Research in Information Management

Making a stronger profession

Dr Elizabeth Lomas
e.lomas@ucl.ac.uk

Dr David Bowen
david.bowen@audata.co.uk
Aim to explore...

- Role of research in a professional discipline
- Research in information and records management
- Examples, challenges & opportunities

With thanks to Professor Julie McLeod, Northumbria University
A profession requires...

professional education (not just training)

professional literature

scholarship
i.e. scholarly research

Community of practice

Academia

Professional body
Forum for Archives & Records Management Education & Research

- Maynooth University
- The University of Aberystwyth
- The University of Dundee
- The University of Glasgow
- The University of Liverpool
- The University of Northumbria
- University College Dublin
- University College London
- The National Archives, Kew
Forum for Archives & Records Management Education & Research

➢ Conferences
➢ Publications
➢ Harnessing research funding
  ▪ Confirm evidence
  ▪ Change direction
  ▪ Influence policy and people
  ▪ Build new platforms
  ▪ Impacting society
  ▪ Keeping the profession relevant
Delivering a research agenda

- **Applied Research**: knowledge > product, process, technology
  - **Experimental Development**: strategic, potential practical use
    - **Basic Research**: blue sky, fundamental, no assumptions, horizon scanning
Research across...

- People
- Technology
- Processes / Policy

Rights and Ethics
Why do we need Research? (Specifically, Qualitative Research)

• To understand the people dimensions
• User engagement
• Why?
• How?
• Behavioural and attitudinal change
• Ethics
‘I’m not a historical case, I’m still breathing’
Memory and identity in child social care records

Victoria Hoyle, UCL
&
Dr Anna Sexton, The National Archives
• Memory – Identity – Rights in Records – Access
• 2 year AHRC funded project (October 2017-October 2019)

• Qualitative data – interviews, focus groups and workshops with

1. Care leavers, with different care experiences
2. Social care practitioners
3. Information professionals
4. Academic researchers

• Aim: To generate nuanced accounts of information rights and information responsibilities in social care records.
Record DNA

Reconceptualising the life of digital records as the future evidence base

An international multidisciplinary research network

Prof Julie McLeod & Dr Elizabeth Lomas

northumbria UNIVERSITY NEWCASTLE

UCL

Arts & Humanities Research Council

#RecordDNA  @RecordDNA

https://RecordDNA.wordpress.com
Vision of a Record

Records Management

Individual

Society

Metadata

Data Quality

Content

Law and standards of behaviour

Device/Storage

Trust

Discover-ability
“What is a cynic? A man who knows the price of everything and the value of nothing.”

Oscar Wilde
Why do we need Research?
(Specifically, Quantitative Research)

• To measure our costs – know what we are doing
• To measure our benefits
• To know which efforts bring the most benefit
• To inform software and hardware vendors
• To increase our value to the organisation(s) we serve
• To know where to go next
Measure our Costs

• What information do we hold? (An Audit)
• What does it cost to hold it? (Physically, digitally)
• What does it cost to manage it and use it?
• What does it cost to retrieve it?
Measure our Benefits

• What is the value of information assets over time?
• What additional value(s) might be achieved?
• What risks (or damage) have we prevented (e.g. by disposal)?
Value our Services

• What quantitative benefits have our services provided?
• Have we saved people time and money?
• Have we cost them time and money?
Why do we need Research? (Mixed research)

Rights and Ethics
Research across...

People

Technology

Processes / Policy

Rights and Ethics
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➢ Harnessing research funding
  ▪ Confirm evidence
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  ▪ Build new platforms
  ▪ Impact society
  ▪ Remain relevant
YOUR CHANCE!

➢ What research areas/questions would you like to see delivered?
➢ How would you see this applied in practice/helping you?
➢ Your background
  - RIM practitioner
  - vendor
  - developer
  - academic
➢ Whether you want to be involved
➢ Sharing with IRMS and FARMER