

CYNTHIA G. SWANK

Muhlenberg College, B.A., history, *m.c.l.*

New York University, M.A., history, and Certificate in Archives Management and Historical Editing

Certified Archivist, Academy of Certified Archivists

Certified Records Manager, Institute of Certified Records Managers

Inlook Group, Portsmouth, NH, *Partner*, 1989-present.

Provide assessment, planning and implementation services to businesses, government agencies, colleges and universities, and non-profit organizations, including:

- Archives and/or records management: policies, procedures, appraisal methodology, benchmarking, cost-benefit analysis, records inventory
- Collections management: policies, procedures, appraisal methodology, best practices
- Records retention schedules for paper, magnetic, electronic records
- Space planning
- Preservation planning
- Disaster preparedness planning
- Training, supervising permanent or temporary staff and/or volunteers; assistance in finding suitable staff

Unisys Corporation, Blue Bell, PA, *Manager, Corporate Tax Information Center* (a new position and function within the department) reporting to Senior VP, Tax, 1988-89.

- Created and implemented records retention schedule
- Developed centralized active records center
- Established arrangement scheme and recordkeeping system to ensure physical and intellectual control over the records
- Planned and managed file conversion of c. 2,000 linear feet of active records
- Trained and supervised staff of full-time, part-time, and temporary employees for the project which was completed under budget and two months early; trained successor

J. Walter Thompson Company, New York, NY, *Archivist and Records Manager* reporting to Corporate Secretary, 1979-87.

- Managed Archives and Records Management Department of this multi-national advertising agency
- Established policies and procedures, developed short- and long-term goals and priorities
- Prepared and monitored operating budget
- Recruited, trained, and managed staff; built energetic, enthusiastic team
- Established Archives
- Designed new archives facility for c. 2,500 cu.ft. of records with environmental controls, fire suppression and alarm systems
- Identified and collected records of permanent value to the Company (textual records, advertising, photographs, publications, artifacts, oral histories)
- Created computerized access to the records
- Provided research and information services to senior management, line and staff departments, and offices around the world
- Advised top management in the final disposition of the archives; supervised donation to Duke University
- Initiated Records Management Program
- Developed Company-wide retention schedules to meet legal, fiscal and administrative needs
- Conducted retrospective survey of 8000 cubic feet of stored records, identifying almost half for immediate destruction, 5% as having permanent value and transferred to the Archives; and the remainder scheduled for eventual destruction
- Reduced storage costs and improved access to needed records via database

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J. Walter Thompson Company, continued.

- Implemented Records Management Program
- Developed policies, procedures, forms, and database application for the daily, on-going operations of storing, retrieving, and tracking records
- Promoted program via meetings, newsletter features, messages
- Planned and supervised departmental “clean-up” days
- Trained support staff in groups and one-on-one

Consumers Union of the United States, Center for the Study of the Consumer Movement, Mt. Vernon, NY, *Assistant Archivist* (grant-funded position), 1978-79.

- Arranged and described personal and organizational papers; conducted and edited oral history interviews

Chase Manhattan Bank, NA, New York, NY, *Commercial Loan Officer, Assistant Staff Credit Officer*, 1969-76.

- Negotiated new loans to businesses; policed existing loans
- Oversaw loan operations of 17 mid-Manhattan branches

Related Professional/Community Experience

- New England Archivists:
Branding Committee, 2005; Speaker at several programs
- Town of North Hampton, NH:
Highway Facility Committee, 2005
Municipal Facilities Advisory Committee, 2004; Elected member,
Budget Committee, 1998-2004; Chair, 2000-01
- Association of Records Managers and Administrators, Boston Chapter:
Public Relations Committee, Chair of Task force and editor, *Chapter Resources Directory*, Chapter of the Year, Web site, Nominating, and Awards Committees, 1995-1999
- Institute of Certified Records Managers:
Frequent grader of essay section of ICRM certification examinations
- Peer reviewer for National Historical Publications and Records Commission
- Mid-Atlantic Regional Archives Conference:
Treasurer, 1990-92; Session Abstracts Editor, *mid-atlantic archivist*, 1988-90; Chairman, Task force that created *Guidelines for Archives and Manuscript Repositories*, 1981; Task force for Long Range Planning
- Business Archives Section of Society of American Archivists, author of *Choosing the Right Repository*
- Mellon/NEH Fellow at Bentley Historical Library, University of Michigan, 1989, 1990:
organizational cultures and information systems
- Board member and Treasurer, Huguenot-Thomas Paine Historical Association, New Rochelle, NY

Professional Memberships:

Academy of Certified Archivists
Association of Canadian Archivists
Association of Records Managers and
Administrators [ARMA]
Institute of Certified Records Managers

Mid-West Archives Conference
New England Archivists
New Hampshire Archives Group
Society of American Archivists