

# Providing Access to Social Case Files

Based on the experience of the Reykjavik  
Municipal Archives in the years 2007 - 2016

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# The Reykjavik Municipal Archives

- 2nd largest public archives in Iceland.
- Seven permanent employees.
- About 10.000 linear metres of records.
- Over 2.000 requests for information yearly.
- Main tasks:
  - Advises city agencies on records management,
  - Monitors the quality of records management services,
  - Receives and registers collections.
  - Provides access to the documents.
  - *Outreach and promotion of the collections and the work.*

# 2nd February 2007

*Kastljós*, a TV news programme broadcast

- Interview about the ill treatment in government-run institutions for children.

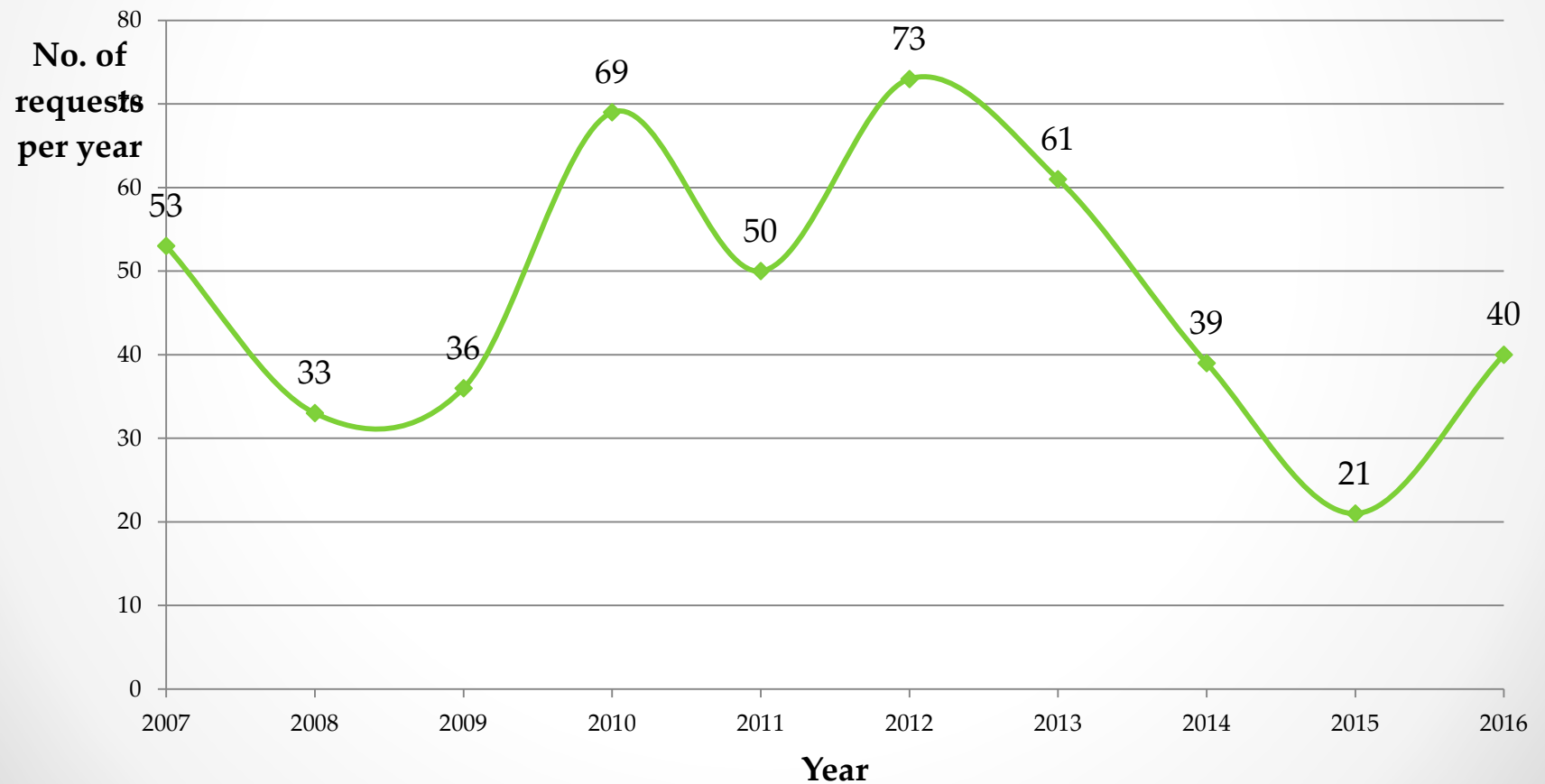


# Research of requests for case files at Reykjavik Municipal Archives in the years 2007-2016

- Number of requests.
- Age
- Gender
- Change during the period.
- Increase understanding.
  
- No personally identifiable information was collected for the study.

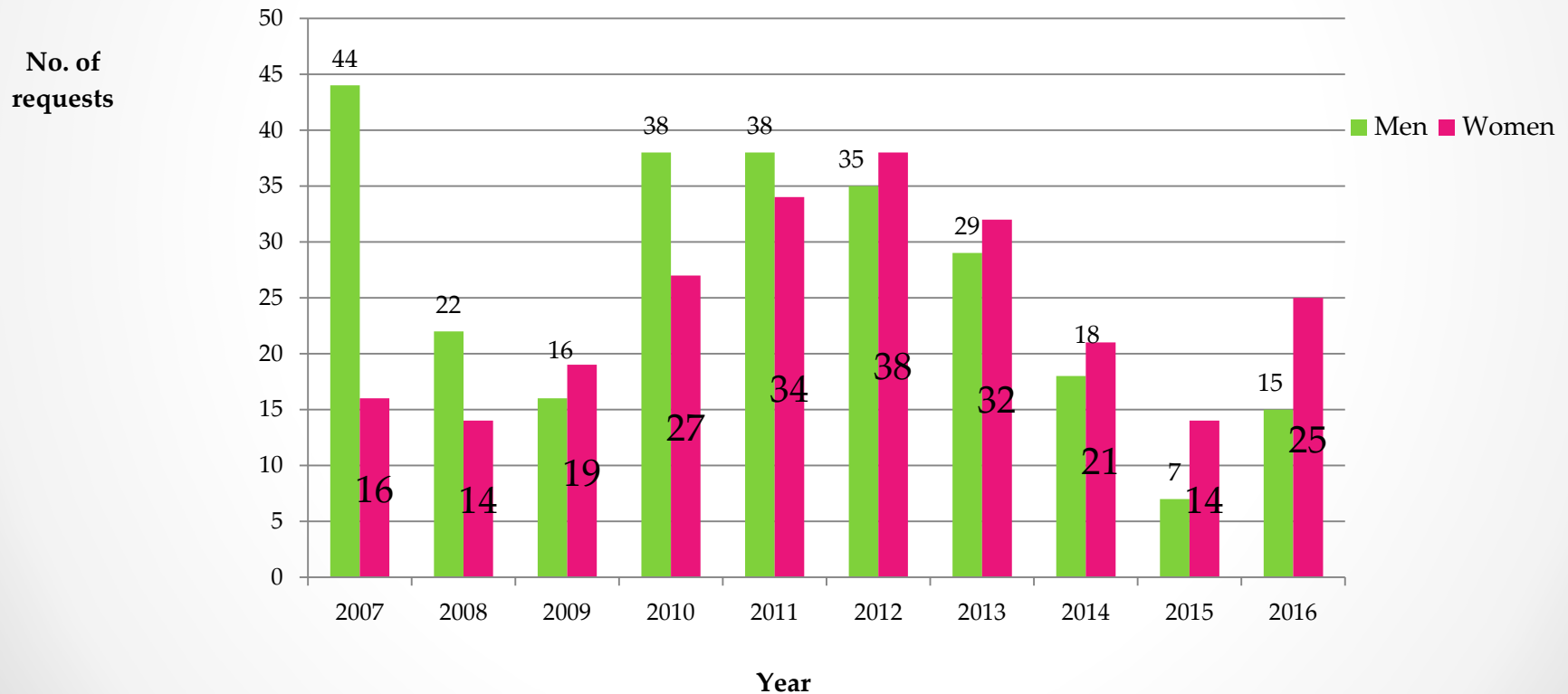
# Number of requests for case files at the Reykjavik Municipal Archives in 2007-2016

## Requests for case files 2007-2016

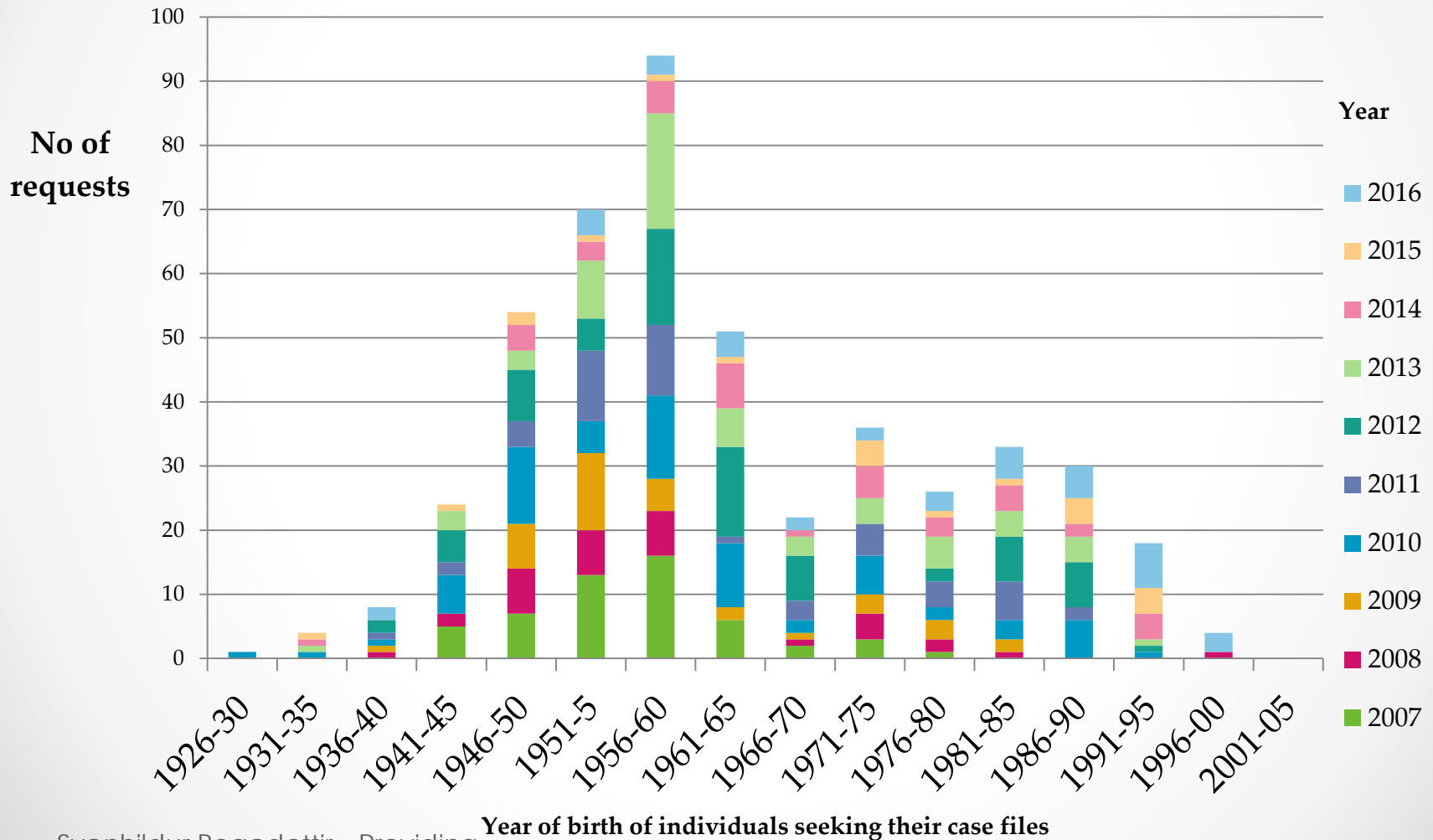


# Requests for case files by gender from 2007 to 2016 at Reykjavik Municipal Archives

Requests by gender 2007-2016



# Year of birth of people seeking information about their cases



# Final words – Providing access

- Providing access - important aspects of our work.
- Professional service of the highest quality.
- It matters to people that their files are kept and found.
- People need time to be ready to face the past – to come forward when they are prepared to do so.
- Our duty is to make sure we provide the individuals with the very best service in accordance with the law.



# Thanks !

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