EXPERIENCE OF NATIONAL RECORDS AND ARCHIVES AUTHORITY IN ENABLE THEIR ARCHIVAL COLLECTIONS
YOUNIS MUSALLAM AL JASSASI, SAID SULTAN BANI ORABA

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EXPERIENCE OF NATIONAL RECORDS AND ARCHIVES AUTHORITY IN ENABLE THEIR ARCHIVAL COLLECTIONS

Abstract

National archives are a vital reference for their large archival collections in various areas of knowledge, they should therefore also play an active role in making their collections available to users and researchers. This study aims to identify the experience of the National Records and Archives Authority (NRAA) of the Sultanate of Oman in making the archival collections available to the general public. This study will explore the perspective of the beneficiaries, of researchers and students in the service of access to such funds and identify the difficulties and challenges that users are facing. And the possibility of facilitating the relationship between NRAA as a source of information and the beneficiaries.

The study relies on the analytical descriptive approach to identifying the perspectives of the users about the service, as well as the challenges they face in accessing the archival collections. It will help to achieve the objectives of the study by using the questionnaire tool to collect the data.

Keywords: Archival Collections, National Records and Archives Authority (NRAA), Sultanate of Oman.

ESPERIENZA DELLA NATIONAL RECORDS AND ARCHIVES AUTHORITY NELL'ABILITARE LE LORO RACCOLTE ARCHIVISTICHE

Sintesi

Gli archivi nazionali sono un riferimento vitale per le loro grandi raccolte archivistiche in varie aree della conoscenza e anche gli archivi nazionali dovrebbero svolgere un ruolo attivo nel rendere le loro raccolte disponibili a utenti e ricercatori. Questo studio mira a identificare l'esperienza della National Records and Archives Authority (NRAA) del Sultanato dell'Oman nel rendere disponibili le collezioni archivistiche. Lo studio esplorerà la prospettiva dei beneficiari di ricercatori e studenti al servizio dell'accesso a tali fondi e identificherà le difficoltà e le sfide che gli utenti devono affrontare. E la possibilità di facilitare il rapporto tra NRAA come Fonte di Informazione e i beneficiari. Lo studio si basa sull'approccio analitico descrittivo per identificare le prospettive degli utenti sul Servizio, nonché le sfide che devono affrontare nell'accesso alle Raccolte archivistiche e aiuterà a raggiungere gli obiettivi dello studio utilizzando lo strumento Questionario per raccogliere i dati.

Parole chiave: collezioni archivistiche, National Records and Archives Authority (NRAA), Sultanato dell'Oman.

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IZKUŠNJE OBLASTI NA PODROČJU DRŽAVNIH ARHIVOV IN DOKUMENTOV NA PODROČJU ARHIVSKIH ZBIRK

Povzetek

Državni arhivi so ključna referenca zaradi svojih velikih arhivskih zbirk na različnih področjih znanja. Državni arhivi bi morali zaradi tega igrati tudi aktivno vlogo pri zagotavljanju dostopnosti uporabnikom in raziskovalcem do svojih zbirk. Namen te študije je analizirati izkušnje Nacionalne uprave za evidence in arhive (National Records and Archives Authority - NRAA) Sultanata Oman pri zagotavljanju dostopnosti do arhivskih zbirk. Študija bo raziskala perspektivo upravičencev, raziskovalcev in študentov do dostopa do tovrstnih sredstev ter opredelila težave in izzive, s katerimi se soočajo uporabniki. Predstavila bo predloge kako izboljšati odnos med NRAA kot virom informacij in upravičenci.

Študija se navezuje na analitični deskriptivni pristop pri ugotavljanju pričakovanj uporabnikov o storitvi, pa tudi na izzive, s katerimi se soočajo pri dostopu do arhivskih zbirk. Za doseganje ciljev študije bomo uporabili vprašalnik za zbiranje podatkov.

Ključne besede: Arhivske zbirke, National Records and Archives Authority (NRAA), Sultanat Oman.

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INTRODUCTION

Currently we are living in societies witness a rapid growth in information volume in all sectors, as it is considered as a standard for nations development and revolution in different fields. For this, organizing this information is mandatory to be useful when needed and to make it valuable in making decisions.

For sure, there is many different sources of information, including what it is created physically or electronically. Records and archives are one of the vital sources of information which assist the community in different fields as it is consider one of the scientific research sources.

Many countries, taking high standard of caring for their archival collections to ensure their preservation safely. Hence, National Records and Archives authority has been keen to take care of Omani Archives with aim to build a national memory which contribute in cultural, scientific, and historical fields by collecting the local archives which represented in the private records and the Omani Archives which located in the other countries archive.

After collecting a huge amount of Omani Archival collection, NRAA promoted their availability of these collections for users through conferences, symposia, cultural activities, local and international exhibitions, and social media channels. All this to encourages scientific research, intellectual and artistic creativity, attractive the researchers to benefit from Oman cultural heritage.

NATIONAL RECORDS AND ARCHIVES AUTHORITY

NRAA is the competent authority to manage and maintain records and archives in the Sultanate of Oman, established by Royal Decree No. 60/2007 on July 2, 2007, and follows the Council of Ministers and it has its own legal personality and administrative and financial independence.

Al Fakhfakh (2009) indicated that several functions have been assigned to the Authority, such as collection Oman archives from abroad, ensuring their preservation and maintenance, and working on the preparation and dissemination of search tools in archives such as indexes, manuals and databases; To facilitate their availability for beneficiaries, and to undertake local and international activities to highlight the cultural, scientific and educational value of archives through exhibitions, symposia and conferences.

NRAA Consist of many different departments such as general department of research and archives access. This unit divided to three departments as following:

USERS SERVICES DEPT.

This department aim to assist users and make their visit to NRAA comfortable. As it takes care of user's registration, guide them to meet their goal of visit and provide the required archival collections.

ARCHIVAL INFORMATION DEPT.

This department help users by providing the necessary search tools which support their needs such as indexes, catalogues, and database. Also, it takes care of answering about users' inquiries from inside or outside Oman and support other departments in NRAA to organizing the exhibitions and conferences.

LIBRARY

The previous two department was supported by specialized library to fulfil users' needs of information sources as dictionaries and journals which is helpful in making studies

and research. The library includes around 9507 titles of books and journals. More than 100,000 e-book and 206 manuscripts according to NRAA Statistics in 2019.

STUDY STATEMENT

Access to information is a legitimate right for all, and one of the most prominent features of this right is the establishment of the principle of transparency and accountability in the provision of such information. Access to information in archives is determined by legislation and regulations that are applied in such a way as to ensure equitable access to the archive for all beneficiaries. The issue of access to information is also one of the most prominent issues that have emerged recently at the local and global levels, and from this point of view policies and procedures for the availability of archival information has been appeared, and many studies conducted by the national archives in the field of information availability (Abdul Maqsoud, 2020).

Abdul Maqsoud (2020) also mentioned that Arab national archives lack such studies to make information available in national archives. Al Fakhfakh (2017) confirmed that it would be useful for the national's archives to conduct studies on beneficiaries to identify their information needs and requests to meet their needs.

therefore, this study intended to identify the experience of the National Records and Archives Authority in making available the Archival collections and to measure the satisfaction of the users.

STUDY OBJECTIVES

1. identify the experience of the National Records and Archives Authority in making available the Archival Collections.
2. Measuring users' satisfaction of records and archives accessing service.
3. Identify the difficulties faced by beneficiaries in accessing Archival collections.

STUDY QUESTIONS

1. What is the role of the National Records and Archives Authority in making the Archival Collections available?
2. How satisfied are the beneficiaries of the Records and Archives Accessing Service?
3. What are the difficulties that users faced in accessing the archives?

IMPORTANCE OF THE STUDY

The theoretical significance of this study stems from the fact that it highlights the experience of the National Records and Archives Authority in making Archival collections available, as well as the subject of the study is one of the recent subjects applied in NRAA - as the researchers knowledge - and it is hoped that this study will contribute to enriching the intellectual research in the Records and Archives management field.

It is also hoped that the results of this study will benefit NRAA to identifying the beneficiaries' view of the Archives accessing service, as well as the possibility that NRAA will benefit from the results of the study in developing their services which related to Archives access.

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STUDY METHODOLOGY

The study was based on the analytical descriptive approach to identify the experience of NRAA in making Archival Collections Available, which is the most appropriate approach for the study nature and its objectives.

DATA COLLECTING

The study was dependent on the content analysis tool by analyzing annual reports issued by NRAA from 2015 to 2020 and working to elicit statistics on the Department of access in terms of the number of beneficiaries, their scientific qualifications, and requests for copies.

The study also relied on the questionnaire as data collection tool, depending on International Council of Archive principles in making Records Available. which consist of:

1. Demographic data.

2. Evaluation of the document access Service.

3. The evaluation of the service providers of the Archives access.

Also, Likert scale has been used to measure the responses of the study society as shown in Table 1 below:

Table1: Likert Scale

Classification	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Degree	1	2	3	4	5

STUDY RESULTS ANALYSIS

First: Content analysis:

This section reviews the results of analyzing the annual reports and statistics issued by NRAA related to the users of the Archives access Service, their qualifications, volume of Archives copies requests and topics of interest.

NO. OF USERS OF ARCHIVES ACCESS SERVICE FROM 2015-2020

Table 2: Numbers of beneficiaries of Archives Access from 2015–2020

Sr.	Year	No. of Users		Total
		Omani	Non-Omani	
1	2015	59	5	64
2	2016	184	24	208
3	2017	217	25	242
4	2018	378	45	423
5	2019	225	28	253
6	2020	135	18	153

The above table indicates the number of beneficiaries of the access service to Archival collection at NRAA in the period from 2015–2020. The total number of beneficiaries of the access service during this period reached 1343 user including 1198 Omani, and 145 non-Omani.

Also, it shown that in 2018 NRAA recorded the highest percentage of beneficiaries, reaching 423 users, including 378 Omani, which constitutes 89% of the total, and 45 non-Omani, which represents 11%. The increase in the percentage of beneficiaries in this year is due to the NRAA efforts for promoting its services for public in 2017, which represented in the following:

1. Coordination with the Ministry of Higher Education and the Academic Institutions to direct researchers to use Archives Access Service.

2. Coordination with Media institutions to promote NRAA Services and employ social media channels for the same purpose.

3. NRAA seeks to expand the segment of beneficiaries by attracting and encouraging non-Omani beneficiaries of these services, by translating the guidelines and search website for records and archives in many languages such as English, French, German, Romanian, Hungarian, Slovenian, and others.

In 2015, the Authority recorded the lowest number of beneficiaries, reaching 64, including 5 non-Omani. The decrease in the percentage of users this year is due to the inauguration of the access area in the middle of 2015, in addition to activating the search for Archival Collections by special search engine in the same year.

In 2020, NRAA recorded a significant decline in the number of beneficiaries compared to previous years. A total of 153 beneficiaries. This decrease is due to the precautionary measures taken by the Sultanate generally and NRAA in particularly to limiting the spread of the Covid-19 pandemic.

QUALIFICATIONS OF BENEFICIARIES OF ARCHIVES ACCESS SERVICE

Table 3: No. of users according to the scientific qualifications

Sr.	Year	Scientific Qualification					Total
		PHD	Master	Bachelor	Diploma	Other	
1	2015	7	22	17	18	0	**64**
2	2016	27	42	58	50	31	**208**
3	2017	18	30	63	131	0	**242**
4	2018	-	-	-	-	-	-
5	2019	-	-	-	-	-	-
6	2020	-	-	-	-	-	-

The above table notes the classification of beneficiaries during the period 2015–2017 according to their scientific qualifications. on the other hand, Researchers were unable to obtain the numbers of beneficiaries by scientific qualifications from 2018-2020 because of the lack of a clear methodology for the preparation of the statistics contained in NRAA Annual reports.

Also, we note an increase in the number of diploma and bachelor's students, reaching 337 beneficiaries, since some academic institutions have introduced the specialization of document and archives management, which prompted them to direct students to take advantage of this service. On the other hand, the number of researchers from the category of master's and doctoral degrees has reached 146 beneficiaries who benefit of this service to complete their theses and as part of their scientific research interests.

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NO. OF COPIES REQUESTS OF ARCHIVAL COLLECTIONS FROM 2015–2020

Table 4: Number of copies requested from 2015-2020

Sr.	Year	No. of Request for Copies	No. of Copied Files	No. of Copied Documents
1	2015	64	-	-
2	2016	407	-	-
3	2017	242	-	1033
4	2018	524	1260	4063
5	2019	252	619	1970
6	2020	144	377	1710

The number of applications for copies by beneficiaries for the period 2015–2020 as noted from the above table. The total number of copies applications in this period was 1633 request. In 2018, NRAA recorded the highest number of copies requests amounting to 524 because of increasing in the number of users in this year of Archive access service, as indicated in Table 1. also, because of covid-19 pandemic researchers noticed decrease in copies request and recorded 144 applications in 2020.

SECOND: VIEW THE RESULTS OF THE RESOLUTION ANALYSIS:

This part reviews the results of the questionnaire, which included (119) respondents, and 24 respondents (20.2%) were excluded for not conforming to the requirements of the study. Thus, the total sample of the study and those who conform to its requirements become 95 respondents. The questionnaire data was entered and analyzed using Excel.

FIRST: DEMOGRAPHIC DATA:

GENDER:

Table 5: Frequencies and percentages according to the type of variable

Gender	Frequency	Percentage (%)
Male	60	63.2%
Female	35	36.8%
Total	**95**	**100%**

Table 5. shows the number of male and female respondents who participated in filling out the study questionnaire. It is clear that the number of male participants in the questionnaire reached (60) participants, at a rate of (63.2%), while the number of female participants reached (35) with a percentage of (36.8%).

TYPE OF USERS:

Table 6: Frequencies and percentages according to the type of beneficiary

Beneficiary type	Frequency	Percentage (%)
Student	31	32.6%
Employee	37	38.9%
Researcher	27	28.5%
Total	**95**	**100%**

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Table 6 shows a description of the study sample according to the nature of the beneficiary of the access service provided by the NRAA. It is worth noting that the study relied on a random sample in distributing questionnaires and collecting data.

Employees occupied the largest percentage in benefiting from this service, reaching (37) beneficiaries, or (38.9%). The high percentage of this category is attributed to the multiplicity of purposes for which the employee needs to view records as part of work requirements, completion of graduate studies, or as part of their interest's research. The category of students ranked second, as they reached (31) beneficiaries, or (32.6%), and this is due to the students' reluctance to come to the authority for the purpose of ending costs and study projects. The percentage of researchers (27) beneficiaries represented (28.5%).

DO YOU HAVE KNOWLEDGE ABOUT THE LEGISLATION AND REGULATIONS GOVERNING THE ACCESSIBILITY TO RECORDS AND ARCHIVES?

Table 7: Frequencies and percentages of those knowing with the legislation and controls that regulate the access to records funds

	Frequency	Percentage (%)
Yes	70	73.7%
No	25	26.3%
Total	**95**	**100%**

The results of the questionnaire, as shown in Table 7, indicate that (70) participants from the study sample, and a percentage of (73.7%) are familiar with the legislation and regulations set by the NRAA to regulate the process of accessing records, which is a very good percentage and indicates the existence of initiatives to introduce the controls of access by the NRAA through the use of media and social communication.

Second: Measuring the satisfaction of the beneficiaries of the service of accessing records and archives:

"THE BENEFICIARY CAN VIEW THE ARCHIVES DURING OFFICIAL WORKING HOURS FROM 8:30 AM TO 1:30 PM". THE TIME ALLOTTED FOR VIEWING RECORDS BY THE NRAA IS CONSIDERED APPROPRIATE.

Table 8: Frequencies and percentages of the time allotted for viewing records

	Frequency	Percentage (%)
Strongly Agree	12	12.6%
Agree	26	27.4%
Neutral	24	25.3%
Disagree	25	26.3%
Strongly Disagree	8	8.4%
Total	**95**	**100%**

Table 8 indicates the satisfaction of both researchers and employees about the time allotted for viewing records. While a degree of dissatisfaction was recorded among the students, this is because students are often attached at this time to their academic lectures, and they do not find the appropriate time to reach the NRAA in the morning period. The presence of a degree of satisfaction among employees and researchers indicates flexibility in their work environment.

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"THE BENEFICIARY MAY REQUEST FOUR FILES IN ONE DAY, AND NO MORE THAN ONE FILE OR DOCUMENTARY UNIT MAY BE AVAILABLE AT THE SAME TIME, AND THE BENEFICIARY MUST RETURN THE ARCHIVES THAT WERE MADE AVAILABLE TO HIM BEFORE OBTAINING OTHER DOCUMENTS." THIS ACTION FULFILLS MY PURPOSE OF ACCESSIBILITY.

Table 9: Frequencies and percentages of the number of files that are available to be retrieved daily

	Frequency	Percentage (%)
Strongly Agree	8	8.4%
Agree	23	24.2%
Neutral	28	29.5%
Disagree	26	27.4%
Strongly Disagree	10	10.5%
Total	**95**	**100%**

It is clear from Table 9 the beneficiaries' point of view of the NRAA's action regarding the provision of 4 files per day. The results indicate that there is satisfaction with this procedure among the staff and students, and the researchers differ with the previous two groups in this compatibility, and this difference is explained by the fact that the researchers' needs to view the documents may be deeper and more detailed. The distance of some researchers is also one of the reasons for dissatisfaction.

I FIND IT EASY TO USE SEARCH TOOLS THAT ALLOW ME TO ACCESS RECORDS AND ARCHIVES.

Table 10: Frequencies and percentages of the search tools item used to access the archives

	Frequency	Percentage (%)
Strongly Agree	32	33.6%
Agree	45	47.4%
Neutral	13	13.7%
Disagree	2	2.1%
Strongly Disagree	3	3.2%
Total	**95**	**100%**

Table 10 shows that all groups benefiting from the service of accessing records and archives are satisfied with the search tools available for use because of their ease and efficiency in meeting the needs of the beneficiaries. This satisfaction also reflects the efforts made by the NRAA in developing and facilitating the access process.

FEES FOR REPRODUCTION OF RECORDS AND ARCHIVES ARE APPROPRIATE.

Table 11: Frequencies and percentages of records reproduction fees

	Frequency	Percentage (%)
Strongly Agree	10	10.5%
Agree	22	23.2%
Neutral	18	18.9%
Disagree	25	26.3%
Strongly Disagree	20	21.1%
Total	**95**	**100%**

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Table 11 shows the lack of satisfaction of the study community regarding the fees set by the NRAA for records reproduction, as (47.4%) of the study population agreed that the fees are not appropriate. It is worth noting that the NRAA has set the reproduction fees as follows:

Table 12: Fees set by the NRAA for records reproduction

Type of Copy	Normal (White & Black)	Colored
Manuscripts	0.2 OMR for each hard paper	0.4 OMR for each hard paper
	0.3 OMR for each Soft Paper	0.4 OMR for each soft paper
Books	0.1 OMR for each paper	0.2 OMR for each Paper

The researchers explain the dissatisfaction with the fact that most of the beneficiaries are students who are studying at the diploma and bachelor's levels. In addition, some researchers require large numbers of records to be reproduced, which costs a lot of money. The researchers also suggest setting up a mechanism to consider these categories of beneficiaries.

SERVICE PROVIDERS GIVE ALL BENEFICIARIES SPECIAL ATTENTION

Table13:Frequencies and percentages of service providers' interest in the beneficiary

	Frequency	Percentage (%)
Strongly Agree	36	37.9%
Agree	45	47.4%
Neutral	10	10.5%
Disagree	4	4.2%
Strongly Disagree	0	0%
Total	**95**	**100%**

SERVICE PROVIDERS HAVE THE KNOWLEDGE AND ABILITY TO RESPOND TO BENEFICIARIES' INQUIRIES

Table 14: Frequencies and Percentages of Service Providers' Ability to Respond to Inquiries

	Frequency	Percentage (%)
Strongly Agree	33	34.7%
Agree	52	54.7%
Neutral	9	9.5%
Disagree	0	0%
Strongly Disagree	1	1.1%
Total	**95**	**100%**

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SERVICE PROVIDERS HAVE THE ABILITY TO UNDERSTAND THE NEEDS OF THE BENEFICIARIES

Table 15: Frequencies and Percentages of Service Providers' Ability to Understand the Beneficiary's Need

	Frequency	Percentage (%)
Strongly Agree	29	30.5%
Agree	46	48.4%
Neutral	17	17.9%
Disagree	1	1.1%
Strongly Disagree	2	2.1%
Total	**95**	**100%**

Tables 13, 14 and 15 show the satisfaction of the beneficiaries of the accessibility service providers. (85.3%) of the study population agreed that service providers give them special attention, which helps to understand their research needs and save time and effort for the beneficiary to obtain the required information quickly, as confirmed by the results of the questionnaire related to measuring the ability of service providers to understand the needs of beneficiaries. Which showed a concordance of (78.9%) The results of the questionnaire, which amounted to (89.4%), indicated that service providers had a knowledge that would enable them to facilitate the task of the beneficiaries and direct them, each according to his needs and purpose of accessibility.

THIRD: THE DIFFICULTIES THAT USERS FACE IN ACCESSING ARCHIVES:

The results of analyzing the questionnaire data indicated that there are several difficulties and challenges that prevent optimal benefit from this service, according to the beneficiary's point of view. We list them as follows according to their frequency:

1. The accessing time that has been determined by the NRAA is insufficient and is not commensurate with their practical and academic engagements.
2. Inappropriate reproduction fees.
3. Reservation about the availability of some records that meet the beneficiary's need.
4. Records and manuscripts are not available remotely on the NRAA's website.

DISCUSSING THE RESULTS OF THE STUDY:

First: Discussing the results of the first question: What is the role of the National Records and Archives Authority in accessibility records funds?

The results of the study revealed that the NRAA played a prominent role in accessibility the records, and this is evident through the statistics issued by the NRAA, which indicate an increasing growth in the number of beneficiaries annually.

The study also monitored a demand from beneficiaries to obtain copies of records, as the total requests for record reproductions since 2015–2020 amounted to about 1,633 requests.

The results of the study indicated that there was a decrease in the number of beneficiaries and requests for cloning in 2020, and this decrease was attributed to the effects of the Covid-19 pandemic, which led to a series of precautionary measures that contributed to reducing the rate of utilization of access services.

Second: Discussing the results of the second question: How satisfied are the beneficiaries of the service of accessing records and archives?

The results of the study indicated the multiplicity of purposes for benefiting from access to records, such as using them in diplomatic studies, and tracking historical events in various religious, military, political, and geographical aspects.

The study monitored the presence of a degree of dissatisfaction among the students in the aspect of the time allocated for perusal by the NRAA, this is justified by the academic association of students in universities and colleges.

Regarding the number of files available daily to beneficiaries, the study showed that there is a percentage of dissatisfaction among researchers, due to the nature of their need for records in preparing studies and tracking historical events in various sectors.

It is worth noting that the study community showed a consensus in the efficiency of the research tools provided by the NRAA to search in the available archives, so that it would be easy for them to access the records they need quickly. This satisfaction also indicates that the search tools have features and characteristics that help users in the search, such as advanced search and multilingual search languages, and providing an integrated description for each of the search results.

As for the fees set by the NRAA, the results of the study showed that there was dissatisfaction among the students because of their financial situation, and the lack of a source of income that would help them bear the expenses of copying records.

The study also reached a conclusion agreed upon by all groups that the information service providers enjoy an outcome of knowledge that helps them to understand the needs of the beneficiary and provide the various forms of support necessary to save time and effort and achieve his goal of access.

Third: Discussing the results of the third question: What are the difficulties that beneficiaries face in accessing archives?

The results of the study revealed that there are some difficulties that hinder the beneficiaries to accessing the records. The study concluded that the time available to access the NRAA's records is the biggest obstacle for the beneficiaries, and the reproduction fees come in second place, followed by the NRAA's reservation about accessibility some records needed by the beneficiaries This finding is consistent with Al Hinai (2018) study, which indicated that some private records owners do not agree to access their records public.

The distance between the NRAA and some beneficiaries, the difficulty of frequenting the NRAA on a continuous basis, as well as the lack of the NRAA accessing records available through the search engine or the official website represented the most prominent difficulties faced by the study community.

STUDY SUGGESTIONS:

The results of this study came out with a set of recommendations for the purpose of improving the accessibility service in the National Records and Archives Authority, as follows:

1. Extending the accessibility period during official working days to the evening time and allowing viewing on official holidays.

2. Reconsidering the fees for records reproduction, considering the various groups of society; To achieve the greatest benefit from the records provided by the NRAA and to attract beneficiaries.

3. Considering the trend towards using electronic environments to provide records and archives, we suggest establishing an electronic platform that enables beneficiaries to accessibility and obtain copies of records remotely.

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4. Re-evaluating the retained records to achieve optimal utilization of the archives funds and to encourage scientific research and intellectual and artistic creativity.

5. Increasing community awareness of the use of archives through various media and field visits.

CONCLUSION:

The process of making archival materials available is one of the basic works carried out by the national archives, and the service of accessing archives represents a vital window that reflects the interaction of the community of beneficiaries with the archival materials provided by the NRAA to the public. There are many aspects that must be considered when providing this type of services, such as the readiness of the infrastructure in terms of the availability of research tools and places of access, and the preparation of workers in the field of making archival materials available to be able to perceive the need of the beneficiaries and provide the necessary support to achieve the greatest possible benefit from the visit of the beneficiary. However, with the rapid development in various technical and technological aspects, the NRAA must keep pace with this development in terms of seeking to develop the access service and adapt it with the technological developments taking place, which enriches the beneficiary from going to the NRAA every time he needs to accessibility the archives. With the global trend towards providing open-source information, and efforts towards achieving knowledge sharing in all fields, the NRAA should keep pace with this trend to encourage beneficiaries to exploit the resources provided by the NRAA, which will positively reflect on reviving scientific research that mainly depends on archives, and raising awareness in the community, historical aspects in various sectors. However, with the availability of software that helps track the activities of using records and archives, its electronic availability is not without some technical drawbacks and risks, such as theft, tampering, and distortion.

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