

# Caring for your Distant Researcher: Establishing Connection and Trust in the Digital Age

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# Who We Are

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- **The Boston Psychoanalytic Society and Institute (BPSI)** is a non-profit member organization with specialized library and archives.
- **Our Archival Holdings:** personal papers, historic & administrative records, photographs, audiovisual materials, digital-born materials.
- **Our History:**
  - 1914 informal discussion meetings by psychiatrists and philosophers start
  - 1928 the first Boston Psychoanalytic Society is formed
  - 1933 BPSI is official incorporated as a Training Institute
  - 1934-1943 Viennese émigré psychoanalysts arrive in Boston
  - 1979 an Advanced Training Program in Psychoanalytic Psychotherapy starts
  - 1999 a one-year Fellowship program starts
  - 2014 BPSI moves from Back Bay in Boston to Newton Center, MA









# Who Do We Serve?

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- **Members** (psychoanalysts, psychotherapists, clinical psychologists, social workers), candidates & students, fellows
- **Partners** (Community, Academic, Student), Affiliate Scholars, Guests
- **Archival Researchers** from all over the world (historians, biographers, authors, scholars, university professors, etc.)

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Empathy is the capacity to think and feel oneself into the inner life of another person.

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~Heinz Kohut



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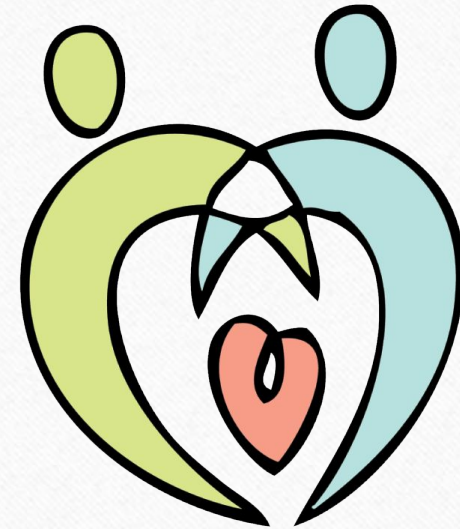
**Radical empathy:** a learned process of direct and deep connection between the self and another. (Michelle Caswell and Marika Cifor (2016). *From Human Rights to Feminist Ethics: Radical Empathy in the Archives*. Archivaria 81: p. 30.



# From Archival Service to Archival Care

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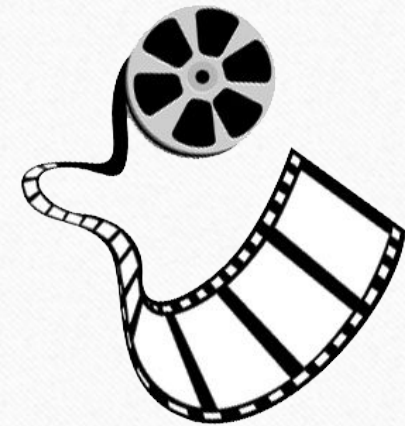
- Right to information vs. ethics of care and radical empathy
- Archivists as caregivers should empathize with:
  - records creators
  - subject matter
  - researchers
  - larger community
- Caretaking in BPSI Archives



# Oral History: Our Chance to Engage

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- Our Oral History project goes back to 1970's
- Audiovisual materials and transcripts popular worldwide
- Initiated by Sanford Gifford, MD
  - later contributions from other members and researchers
- Current video series:
  - The Voice of Experience: Interviews with Senior Members
  - Meet the Author
  - Kravitz Award Interviews about Community Action and Humanitarian Contribution







# Sanford Gifford, MD (1918-2013)

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Director of BPSI Archives  
Psychoanalyst and Historian  
The U.S. Army Psychiatrist in WWII  
One of the first members of Physicians  
for Social Responsibility in the 1960's

*Photograph by Allen Palmer, 2005*



# The Problem of Distant Research

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- Lack of emotional response
- Limited information about context
- No interpersonal feedback
- Practical problems:
  - Language and cultural barriers
  - Time difference
  - Technological ineptitude





# Distant Research: Our Best Practices

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- A Letter of Intent
- A Follow-up Phone Call
- Restrictions and Copyrights
- Fees and Payments
- In-house Services vs. Outsourcing and Collaboration with Other Archives
- Staying in Touch



# A Letter of Intent

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- Is really an email these days
- Simple and straight language
- Do some detective work!
- What is the real question?





# A Follow-Up Call

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- Rare but important for complicated inquiries
- A great chance to explain and clarify
- A couple of my recent follow-up calls





# Restrictions and Copyrights

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- Consult legal experts when necessary
- Add access guidelines to donor deeds
- Explain copyrights and restrictions to researchers upfront
- Share user forms in a clear and concise way
- Take CopyrightX, a free course from Harvard Law School



# Fees and Payments

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- Inform about your fees upfront and ask for a confirmation
- List archival services and fees online
- Give estimates for large scanning jobs
- Use a hassle-free payment system that works outside of the US
- Have a consistent policy on fee reduction and waivers










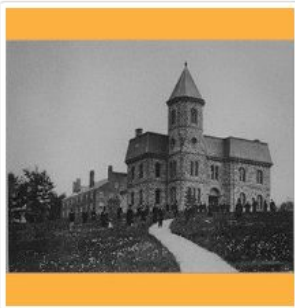
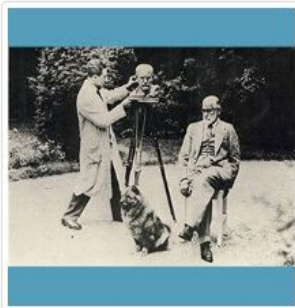





Library Services - BPSI

https://connect.bpsi.org/products/library

Apps Library Catalog PEP Web BPSI Members > Lo... BPSI Website — W... Google Accounts Constant Contact ... BPL ILL - Articles/C... Other bookmarks

			
<b>Archival Reference Search</b> \$25.00	<b>Article Request</b> \$5.00	<b>Audio Recording</b> \$10.00 to \$15.00	<b>Bibliographic Search</b> \$30.00
			
<b>Book - Interlibrary Loan</b> \$5.00 to \$15.00	<b>Book Purchases</b> \$5.00	<b>Copy/Print Fees - Bulk Purchase</b> \$5.00	<b>Emailed Archival Documents</b> \$10.00
			
<b>FLEXIBLE AMOUNT PAYMENTS</b>	<b>High-Resolution Images</b> \$25.00	<b>High-Resolution Images with Permission to Publish</b> \$75.00 to	<b>Video Recording</b> \$15.00 to \$25.00

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# Archival Fees

- **Archival Reference Search - \$25** (searches that require at least 30 minutes of staff time)
- **Emailed Archival Documents - \$10**
- **High-Resolution Images - \$25**
- **Images with Permission to Publish – \$75 (\$150 for a book cover)**
- **Audio recording (\$10.00 for streaming audio)**
- **Video recording (\$15.00 for streaming video)**

# In-house Services vs Outsourcing

- Invest in a high-end networked scanner
- Set up an in-house audio conversion
- Outsource when in-house solution is not feasible
- Collaborate with other archives. Share resources.



Audio-Restorations





# Staying in Touch

- Treat researchers as colleagues
- Advocate for open access
- Follow up on publications
  - “Books We Helped Publish” shelf
- Researchers give back!





# Connecting

Karl Martin, PhD  
Kent State University, OH



# People

Sophie Freud, PhD  
Lincoln, MA





Vienna  
1931



Boston  
1963

# Telling Stories



The daughter of Freud's sculptor – 2019





Questions? Comments?  
Your Practices?

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