



DIRECTIVE R1

BACKGROUND AND COMPILATION OF THE FILE PLAN

National Archives and Records Service of South Africa

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1. THE ORIGIN OF FILE PLANS

As soon as any organisation starts to function, records are formed. Letters are received and copies of outgoing letters preserved; evidence is kept of financial transactions concluded; records are kept to account for the obtaining and expenditure of moneys; minutes of meetings and decisions are kept, etc. etc.

These records form the "memory" of the organisation, for it is impossible for officials to remember everything. The documents also serve as evidence that certain steps have been taken or transactions concluded. Even if someone were capable of remembering everything, there is still the problem that staff change and that later arrivals must know what occurred previously in order to carry on sensibly and purposefully. There has to be evidence of what was done and how it was done.

The information in such files must therefore be accessible. Where the organisation is small and the records few, it goes without saying that it will be easy to trace a particular document. The larger the organisation and the more voluminous the records, the more difficult will be the process. It is therefore necessary for the documents to be stored according to a specific logical system so that they can be retrieved, not only by the person who filed them, but also by anybody else. An organisation dealing, for example, mainly with people, will be able to keep all documents concerning each person in a separate cover. If such covers are then arranged alphabetically according to the names of the persons, the cover for any one particular person can be traced easily. If the documents within each cover are further kept in chronological order, it will also be easy to find a specific document in the cover.

This is an example of a very simple method of filing or file plan. Its use is however limited for it can be used effectively only in particular instances, such as when all documents refer to specific persons, places, etc., with fixed names. As soon as less exact elements enter the picture, as when for example "matters" or "subjects" occur in which a particular idea may be expressed in different words by different persons, the effective use of an alphabetical system is badly hampered.

The file plan in general use in offices of governmental bodies in South Africa today is the functional subject file plan in which additional use is made of the alphabetical, numerical and chronological methods of filing. This will be dealt with in some detail later. It should, however, be pointed out that filing methods have undergone various stages of development before reaching the stage where they are today. The progress of that development in South Africa can easily be determined merely by studying a number of records dating from various periods.

In the earliest stage incoming letters were, for example, kept together in chronological order, or in groups according to the person or office of origin. Copies of letters despatched were first copied by hand in a letter book, and later printed mechanically in press copy books. In the course of time covers were used in which all incoming letters and memoranda about a particular matter were collected. In this would be references to the numbers of outgoing letters in the letter book or press

copy book. Subsequently copies of outgoing letters were also included in the covers and finally the use of separate letter books was discontinued.

Such covers were usually numbered by starting at 1 and each subsequent file numbered consecutively. Later, when it became obvious that the numbers would become too large, a system of numbering by year was devised, 1/1920, 2/1920 and 451/1920 and 1/1921, 2/1921 and so on. The problem inherent in this file plan was to discover whether a cover had already been opened for a specific subject, particularly if there were already some hundreds or thousands of covers in existence, and thus various covers were created for the same subject. In consequence it was very difficult to collect together all documents on the same subject.

2. NECESSITY OF AN EFFECTIVE FILE PLAN

The establishment and maintenance of an effective file plan is essential for the following reasons:

2.1 It is essential for efficient administration

The smooth and efficient functioning of any administrative institution is dependent on the speed with which documents required can be traced and delivered and on the completeness of all the documents furnished in connection with a particular subject. It is obvious that no matter can be dealt with expeditiously and satisfactorily if to start off, a search has to be conducted to trace the relevant documents, nor if the documents, once traced, are incomplete. An effective file plan ensures that all documents are stored or filed in such a way that all documents on a given matter are together and can be found with the least loss of time.

2.2 The ephemeral can be separated from the important

It is essential to destroy all documents not justifying permanent preservation as soon as possible since they fill storage space unnecessarily when kept longer than need be, and also because they hamper effective control over and custody of those documents which do justify permanent retention. It should be borne in mind that files are preserved or retained as entities and that individual documents may not be removed from a file. If important and ephemeral documents are stored in the same file, it means that the ephemeral documents will be permanently preserved together with the important, or in any case for a very long time. By the systematic creation of files the important can be separated from the ephemeral, merely by making provision for different files for different types of documents. Moreover, ephemeral documents can be periodically and systematically destroyed since standing disposal authority may be obtained if an effective file plan is in use and is maintained while for an unsatisfactory file plan disposal authority must be repeatedly applied for.

2.3 It ensures that the files coming transferred to archives repository will be classified more satisfactorily

If a file plan is poor, the product which eventually arrives in the archives repository will also be poor, i.e., information about a particular subject will not easily be gleaned from it. Furthermore, it will be difficult to establish whether the information which has been obtained is complete because everything has not necessarily been kept together. This causes considerable work for the staff of the repository and makes the task of the researchers more difficult.

3. BASIC REQUIREMENTS OF A GOOD FILE PLAN

The fundamental requirement for filing documents is that they should be grouped together in such a manner that those requiring to be read together should in fact be filed together. Therefore all documents concerning a certain matter should be filed together so that the background of the matter may be established with the greatest certainty and the least possible loss of time.

The basic requirements with which a good file plan must comply, are that it –

- must be logical and consistent;
- must be flexible; and
- should be as simple as possible.

3.1 By logical and consistent is meant that the file plan should be arranged logically and not merely compiled without purpose or sense. When a particular method of arrangement has been decided upon, it must be adhered to consistently and deviations should not occur without sound reasons. It implies that the file plan should be such that anyone and not only the compilers, must be able to understand and apply it as soon as the principles on which it is based have been grasped.

3.2 The file plan must be flexible so that any further additions can be introduced in the future without disturbing the original pattern and without requiring major amendments to the file plan itself. Obviously, in compiling a file plan provision can be made for files only expected to be required. No file plan remains static and provision must therefore be made for later additions. It should be possible to make additions as though they were known at the time when the file plan was drawn up, in other words, at the place where provision would have been made if their necessity had existed when the file plan was compiled. This is ensured by the use of so-called "umbrella headings" and by applying the correct method of numbering, as will be explained later.

3.3 The file plan should be as simple as possible, that is to say, it should not be made complicated without rhyme or reason. Preference should always be given to the simple method rather than the complicated one, where both may achieve the same object. This does not mean that the basic principles, e.g. the flexibility of the file plan, should be abandoned for the sake of simplicity. A subject file plan is never so simple that it may be applied automatically or without being approached intelligently. For example, continual decisions have to be taken on the correct placement of documents, i.e. whether they should be placed on existing files, if so, on which, or whether any particular document should be the first on a new file.

Apart from the above basic requirements, the following points are also of importance:

3.4 Provision should be made for files on policy matters, decisions and directives, on which all documents dealing with such matters can be stored

The first file of a series should, where possible, be the policy file. Everything bearing on policy and procedure should be placed on it, as also all directives and circular letters. Where a decision of policy arises from a matter dealt with on another file, a copy of that decision should be placed on the policy file.

Such files help to bring together all documents dealing with decisions of policy and procedural instructions and may be of inestimable value in briefing someone who is not well informed on such matters within a short space of time.

A suitable and concise description should be chosen as the title for the file, but it should not be called "Main File", for such a description is too vague and can cause too many "general" documents to find their way to the file.

Policy files are numbered by adding a capital letter "P" as the last component of the reference number allocated to the files.

In this way policy files for which no provision was made originally can be inserted easily at a later stage without renumbering the other existing files. To distinguish policy files from the alphabetical P-group case files, the capital letter "P" should always be preceded by a forward slash (/) while the letters of the alphabet on case files are not preceded by a diagonal stroke.

3.5 Descriptions should be concise and unambiguous

The description of any subject or subdivision in a file plan should preferably consist of as few words as possible. Frequently it is possible to manage this in just one word e.g. "transport". Occasionally more words are necessary. While as few words as possible should be used, the description should be chosen in such a way that a specific area is delimited and that there can be no doubt as to what is included or excluded by it.

Under no circumstances should descriptions such as General, Various or Miscellaneous be chosen as headings. Such descriptions lead, without fail, to

correspondence which should have been filed elsewhere or requiring new files, coming to rest on the General (etc.) file without any effort to classify it properly. Moreover, standing disposal authority is never granted for files with such descriptions.

3.6 There may be no duplication or overlapping of subjects

Subjects should be so chosen and described that documents about the same subject cannot be placed on two or more files. In cases where there is a possibility of incorrect filing of documents, as when provision has been made in different places in the file plan for two aspects of the same matter, attention should be drawn to this by means of cross references.

3.7 File subjects should be so chosen that important documents to be retained permanently are not included in the same file as ephemeral documents

In determining file subjects constant endeavours should be made to ensure that ephemeral documents are filed on separate files so that the maximum advantage can be drawn from their destruction. Consequently, as few ephemeral documents as possible should be placed on files which will be earmarked for permanent preservation. (Documents dealing with matters of policy and the application of the policy in general are generally considered for permanent preservation while those dealing with routine matters are generally ephemeral).

The matters dealt with above are the most important points to be noted in a good file plan. Further requirements will be referred to when the compilation of the file plan is considered.

4. THE FUNCTIONAL SUBJECT FILE PLAN

Various methods of filing documents exist. Of them the most general and the simplest, as mentioned above, is probably the alphabetical. In this file plan a file is opened for each person, institution, place, etc. and all correspondence dealing with that individual or body is placed on that particular file. The files are not numbered but are kept in strictly alphabetical sequence.

It is obvious that the alphabetical file plan is very suitable when it is used for cases where individual bodies with constant names only are concerned. As soon as subjects or concepts arise to which various people attach different names, which are difficult to express in one or two words, a purely alphabetical system cause problems and when thousands of files are involved, it becomes unmanageable. This is the case with the file plans of most governmental bodies and it is therefore necessary to use a file plan tailored to particular circumstances. Practise has shown that the subject file plan, with the addition of the alphabetical, numerical and chronological methods where required, gives the most satisfactory results. Hence attention will now be directed to the subject system of filing.

By a subject file plan is meant the division of the functions and activities of the particular body into a number of main subjects; the division of each main subject into a number of subjects; the further division of each subject, etc., until the subdivision has been taken far enough to justify a file for that aspect of the particular matter.

The file plan can be compared to an orchard where the orchard represents the body as a whole. Each tree represents a main subject and its branches the various subjects. Just as each branch has in turn smaller twigs, so each subject can be subdivided into even smaller entities.

By means of this procedure a subject index is compiled on all matters dealt with by the body, and that all correspondence stored according to the subject index. The main subjects form the guides under which the actual file subjects are to be found. Instead of appearing on cards the file subjects appear on file covers inside of which the individual documents are usually arranged chronologically. When, therefore, a document is to be retrieved or filed, the first step is to ascertain under which main heading the subject with which the document deals, falls. When the correct main heading has been found, the subject under that main heading is examined to determine under which specific subject it falls, and so on, until the correct file on which it should be placed has been found.

The framework for the subject index is worked out on foolscap paper and files are opened according to this plan, which is called the file plan; it provides the key to which file a document should be stored on, or whether a new file should be opened, etc.

5. THE COMPILATION OF A NEW FILE PLAN

Where a file plan is already in existence, a thorough investigation should be conducted as soon as possible into its nature in order to determine whether it fulfils the stated requirements. Such an inquiry is usually delegated to the Work Study Section since officials of that section are usually well acquainted with the structure and other aspects of the office organisation. A complete report should be compiled setting out the principles on which the file plan is based, as well as the defects which have been found. Finally, recommendations should be made, viz. whether the existing file plan is satisfactory, or whether certain portions of it should be revised, or whether the file plan should be revised as a whole. The argument so frequently advanced that the file plan works well is no reason to retain the existing file plan. The deciding factor is whether it conforms to the stipulated requirements. The report should be directed to the head of the governmental body concerned and a copy of it to the National Archivist.

Should the investigation reveal that the present file plan is deficient and that increasing difficulties in its application may be expected, the compilation of a new and effective file plan should be undertaken as soon as possible. A fact to bear in mind is that, depending on various circumstances, two years may elapse before a new file plan can be approved and introduced. Unnecessary delay should therefore be avoided.

Once the decision has been taken to introduce a new file plan it should be borne in mind that the new file plan will have to be approved by the National Archivist before it may be taken into use. It is therefore absolutely essential to collaborate very closely with the National Archives and Records Service throughout the whole process to ensure that the new file plan will conform to the necessary requirements. Consultation can take place at any stage, of course, but is particularly essential at the following stages:-

- Before commencing the compilation of a new file plan;
- When the main subjects have been selected;
- When the draft file plan and instructions have been completed;
- When the file plan in its final form has been completed; and
- when amendments and additions are to be made.

5.1 Preliminary study

Before someone compiles a file plan for a governmental body, it is essential for him to make a thorough study of the organisation and functions of the particular body, for the file plan will be based on this frame work and requirements. The final file plan will thus have to reflect the structure and functions of the particular body. The assumption is thus that a suitable and stable structure exists. Should this not be the case, this aspect should be corrected before a file plan is compiled.

When clarity has been obtained about the structure of the body, (see also par. 3, Directive R2) those subjects for which provision will have to be made, will have to be determined, as well as the extent to which the subjects should be split into file units to comply with requirements and to promote the efficient performance of duties. In the process solutions will have to be found for existing defects so that they can be prevented or eliminated in the new file plan.

The customary method, and usually the only one to establish for which files provision must be made, is to systematically go through all the files in use and to keep notes of the subjects about which correspondence were conducted. Here it should be remembered that file headings are frequently unreliable and even misleading, particularly when an inefficient file plan is in use. For example, documents may have been placed on the wrong files, or files may contain documents which really require their own new files. Particularly the general files so frequently found should be meticulously analysed to determine which subjects should be provided for in the new file plan, since vague descriptions such as General, Miscellaneous, etc. will not be permitted in the new system.

While conducting the survey, notice should be taken of whether the existing files are too thick or too thin. Should it transpire, for example, that there are hundreds of thin files, the indication is that the division is too fine and that the new file plan should follow a more practical division. If on the other hand a file is far too

thick and runs to several parts, thereby hampering efforts to trace previous correspondence, it is obvious that a finer division is required to expedite tracing previous correspondence.

Particular notice should also be taken of documents of ephemeral nature which accumulate rapidly on files so that an attempt can be made in the new file plan to split up the files in such a way that those types of documents are stored separately and may be destroyed as soon as is practically possible. As a rule, ephemeral documents are those bearing on trivial matters of passing importance and do not justify permanent retention, as for example claims for re-imburement for expenses incurred, routine arrangements for meetings, etc. In this latter case the minutes of the meeting will usually be important and separate files must therefore be provided for minutes and routine arrangements.

It is absolutely essential to keep notes during the survey of abuses encountered, as well as helpful hints and cases to which attention should be drawn. Such information can later come in useful in drawing up instructions, explanatory notes, cross references, and the like.

If not done on computer, it is recommended that subjects encountered, be entered on index cards (one card for every subject), in order to facilitate later re-arrangement. Should they be entered on folio pages, control will prove difficult when the subjects are divided into main and sub-series. By filling in cards, however, they can, where possible, be classified simultaneously under tentative headings, e.g. when the subject Rinderpest is encountered it can immediately be classified under the tentative heading Stock Diseases.

Usually this stage of the task can not be undertaken by more than one person for it is absolutely essential that one person should have an overall view as well as a thorough knowledge of the details. This is essential in compiling a new file plan.

The tendency exists to appoint a committee to compile a file plan or to assist in doing so. This generally does not work, because where more than one person is concerned it is not always possible to attend to the matter as a body. A better result is usually achieved by appointing a specific person to compile the file plan and then to submit it for comment. Of course, at all stages consultation with the National Archives and officials of the sections concerned can and must take place to determine precisely what is required and which method will provide the best results. Registry and other members of the staff will usually be able to indicate which defects in the existing file plan cause problems and should be rectified.

5.2 Compilation of series

Once the subjects to be provided for have been determined, a start should be made on planning the various series.

Firstly the main subjects should be determined. By this stage the preliminary study should have made it possible to divide the activities of the body under a number of headings. The organisational structure will usually already imply a number

of headings, as there will be sections dealing specifically with those aspects, eg. accounts, personnel, etc.

A list of main subjects should be compiled and should be such that the main subjects together cover all activities of the body about which correspondence is conducted, but at the same time they should have been so chosen and described that they exclude one another. (By exclude one another is meant that when a particular subject is known no doubt should exist under which main heading it ought to be found). Each description should be concise and the particular field it is to cover, should clearly be delimited. Two or more main subjects should not be created if one main subject will cover the field adequately. On the other hand, one main subject should not be made of what is in reality two or more, for unrelated subjects should not be included under the same heading.

The number of main subjects should be as few as possible, for the more there are the more difficult it will be to describe them mutually exclusive and consequently the more difficult it will be to place a document correctly.

The descriptions of main subjects will by their nature be very wide since they have to cover wide-ranging fields, eg. Transport or Financial Matters. For this reason descriptions of main subjects may not be used alone for the description of a file, and a further subdivision is always required to obtain a suitable file description.

Each file plan must necessarily make provision for main subjects for support functions such as accommodation, buildings and sites, supplies and services and so on, as well as for main subjects referring to the line functions performed by the particular office. Although main subjects for support matters, and their subdivision can to a large extent be uniform in all file plans, the main subjects in line matters will differ from file plan to file plan because each office has its own specific functions - other, of course, than in cases where a uniform file plan is compiled for a number of offices performing the same function, as for example magistrate's offices.

When the main subjects have been determined, each main subject is in turn split up into various subjects. Just as the main subjects cover various aspects of the activities of a body as a whole, so the subjects under each main subject cover different aspects of the main subject, and they should delimit definite fields which are mutually exclusive. Directive R4 is an example of main subjects for support functions and indicates how they can be subdivided.

If it should be necessary to subdivide subjects further, the descriptions of the subjects should be such that they may serve as umbrella headings, i.e. they should be composed in so wide a way that sub-subjects bearing on the subject may fall under them. When subjects are further subdivided, the description of the subject may serve either as a heading to provide for further subdivision, or as a file for correspondence on the subject as a whole, thus being unsuitable to be placed on a sub-file.

In some cases it will be sufficient to divide the main subjects into subjects to obtain the file description, while in others it will be necessary to subdivide the

subjects into subdivisions, or even to subdivide the subdivisions. The decisive factor in determining how minute the division will be is the amount of correspondence conducted on the matter. Should correspondence be voluminous, the subject will have to be subdivided so that different aspects of it may be dealt with on different files, for should everything be placed on one file the tracing of previous documents is hampered. Then, too, it happens that more than one person is dealing simultaneously with various aspects of the same matter, and delay would result if only one file existed for the matter. Subdivision is then necessary. The question of the separation of ephemeral documents should also not be forgotten.

The most minute subdivision is usually achieved when provision is made for a file for each person, place, institution, etc. They are the so-called "case files". It is very seldom necessary to open subfiles for case files.

It should be borne in mind that, although it is undesirable to place too much correspondence on one file, it is as undesirable to have too many sub-files.

As far as the descriptions are concerned, it will have become clear that the descriptions of main subjects are extremely wide and that the further they are subdivided, the narrower the field becomes, until the description of the case file is so narrow that it indicates only one particular person or institution. Thus, one always proceeds from the general to the particular and not vice versa.

The following is an example of how a main subject can be subdivided to various levels:

- 1 FINANCIAL MATTERS (Main Subject)
- 1/P Policy)
- 1/1 Budget) Subdivision according to
- 1/2 Revenue) various aspects dealt with.
- 1/3 Expenditure)

It may transpire that correspondence in connection with Expenditure (1/3) is comprehensive enough to justify a further division of the subject. This can be done as follows:

- 1/3 Expenditure
- 1/3/1 Advances
- 1/3/2 Salaries
- 1/3/3 Accounts
- etc.

Should it prove necessary to subdivide, accounts 1/3/3, even more closely, it could be done as follows:

1/3/3 Accounts

1/3/3/1 Water and electricity accounts
1/3/3/2 Telephone accounts
 etc.

An even finer subdivision of telephone accounts (1/3/3/2) could for example be done as follows:

1/3/3/2 Telephone accounts

1/3/3/2/1 Cape Town
1/3/3/2/2 Pretoria
 etc.

When a subject is subdivided, this is usually accomplished on the basis of a sub-subject, name, place, time, etc. for e.g.

SUB-SUBJECT	NAME	PLACE	TIME
<u>Publicity</u>	<u>Salaries</u>	<u>Branch offices</u>	<u>Annual reports</u>
Radio Talks	J. Patel	Cape Town	1960
Publications	F. Potgieter	Pretoria	1961
Film Shows	S. Khumalo	Bloemfontein	1962

Subdivisions should be kept on the same level. Here it should be borne in mind that subject descriptions and the names of persons or bodies may not appear on the same level, for this invariably causes overlapping. It would for example be wrong to subdivide Education as follows:

Education

'

' Gauteng

' Primary school education

' Secondary school education

' KwaZulu/Natal

The correct subdivision would be:

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Education
'   Primary school education
'   '   Gauteng
'   '   '
'   '   '
'   '   '
'   Secondary school education
'   '   KwaZulu/Natal
'   '   '
'   '   '
'   '   '

```

5.3 Sequence of series

In compiling the file plan, that is when the subjects have been arranged in series and are being written down, it is advisable to start each main series on a new page. No numbers need then be allocated to main series at the start so that they can be readily re-arranged, either when the system has been completed or at any intermediate stage. This also means that a whole series may easily be replaced later, if required.

The main series should not be arranged alphabetically. An alphabetical arrangement prevents related matters from being grouped together, and moreover, the arrangement cannot be kept alphabetical because new additions will not fit into the alphabetical sequence. It can also be a source of confusion if a portion of a file plan is alphabetical and another portion not. In addition, key words for the same concept frequently differ from person to person.

The arrangement of the series (main as well as subseries) should, as far as possible, be in order of importance - in other words, a logical arrangement. This of course presents problems, for no two persons will place a series of subjects in the same sequence. Nevertheless, an attempt must be made to obtain a logical sequence. Anybody using the file plan would hardly expect to find an important subject at the end thereof. No one would, for example, place organisation last and supplies first.

In the same way the order of importance is maintained throughout the file plan as far as possible and, in addition, the general is always placed before the particular.

In determining the sequence of the main series it is advisable to place those main subjects dealing with support matters first and thereafter the main subjects dealing with line matters. The reason for this is that support matters are largely stereotyped and that additions of new main subjects are seldom, if ever, necessary. Line function matters, however, require additions and amendments from time to time and when main subjects referring to them are placed at the end, additions can be made without being forced to muddle main subjects for line and support matters.

5.4 Lay-out

As already explained, the descriptions of main subjects and in some cases, of the subjects themselves, are of too general a nature for use as file titles. Their sole use as headings is to permit further subdivision to yield more specific subjects. Such general subjects should be underlined in the file plan and should be accompanied by a clearly stated instruction in the introduction that subjects which are underlined do not represent files.

In order to prevent the unnecessary repetition of main subjects and subjects in the subject classification, such subjects should appear once only above the particular series, and should not be repeated again and again.

Should this method not be followed, the use of large sheets of paper becomes necessary and the lay-out of the file plan will be involved and difficult to take in at a glance. Such a document will always be clumsy and awkward to handle. If the method indicated is followed, any file plan can be set out on normal foolscap paper and is therefore easier to consult and handle. Subdivision should therefore take place vertically and not horizontally. (See also Directive R4).

In cases where the same series of case files appear repeatedly in the file plan, a list of such files should rather be appended to the file plan. In the file plan itself reference need be made only to the annexure by means of a note, e.g. (Open files according to annexure A). This obviates repetition in the file plan and makes it shorter and easier to consult. This also enables constant code-numbers to be allocated to cases. It divides the file plan into smaller units and considerably facilitates reference.

A list of the main series with their corresponding numbers should precede the subject classification in order to facilitate reference.

5.5 Numbering

Files are numbered mainly because the number is a simple and easy symbol for reference purposes and to maintain the sequence of files in storage.

As no file plan can remain static, provision has to be made for later additions and extensions in such a way that additions can be made at the correct place without dislocating the numbering. By correct place is meant that place where the subject fits or where it would have been placed had it been known when the file plan was compiled. To achieve this, use is made of stroke numbers (e.g. 2/2/3/4). The more stroke numbers used, the more flexible will be the file plan.

It is in fact seldom necessary to use more than five stroke numbers, but should they be required there should be no hesitation about using more when really necessary. The objection that a long number is confusing is not always valid for if the file plan is logical and each number represents a subject, it can usually be remembered very easily. The problems inherent in a file plan which is insufficiently flexible are more and greater than those accompanying long numbers.

Subjects are numbered in the following manner:

A number is allocated to each main subject, subject etc., by starting from one at each series or sub-series. A file number is then obtained by combining the numbers of all the series, separating them by means of diagonal strokes, e.g. 5/2/3/1. Each figure in such a number thus represents a particular subject and the sequence of a figure in the number indicates that the subject represented is subordinate to, or an aspect of, the subject represented by the previous figure. Each file number must therefore be able to be analysed so that each figure represents a subject or an aspect of one. Should the file number for example be 5/1/2/1, it could be analysed as follows:

5	=	Liquor
1	=	Sale of liquor
2	=	Hours of sale
1	=	Impala Hotel

In some cases it is possible not to allocate case files case numbers but merely to stipulate that files should be stored alphabetically according to name, place, etc. All the case files in a particular series will therefore bear the same number but correspondence will be placed on the file of the particular case. A great advantage of this is that the alphabetical and numerical index is not unnecessarily enlarged and that the time required to refer to the right number is saved.

In many cases it is unnecessary to have case files for every case, but they can be grouped by for example placing all cases which begin with the same letter of the alphabet on the same file or even by grouping them according to groups of letters, e.g. A - C, D - F, etc.

In numbering files the use of reference letters should be avoided if possible, as in for example E.T.3/1/8/2 where E.T. merely stands for Environmental Affairs and Tourism. This merely causes more writing and typing and lengthens file numbers unnecessarily. Its sole purpose might be to indicate that it is the file number of a particular body, but this is unnecessary in any case, since the address on the correspondence already indicates the origin of a document or its destination.

The test to determine whether such reference letters should be used or not is to establish whether they are really required, in other words, whether they will serve any useful purpose.

5.6 Instructions and explanations

It is absolutely essential for instructions and explanatory notes concerning the use and application of the file plan to form part of it. The principle to be applied, is that explanations and instructions concerning the system as a whole should be summarised in the form of an introduction to the system (i.e. the general instructions). Those referring only to a specific series are placed at the beginning of the series, and those referring to a specific file only are placed immediately under

the title. In the latter case it should appear between brackets and the introduction should state clearly that explanations between brackets do not form part of file titles and should not be entered on file covers.

Cross-references where required should be incorporated in the file plan by the same means. It may for example be necessary to draw attention at one file title to another in cases where doubt or confusion may exist. In such cases a note should be appended to each file description, as for example: (For accounts see file 3/4/7/1) and at the other file: (For orders see file 5/1/6). The precise file or series number should always be given because it eliminates unnecessary searching.

The reason why instructions, explanations and cross-references should be incorporated in the prescribed manner is that it is essential for them to be read. A long, discursive introduction mentioning all possibilities is unlikely to contribute much to bringing to a person's notice points requiring attention when the system is in use, since people simply do not have time to start searching elsewhere for instructions or explanations. If they are on the spot they simply cannot be missed.

Model general instructions (Directive R3) to a file plan are available as a guide. A very important aspect which must be dealt with in the general instructions, is the question of who will be responsible for creating the files not already catered for in the file plan. If sufficient provision is not made for additions and amendments to be undertaken by someone who understands the file plan and its working, and all and sundry are permitted to create files, the file plan will deteriorate rapidly. More attention will be given to this later.

Other aspects deserving attention are, for example, explanation concerning the arrangement and working of the system, keeping the index(es) to the system up to date, etc. Care should be taken that the introduction refers only to the system and its application. Other matters not directly concerned with it, for example opening post, should rather be contained in separate instructions. Compare the prototype registry procedure manual, Directive G5.

5.7 Alphabetical index

An alphabetical index to the numerical classification is sometimes required when the file plan is of relatively large proportions. The compilation of the index is a task to be undertaken only by a qualified official with both a thorough knowledge of the file plan and methods of indexing. It is obvious that as far as possible only one person should undertake the task, and that it cannot be compiled and kept up to date by various people at the same time unless each entry is checked by one particular person.

The alphabetical index should, however, serve only as an aid, (i.e. an attempt should first be made to file a document with the aid of the file plan before relying on an alphabetical index). This will assist officials in acquainting themselves with the file plan. The better the file plan the less an alphabetical index will be required, or the less use will be made of it.

If an alphabetical index is required for good reasons after all, it should be compiled as complete as possible with a proper system of cross-references. The reference number is used once only, opposite the main entry. The cross-reference will then refer only to the main reference. For example, it might be necessary to index the caption "Council for the Advancement of Commerce and Industry", and it might fall under the subject "Commerce and Industry", with the file number 34/3/5. The index entries would then be compiled as follows:

COMMERCE AND INDUSTRY:

Council for Advancement of - 34/3/5

COUNCILS

Commerce and Industry: Council for Advancement of

See COMMERCE AND INDUSTRY

The fact that a reference number is given once only obviates numbers being left unaltered when amendments are made and obviate repetition of entries.

Although cross-references should be complete, they should not be overdone. In the above case it would be superfluous to index the subject under the word Advancement as well, since the average person would not expect to find it there. Thus only the key idea(s) need be indexed.

The use of adjectives as keywords should be avoided except where they have become an inseparable part of the noun. So for example Visible index system would not be entered under the heading VISIBLE but under INDEX SYSTEM, while on the other hand Provincial Secretary should be considered as one word and consequently used as a key idea.

A properly defined subject will facilitate indexing. In the case of Visible index system provision should be made first of all for the subject Index systems and thereafter for the various types.

5.8 Composition of file plan

The general instructions, list of main series, subject classification and the annexures have been mentioned and discussed. All the above-mentioned, together, form the file plan. Since each of these parts is directly concerned with at least one of the other parts, it cannot be permitted that any of the components be used independently or in combination without all the others. To prevent the file plan from being broken up physically, it should be provided with a table of contents which should serve as an integrating factor. The table of contents should be provided as indicated in par. 3 of the "Instructions to Compiler of a file plan" in Directive R3.

5.9 List of series of separate case files

Series of case files which are not linked to a reference number in the file plan stand separately from the system. An example of these are personal staff files which are kept under the reference: SP, surname and initials. To exercise the necessary control over these series, a list in which the existence of the series, the nature of the references, the purpose and use thereof and the disposal instructions applicable is compiled and added to the file plan. Although this list of series of separate case files (N.B. not individual files) does not form part of the subject classification in practice, it is attached as an integral part of it to centralise control over all correspondence files in an office. In this connection see also par. 20 of the general instructions, Directive R3.

6. OBTAINING APPROVAL

When a file plan has been completed to the satisfaction of the interested parties and has been compiled in its final draft form, the necessary approval for its implementation will have to be obtained. This is done by sending two copies of it to the National Archivist, applying for approval of the file plan and for its implementation. In provinces that do have their own archival legislation and or an archival infrastructure draft file plan should be submitted to the archives services in the relevant province (See Annexure A for the contact details).

It is advisable for the file plan to be as complete as possible with proposed instructions at this stage to enable the office of the National Archivist to express a sound opinion and to offer constructive criticism. An explanatory memorandum providing further explanations and elucidations and setting out the reasons for following certain methods and the reasons for preferring them to other methods will facilitate matters considerably and avert unnecessary enquiries.

Should further comments be furnished, the file plan is finally revised in the light of the comments, and two copies of the final file plan sent to the National Archivist. As soon as approval has been obtained from the National Archivist the date of the change-over can finally be determined and the necessary arrangements made.

7. THE IMPLEMENTATION OF A NEW FILE PLAN

As soon as the proposed new file plan has been approved and the date for the change-over decided upon, the necessary arrangements must be made, eg. the obtaining of new file covers and their preparation. It is advisable to prepare beforehand those file covers which may reasonably be expected to be required soon, otherwise the preparation of file covers may cause delay if everything is left until the date of the change-over.

At the change-over all correspondence received on the previous day should be placed on the old files. From the date of change-over all incoming documents and all documents despatched should be dealt with on the new files.

All the old files should then be terminated and removed from the registry as soon as possible. It may be necessary to refer to the old files for a while yet, but such files should be appended loosely to the new files until they are no longer required and then placed with the other old files. No further correspondence should be carried out on the old files and no original documents should be transferred from the old files to the new ones.

In order to ensure continuity the numbers of the old and new files should appear reciprocally on the file covers. This too facilitates reference.

Sufficient copies of the file plan should be available for each official concerned with correspondence to receive a copy. It is then the duty of every official to ensure that the file numbers allocated by the registry staff are correct and, when files are requested from registry, the file number should be quoted and not merely the description. All amendments to the file plan should be circulated from time to time so that each official may keep his copy up to date.

7.1 Register of files opened

When the file plan is taken into use it is essential to know precisely which files have in fact been used, as the file plan usually provides for all files which are expected to be required at some stage in the future. In reality the files commence and are utilised at the time when the first documents are filed on them.

If possible a copy of the file plan may be used to mark off the files actually opened. In the majority of cases, however, this will not be possible, for case files, for example, for which the file plan does not make detailed provision, cannot be indicated in this way. In such cases a loose leaf register should be employed in which the number and the title of each file opened is entered. The loose leaf register should be compiled in the same form as the file plan and enough space should be allowed for files to be opened later. The first page of the register should indicate which body/office uses it and when it was commenced.

The use of index cards for this purpose is not recommended for they will not indicate at a glance whether new files should be opened or not, with resultant duplication of files or files created in the wrong place in the file plan. Moreover instructions for the use of the file plan cannot be placed on index cards and, in addition, index cards can be lost very easily.

7.2 The master copy

In order to maintain the file plan properly it is essential for the person whose task it is, to keep a master copy of the file plan on which all additions and amendments are noted. No file may be opened before the approval of the Records Manager has been obtained and the description entered on the master copy.

Individual case files are, however, not entered on the master copy. The master copy should therefore always reflect the correct state of affairs as far as approved files are concerned.

8. SUMMARY

From the above it is obvious that there are certain basic principles on which a good file plan is founded and that there are certain basic requirements with which all effective file plans must comply. It is, however, not possible to draw up and prescribe a cut and dried file plan for all bodies. Each body has its own character, peculiarities and functions and the file plan should be such that it complies with the requirements of those particular peculiarities - that is why each file plan always has its own character and peculiarities which distinguish it from all other file plans.

ANNEXURE A

Cape Town Archives Repository

The Head

Postal address: Private Bag X9025, Cape Town 8000

Street address: 72 Roeland Street, Cape Town

Tel.: (021) 462 4050

Fax: (021) 465 2960

E-mail: capearch01@hotmail.com

Free State Archives Repository

The Head

Postal address: Private Bag X20504, Bloemfontein 9300

Street address: 29 Badenhorst Street, Bloemfontein

Tel.: (051) 522 6762

Fax: (051) 522 6765

E-mail: fsarch01@hotmail.com

Eastern Cape Provincial Archives

Eastern Cape Provincial Archives, Head Office

The Provincial Archivist

Postal address: Private Bag X7486, King William's Town 5600

Street address: 5 Eales Street, King William's Town

Tel.: (043) 643 3043

Fax: (043) 643 3375

Port Elizabeth Archives Repository

The Head

Postal address: Private Bag X3932, Port Elizabeth 6056

Street address: 1 De Villiers Street, Port Elizabeth

Tel.: (041) 484 6451

Fax: (041) 484 6451

Umtata Archives Repository

The Head

Postal address: Private Bag X5095, Umtata 5100

Street address: c/o Owen Street and Alexander Road, Umtata

KwaZulu-Natal Archives

KwaZulu-Natal Archives, Head Office

The Acting Provincial Archivist

Postal address: Private Bag X75, Ulundi 3838

Street address: Block 4, Unit A, Ulundi

Tel.: (035) 879 8500

Fax: (035) 879 8518

Durban Archives Repository

The Head

Postal address: Private Bag X22, Greyville 4023

Street address: Nashua House, 14 De Mazenod Street, Greyville

Tel.: (031) 309 5682

Fax: (031) 309 5685

E-Mail: dbnarchives@kznedu.kzntl.gov.za

Pietermaritzburg Archives Repository

The Head

Postal address: Private Bag X9012, Pietermaritzburg 3200

Street address: 231 Pietermaritz Street, Pietermaritzburg

Tel.: (033) 342 4712

Fax: (033) 394 4353

E-mail: pmbarchives@kznedu.kzntl.gov.za

Northern Cape Archival Services

The Head

Postal address: Private Bag X5004, Kimberley 8300

Street address: 6th Floor Dutoitspan Building, Dutoitspan Road, Kimberley 8301

Tel.: (053) 831 1761

Fax: (053) 833 4353

E-mail: aluxton@ds.ncape.gov.za

Limpopo Province Archives Services

The Provincial Archivist
Postal address: Private Bag X9549, Polokwane 0700
Tel.: (015) 299 7728
Fax: (015) 295 2043
E-mail: nkatingij@sac.norprov.gov.za

Mpumalanga Archives Services

The Provincial Archivist
Postal address: PO Box 1243, Nelspruit 1200
Tel.: (013) 766 5063
Fax: (013) 766 5594/1
E-mail: pmodiba@nel.mpu.gov.za

North West Archives Services

Postal address: Private Bag X6, Mmabatho 2735
Tel.: (018) 387 0244
Fax: (018) 392 1087
E-mail: Imokoena@nwpg.org.za