

## Swiss Competency Model for the Archivist of the 21<sup>st</sup> Century

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Swiss Competency Model for the Archivist of the 21<sup>st</sup> Century

### ABSTRACT

The paper discusses the competency model for archivists that the Swiss Association of Archivists (AAS) has written and published in 2012 to create a common model for all the parts of Switzerland including its different German, Italian and French traditions. The goal was to define the profession at the Swiss level, including its new aspects, and also communicate a positive picture of the profession, which remains mainly unknown outside specialized circles. Challenges between different linguistic traditions, new requirements of the professions, and a threefold set of competencies are explained through examples given in French and German, and translated into English, in the AAS documents *Les métiers des archives: Le profil professionnel des archivistes* (Profession in Archives : Competency Model of the Archivist) and *Archiviste: un métier* (Archivist : A Profession). Archival activities require specialized knowledge, professional competencies and social competencies, a new area for the first time taken into account and officially recognized.

**Key words:** competency, model, archivist, records manager, skills

Modello di competenza svizzero per l'archivista del XXI secolo

### SINTESI

Il documento disquisisce sul modello di competenza degli archivisti che l'Associazione svizzera degli archivisti (AAS) ha scritto e pubblicato nel 2012 per creare uno standard comune per tutte i Cantoni della Svizzera, incluse le diverse tradizioni tedesche, italiane e francesi. L'obiettivo era quello di definire la professione a livello svizzero, compresi i suoi nuovi aspetti, e anche comunicare un quadro positivo della professione, che rimane prevalentemente sconosciuta al di fuori della cerchia degli specialisti. Le sfide tra le diverse tradizioni linguistiche, i nuovi requisiti delle professioni e un triplice insieme di competenze sono spiegati attraverso esempi in francese e tedesco e tradotti in inglese nei documenti AAS *Les métiers des archives: Le profil professionnel des archivistes* (Professione archivista: modello di competenza dell'archivista) e *Archiviste: un métier* (Archivista: una professione). Le attività

archivistiche richiedono conoscenze specializzate, competenze professionali e competenze sociali, una nuova area per la prima volta considerata e riconosciuta ufficialmente.

Parole chiave: competenza, modello, archivista, gestore di archivio, capacità

Švicarski model kompetenc za arhiviste 21. stoletja

### IZVLEČEK

Članek obravnava model kompetenc za arhiviste, ki ga je Švicarska zveza arhivov (AAS) pripravila in objavila leta 2012, da bi ustvarila skupni model za vse dele Švice, vključno z različnimi nemškimi, italijanskimi in francoskimi tradicijami. Cilj je bil opredeliti poklic na ravni Švice, vključno z njegovimi novimi vidiki, in prikazati tudi pozitivno sliko o poklicu, ki ostaja zunaj specializiranih krogov v glavnem neznan. Izzivi med različnimi jezikovnimi tradicijami, novimi zahtevami poklicev in trojnim setom kompetenc, so pojasnjeni s primeri v francoskem in nemškem jeziku, v dokumentih AAS *Les métiers des archives: Prof profil professionnel des archivistes* (Poklic v arhivih: Model kompetenc za arhiviste) in *Archiviste: un métier* (Arhivist: poklic) pa so prevedeni v angleščino. Arhivska dejavnost zahteva specializirana znanja, strokovne kompetence in socialne kompetence, ki so novo področje, ki se prvič upošteva in uradno priznava.

**Ključne besede:** kompetentnost, model, arhivist, delavec, ki dela z dokumentarnim gradivom, spretnosti

## 1 Introduction

The Association of Swiss Archivists (AAS) decided in 2009 to create a common competency model for all the parts of Switzerland including its different German, Italian and French traditions. The goal was to define the profession at the Swiss level, including its new aspects, and also communicate a positive picture of the profession, which remains mainly unknown outside specialized circles.

The success of the French document «*Référentiel métier: La profession d'archiviste ou les métiers des archives*» was also an incentive (2017).

In 2010, a group of 5 people coming from the AAS working group in Training worked on a draft, based on the French one. Integrate the Swiss reality was a challenge; it had to give space to French and German-speaking traditions. In 2011, it was translated into German. In 2012, the last modifications were brought in order to give an overview of the profession in Switzerland. The competency model also had to get away from the French system, rather traditional and centralized, whereas Switzerland is a federal country with independent levels (federal, regional and local communities). Moreover, there was a search for a balance between records management, new aspect of the profession, and the other more traditional dimensions of the profession like preservation, better known by specialists and non-specialists.

Three documents were produced, in paper and electronic form, in French and German (in which the term “archivist” includes also “records manager”).

“*Les métiers des archives: Le profil professionnel des archivistes*” (2012), in table form, 19 pages easy to modify if necessary.

“*Archiviste: un métier*” (2012), shorter graphic leaflet of 11 pages.

“*Schéma de formation en archivistique et offre de formation de l'AAS*” (2012), a one-page training map and AAS training offer explaining the professional three-level education available in Switzerland.

## 2 Official definition of an archivist in Switzerland

*Archivist: a profession.* Archivists deal with information of extremely varied types. They evaluate, collect, support documents and communicate them. They work with originals and unique pieces, important in legal, historical or scientific terms. They ensure the preservation and enhancement of the value of written, electronic and audiovisual documents (*Archiviste: Un métier*, 2012, p. 2).

Archivists work in public archives (federal, cantonal, communal or ecclesiastical archives), in archives dedicated to specific themes and in other public institutions, private companies and associations.

### 3 Special skills and varied activities

Archival work requires specific professional skills. Those who practice it have followed different paths. Entry to the field often involves a university course - mostly in history - or by learning as a records information officer, followed by postgraduate studies in an Haute Ecole de Gestion. Various institutions offer post-graduate courses and the Swiss Association of Archivists (AAS) itself organizes professional development courses and professional days dedicated to the profession and its actors.

The activities of archivists vary greatly, determined by the type of enterprise employing them, their specifications, their training, their personal qualifications and inclinations. They are subdivided into five main categories, and a sixth one concerning communication, which is a fast growing area.

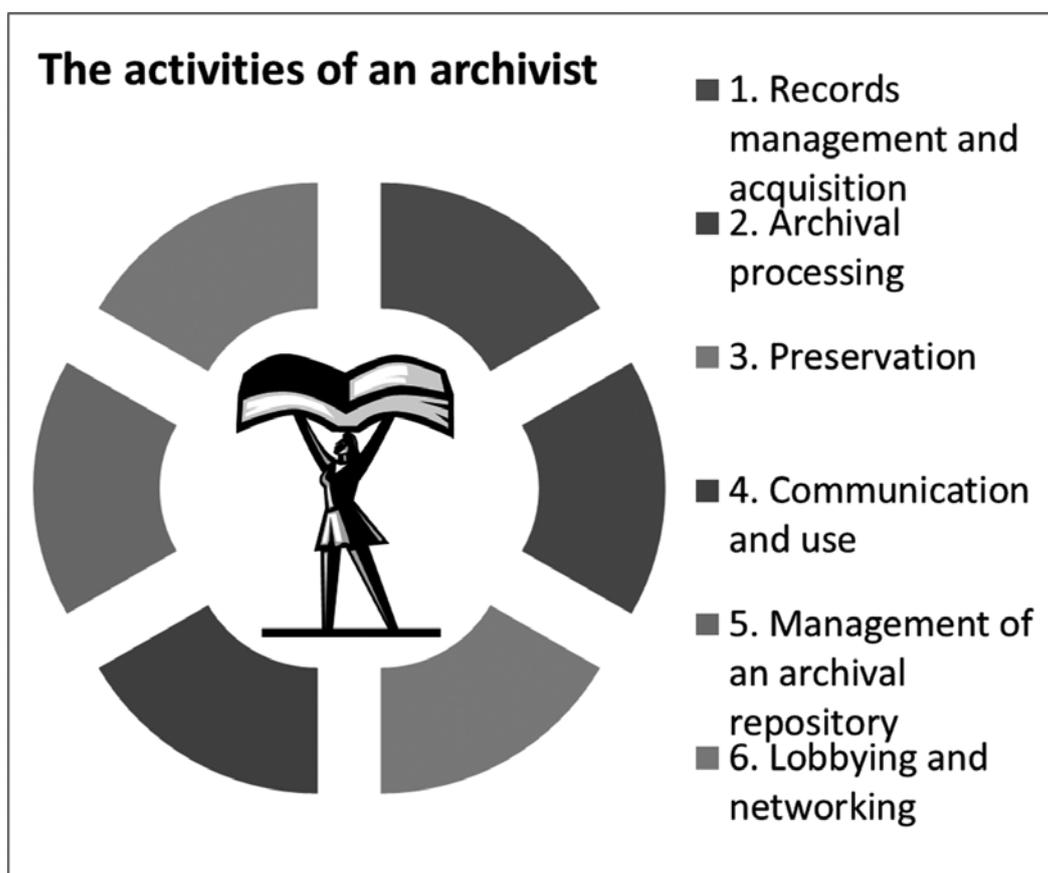


Figure 1 The activities of an archivist and records manager

Archival institutions do not necessarily carry out all the activities related to the profession, and these activities do not have the same importance everywhere: they depend on the type of archives, their institutional links, the characteristics of the fonds they own, direction and strategy of the institution, the means available, and of course the staff. Very often, archival staff specializes in one of the five main categories.

The synoptic table “*Les métiers des archives: Le profil professionnel des archivistes*” gives a detailed overview of all the activities that it encompasses, based on the specialized knowledge and social and professional skills to which they rely.

The original idea of this document is to give advice on the kind of interpersonal skills to cultivate to be able to maximize the effects of archival work in an institution, where nowadays archivists are in

constant contact with other co-workers who know nothing about archives, and have to give them rules on how to manage records. The “best” archivist will both show professional competencies and interpersonal skills to maximize its impact.

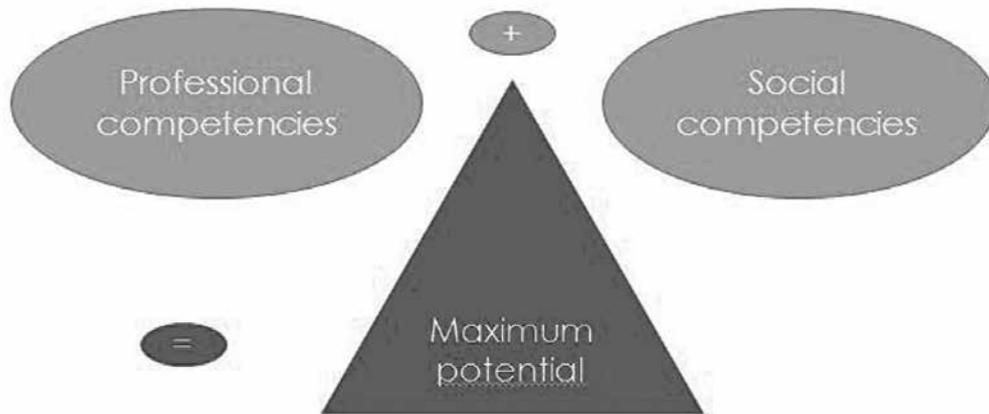


Figure 2 Necessary competencies

The objective of an archival professional profile is to establish a list of activities that are carried out within an archive. Professionals who run or carry out these activities have specialized knowledge. This theoretical knowledge constitutes the basis of the professional competences through which they carry out their activity. In order for these professional skills to achieve the desired goal and achieve their full potential, it is essential that archivists also have social skills. This is how the document is presented with each activity.

	Knowledge	Know-how	Interpersonal skills
Activities	Specialized knowledge	Professional competencies	Social competencies
Basic professional activities	What is necessary for professionals to manage and develop these activities	Theoretical knowledge constitutes the basis of the work	Necessary to achieve the objectives

Figure 3 What it takes to fulfill an activity

#### 4 Advocacy for a changing profession

This professional profile is designed as information for people and training institutions, employers and co-workers, those interested in the trade and for the general public. However, it is also thought of for archivists, as a point of reference which allows, within the profession, to orientate, position and find themselves.

One of the Spanish associations, the *Asociación de Archiveros de Navarra*, found it so interesting

that it translated it to Spanish for its members in 2014. The French Association of Archivists has dedicated a whole issue of *Gazette des Archives* on the subject “Changes in the profession of archivist and his environment” (*Les mutations du métier d’archiviste et de son environnement*, 2016). Their site has also evolved, now proposing job descriptions for most of the existing archival positions<sup>1</sup>.

Our profession, as well as its profile and image, continues to evolve...

### Examples of main activities taken from the Swiss competency model

#### 1 Records management (French and German figures) (see *Les métiers des archives*, (2012), p. 4)

##### 9.1 Records management

Activités	Connaissances spécialisées	Compétences professionnelles	Compétences sociales
<ul style="list-style-type: none"> <li>- Mise en place, évaluation et contrôle d'un système de records management</li> </ul>	<ul style="list-style-type: none"> <li>- Cadre législatif et prescriptions applicables aux archives, p. ex. législation sur la protection des données</li> <li>- Règles de gestion des archives</li> <li>- Normes et règles du records management</li> <li>- Connaissance des missions, des activités et du fonctionnement des producteurs de documents</li> <li>- Ressources informatiques</li> <li>- Technique, normes et standards pour la conservation à long terme des documents électroniques</li> <li>- Critique des sources (en particulier authenticité, intégrité)</li> </ul>	<ul style="list-style-type: none"> <li>- Définir une politique/un projet</li> <li>- Proposer et gérer un projet</li> <li>- Capacité d'analyse des structures et des processus</li> <li>- Analyse archivistique</li> <li>- Rédaction d'un cahier des charges</li> <li>- Gestion de l'information</li> <li>- Savoir appliquer la norme ISAF</li> <li>- Savoir émettre un diagnostic et des recommandations</li> <li>- Savoir replacer les activités du producteur des documents dans leur contexte, de manière à pouvoir établir la provenance des documents d'archives</li> <li>- Elaborer un cahier des charges pour l'archivage électronique</li> <li>- Mettre en place une procédure pour l'archivage électronique</li> <li>- Participer à la veille technologique</li> <li>- Participer à une démarche qualité</li> <li>- Travailler avec d'autres spécialistes</li> <li>- Collaborer avec le producteur des documents</li> </ul>	<ul style="list-style-type: none"> <li>- Savoir motiver un groupe de travail</li> <li>- Sens de la communication</li> <li>- Sens de l'observation</li> <li>- Capacités d'organisation</li> <li>- Pédagogie</li> <li>- Capacité à s'imposer</li> </ul>

##### 2.1 Records Management

Tätigkeiten	Fachwissen	Fachkompetenzen	Soziale Kompetenzen
<ul style="list-style-type: none"> <li>- Einführung, Evaluation und Kontrolle eines Records Management Systems</li> </ul>	<ul style="list-style-type: none"> <li>- Archivrecht und auf das Archiv anwendbare Vorschriften, z.B. Datenschutzgesetzgebung</li> <li>- Richtlinien zur Führung eines Archivs</li> <li>- Normen und Regeln des Records Managements</li> <li>- Kenntnis der Aufgaben, Aktivitäten und Funktionen der unterlagenbildenden Stelle</li> <li>- Informatikressourcen</li> <li>- Technik, Normen und Standards für die dauerhafte Aufbewahrung elektronischer Unterlagen</li> <li>- Quellenkritik (insbes. Authentizität, Integrität)</li> </ul>	<ul style="list-style-type: none"> <li>- Eine Politik/ein Projekt definieren</li> <li>- Vorschlägen und durchführen eines Projekts</li> <li>- Fähigkeit zur Struktur- und Prozessanalyse</li> <li>- Archivische Analyse</li> <li>- Redigieren eines Pflichtenhefts</li> <li>- Informationsmanagement</li> <li>- Die Norm ISAF anwenden können</li> <li>- Eine Beurteilung und Empfehlungen abgeben können</li> <li>- Die Aktivitäten der unterlagenbildenden Stelle in den Kontext einordnen können, um die Archivzuständigkeit festlegen zu können</li> <li>- Ein Pflichtenheft für die elektronische Archivierung erarbeiten</li> <li>- Einführung eines Verfahrens zur elektronischen Archivierung</li> <li>- Sich mit der vorhandenen Technologie auseinandersetzen</li> <li>- Sich an einem qualifizierten Vorgehen/Konzept beteiligen</li> <li>- Mit andern Spezialistinnen und Spezialisten zusammenarbeiten</li> <li>- Mit den unterlagenbildenden Stellen zusammenarbeiten</li> </ul>	<ul style="list-style-type: none"> <li>- Eine Arbeitsgruppe motivieren können</li> <li>- Kommunikationsfähigkeit</li> <li>- Beobachtungsgabe</li> <li>- Organisationstalent</li> <li>- Pädagogisches Geschick</li> <li>- Durchsetzungsvermögen</li> </ul>

An essential part of the archivist’s specifications is to design and implement classification plans, as well as systems for optimal management of records and their life cycle. It implies that the archivists active in the records management are people who have the sense of communication and service and who are able to motivate, to create networks, to carry out projects and to negotiate with pedagogy and tenacity.

1. Available at <http://www.archivistes.org/Referentiel-metiers-498> (accessed on 04.04.2017).

2 Appraisal (French and German figures) (see *Les métiers des archives*, (2012), p. 7)

2.3 Wissenschaftliche Bewertung und Selektion

Tätigkeiten	Fachwissen	Fachkompetenzen	Soziale Kompetenzen
<ul style="list-style-type: none"> <li>- Bewertungslisten und Archivierungskonzept</li> </ul>	<ul style="list-style-type: none"> <li>- Archivrecht und auf das Archiv anwendbare Vorschriften</li> <li>- Geschichte allgemein</li> <li>- Geschichte der Institution</li> <li>- Konzepte und Methoden der archivischen Bewertung</li> <li>- Vorschriften zur Verwaltung von zeitgenössischen Archiven</li> <li>- Aufgaben, Aktivitäten und Funktionen der unterlagenbildenden Stelle</li> </ul>	<ul style="list-style-type: none"> <li>- Ablieferungsverzeichnis verfassen</li> <li>- Betrieb und Organisation der unterlagenbildenden Stellen erfassen</li> <li>- Aufbewahrungsfrist für die amtliche Nutzung evaluieren</li> <li>- Archivische Auswahl von Unterlagen</li> <li>- Informationen hierarchisieren</li> <li>- Aktivitäten der unterlagenbildenden Stellen in einen Kontext setzen, um die Zuteilung zu einem Archiv vornehmen zu können</li> <li>- Rechtstexte interpretieren</li> <li>- Juristische Überwachung</li> <li>- Redaktionelle Fähigkeiten</li> </ul>	<ul style="list-style-type: none"> <li>- Sinn für die Analyse</li> <li>- Genauigkeit</li> <li>- Fähigkeit zu ganzheitlichem und konzeptionellem Denken</li> </ul>

Today, archivists try to analyze the duties and competences of authorities, companies or organizations in order to decide about archiving procedures, even before documents are created. The archivists active in appraisal have the sense of analyzing tasks and processes. They are aware of legal issues and legal retention periods and base their decisions on sound archival and historical knowledge.

3 Acquisition (French and German figures) (see *Les métiers des archives*, (2012), p. 9)

Activités	Connaissances spécialisées	Compétences professionnelles	Compétences sociales
<ul style="list-style-type: none"> <li>- Aspects archivistiques (du récolément au bordereau de versement)</li> </ul>	<ul style="list-style-type: none"> <li>- Théorie et pratique des règles de classement archivistique</li> <li>- Cadre législatif et prescriptions applicables aux archives</li> <li>- Règles de traitement des archives contemporaines</li> <li>- Technique, normes et standards pour la conservation à long terme des documents électroniques</li> </ul>	<ul style="list-style-type: none"> <li>- Contrôler les documents versés</li> <li>- Méthodes de tri et d'échantillonnage</li> <li>- Rédiger un bordereau de versement</li> <li>- Analyse archivistique</li> <li>- Appliquer les instructions</li> <li>- Capacités rédactionnelles</li> </ul>	<ul style="list-style-type: none"> <li>- Esprit critique</li> <li>- Esprit de synthèse</li> </ul>
<ul style="list-style-type: none"> <li>- Aspects logistiques</li> </ul>	<ul style="list-style-type: none"> <li>- Règles d'hygiène et de sécurité</li> <li>- Règles de la conservation préventive</li> <li>- Règles d'élaboration des contrats avec les prestataires (pour les déménagements)</li> <li>- Règles de versement des documents électroniques</li> </ul>	<ul style="list-style-type: none"> <li>- Gérer des stocks de fourniture</li> <li>- Etablir et appliquer un planning</li> <li>- Relations avec les prestataires</li> <li>- Animer une équipe</li> <li>- Gérer les locaux</li> <li>- Rédiger un cahier des charges</li> <li>- Permis de conduire</li> </ul>	<ul style="list-style-type: none"> <li>- Sens du dialogue</li> <li>- Sens de la négociation, qualités relationnelles</li> <li>- Capacité d'organisation</li> <li>- Rigueur</li> </ul>

2.4 Übernahme der Unterlagen

Tätigkeiten	Fachwissen	Fachkompetenzen	Soziale Kompetenzen
<ul style="list-style-type: none"> <li>- Kontrolle der Ablieferung von definitiv bewerteten Archivalien</li> </ul>	<ul style="list-style-type: none"> <li>- Archivrecht und auf das Archiv anwendbare Vorschriften</li> <li>- Theorie und Praxis der archivischen Ordnung</li> </ul>	<ul style="list-style-type: none"> <li>- Abgabeverzeichnis kritisch beurteilen</li> <li>- Bewertungstabelle anwenden</li> </ul>	<ul style="list-style-type: none"> <li>- Sinn für die Analyse</li> <li>- Genauigkeit</li> <li>- Kritischer Geist</li> </ul>
<ul style="list-style-type: none"> <li>- Archivische Aspekte einer Unterlagenübernahme (von der Revision bis zum Abgabeverzeichnis)</li> </ul>	<ul style="list-style-type: none"> <li>- Archivrecht und auf das Archiv anwendbare Vorschriften</li> <li>- Richtlinien zur Verwaltung von zeitgenössischen Archiven</li> <li>- Technik, Normen und Standards für die dauerhafte Aufbewahrung elektronischer Unterlagen</li> </ul>	<ul style="list-style-type: none"> <li>- Revision der Unterlagen durchführen</li> <li>- Bewertungs- und Auswahlverfahren</li> <li>- Verfassen eines Abgabeverzeichnisses</li> <li>- Archivische Analyse</li> <li>- Instruktionen umsetzen</li> <li>- Redaktionelle Fähigkeiten</li> </ul>	<ul style="list-style-type: none"> <li>- Fähigkeit zu ganzheitlichem und konzeptionellem Denken</li> </ul>
<ul style="list-style-type: none"> <li>- Logistische Aspekte einer Unterlagenübernahme</li> </ul>	<ul style="list-style-type: none"> <li>- Hygiene- und Sicherheitsrichtlinien</li> <li>- Richtlinien der präventiven Konservierung</li> <li>- Richtlinien für die Ausarbeitung von Verträgen mit den Leistungserbringern (für den Umzug)</li> <li>- Richtlinien für die Übernahme elektronischer Unterlagen</li> </ul>	<ul style="list-style-type: none"> <li>- Lagerverwaltung</li> <li>- Planung einführen und umsetzen</li> <li>- Beziehungen mit Dienstleistungserbringern</li> <li>- Team animieren</li> <li>- Räume verwalten</li> <li>- Pflichtenheft verfassen</li> <li>- Führerschein</li> </ul>	<ul style="list-style-type: none"> <li>- Dialogfähigkeit</li> <li>- Verhandlungsgeschick</li> <li>- Organisationstalent</li> <li>- Genauigkeit</li> </ul>

From the archival point of view, the delivery of data in paper or electronic form makes no difference: acquisition of records always remains a legal, organizational and technical task. It is governed by legal regulations. Archivists actively offer their services; they look after contacts with different administrations and companies employees, as well as private donors. It is also up to them to sensitize the persons involved in the collection process to the fact that the documents have not only legal but also cultural value.

The archivists active in acquisition have a sense of negotiation and work with rigor. They possess organizational capacities and an excellent spirit of synthesis.

4 Treatment (French and German figures) (see *Les métiers des archives*, (2012), p. 10)

10.2 Description archivistique

Activités	Connaissances spécialisées	Compétences professionnelles	Compétences sociales
	<ul style="list-style-type: none"> <li>Normes et règles de création d'un thésaurus et d'une liste d'autorités</li> <li>Contrôle du vocabulaire et règles d'écriture</li> </ul>	<ul style="list-style-type: none"> <li>Pratique de l'indexation</li> <li>Capacités rédactionnelles</li> <li>Utilisation d'un logiciel d'archivage</li> </ul>	<ul style="list-style-type: none"> <li>Esprit logique</li> <li>Esprit d'analyse</li> <li>Esprit de synthèse</li> <li>Méthode</li> <li>Rigueur</li> <li>Ténacité</li> </ul>
<ul style="list-style-type: none"> <li>Rédaction d'un instrument de recherche</li> </ul>	<ul style="list-style-type: none"> <li>Missions, activités et fonctionnement des producteurs de documents</li> <li>Normes et règles de classement et de description archivistique (ISAD(G), ISAAR(CPF))</li> <li>Culture générale</li> <li>Informatique</li> <li>Typologie des instruments de recherche</li> <li>Fonctionnement de la DTD-EAD</li> </ul>	<ul style="list-style-type: none"> <li>Capacités rédactionnelles</li> <li>Informatique bureautique</li> <li>Appliquer le principe de respect des fonds</li> </ul>	<ul style="list-style-type: none"> <li>Esprit logique</li> <li>Esprit d'analyse</li> <li>Esprit de synthèse</li> <li>Méthode</li> <li>Rigueur</li> <li>Ténacité</li> </ul>

3.2 Verzeichnis der Unterlagen

Tätigkeiten	Fachwissen	Fachkompetenzen	Soziale Kompetenzen
	<ul style="list-style-type: none"> <li>Normen und Richtlinien für die Schaffung eines Thesaurus und der Liste von Autoritäten</li> <li>Kontrolle des Vokabulars und Regeln für die Schreibweise</li> </ul>	<ul style="list-style-type: none"> <li>Praxis der Indexierung/Verzeichnung</li> <li>Redaktionelle Fähigkeiten</li> <li>Verwendung einer Archivsoftware</li> </ul>	<ul style="list-style-type: none"> <li>Sinn für Logik</li> <li>Sinn für Analyse</li> <li>Fähigkeit zu ganzheitlichem und konzeptionellem Denken</li> <li>Methodisches Vorgehen</li> <li>Genauigkeit</li> <li>Hartnäckigkeit</li> </ul>
<ul style="list-style-type: none"> <li>Redaktion eines Findmittels</li> </ul>	<ul style="list-style-type: none"> <li>Aufgaben, Aktivitäten und Funktionen der unterlagenbildenden Stellen</li> <li>Normen und Richtlinien für die Ordnung und die archivistische Analyse (ISAD(G), ISAAR(CPF))</li> <li>Kultur allgemein</li> <li>Informatik</li> <li>Typologie der Findmittel</li> <li>Funktionsweise der Dokumenttypdefinition von EAD</li> </ul>	<ul style="list-style-type: none"> <li>Redaktionelle Fähigkeiten</li> <li>Textverarbeitung</li> <li>Provenienzprinzip anwenden</li> </ul>	<ul style="list-style-type: none"> <li>Sinn für Logik</li> <li>Sinn für Analyse</li> <li>Fähigkeit zu ganzheitlichem und konzeptionellem Denken</li> <li>Methodisches Vorgehen</li> <li>Genauigkeit</li> <li>Hartnäckigkeit</li> </ul>

Fonds are treated in accordance with the principle of origin: records are classified according to their origin and the history of their production. A writing is more meaningful when it is kept in context than when it is extracted from it to be classified thematically. The archives are thus not limited to delivering particular facts or information, but also, by preserving the structure of the files, make it possible to understand the relationships that unite them. Knowledge of these structural contexts facilitates access to information on a long term basis.

Archivists active in the processing of records are able to demonstrate method; they are able to quickly identify and understand the nature and stakes of these records. They have extensive knowledge and proven editorial skills. This knowledge and skills are necessary for a proper understanding of the processes used and for the development of research instruments. Discretion, perseverance, analytical skills and a sense of order are other valuable qualities in this field.

5 Communication (French and German figures) (see *Les métiers des archives*, (2012), p. 15)

12.1 Conseil

Activités	Connaissances spécialisées	Compétences professionnelles	Compétences sociales
<ul style="list-style-type: none"> <li>Accueil et accompagnement des utilisateurs, gestion d'une salle de lecture</li> </ul>	<ul style="list-style-type: none"> <li>Droit d'auteur</li> <li>Droit et règles de communication des archives</li> <li>Connaissance des fonds</li> <li>Règles de conservation préventive</li> <li>Règles d'hygiène et de sécurité</li> <li>Histoire</li> <li>Culture générale</li> <li>Missions, activités et fonctionnement des producteurs de documents</li> <li>Règles de répartition des archives</li> </ul>	<ul style="list-style-type: none"> <li>Interpréter un texte juridique</li> <li>Veille juridique</li> <li>Animer une équipe</li> <li>Organiser le fonctionnement d'une salle de lecture</li> <li>Rédiger et faire appliquer un règlement d'utilisation</li> <li>Conduire une recherche</li> <li>Créer un environnement favorable à la recherche</li> <li>Répondre aux questions des utilisateurs</li> <li>Evaluer les besoins des utilisateurs</li> </ul>	<ul style="list-style-type: none"> <li>Sens du service public, disponibilité</li> <li>Organisation</li> <li>Rigueur</li> <li>Discrétion</li> <li>Attention</li> <li>Pédagogie</li> <li>Accompagnement psychologique de situations difficiles</li> </ul>

## 5.1 Beratung

Tätigkeiten	Fachwissen	Fachkompetenzen	Soziale Kompetenzen
<ul style="list-style-type: none"> <li>- Empfang und Begleitung der Benutzerinnen und Benutzer, Führung eines Lesesaals</li> </ul>	<ul style="list-style-type: none"> <li>- Urheberrecht</li> <li>- Recht und Vorschriften zur Benutzung von Archivgut</li> <li>- Bestandeskenntnisse</li> <li>- Regeln der präventiven Konservierung</li> <li>- Hygiene- und Sicherheitsvorschriften</li> <li>- Geschichte</li> <li>- Kultur allgemein</li> <li>- Aufgaben, Aktivitäten und Funktionen der unterlagenbildenden Stellen</li> <li>- Regeln der Zuteilung der Archivalien</li> </ul>	<ul style="list-style-type: none"> <li>- Einen Rechtstext interpretieren</li> <li>- Rechtliche Überwachung</li> <li>- Ein Team motivieren</li> <li>- Betrieb eines Lesesaals organisieren</li> <li>- Ein Benutzungsreglement redigieren und umsetzen</li> <li>- Eine Recherche durchführen</li> <li>- Eine für die Recherche günstige Atmosphäre schaffen</li> <li>- Bei Benutzungsanträgen informieren</li> <li>- Die Bedürfnisse der Benutzerinnen und Benutzer evaluieren</li> </ul>	<ul style="list-style-type: none"> <li>- Dienstleistungsorientierung, Hilfsbereitschaft</li> <li>- Organisation</li> <li>- Genauigkeit</li> <li>- Diskretion</li> <li>- Aufmerksamkeit</li> <li>- Pädagogisches Geschick</li> <li>- Psychologisches Geschick in schwierigen Situationen</li> </ul>

The archives are made of rough diamonds that history has left us, and it is up to the archivists to give them access. To allow the public to consult the archives, many technical and organizational measures are needed, including the provision of appropriate infrastructures.

The archivists also actively communicate information: the archives publish and offer guided tours, conferences and exhibitions, courses for schools and universities.

Archivists active in the field of communication appreciate contact with different groups of researchers and historians, journalists and students, genealogists and individuals. They have a sense of communication, dialogue and service. They must also have a good knowledge of the archival holdings, be able to explain the research techniques and be familiar with the data protection requirements.

## 5 Conclusion

Everybody knows “Information is power”, and the management of information is the basic trend of the archivist. The domain of Information science not only includes archives, libraries and documentation, but also adds aspects of law, administration history, IT and museums, for example. So, we can say that the archivist of the 21<sup>st</sup> century, with all its skills and activities listed above, has become pluridisciplinary and interdisciplinary; some even say she/he has become a superhero! This is the only way to survive in very complex and electronic surroundings.

Their common characteristic is the respect of codes of ethics regarding the management of documents (see Code of Ethics, 1996), their role as archivist (see Basic rules on the role of archivists and records managers in support of Human Rights, 2016) and the access given to researchers see Principles of Access to Archives). It is also the conviction to contribute to human sciences, through their personal and specific work, in accordance with the selected standards and the fulfillment of the fundamental mission of archives services. The new “digital humanities” information specialist, super-connected, is on its way...

The old way



Figure 4: Peeters Schuitem, Les cités obscures: L'archiviste

The new way



Figure 5: Information Digital World, super-connected

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## SUMMARY

The paper discusses the competency model for archivists that the Swiss Association of Archivists (AAS) has written and published in 2012 to create a common model for all the parts of Switzerland including its different German, Italian and French traditions. The goal was to define the profession at the Swiss level, including its new aspects, and also communicate a positive picture of the profession, which remains mainly unknown outside specialized circles. Challenges between different linguistic traditions, new requirements of the professions, and a three-fold set of competencies are explained through examples given in French and German, and translated into English, in the AAS documents *Les métiers des archives: Le profil professionnel des archivistes* (Profession in Archives: Competency Model of the Archivist) and *Archiviste: un métier* (Archivist: A Profession). Archival activities require specialized knowledge, professional competencies and social competencies, a new area for the first time taken into account and officially recognized. This professional profile is designed as information for people and training institutions, employers and co-workers, those interested in the trade and for the general public. However, it is also thought of for archivists, as a point of reference which allows, within the profession, to orientate, position and find themselves. Five main activities are described: records management, appraisal, acquisition, treatment and communication, with examples of competencies that they encompass. The archivists and records managers active in these fields should, for example, have the sense of analyzing tasks and processes. They are aware of legal issues and legal retention periods and base their decisions on sound archival and historical knowledge. They must analyze the duties and competences of authorities, companies or organizations in order to decide about archiving procedures, even before documents are created. Archivists have a sense of communication and service and are able to motivate, to create networks, to carry out projects and to negotiate with pedagogy and tenacity. It is also up to them to sensitize the persons involved in the collection process to the fact that the documents have not only legal but also cultural value. They must have a sense of negotiation and work with rigor. They possess organizational capacities and an excellent spirit of synthesis. Discretion, perseverance, analytical skills and a sense of order are other valuable qualities in these fields. The archivist of the 21<sup>st</sup> century, with all its skills and activities listed in the competency model, has become pluridisciplinary and interdisciplinary. The profession, as well as its profile and image, continues to evolve. The new “digital humanities” information specialist, super-connected, is on its way ...

Typology: 1.04 Professional Article

Submitting date: 09.04.2017

Acceptance date: 05.05.2017

