



Meet our Research Faculty

Dr. Forget Chaterera Zambuko

Post-doc



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Research Interests

My research interests are on accessibility and use of documentary heritage held in archival institutions and in museums. Following the realization that access and use is the *raison d'être* for national archival institutions yet the level of utilization has for a long time been lamented to be low, I took a holistic approach to investigate issues of bibliographic, intellectual and physical access to archives. Based on the findings of the research, I proposed a framework for enhanced access and use of archives to serve as a baseline on which archivists may reflect and improve on their practices.

My current research focus is on the following topics:

- Use of emerging technologies in records and archives management: I recently completed a scientific inquiry on the uptake of blockchain technology for records management. The Fourth Industrial Revolution (4IR) has ushered in several emerging and disruptive technologies which records managers and archival scientists need to embrace. The aim of the study was to initiate a discourse that challenges information management practitioners to embrace disruptive technologies lest they themselves get disrupted. While there are several emerging technologies, my study focused on blockchain technology and its possible benefits for records management.
- Displaced archives: In developing a framework for improved access and use of archives and using the case of Zimbabwe, I found that amongst the challenges hindering the archival institution from granting full access to its documentary heritage is the issue of archives that were displaced to the United Kingdom. Other scholars have criticised the legal instruments for failing to repatriate these archives. My ongoing research took a different approach and looked into different practices of justice than the international models and relations shaped by Western legal thought.
- Managing archaeology and museum records: An artefact without a record is meaningless and inaccessible. Collections management in most museums focus more on the management of the artefacts at the expense of the documentation that goes with the objects. In this way, the management of collections, their security, accessibility, use, and meaning is under threat. To this end, records management should be made an integral component of each museum's collections management policy.

Research Collaborations

Grants and Funded Research Projects:

2013-2019: Participated in Phase 4 of the International Research on Permanent Authentic Records in Electronic Systems (InterPARES) as Zimbabwe's research leader. The objectives of the project was to generate the theoretical and methodological frameworks that will support the development of integrated and consistent local, national and international networks of policies, procedures, regulations, standards and legislation concerning digital records entrusted to the Internet. InterPARES is comprised of research teams from North America, Europe, Latin America, Asia, Australasia, Africa and Transnational team.

2019: Participated in the International Council on Archives' Africa Programme's Digital Records Curation Programme held in Gaborone, Botswana. The programme facilitators were James Lowry and Margaret Crocket, both from the International Council on Archives. Programme participants were archival educators from Botswana, South Africa, Namibia, Kenya, Zambia, Nigeria, Tanzania, Sierra Leone and I represented Zimbabwe. The digital curation study programme won the 2020 Digital Preservation Awards by the Dutch Digital Heritage Network for Teaching and Communications and the 2020 United States National Digital Stewardship Alliance Innovation Award (Category: Educators)

2013-2015: Collaborated in the Public programming of archives in East and Southern Africa. The goal of the project was to develop and implement a framework that will enable public archives in East and Southern Africa to widen their reach into society. Many people are unaware of the wealth of information found in the archives, hopefully public programming initiatives can get more people interested to make use of these valuable resources.

Conference presentations

Chaterera-Zambuko, F & Katuu, S. 2019. The integrity and authenticity of records: Is blockchain the answer? Paper presented at the 3rd Records and Archives Management Conference on 'Records Management and Sustainable Development'. Mombasa, Kenya 4-6 November 2019.

Chaterera-Zambuko, F. 2019. Archives and society. Presentation made under the New Professionals Programme at the International Council on Archives Conference on Designing the Archives. Adelaide, Australia 20-25 October 2019.

Chaterera-Zambuko, F. 2019. Block chain technology and the potential implications for records management. Paper presented at the 25th ESARBICA Conference on "on Archives & Records: yesterday, today and tomorrow – celebration of golden jubilee Gaborone, Botswana, 9-13 September 2019.

Chaterera-Zambuko, F. 2019. Records management as an anticorruption device in Zimbabwe's City Councils. Paper presented at a conference on Sustainable Economic Transformation, Innovation and Governance in Emerging Economies. 6-8 February 2019-Gweru, Zimbabwe.

Chaterera, F & Ngulube, P. 2018. The Challenges and Prospects of Accessing and Using Documentary Heritage: Global Perspectives. Paper presented at the International Conference on Communication and Information Science (ICCIS): Safeguarding Cultural Heritage for Sustainable Development. 21-23 August 2018-Harare, Zimbabwe.

Chaterera, F. 2018. Managing local government records: towards curbing corruption. Paper presented at the Regional Conference: Corruption and the Challenge of Economic Transformation in Southern Africa. 18-20 June 2018-Gaborone, Botswana.

Chaterera, F; Masuku, M & Bhebhe, S. 2017. Integrating Enterprise Content Management Systems to manage digital records in Zimbabwe's Government Ministries. Paper presented at the InterPARES International Seminar, 4-7 December 2017-Cape Town, South Africa.

Chaterera, F. 2017. A discourse on the physical barriers to accessing the documentary heritage at the National Archives of Zimbabwe. Paper presented at the 2017 International Workshop on "Maintaining the Facts Infrastructure in the Era of Post-Truth Politics", 19-20 September 2017-Stockholm, Sweden.

Chaterera, F. 2017. Problematising the semantics of selected research methodology terms. Paper presented at the International Conference on Communication and Information Science in a Science, Technology, Engineering and Mathematics (STEM) Environment, 21-25 August 2017-Kariba, Zimbabwe.

Chaterera, F; Ngulube, P & Rodrigues, A. 2017. A framework for access and use of the public documentary heritage at the National Archives of Zimbabwe paper presented at the 24th ESARBICA conference on "public sector reforms: transparency and accountability", 7-11 August 2017-Lilongwe, Malawi.

Chaterera, F; Masuku, M & Bhebhe, S. 2017. Integrating Enterprise Content Management Systems to manage digital records in Zimbabwe's Government Ministries. Paper presented at the South African Society of Archivists Conference, 4-7 July 2017-Cape Town, South Africa.

Chaterera, F. 2016. Trends in collaboration between the public archives and museums in Zimbabwe. Paper presented at the International Council on Archives "Archives, Harmony & Friendship". 5-10 September 2016 at COEX, Seoul, Republic of South Korea.

Chaterera, F. 2016. Underlining the value of documentation and archival records in conserving architectural heritage: a look into the Naletale National Monument 2014 restorations. Paper presented at the 6th International Conference on Communication & Information Science in the Digital Era 24-26 August 2016-Great-Zimbabwe, Masvingo.

Wutete, O & Chaterera, F. 2016. Virtual reality Paper presented at the 6th International Conference on Communication & Information Science in the Digital Era 24-26 August 2016 – Great Zimbabwe, Masvingo.

Chaterera, F. 2016. Interrogating the place of a record in giving life, meaning and security to archaeological artefacts in museums. Poster presented at the 5th Annual Unisa Student Research and Innovation Showcase 17-19 August 2016, Pretoria South Africa.

Chaterera, F. 2016. In pursuit of increased access levels: should archivists continue to preach to the same crowd? Paper presented at the South African Society of Archivists Annual Conference 5-7 July 2016 Mafikeng, South Africa.

Chaterera, F. 2015. Thinking beyond an archaeological survey unit to a national repository: advancing the plight of archaeological archives in Zimbabwe. Paper presented at the Biennial Conference of the Association for Southern Africa Professional Archaeologists (ASAPA). Harare, University of Zimbabwe, 1-3 July 2015.

Chaterera, F. 2015. Promoting the intra and inter-generational equity principle through archival reference services. Paper presented at the 23rd General Conference of the Eastern and Southern Africa Regional Branch of the International Council on Archives. Victoria Falls-Zimbabwe, 8-12 June 2015.

Ngulube, P; Ngoepe, M ;Saurombe, N & Chaterera, F. 2015. Towards a uniform strategy for taking archives to the people in South Africa: can we really build the Tower of Babel? Paper presented at the 23rd General Conference of the Eastern and Southern Africa Regional Branch of the International Council on Archives. Victoria Falls-Zimbabwe, 8-12 June 2015.

Chaterera, F. 2015. The Dynamics of Cultural Heritage and Sustainable Development in Zimbabwe Paper presented at the African Heritage Challenges: Development and Sustainability. Cambridge-England, 15-16 May 2015.

Murambiwa, I & Chaterera, F. 2014. Records management and the heritage sector. Paper presented at the Zimbabwe Association of Professional Archaeologists and Related Disciplines. Great Zimbabwe, Masvingo-Zimbabwe, 12-14 December 2014.

Chaterera, F. 2014. Information and records management as tools for engagement and empowerment in museums. Paper presented at the Mutare Museum Golden Jubilee Symposium. Mutare-Zimbabwe 2-4 October 2014.

Chaterera, F. 2014. Evaluating the impact of World Heritage Listing at Khami World Heritage Site. Paper presented at the 14th Congress of the Pan African Archaeological Association. Johannesburg-South Africa, 12-19 July 2014.

Chaterera, F. 2014. Heading for a better understanding of outreach in the digital age: a look into the use of Web 2.0 as a communication tool by Zimbabwe's public information centres. Paper presented at the South African Society of Archivists conference on public programming, outreach and advocacy. Mpumalanga-South Africa, 10-11 July 2014.

Chaterera, F. 2013. Fostering quality records management practices through records surveys. Poster presented at the 10th International Society for the Study of Behavioral Development Africa Regional Research Workshop on sustaining research excellence amongst early career African scholars. Pretoria-South Africa, 25-27 September 2013.

Chaterera, F & Nyawo, VZ. 2013. Managing public records in Zimbabwe: The road to good governance, accountability, transparency and effective service delivery. Paper presented at the Second Annual International Interdisciplinary Conference. Nairobi-Kenya 25-29 June 2013.

Chaterera, F; Ngulube, P & Rodrigues, A. 2013. Records surveys in support of a framework for managing public records in Zimbabwe. Paper presented at the 22nd General Conference of the Eastern and Southern Africa Regional Branch of the International Council on Archives. Nairobi-Kenya, 3-7 June 2013.

Chaterera, F & Nyawo, VZ. 2012. Decolonising the Museum: The case of Zimbabwe Military Museum in Gweru. Paper presented at the Oral Traditions Association of Zimbabwe Conference. Bulawayo-Zimbabwe, 7-8 December 2012.

Chaterera, F. 2012. Towards harnessing e-Government adoption in Zimbabwe. Paper presented at the South African Society of Archivists conference on archiving and digital continuity in the context of e-government in Sub Saharan Africa. Pretoria-South Africa, 12-13 July 2012.

Publications

Book chapters

Chaterera-Zambuko, F. 2020. *The use of Grounded Theory in Researching Information Centres*. In: Ngulube, P (ed). 2020. *The handbook on research on connecting research methods for information science research*. Hershey: Pp 139-158.

Chaterera, F & Ngulube, P. 2019. *Global Perspectives on the Challenges and Prospects of Accessing and Using Documentary Heritage*. In: Ngulube, P (ed). 2019. *The handbook of research on advocacy, promotion, and public programming for memory institutions*. Florida: Idea Group Inc Global: Pp 42-61.

Chaterera, F & Rodrigues, A. 2019. *Use of Public Programming Strategies in Promoting Access to Documentary Heritage at Zimbabwe National Archives*. In: Ngulube, P (ed). 2019. *The handbook of research on advocacy, promotion, and public programming for memory institutions*. Florida: Idea Group Inc Global: Pp 125-143.

Chaterera, F. 2017. *The artefact with its record: towards a holistic approach in the management of collections in Zimbabwe Museums*. In: Manyanga, M & Chirikure S. 2017. *Archives, objects, places and landscapes: the multidisciplinary and decolonising imperative*. Bamenda: Langaa Research and Publishing Common Initiative Group (Langaa RPCIG).

Academic articles

Chaterera, F & Rodrigues, ADS. 2017. The physical barriers to accessing the documentary heritage at the National Archives of Zimbabwe. *The International Council on Archives Journal, Comma 2*: 83-90.

Ngulube, P; Ngoepe, M; Saurombe, N & Chaterera, F. 2017. Towards a uniform strategy for taking archives to the people in South Africa: can we really build the tower of babel? *Journal of the Eastern and Southern Africa Regional Branch of the International Council on Archives* 36: 63-82.

Chaterera, F. 2016. Managing public records in Zimbabwe: The road to good governance, accountability, transparency and effective service delivery. *Journal of the South African Society of Archivists* 49:116-136.

Mutsagondo, S. and Chaterera, F. 2016. Mirroring the National Archives of Zimbabwe Act in the context of electronic records lessons for ESARBICA member states. *Information Development Journal* 32(3) 254-259.

Chaterera, F. 2015. Promoting the inter-generational equity principle through archival reference services. *ESARBICA Journal* 34:65-75.

Chaterera, F. 2015. Heading for a better understanding of outreach in the digital age: a look into the use of Web 2.0 as a communication tool by Zimbabwe's public information centres. *Journal of the South African Society of Archivists* (48) 21-33.

Chaterera, F. and Mutsagondo, S. 2015. Towards a complete documentary heritage of Zimbabwe. Whither oral history? *Information Development Journal* 30 (4) 1-8.

Chaterera, F. 2014. Beyond regress: museum records management in Zimbabwe. *Journal of the South African Society of Archivists* (47) 1-17.

Chaterera, F. & Nyawo, VZ. 2013. Decolonizing the museum: the case of Zimbabwe Military Museum in Gweru. *International Research Journal of Art s and Social Science*. 2(9) 213-219.

Chaterera, F; Ngulube, P & Rodrigues, A. 2014. Records surveys in support of a framework for managing public records in Zimbabwe. *Information Development Journal* 30(4) 366-377.

Chaterera, F. 2012. Towards harnessing e-government adoption in Zimbabwe. 2012. Mousaion: *South African Journal of Information Studies* 30(2) 78-93.

Professional reports from project alliances

Chaterera, F (Lead researcher); Masuku, M; Bhebhe, S; Ngoepe & Katuu, S. (2018). Enterprise digital records management in Zimbabwe. InterPARES Trust Project
<https://www.interpares.org/assets/public/dissemination/AFO3ZimbabweLitReviewJuly2018.pdf>

Participation in Scientific Life

November 2020: Appointed Editor for Archives and Records: The Journal of the Archives and Records Association.

2019: Appointed an Editorial Board member for the Southern Africa's Journal on Communication and Information Science.

Awards

- Y2 Rated Researcher - National Research Foundation, South Africa (2020-2025)
- Winners of the 2020 Digital Preservation Awards by the Dutch Digital Heritage Network for Teaching and Communications
- Winners of the 2020 United States National Digital Stewardship Alliance Innovation Award (Category: Educators)
- Prize Winner 6th National University of Science and Technology Annual Research Day (Information and Communication Science Category), 2018
- 2nd Runner Up 5th Annual Unisa Student Research and Innovation Showcase (2016)
- Midlands State University Book Prize (Masters in Museum Studies, 2013)

Fellowships

- New Professional Programme - International Council on Archives (2019-2020)

Affiliations

Member of the following associations:

- International Council on Archives (ICA)
- Eastern and Southern Africa Regional Branch of the International Council on Archives (ESARBICA)
- Southern Africa's Society of Archivists (SASA)
- Archives and Records Association (ARA)
- Zimbabwe Association of Professional Archaeologists and Related Disciplines (ZAPARD)