directions for User-Centered Design." *Library Trends* 48, no. 2 (Fall 1999), 410-437.

Strain, Lois. "Senior Centres: Who Participates?" *Canadian Journal on Aging* 20, no. 4 (2001), 471-491.

Sweeney, Shelly Toni. "The Source-Seeking Cognitive Processes and Behavior of the In-Person Archival Researcher." Doctor of Philosophy Dissertation, University of Texas at Austin, 2002.

Taylor, Hugh. *Archival Services and the Concept of the User: A RAMP Study*. Paris: UNESCO, 1984.

----- . "The Collective Memory: Archives and Libraries as Heritage." *Archivaria* 15 (Winter 1982-1983), 118-130.

----- . "‘Heritage’ Revisited: Documents as Artifacts in the Context of Museums & Material Culture." *Archivaria* 40 (Fall 1995), 8-20.

ten Cate, Anne. "Outreach in a Small Archives: A Case History." *Archivaria* 28 (Spring 1989), 28-35.

----- . *Promoting Archives: A Handbook*. The Association of Canadian Archivists, 1992.

Thompson, Lorraine. "The Children and Grandparents Oral History Programme: A Report." In *The Saskatchewan Oral History Conference Proceedings 1981*, edited by Krzysztof M. Gebhard, 61-72. Regina: Saskatchewan Archives Board, 1981.

Thorndike, Edward. *Adult Learning*. New York: The Macmillan, 1932.

Thorsheim, Howard and Bruce Roberts. *I Remember When: Activity Ideas to Help People Reminisce*. Forest Knolls: Elder Books, 2000.

Tibbo, Helen. "Interviewing Techniques for Remote Reference: Electronic Versus Traditional Environments." *American Archivist* 58, no. 3 (Summer 1995), 294-310.

----- . "Primarily History in America: How U.S. Historians Search for Primary Materials at the Dawn of the Digital Age." *American Archivist* 66, no. 1 (Spring-Summer 2003), 9-50.

Tibbo, Helen and Lokman Meho. "Finding Finding Aids on the World Wide Web." *American Archivist* 64, no. 1 (Spring-Summer 2001), 61-77.

Traue, J. and Michael Cullen. "Archives and Records: Who Cares?" *Archifacts* (1999), 45-58.

Turnball, Paul. "Engaging with History Complexity in the Virtual Environment: The South Seas Project." *Archives and Manuscripts* 30, no. 1 (May 2002), 66-81.

Turnbaugh, Roy. "Archival Mission and User Studies." *Midwestern Archivist* 11 (1986), 27-33.

Turock, Betty. *Serving The Older Adult: A Guide to Library Programs and Information Sources*. New York: R.R. Bowker Company, 1982.

VanFleet, Connie. "A Matter of Focus: Reference Services for Older Adults." *The Reference Librarian* 49-50 (1995), 147-164.

Ward, Glenn. *Postmodernism*. Teach Yourself Series. Lincolnwood: NTC/Contemporary Publishing, 1997.

- Watt, Ian. "The Family Records Centre: Government Joins-Up to Serve the Family History Researcher." *Archivum* 45 (2000), 233-249.
- Webber, Heather. "The Genealogical Researchers' Claim." *Archifacts* (1996), 208-215.
- Weisman, S. "Computer games for the frail elderly." *The Gerontologist* 23, no. 4 (1983), 361-363.
- Westbrook, Lynn. "User Needs: A Synthesis and Analysis of Current Theories for the Practitioner." *RQ* 32 (Summer 1993), 541-549.
- Whalen, Lucille, ed. *Reference Services in Archives*. New York: The Haworth Press, 1986.
- Whaley, John. "Digitizing History." *American Archivist* 57, no. 4 (Fall 1994), 660-672.
- Whiteside, Andrew. "Enhancing Provision of Archive Services for the Visually Impaired." *Journal of the Society of Archivists* 23, no. 1 (2002), 73-86.
- Widener, Michael. "The Status of Users in Archival Enterprise." *Provenance* IX (1991), 1-23.
- Wilson, Ian. "Strategies for Communication." *Journal of the Society of Archivists* 16, no. 1 (Spring 1995), 55-69.
- . "Towards a Vision of Archival Public Services." *Archivaria* 31 (Winter 1990-91), 91-100.
- Wood, Christie A. "Toward the New Genealogy: Genealogical Research in Archives and the Saskatchewan Genealogical Society, 1969-2004." Master's thesis, University of Manitoba, 2004.
- Yakel, Elizabeth. "Listening to Users." *Archival Issues* 26, no. 2 (2002), 111-127.
- . "Thinking Inside and Outside the Boxes: Archival Reference Services at the Turn of the Century." *Archivaria* 49 (Spring 2000), 140-160.
- Yakel, Elizabeth and Deborah Torres. "AI: Archival Intelligence & User Expertise." *American Archivist* 66, no. 1 (Spring-Summer 2003), 51-78.
- Yakel, Elizabeth and Laura Bost. "Understanding Administrative Use and Users in University Archives." *American Archivist* 57, no. 4 (Fall 1994), 596-615.
- Zemke, R. "Taking a byte of the Apple: Computer activities in a senior day care center." *Physical and Occupational Therapy in Geriatrics* 4, no. 2 (1986), 39-48.