

# The neglected fond in university archives

## The case of sport club records at the University of KwaZulu-Natal (UKZN), Pietermaritzburg Campus, South Africa

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### Abstract

**Purpose** – This paper aims to focus on the need to ascertain harmony in records and archives management practices between the university archives, sports union and the various sport clubs at the University of KwaZulu-Natal (UKZN) in an endeavor to establish whether these fugitive records are being captured.

**Design/methodology/approach** – Both quantitative and qualitative methods are used to investigate records and archives management practices in sport clubs on the Pietermaritzburg (PMB) campus, UKZN. Data are thus obtained through a questionnaire, interviews, observation and email correspondence. This triangulation of methods of data collection is designed to increase the validity and reliability of the results.

**Findings** – This study has established that there was much dissonance with regard to records and archives management practices and recommendations inter alia included their need for overhaul and the need for proactiveness on the part of archivists to collect this heritage for future reference.

**Research limitations/implications** – This study is only confined to the UKZN, PMB campus and not the entire university that constitutes a limitation. The findings may assist university authorities as decision and policymakers to ensure that records and archives management practices in universities are overhauled to prevent further loss of records. The study has focused on one genre of records, namely, leisure records, and there is a need for a comprehensive study on the entire university's record-keeping system.

**Practical implications** – This paper highlights the plight of university archives and reiterates the need for an urgent review by university authorities with regard to their management.

**Originality/value** – This paper has used a number of data collection techniques to ensure reliability and validity of the data gathered. Physically checking the collections in the university repository to establish gaps corroborated with the research findings in an effort to establish the underlying cause of poor archival development.

**Keywords** Sports, Record keeping, Leisure activities, Retention schedules, Sport club, University archives

**Paper type** Research paper

### Introduction

Universities generate records that cut across the broad spectrum of student life and activities. Elston (1979) noted that the nature of records varies as each student moves through the evaluative processes of academic performance and becomes involved in a wide range of social, political, intellectual and recreational activities. Students' records is a wide-embracing term and the (International Council on Archives (ICA), 2013) identified fourfold explanations of what constitutes this genre of records. One of the explanations singled out



for this study defined these to include some or all of the information created or received by a university, which documents inter alia student involvement in student organizations, athletics, extracurricular or leisure activities, social life, etc. [Samuels \(1992\)](#) noted that the term extracurricular encompasses all the activities – social, religious, athletic, political and cultural – that engage students outside of the classroom. These records, as the [ICA \(2013\)](#) noted, should be covered by an appraisal policy indicating the groups of documents to be destroyed at the end of retention periods or retained for permanent preservation. Similar to other records, student records document the history of the university and society in general. These are valuable assets for historical, genealogical and other types of research ([ICA, 2013](#)). Consequently, archival collections of primary source materials representing sport clubs document the rich sporting history of any university from its inception to the present.

[Roberts \(2008\)](#) defined a sport club as a group of students (and if the institution allows, faculty, staff and community members) who voluntarily organize to further their common interests in sports through participation and competition. Sport clubs typically operate within the student development and campus recreation programs, and report to a sport club administrator. Benefits of having a sport club include increase of student satisfaction and recruitment and retention of students ([Roberts, 2008](#)). In addition, sport clubs address the emotional behavior of students, as students are able to reduce stress, improve emotional well-being and happiness, build character and improve self-confidence ([Roberts, 2008](#), p. 172). This work life balance mirrors human endeavor in all spheres of life as footprints of existence or as noted by [Harris \(2016\)](#) and [Roe \(2016\)](#) as evidence of the behavior and reactions of humans interacting in different times and spaces. [Samuels \(1992\)](#) aptly commented that this is a part of socialization which includes all those activities that foster social, cultural and physical development of the student outside the formal academic program. In the case of University of KwaZulu-Natal (UKZN), [Guest \(2015\)](#) noted that rugby for instance was the most high-profile student sport and that sport in general provided a popular and more acceptable outlet for student energy during the formative years of the establishment of the then University of Natal. In the conduct of business, [Esposito \(2004\)](#) noted that records are thus created and these sport collections are inclusive of a wide gamut of archival collections. These include individual athlete and coach papers, sport foundation and development, conditioning and training, legal issues and medicine to financial records, tournaments and championships, history, publications, broadcasting and gender equity records ([Esposito, 2004](#)).

However, few sport clubs or associations archive material, and when they do, it is typically uneven and anonymous ([Booth, 2006](#); [Samuels, 1992](#)). Those records of extracurricular activities or informal campus records as noted by [Crawford \(1979\)](#) and [Burckel \(1979\)](#) need to be preserved as these are of short-term value, and the archivist thus needs to catch a representative sample of programs documented in those records. Such records have a relatively short institutional life hence the need for their quick disposition in view of them having fulfilled their immediate purpose and future space constraints. In addition, such records are not core to the business operations of the university but could have archival value as these capture the sporting activities of a spectrum of the university's community.

### **Background to the study**

The city of Pietermaritzburg, located in the center of the scenic Natal Midlands, South Africa, close to numerous nature reserves and parks, only 1-h drive from Durban and 2-h drive from the Drakensberg in South Africa, is the birthplace of the former University of Natal and its forerunner, the Natal University College, founded in 1910 as the Natal University College.

The UKZN was formed on January 1, 2004, as a result of the merger between the University of Durban-Westville and the University of Natal. The new university thus brings together the rich histories of both the former universities (UKZN, 2017).

UKZN has a hybrid recordkeeping system in which both paper and electronic records are used in the conduct of business with the former predominant. The guideline on principles and regulations for student records management (2013) affirms that the university is required to keep and manage records of both the past and current students in paper-based and electronic format within South Africa's legislative framework. The University archives do not have an electronic document and records management systems (EDRMS), a software application that can be used to manage digital information. The bulk of its collections is largely paper-based, which means much digital information is not being captured, maintained and made accessible over time which has implications on the preservation of its corporate memory in digital form in the long term. Plans are afoot to introduce EDRMS, as this will enable scanned or digitized copies to be captured in the system but this is yet to commence. The major challenge confronting the University archives is that it does not have an established records management programme, which is one of the fundamental requirements for the successful implementation of an EDRMS. In consequence, which is symptomatic of this malaise, important records being generated by sport clubs are not being captured which is a loss to the institution's corporate memory. In total, there are 12 different types of sport clubs representing the different extracurricular activities on campus, as outlined in Table I.

### Problem statement

University records remain a fundamental element in the management of the knowledge capital of any academic institution. Their proper management facilitates good governance, accountability, transparency and access to information. However, university archivists face the challenge of documenting student life. Sport club records, which are one genre constituting university records, have remained one of the most elusive of records to find their way into a university archive. Swain (2003) observed then that while the majority of archivists recognize the importance of documenting the extracurricular activities of student life on campus, they have, however, not collected these in a systematic and dedicated manner. To compound the problem, the challenge of documenting records generated in sport clubs is that this is transitory material and thus has a relatively short lifespan. Maher (1992) noted that one of the archival management challenges of records belonging to student

Name of club	Year founded	Male	Female	Total
Cricket	1911	58	19	77
Rowing	1929	24	27	51
Soccer	1913	344	19	363
Rugby	1911	27	0	27
Volleyball	Unknown	18	19	37
Karate	1965	24	18	42
Hockey	1911	8	14	22
Athletics	1911	29	24	53
Netball	1949	0	41	41
Tennis	1911	25	41	66
Dancing	Unknown	11	40	51
Basketball	1964	16	18	34

**Table I.**  
Foundational dates  
of sport clubs with  
membership stats

bodies is that they are almost always voluntary groups with no paid staff to manage files and publications and no established office space to house their records. These groups are therefore not reliable custodians of their own current records, let alone their historically valuable documents (Maher, 1992). It is this background that informed this study; hence, the research sought to investigate the records and archives management practices of sport clubs at UKZN, Pietermaritzburg (PMB) campus to establish whether there was any synchronization of recordkeeping practice between the sport clubs, sports union and the University Archives to avoid memory amnesia.

### Objectives and research questions

The main objective of this study is to examine records and archives management practices in sport clubs at the UKZN, PMB campus to establish the extent to which this enabled their preservation and access in the long term. Arising out of this main objective, the following research questions guided this study:

- RQ1.* What are the records management practices of sport clubs at the University of KwaZulu-Natal, Pietermaritzburg Campus, from creation to disposition?
- RQ2.* Is there harmony of records and archives management practices between the sports union and the University Archives at University of KwaZulu-Natal, Pietermaritzburg Campus?
- RQ3.* What recommendations on records and archives management issues pertaining to sport club records can be made?

### Review of related studies

Iwhiwhu (2005) carried out a study on the management of university records in four randomly selected federal universities in Nigeria. Amongst the key revelations for this study included the fact that administration of records was without recourse to the principles of records management. The challenges of records management in Nigerian universities include no university records manual, no records retention and disposition schedule, personnel handling the records not trained in records management, inadequate facilities for the preservation, storage and retrieval of records, no filing manual, inadequate computers to manage the volume of records generated and the attitude of administrators toward records and records management. Choongo (1998) also echoed similar sentiments and noted then that records keeping at the University of Zambia was shambolic as the university lacked a clear policy on records retention and redundancy. Khumalo and Chigariro (2016) also bemoaned the lack of systematic records management programs at the National University of Science and Technology in Zimbabwe that provide a continuum of care through the record's lifecycle. Matangira *et al.* (2013) conducted a record survey at the University of Namibia with the objective of implementing a record management programme at the university after realizing how backward the system was. This status quo is not surprising as Mnjama (2002) noted that the management of records is very often given low priority in organizations, and universities are no exception in this. Dan (2013) bemoaned the collection bias for university archives in Australia with emphasis on the famous to the exclusion of the lesser known. Dan (2013) further noted that the well-described, well-managed and well-known tend to be easy targets to the extent that a substantial corporate archive is utopian and invisible.

Various authors notably Iwhiwhu (2005) and Sulej (2009) observed that records management at the university level is a new development in Nigeria and South Africa,

respectively. [Chinyemba and Ngulube \(2005\)](#) carried out a study on the records management practices at UKZN and pointed out that the University Archives was playing a limited role in the management of current records in the creating units. Their study was limited to faculties and schools located on the Pietermaritzburg Campus of the UKZN and this was also the case with [Kyobe \*et al.\*'s \(2009\)](#) study on electronic records management at a South African university, as the focus was on university faculties. Both studies overlooked records documenting student life at university from a recreational point of view.

[Swain \(2003\)](#) noted that student records not only provide fodder for scholarship and classroom instruction but also serve the multifaceted research needs of administrators, alumni and the community. [Wagner and Smith \(2012\)](#) and [Swain \(2003\)](#) correctly noted that one of the challenges of collecting student organization records and other documents concerning students' extracurricular activities was due to the transient nature of any student body. The average student's college career is four years and many students leave little evidence of their experience at the college or university. [Straw \(1994\)](#) equally noted that much of the student life is unorganized, individualized and transitory and that a significant part of the education process never gets into print or recorded anywhere but in the student's memory. Nonetheless, student organization records provide critical insight into aspects of student, faculty and institutional life that are often missing from official institutional records, publications and personal papers of students. [Swain \(2003\)](#) also highlighted the following reasons as to why this corpus of records was difficult to collect:

- High turnover in student organization and club leaders presents challenges for contacting groups for their records.
- Frequent name changes and the short-life span of most organizations.
- Many student organizations neither maintain records nor retain those that are created.
- Groups/clubs creating records using technologies rarely print out and save these as electronic records.
- There is reluctance by some groups to allow access to their records because of their own prejudices.
- Sheer neglect as records are lost in their small offices because of lack of care or other disasters.
- Lack of awareness as students have that "present thinking mentality" and do not have that posterity vision for reference's sake.
- Lack of policies, resources and time constraints by archivists as student records are the last priority consideration for them.

[Straw \(1994; Thelin, 2009; Dan, 2013 and Johnes, 2015\)](#) echoed similar sentiments and noted that campus archivists today often face a situation in which responsibility for being stewards of official records consumes an inordinate percentage of professional time, resources, space and budgets.

### Research methodology

This study is anchored in the post-positivist paradigm with an emphasis on methodological pluralism and [Yin \(2014\)](#) noted that case study inquiry relies on multiple sources of evidence with data needing to converge in a triangulating fashion. This case study thus represented a form of mixed methods research (MMR) ([Yin, 2014](#)) and [Ngulube \(2010\)](#) advocated a paradigm shift and a change of mindset for library and information science (LIS) researchers

in Sub Saharan Africa to exploit the benefits offered by MMR when conducting research. Data collection was primarily done using a questionnaire distributed to the 12 sporting clubs at the PMB campus, UKZN. Structured interviews were done with both the sports administrator and the university archivist, while observation of the records in stock, presence of retention schedules and equipment also complemented the data gathered.

### Data collection

Data were thus obtained through a questionnaire, interviews, observation and email correspondence. This triangulation of methods of data collection was designed to increase the validity and reliability of the results. The UKZN, PMB campus was the single unit of study in an effort to gather information about sport club records.

### Participants

A study population is the element of research from which the researcher draws inferences to explain the phenomena or, as noted by [Babbie \(2013\)](#) and [Bless and Higson-Smith \(2000\)](#), is the element about which the researcher wants to determine some characteristics or conclusions. The population of the study was the 12 active sport clubs at the UKZN PMB campus, the sports administrator representing the sports union and the university archivist. The list of the clubs was obtained from the UKZN website ([UKZN, 2016](#)) and the active clubs were identified with the help of the sports administrator who co-ordinates sports activities at the university. Apart from the coordinating function, the sports administrator was also targeted as she provided information on policy issues related to the management of information produced by sport clubs at the university. Apparently, a joint memorandum statement issued by former PMB Sports Union President W.A. Hawksworth and Sports Organizer L.J. Templehoff way back in 1980 states that it is the prerogative of the sports union to encourage and assist students to manage and administer their own clubs ([Hawksworth and Templehoff, 1980](#)). In a nutshell, the sports union is a corporal, separate and distinct body recognized by the council of the university for the purpose of controlling and administering sport.

University Archives personnel were also included as they provided information on the extent to which they were providing a continuum of care to those records from the point of creation to ultimate disposition. [Coetzer \(2013\)](#) highlighted that university records have to be part of a comprehensive records management system that ensures that all university records are properly and securely managed, replaceable (in the case of vital records), preserved, archived and disposed of when necessary and, in addition, rendered accessible when need arises. In addition, data were also solicited from the university's stakeholders in the various sporting disciplines and prominent researchers at the University Archives through email correspondence. An examination of the University Archives' records inventory to check for sport clubs records in the archives was done on November 8, 2016 to check the archives in stock and identify the gaps in the collection. In addition, the storage available, existence of retention schedules, use of computers in records and archives management and use of EDRMS were some of the items under observation. In consequence, it is therefore apparent that in the conduct of this study, both quantitative and qualitative methods were used to investigate records and archives management practices in sport clubs on the PMB campus, UKZN. Of the 12 questionnaires that were distributed, all were returned. This high return rate owed much to the assistance provided by the sports administrator in tracking down the sport clubs under survey.



## Data analysis

The data obtained quantitatively were analyzed using SPSS, whereas that obtained qualitatively were content analyzed. [Table I](#) provides summary information of the sport clubs with regard to identity, date founded and gender composition of registered members in each sporting discipline for 2016.

## Findings

This section presents the results from the data that were obtained from questionnaires, interviews, observation and email correspondence. The following themes were used to present the findings:

- Q1.* What are the records management practices of sport clubs at the University of KwaZulu-Natal (UKZN), Pietermaritzburg Campus from creation to disposition?

The results revealed a mixture of responses on records management practices in sport clubs as presented in [Table II](#). A total of 12 clubs have both electronic and paper-based records; however, only 9 have designated personnel for managing records. From the 12 clubs studied, 7 did not transfer non-current records to the sport union or to the University archives, 8 experienced loss of records and 8 held a register of all records created or received at their clubs.

There is divided opinion on the existence of policies in the management of sport club records. The old [Sports Union Constitution \(1988\)](#) was explicit on what should be done with records of sport clubs at the University. Section 23 (e) of the Constitution states that:

It shall be the duty and responsibility of each club secretary to see to it that the minutes and other records of the club are lodged and kept in steel lockers in the Sports Union office and that all such records and the locker key handed to the secretary of the Sports Union before the 30 October each year.

This policy is no longer in operation following the amended [Sports Union Constitution \(2008-2009\)](#) to see the execution of this responsibility, which possibly explains the yawning gaps in the archives with regard to sport club records. The last deposit from the sports union was in 1990 and an inventory of records and a physical check done between November 8 and 9, 2016 in the University Archives confirm this inconsistency. One alumni from the rugby fraternity confirmed this practice and noted:

Item	N = 12	Yes	No
There are existing policies for the creation of records in my club		6 (50%)	6 (50%)
Records are created, altered and concealed by unauthorized persons in my club		—	12 (100%)
There are categories of staff responsible for records in my club		9 (75%)	3 (25%)
Measures are in place to restrict unauthorized access to records in all forms		6 (50%)	6 (50%)
There is documentation of all records that have been created or received in my club		8 (67%)	4 (33%)
Non-current and vital records are transferred to the University archives for preservation and reference		5 (42%)	7 (58%)
Loss of records has been experienced from time to time in my club		8 (67%)	4 (33%)
My club records are stored electronically		10 (83%)	2 (17%)
My club records are stored manually		7 (58%)	5 (42%)
My club records are stored electronically and manually		10 (83%)	2 (17%)
I am aware of legislation governing records management activities at the university		5 (42%)	7 (58%)

**Table II.**  
Records management  
practices of sport  
clubs at UKZN, PMB  
campus

During my term as President of the then UNPRFC, 1977-87, our meeting minutes were recorded in a book kept by the Sports Union. I did write a brief history of the rugby club and we celebrated the 75th Anniversary in the City Hall, in the very room in which the club was founded.

The gaps in collections are further corroborated by one researcher who noted that:

There are extensive gaps in the photographic record of top open, U19/20 and representative teams. I obtained some team photographs from archives but most from the private collections of alumni. There needs to be the systematic lodging of significant annual photographic material to archives and in this digital age, both submission and storage shouldn't be onerous. The primary source of written material on the rugby club in Archives, for the period I was covering, was the University publication *NUX* (available copy, 1949 – 1969). It contained a number of results, reports on matches and humorous pieces on players. There was the odd newspaper article, but nothing systematic/chronological. Minutes of meetings were largely absent as were review reports such as the President/Chairman's annual address. If I remember correctly, there was one review prepared for a previous celebratory occasion which was useful. My other written references were the following general publications:

- Herbert, Alfred. (Reg Sweet Ed.). *The Natal Rugby Story*. Shuter and Shooter, 1980.
- Medworth, C.O. (Ed.) *History of Natal Rugby 1870 – 1964*. Howard Timmins.
- Sweet, Reg. *NATAL 100. Centenary of Natal Rugby Union*. Natal Rugby Union, 1990.

Apart from written material, I consulted widely for anecdotal contributions, personal records, etc., from past members. I do think the systematic filing of minutes of meetings, Chairman's reports, President's addresses, University publications, and if possible, newspaper articles, would contribute immensely to our historical heritage.

Upon further inquiry by the researcher whether the sports union was electronically archiving sport club minutes and if so where these were being stored, the sport administrator acknowledged that these were being stored on the University H drive and that they were looking to transfer these to an external hard drive.

Campus newspapers may document selected competitions and include player profiles. Teams may document full information about participants, games played or results. Incidentally, the student newspaper *NUX*, which the researcher makes reference to, contains coverage of sport clubs on the PMB campus, and this collection goes as far as 1997 and there is nothing in the University Archives from 1997 to the present. Upon inquiry, the archivist acknowledged the gap and advised the researcher to check with the students union PMB campus who are responsible for the publication. With the current upheavals on university campuses in South Africa, the information about *NUX* could not be established.

Nonetheless, all 12 sport clubs confirmed that they had competition and equipment records, whereas 8 confirmed that photographs and films constituted a vital collection of their records, as shown in [Table III](#). Whether records pertaining to equipment were properly managed is another story as way back in 1989 concern was raised over sports union equipment and storage. The head of sports administration remarked that the sports union had little control over their general equipment stock and that many borrowed items could not be accounted for and that there was a shortage of space to house the equipment ([UKZN Archives, 1989](#)). Fast-forwarding the clock to this century, the current heads of sports administration acknowledged that they were still facing challenges in managing records dealing with student organizations, as generally there was lack of that recordkeeping culture by students due to the nature of committees. The sports administrator further



Sport club records	N = 12	(%)	Sport club records
Competition records	12	100.0	
Player profiles	5	41.7	
Scholarship awards	5	41.7	
Insurance	3	25.0	
Photographs and films	8	66.7	
Recruitment	7	58.3	
Sports merchandise	6	50.0	
Dining rosters	1	8.3	
Drug tests	1	8.3	
Officials evaluation reports	3	25.0	
Press cuttings	7	58.3	
Equipment	12	100.0	

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**Table III.**  
Records created by  
sport clubs at UKZN,  
PMB campus

reiterated the need for a proper or formal records management policy to help in this regard. This is quite correct as the International Standard on Records Management (ISO 15489-1) emphasizes the importance of having a records management policy to achieve good recordkeeping and good governance. Having a records management policy helps staff to understand the importance of managing records well, and sets the broad standards that staff should follow to achieve good records management (ISO 15489-1).

The onset of technology has obviated the issue of distance and has enhanced human interaction with various Web and social media technologies. Sport club members preferred to communicate via WhatsApp (12), Facebook (10), email (8), Instagram (5) and the Sports Union SMS (4). [Table IV](#) presents the full list of the preferred communication platforms.

On further inquiry whether they considered such material generated by Web and social media technologies as records, seven agreed, whereas five disagreed. Social media information contains evidence of a club's business activities and there should be policies and protocols as to how to manage such records. Responses by the sports administrator in [Table V](#) with regard to the existence of an electronic records management policy and EDRMS show dissonance and the likelihood of such records not being captured into the EDRMS exists and the sports administrator confirmed this status quo in an email correspondence to the researcher on November 15 2016. The Sports Union SMS system is in fact social media in official capacity as these are records that provide evidence of business activity. With regard to the governance framework for archives, none of the clubs is aware of the Electronic Communications and Transactions Act (ECTA), which regulates records created in networked environments. Only two were aware of the Protection of Personal Information Act (POPI) and the National Archives and Records Service Act of South Africa (NARSSA):

- Q2. Is there harmony of records and archives management practices between the sports union and the University Archives at University of KwaZulu-Natal (UKZN), Pietermaritzburg Campus?

The need to ascertain whether there was synchronization of records and archives management practices between the University Archives and the sports union constituted the basis for the RQ2. [Table V](#) shows a number of anomalies, highlights of which include the non-deposit of records to the university archives which the archivists and sports administrator agree to; the lack of an officially adopted electronic records management policy. The archivist acknowledged that in the past decade, she has worked for the University Archives, she had not received any records from the sports union but only

**Table IV.**  
Electronic  
communication  
channels used for  
communication with  
members

Item	Yes	No
Wikis	–	12 (100%)
Email	8 (67%)	4 (33%)
Blogs	–	12 (100%)
Twitter	3 (25%)	9 (75%)
Facebook	10 (83%)	2 (17%)
WhatsApp	12 (100%)	–
Periscope	–	12 (100%)
Instagram	5 (42%)	7 (58%)
LinkedIn	1 (8%)	11 (92%)
Word of mouth	1 (8%)	11 (92%)
Notice boards	1 (8%)	11 (92%)
Sports Union SMS	4 (33%)	8 (67%)
Blogs	–	12 (100%)
Flickr	1 (8%)	11 (92%)

**Table V.**  
Comparative  
responses by  
University Archivist  
and sports  
administrator on  
records management  
practices by sport  
clubs at UKZN, PMB  
campus

Activity	Archivist		Sports administrator	
	Yes	No	Yes	No
Provision of professional records management advice to the sports union		✓		
Conducting records appraisal of sports union records		✓		
Assisting sports union staff to develop records retention schedules		✓		
Advice to sports union staff about security provisions in disposition of records		✓		
Deposit of records to the university archives by Sports Union		✓		✓
Consultation of archival material at the university archives by sports union staff	✓		✓ ( <i>limited basis</i> )	
Presence of an Electronic Document and Records Management System (EDRMS)		✓	✓	
Presence of an officially adopted electronic records management policy		✓		✓
Presence of an officially recognized University records policy		✓		
Awareness of legislation governing recordkeeping requirements in department	✓			✓
Awareness of Protection of Personal Information Act (POPI), No. 4 of 2013		✓		✓
Awareness of Promotion of Access to Information Act (PAIA), No. 2 of 2000	✓			✓
Awareness of Electronic Communications and Transactions Act (ECTA), No. 25 of 2002		✓		✓
Awareness of the National Archives and Records Service Act (NARSSA), No. 43 of 1996	✓			✓

recently from one committee which was a publication celebrating 100 years of rugby at the university. The centenary publication in question is that by [Schulze and Bishop \(2011\)](#), which was compiled using material from the UKZN archives. In an interview with the researcher, the archivist confirmed that the university's swimming pool plans could not be located which the sports administrator wanted to consult in 2015. Upon further inquiry through email correspondence on November 15, 2016, the sports administrator corroborated

and remarked that they were trying to find plans that included diagrams of underground pipes, but these were not found.

## Discussion

The University Archives is a passive recipient of records created by sport clubs as there are certain aspects of records management that are absent resulting in poor archival management. The University archives is still confined to that traditional role of focusing on archival custody and [Ryan \(2013\)](#) observed that one cannot successfully preserve records if they are not created, managed, stored and transferred properly. [Vaal-Senekal \(2016\)](#) stated that many organizations neglect the preservation of their own heritage in the form of records they create, which often leads to loss of organizational memory. [Flinn \(2008\)](#) concurred and noted that passivity and inaction will only result in this material being lost or made unreadable. In their case study of UKZN's records management practices, [Chinyemba and Ngulube \(2005\)](#) observed similar sentiments, and noted that the University Archive was playing a limited role in the management of current records in the creating units. Similarly, this neglect is not only confined to university archives but also to faith-based collections as a study by [Garaba \(2015\)](#) showed.

This neglect could be due to the lack of awareness and a strong recordkeeping culture within organizations. The success of a record and archive management programme depends on the existence of a strong policy framework that will enable co-operation to flourish, as staff and sport clubs will be aware of their recordkeeping roles in their respective domains or portfolios. The sports administrator acknowledged that the co-operation with the University Archives was on a limited basis and in her recommendations, she wanted to be knowledgeable as to how further interaction with the Archives could be enhanced. Allied to this issue, the researcher asked the sport administrator whether they were not experiencing space shortages for their records in paper form, as their last deposit of records to the University Archives was in 2003. The sport administrator responded as follows:

For our financial and registration records yes, but we would need to get a clear idea from archives what exactly they would store.

From the foregoing, it is discernible that there is lack of awareness hence, the need of publicity for the sports union and its affiliate clubs to be conscientized about the University Archives as the custodian of the institution's sporting heritage. Apparently, it is well documented that sport clubs at the UKZN have a long chequered history as noted by [Guest \(2015\)](#), and this explains the scattered nature of documentation and the few records that have survived owe their existence to the goodwill of individuals. [Johnes \(2015\)](#) agreed and noted that where sporting material is deposited in an archive, it can be down to the requests of individual archivists or a club official with a sense of history, a wish to see his/her organization and own actions remembered, or even just a desire to free up some space in an office.

Allied to the foregoing is the fact that written documentation is scarce in sport clubs but there is abundant visual record ([Samuels, 1992](#)) and the rugby centenary compilation by [Schulze and Bishop \(2011\)](#) made extensive use of archival material from the archives in the form of photographic material. Photographs, films and videos can provide insights into the student's experience that few other forms of documentation offer. Such images reveal friendships, social groups and the physical environment in which students study, sleep and play ([Samuels, 1992](#)).

What recommendations on records and archives management issues pertaining to sport club records can be made?

This study proposes four-fold recommendations, which UKZN needs to adopt in its effort to revamp its records and archives management practices, and these could be extended to universities in developing countries and will now be enumerated.

First, there is no consistency in the depositing of sport club records with the University Archives, which explains why there are so many gaps in the collection. The series of leisure records belonging to sport clubs for instance is incomplete and deposition of records is more out of the dedicated will of individuals and not guided by a policy framework and established procedures. The establishment of an Archives and Records Management Advisory Committee, which should look at the records management interests of the university as a whole, could provide the starting point. The UKZN Principles and Regulations for Student Records Management (2013) acknowledges that there are no university-wide approved principles and regulations for management of those student records created in both paper and electronic forms and this is one area that this committee should urgently address. Ensuring that these are in place will facilitate that enabling environment for records and archives management programs to function instead of the current *ad hoc* approach.

Second, UKZN should consider benefits arising from research of student records. They may be used for writing the university's own history, thus contributing to its identity, or in promotional campaigns, university development and advancement, etc. [Mgwaba's \(2013\)](#) research project made extensive use of archival sources at the University Archives and the *NUX* and *DOMÉ* newspapers and sports union newsletters were some of the archival sources used in this study. The same is true for the rugby centenary publication by [Schulze and Bishop \(2011\)](#), which also used material from the University Archives. Moreover as a source of valuable data, student records may be a prerequisite to attracting research funding ([ICA, 2013](#)). From both a research and an administrative standpoint, university archivists have a special obligation to preserve the record of individual students, student organizations and campus life ([Elston, 1979](#), p. 72).

Third, in this modern information environment, the very existence of successful archival programs demands that archivists assume a more active role. [Brown and Yaker \(1996\)](#) noted that:

No longer can the archivist satisfy himself or herself with physical ownership of materials, a quest which in itself may be untenable in the digital and post-custodial age. The archival profession can no longer remain passive observers, as advocated years ago.

To document student experiences fully, it is essential that the archivist institutes an innovative outreach program that underlines the importance of maintaining and using student-related documents, and alumni in the archives' program. A full record may only be achieved through conscious documentary efforts. The archivist will need to request sport clubs to undertake special documentary projects in which they capture their sporting highlights for posterity's sake. The involvement of the alumni in such documentation should continue and the archivist deserves commendation for opening up the repository for research leading to the publication of the rugby centenary magazine publication by [Schulze and Bishop \(2011\)](#). Such a community centered focus will ensure that hidden or invisible communities are documented as advocated by [Gilliland \(2014\)](#).

Finally, the sports union and the University Archives should establish a close working relationship to ensure that vital records created by sport clubs find their way into the archives for permanent preservation. The used schedules to control the retention and destruction of records should be prioritized. [Penn et al. \(1994\)](#) pointed that a records management program should not only be about transferring official, non-current records to

an archival repository but also taking a records inventory of all offices and departments within the university, appraising the records, establishing retention periods and developing and applying disposition schedules. This should also be extended to sport club records. Records need to be kept well, as a resource and as a tool to increase an organization's efficiency (Ngoepe, 2014). In a nutshell as recommended by Mnjama (2002), records management processes at universities should be formalized through a combination of policies, procedures, infrastructure, tools, training and resources. Once this infrastructure for a records management programme is established, the plans for EDRMS can commence to enable integration with other applications, such as workflow systems, databases, collaborative workspaces and websites.

### Research limitations/implications

The study is based on the PMB campus of UKZN only with regard to how sport club records are being managed and the relevance of this study needs to be viewed in this light as this is a case study on UKZN, PMB campus. The findings will need to be tested on the four other campuses that are parts of UKZN, namely, Edgewood, Howard, Westville and the Medical School. The study focused on one genre of records, namely, leisure records, and there is a need for a comprehensive study on the entire university's recordkeeping system.

### Significance of the study

This study adds to the scarce literature on the body of knowledge on records and archives management practices in universities, particularly in regard to the need for leisure records to be archived as this is not presently the case.

### Conclusion

This study has established that records that document leisure or extracurricular activities of students to understand the educational process over time at universities rarely find their way into university archives. Their survival largely depends on the goodwill of individuals who have that posterity vision. These records have a short life span due to the transient nature of student life and failure to capture this record means one part of student life is under documented which has implications from a research and educational point of view. Capturing this ephemeral record has posed significant challenges to the archivists in view of their workload and the complexities involved due to the elusive nature of these organizational committees. The need to establish harmony in records and archives management practices between the University archives, sports union and the various sport clubs at UKZN is a pre-requisite for recordkeeping activities to operate. University authorities need to assist in this regard by ensuring that an enabling regulatory environment is provided to ensure that a continuum of care is provided to these records. The establishment of an Archives and Records Management Advisory Committee could kick-start this renaissance. The need to broaden this study to all the five campuses at UKZN for a larger sample on this genre of archives is strongly recommended.

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