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Accessibility of liberation Movement Archives: Case of the African National Congress archives of South Africa

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Abstract

The study explore the strategies of the accessibility or non-accessibility of the digitised liberation archives of the African National Congress (ANC). The specific objective was to investigate the accessibility and non- accessibility of the ANC archival materials. The study used qualitative methodology of a triangulation data collection as; interviews, document analysis and observation. The findings revealed that accessibility of the liberation archives was limited to persons authorised by the head of ANC archives, the wishes of international donors, security, confidentiality and copyright status. The study demonstrated that accessibility to liberation archives was dependent on the quality of digitised liberation archives.

Key words: Accessibility, Non-accessibility, liberation archives, Digitisation, African National Congress.

1 Introduction

The purpose of this study was to investigate the accessibility of the digitised liberation archives of the ANC. This section will discuss conceptual results about liberation archive in order to formulate empirical research on the access of liberation archives. Archival institutions are mandated to be watchdogs over the liberation struggle archives and should ensure access, use and storage for the benefit of the public (Garaba 2010:249). Archives are provided to ensure that researchers have access to the wide range of liberation archives. That also enable the users to have easy and timely access to historical information. Pickover (2014:06) declares that the archives of liberation movements are important political, economic and financial dynamics. Liberation archives histories and records must be made available for healthy intellectual interrogation and for wider use by the public. Hence, archives services need to be both responsive and proactive, aiming at satisfying the information needs of the users. To achieve this, it is imperative for archives to provide different services, including inventory and guides that would guide the users to the actual information they need.

Morrow and Wotshela (2005:328-329) attest that the ANC records of the exile settlements in Tanzania were transferred to the Fort Hare University Archives in September 1992 for open public perusal. However, the ANC mission offices archives were subsequently sent to the ANC headquarters at Luthuli House in Johannesburg, resulting to the public access (Morrow &Wotshela 2005:328-329). The archives are more accessible to the ANC management. Wamukoya and Lowry (2016:97) point out that most of the hidden archives serve the interests of the minority ruling political elite.

The participants in this study from the ANC, Multichoice and Africa Media Online were differed in terms of the aspect of restriction of archives with confidentiality and copyright. Associated to respecting the wishes of the donor was the issue of policy decisions by the archives department. The majority of the participants stated that access was limited to persons authorised by the owners as per ANC Archives Management Policy. In some cases, particularly where sensitive material or copies of official papers were concerned, restrictions on accessibility was decided by management, in consultation with the head of the ANC archives. Ngulube (2006:143)

indicates that it would be possible to restrict access to public archives in Africa because of national security, maintenance of public order, public morality and health, safeguarding the revenues of the state or protection of the privacy of living individual. The participants mentioned that issues of confidentiality and copyright were brought to the fore by politician in Africa.

This article is structured base on background to the study and discuss relevant studies.

2 Background

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

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

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

The ANC embarked on an anti-pass campaign to protest against racial discrimination laws. The march in Sharpeville, which was organised by the Pan African Congress (PAC), led to the massacre in 1960 and prompted the government to declare a state of

emergency and ban all black political organisations, including the ANC. Pareek (2014:42) states that the banning of the ANC, the PAC and many organisations working for the elimination of apartheid led to the liberation movement operating underground.

The Suppression of Communism Act (Act No. 44 of 1950) and the Unlawful Organisations Act (Act No. 34 of 1960) declared the ANC, the PAC and the South African Communist Party (SACP) unlawful. The government believed that by banning these three parties under this legislation would stop the movements from operating (Risse, Ropp & Skikkink 2002:21). However, after the banning, the ANC mobilised an underground uprising against the apartheid government and operated political activities outside the country. Olaosebikan (1994:499) purports that “in 1961, in response to the government’s actions, the ANC organised a military wing known as Umkhotho We Sizwe (MK) to conduct an armed struggle against apartheid”. Bauer and Taylor (2011:263) assert that the ANC formally adopted a policy of armed struggle when it became clear that the methods of peaceful resistance and disobedience to the apartheid laws were being met with the killing of its people. According to Van Engeland (2012:17), the prohibition of the ANC’s existence prompted Nelson Mandela and other ANC leaders to create MK.

The ANC was unbanned in 1990. After the unbanning of the organisation, there was an initiation to repatriate archival material from mission offices to South Africa. The archives materials were processed and digitised to ensure accessibility to external stakeholders. Digitised materials included donor’s collections neither from Anti-apartheid movements.

The ANC ensured that the wishes of the donor were respected in terms of the archives management policy and in terms of accessing the classified information in the digital information. ANC archives management policy makes provision for the access to records stored in information and communication technology (ICT). Classified information will be controlled and access will be dependent on pre-requisites, such as performance of functions and roles, credentials and technology configurations, records of access requests and approvals will be kept in an access register. Unique user identifiers (logins or accounts) were used when granting logical access requirements. Employees responsible for granting and revoking access will be the same

as with the access provisioning and de-provisioning standard operating procedures, and technology configurations. The mobility of employees within all the located roles will be monitored and recorded with an audit trail.

There were forms that were completed by International donors that restricted the ANC from publishing donors' records. Some of the records were limited to specific people, this also applies to the executive committee records. Accordingly, recordkeeping reflects power and control by management. Garaba (2010) indicates that embargoing archives (making them "off-limits") for particular reasons is evidently a delicate area in the field of archival management.

Researchers were not allowed to access unarranged or unlisted records. Pickover (2014:3) indicates that there are many archival collections that have still not been processed, that need description and that are not accessible. There was a need to appraise such records to ensure that only historical, cultural and scientific records are placed on the electronic environment. The ANC emphasised the importance of metadata on its digital materials. All the unarranged and unlisted liberation archives were not digitised. The project team from the ANC, Multichoice and Africa Media Online state the reasons for not placing unarranged or unlisted records. Unarranged records were not placed on the electronic records management system to ensure that correct information with full metadata is placed on the websites. It was done to ensure that intranet content is useful and meets the needs of the intended audience. Information submitted to the intranet and internet should be complete, accurate and relevant. This was done to provide management direction regarding organisational information security. To ensure that content is useful and meets the needs of the intended audience. Furthermore, it was done to ensure that all stakeholders and role players that support and underpin the information security policy have access to well-described sources of information security requirements. To ensure support for an information security conscious culture.

The International Records Management Trust (IRMT) (1999a) states that access provisions of any records and archives legislation should be compatible with any freedom of information or privacy legislation. Liberation archives shall, at all times, be protected against unauthorised access and tampering to protect their authenticity and

reliability as evidence of the liberation activities. The ANC archives ensured that records that could lead to a violation of privacy or regarding which access may or must be justifiably denied in accordance with the policy would be denied.

The use of propriety software and technology platforms by the ANC also automatically limits access to information. Furthermore, the language problem was raised because some digitised records were written in foreign languages, which most clients were not familiar with. Hence, it is preferred that information be translated to English.

3 Brief Conceptual Reflection

Archives plays a significant role to promote, preserve and make accessible memory, culture and identify in the form of bureaucratic and social evidence (Mckemmish & Gilliland 2013:84). Furthermore, Mnjama, Mmooko and Manewe-Sisa (2016:157) cited International Records Management Trust (1999a) which discusses the importance of archives and records as vital tool for good governance, transparency, accountability, protection of citizens' rights and entitlements, improved services delivery, the rule of law, management of state resources, anti-corruption measures, foreign relations and international obligations. This means that archives is a fundamental importance in governance and administration. Archives require continuous care and preservation of records by archivists.

Procter (2008:140) argued that archive theory is viewed as interpreted rules and regulations, building, materials, custody, arrangement, classification and access and publication. The archives theory to be discussed include Records continuum and lifecycle theory.

The records continuum theory gives the theoretical foundation upon which this article was base. This concept of continuum model distinguishes between records management and archives management need not be rigidly maintained International Records Management Trust (IRMT 1999b).

The Records Continuum management theory requires records and archives professionals to meet organisation expectations of good governance(IRMT 1999a). Furthermore, it also requires officials to meet the operational requirement of the

organisation. In fact, organisations are required through legislations such as National Archives Acts to keep institutional memory like vital records, committee records, minutes of meetings, formation of the organisation records.

The concept of records continuum shows the processes of records management and archives management towards integration. IRMT (1999a) acknowledged that the discipline of archives compose of records and archives management. Rodrigues (2016: 231) states that the Records Continuum theory requires collaboration between records managers and archivists from creation until disposal of records. The records Manager and archivist's profession are to manage corporate records in an integrated manner. This means that the responsibility for recordkeeping should be viewed as the joint and collective responsibility.

The Records Continuum theory offers a holistic approach to recordkeeping because managing records is viewed as a continuous process of managing records from creation point to disposal stage. Upward (2017:59) argues that the continuum theory provides a worldview that can help connect the development of knowledge in archives and records management globally. This theory advocates for the new skills and knowledge to manage information. The continuous model requires archivists and records managers to have IT skills.

Authoritative and reliable archives that are created and maintained in an accessible, intelligent and usable manner support the operational and strategic accountability requirements of an organisation. Department of Public Service and Administration of South Africa (2002:13). Important decisions of any organisation is embedded in the records kept in the archives repository.

Archivists and records managers are involved at all stages of managing all kinds of records. Millar (1997:14) explained the four actions of records care under the records continuum model as follows:

a) Identification and acquisition: archives management actions associated to the selection and acquisition of archives. Okello-Obura (2011) indicates that records and archives should be identified in accordance with the mission of the organisation

b) Intellectual control: archives management actions relate to the arrangement and description of archives.

c) Access: Archives management actions relate to the description of archives. Procter (2008:152) argues that there is a close relationship between access and description of archives collection. This means that there is no access without full description of archives, searchers want subject access. Consideration should be observed to restricted, confidential information of state or organisation. Such records could compromise security of state, violation of human rights.

d) Physical control: archives management actions relate to the preservation of records. Paper base records should be preserved in the archives. In the case of the African National Congress archives, physical records are stored at the University of Fort Hare. Records and archives must be protected against pests, damages, well handle, authorisation should be in place to control movement of records.

Ambira and Kemoni (2011:43) argues that the records continuum model could be well adapted on the management of digitised records. It is essential to manage all electronic communications and technological change than a lifecycle view.

The records continuum model strengthen the link between records and archives management through the recordkeeping and the collective memory (Xiaomi 2003:29). This means that records are integrated and forming a continuum processes. This contributes to connection between records manager and archivists. The definition of record include records of continuous value. Continuous value are records with historical and cultural significance.

Roper and Millar (1999:45) state that the integrated records management requires to preserve records and archives in an accessible, intelligible and usable form for as long as they have continuing utility or value. It is essential to make information from records and archives available in the right format, to the right people, at the right time. The integrated approach is a unification of the lifecycle and continuum model in an integrated records and archives management system (Kalusopa 2011:21). Organisation strategic involves management of records and archives in an integrated

manner. The business plans, aims and objectives of organisation should be shaped by archival theory.

Namhila (2016) argues that a theoretical base for postcolonial archival studies and the decolonisation of the archive emerges in the large discourses on post-colonialism and post-colonialist. This provides a framework for theorising about the role of the archive in social conditions and forces such as colonialism, oppression, marginalisation and abuse of human rights. Archives is being explored as a contested, political space, a societal concept associated with the promotion of asymmetrical power.

Liberation movement's archives are by-products of bureaucratic activity especially during colonial period. Understanding the societal and organisational mandates that govern recordkeeping is essential.

The records continuum approach influenced by postmodern thinking and viewing recordkeeping as a continuous interacting and evolving set of contingent activities with individual, institutional and societal aspects Mckemmish & Gilliland (2013:84). Theorising about the nature and role of the Archive with reference to postmodern and postcolonial thinking including exploration of the concept of decolonising the archives.

There is another model known as the lifecycle of records which involves management of records in the form of a lifecycle. The lifecycle of records involves creation, maintenance, use and disposal of records. The standard of lifecycle is that recorded information has a life similar to a biological organism in that it is born, lives and dies. However, in case of the liberation archives, the researcher is of the view that liberation archives have continuous value. The history of the liberation archives continues to have institution values. Roper and Millar (1999:89) state that the records lifecycle has three stages termed as; the current, semi-current and non-current. The disadvantage of the lifecycle theory of records is that it defines who manages records from different stages. For example, records managers are responsible for the management of active, semi-active records. Archivists are responsible for the management of the inactive records. The researcher has a strong view that if records are not managed in an integrated manner this will lead to some of the historical records disposed in the first or second stage of records known as active and semi active. The retention schedule pose a challenge to the records which are not included or

mentioned in the file plan. Procter (2008:146) argued that creation of a classification framework would allow the researcher to identify allocation of records and files.

The models and concepts discussed in this section have informed the study as the researcher will be seen in the next sections.

4 Use of and access to liberation archives

Technological advances threatened long-term access to records and archives. Tough (2009:116) asserts that "...the problem of digital materials has many factors that work together to make them inaccessible..." Garaba (2010:95) points out that in terms of access, archivists have to ensure that there is long-term access to digitised information for the benefit of the users, and the maintenance therefore. Technological advances foster the obsolescence of access mechanisms and accelerate the loss of archival material. NISO (2007:25) describes a digital collection using the following principle: "...collections should be described so that a user can discover the characteristics of the collection..." including access, the collection authenticity and integrity.

Each of the above studies makes a valuable contribution to the understanding of the important issues associated with long-term access to electronic records. The proven research offers a general guideline on the digitisation of the archival materials. Building on the key concepts and concerns articulated by the authors described above, this report attempt to investigate the accessibility or non-accessibility of ANCArchives.

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

Studies by Garaba (2010:69) and Pickover (2009:79) emphasise the issue of partnerships between stakeholders to enhance access to digitised collections. The

Nordic region (Sweden, Norway, Finland and Denmark) played a role in rallying international support for liberation in Southern Africa. International communities felt it necessary to coordinate the ANC liberation archives were scattered all over the world. Partnerships with entities from countries in Europe address issues pertaining to heritage plundering, cultural asset stripping, transparency and equity in partnerships, accordingly, seeking funding to be a joint mandate. This would ensure the sharing and use of liberation archives. Digitisation facilitates the collaborative and efficient workflow processes that provide opportunities to share information.

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

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

Studies by Saur (2004a:222) and Limp (2005:69) substantiate the importance of disseminating the digitised heritage of a community to the international community to promote culture, heritage and political development.

Not only should there be proof of authenticity of the digital archives, digital access to one's cultural heritage. It also has an important influence on the actual preservation of the original materials. However, Pickover (2009:6) declares that, over time, sustainability issues could impact negatively on access in the country where the

documents originated. Studies by Pickover, Dale and Peters (2002) show that digital technology constitutes a new form of cultural imperialism. De Lusente (2004:90) is of the opinion that ensuring long-term access to digitised historical records and archival material is a formidable task that takes considerable time, effort and financial investment.

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

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

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

Studies by Garaba (2010:107) and Pickover (2014:59) show that access to digitised archives promotes reconciliation, fundamental human rights and freedom, and it is also a precondition for the exchange of ideas in a democratic country. Liberation archives enable people to understand the importance of heritage, memory and identity. In this regard, Pickover (2014:6) asserts that "...the archives of liberation movements are

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

The literature review indicated that the restriction of archive materials was also restricted by the colonial powers. Ngulube (2002:579) points out that “inventories of public archival records in repositories of former colonial powers that relate to the history of former colonies are not always available.” Former colonial powers denied people access to the colonial archives. Ngulube (2002:579) comments that the liberation archives are located in the national archives of former colonial powers and it is extremely difficult and expensive for researchers in the developing world to use them. Pickover (1998:63) declares that both the access and cost of access to the digitised artefacts are an area of contestation. This view is also emphasised by Katuu and Ngoepe (2015a; 2015b). Accessibility of digital artefacts is a privilege of rich people and poor people are not able to access.

Studies by Garaba (2011:163), Saur (2004b:110), and Paquet et al. (2009:34) show that liberation archives are important for the public with regard to research, scholarship and general interest because of its national significance. Liberation archives become an educational mandate for users and society as a whole. According to Garaba (2011:170), it is easier to gain access to surrogate copies of cultural heritage materials

and make them available and accessible to all due to the digitisation of the liberation archives.

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

5 RESEARCH METHODS

This study used a qualitative research approach to address research questions and objectives. The decision to use a qualitative approach was based on the research question and the nature of the data that the researcher needed to collect and analyse in order to address the question.

The purposive sample was used for this study. The researcher selects a sample based on knowledge of ANC history found in the ANC headquarter and Fort Hare University, Multichoice and Africa Media Online. The sample for this study included five ANC archives staff members and four digital archivists from the Multichoice and Media Online who were involved in the digitisation project of the ANC. Participants were selected purposively by looking at their roles in digitisation, their expertise in the digitisation process and their knowledge of the preservation of and access to archives materials.

The reason for the researcher choosing non-probability (purposive) sampling rather than probability sampling was to gain insight into the important of the digitisation project of ANC.

5.1 Data Collection Tools

This study used interviews, observation and review of documents as data collection instruments. The interview schedule was focused, open and brief, but allowed exploration of the participants' experiences through the generation of questions.

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

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

6 Data Analysis

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

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

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

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

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

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

7CONCLUSION

The result of the study led to the conclusion that accessibility of the digitised liberation archives is important. The Archives Management policy can provide guidelines for the organisation to carry out its functions effectively and efficiently. It can ensure adequate financial support and efficient administration according to national standards. The digitised archives can be accessible throughout the world without any boundary. Accessibility of liberation archives was dependent on the quality of digitised liberation archives. The full metadata of the liberation archives enables access to archives. The full description of archives enables a researcher to access archives on a website. The ANC had inventories, which can enable a researcher to access specific archives. Ngulube (2006:143) states that there is no use knowing about the existence of archives if physical, intellectual and bibliographic barriers prevent access to them. Records populated with metadata enable a researcher to access archives materials. McCausland (2011:313) states that larger archival institutions have made significant progress in the transition towards online access, from initial efforts to place finding aids online to providing access to the results of major projects to digitise high-use, high-demand physical records. It is also concluded that to improve the accessibility of archives, the full metadata of archives is required. The quality of archives facilities, services and collections in the ANC is necessary. Archives management policy plays an important role in the development of national memory.

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