

Governance and Recordkeeping Around the World

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Battling Information Overload



Library and Archives
Canada

Bibliothèque et Archives
Canada

Canada

Governance and Recordkeeping Around the World, an online newsletter published regularly by Library and Archives Canada (LAC), highlights issues pertaining to government and recordkeeping practices in the public and private sectors.

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Section 1 – News

General News – Overview: Quick Links

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Newfoundland and Labrador

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Headline: Information and Privacy Commissioner comments on the review of the AIPPA Act

Newfoundland and Labrador's Information and Privacy Commissioner Ed Ring has commented on the report reviewing the Access to Information and Protection of Privacy Act (AIPPA) by Commissioner John Cummings, Q.C. The report includes 33 recommendations.

Source: <http://www.releases.gov.nl.ca/releases/2011/oipc/0131n01.htm>

Review of AIPPA Report: http://www.justice.gov.nl.ca/just/publications/ATIPPA_Review_Report.pdf

Ontario

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Headline: Ruling: Personal emails stored on government servers exempt from FOI laws

An Ontario court has ruled that personal emails stored on a government computer are not subject to freedom of information (FOI) legislation.

Madam Justice Anne Molloy wrote "It is not reasonable for emails belonging to a private individual to be subject to access by members of the public merely because they are sent or received on a government owned email server."

Ontario's Privacy Commissioner has appealed the ruling.

Source: <http://www.theglobeandmail.com/news/technology/personal-e-mails-stored-on-government-servers-exempt-from-foi-laws-judges-rule/article1845721/>

Québec

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Headline: New Access and Privacy commissioner to focus on greater access to government information

New access and privacy commissioner Jean Chartier says that he will be focusing on greater access to government information and a preventive approach to privacy protection.

Chartier will also determine, in the coming months, whether to recommend a review of the access to information law.

Source:

<http://www.montrealgazette.com/business/privacy+commissioner+focus+greater+access/4093432/story.html>

<http://www.ledevoir.com/politique/quebec/314511/nouveau-commissaire-a-l-information-vers-une-plus-grande-transparence-a-quebec>

(Available in French only)

Country – Australia

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Headline: Australian government releases finalized cloud computing direction strategy

The Australian government has released a strategy paper that explores the opportunities and impacts of cloud computing and provides guidance for agencies about what cloud computing is and some of the issues and benefits that agencies need to understand.

Source: <http://www.zdnet.com.au/agimo-finalises-cloud-directions-strategy-339313243.htm>

Direction Paper: <http://www.finance.gov.au/e-government/strategy-and-governance/cloud-computing.html>

Country: China (Hong Kong)

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Headline: Researchers store data in bacteria

A group of students at Hong Kong's Chinese University are making progress toward storing data in an unexpected location: the E.coli bacterium, better known as a potential source of serious food poisoning.

A method of compressing data has been developed, which splits data into chunks and distributes them among different bacterial cells. This helps to overcome storage capacity limitations. Mapping of DNA is also possible, which makes it easier to find the information.

Aldrin Yim, a student instructor on the university's bio-storage project, says "This means you will be able to keep large datasets for the long term in a box of bacteria in the refrigerator."

Source:

http://www.timescolonist.com/technology/Hong+Kong+researchers+store+data+bacteria/4091145/story.html?cid=megadrop_story

Country – India

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Headline: Proposed law would make it compulsory to offer all government services online

The government is considering a law, in the form of an Electronic Service Delivery Bill, that would make it mandatory for all ministries and departments to offer all their services online.

According to a department of information technology spokesperson, "It will force them [ministries and departments] to digitize themselves."

Source: <http://www.allbusiness.com/technology/software-services-applications-information/15430159-1.html>

Country – Pakistan

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Headline: Senate panel approves National Library Bill

The proposed Bill seeks to acquire, preserve and organize published literary heritage in printed and non-printed formats originating in Pakistan (under the Copyright Law), produced by Pakistani people abroad, or published abroad in relation to Pakistan.

Source: <http://www.nation.com.pk/pakistan-news-newspaper-daily-english-online/Islamabad/10-Mar-2010/Senate-panel-okays-National-Library-Bill>

Country – Scotland

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1. **Headline:** Records Bill provides framework for improvements in recordkeeping in public sector

The Scottish parliament has passed a bill designed to improve the way digital and other public records are stored.

The Public Records (Scotland) Bill would make it mandatory to produce and maintain records management plans, update the definition of public records,TM and update the law on records of the Scottish courts.

Source: <http://ls-ewdsdnn.ces.strath.ac.uk/jisclegal/ManageContent/ViewDetail/tabid/243/ID/1842/The-Public-Records-Scotland-Bill-02022011.aspx>
<http://www.guardian.co.uk/government-computing-network/2011/mar/17/public-records-scotland-bill-passed>

2. **Headline:** National Records of Scotland is created

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On April 1, 2011, the General Register Office for Scotland and the National Archives of Scotland were officially merged creating the National Records of Scotland.

The National Records of Scotland responsibilities include preserving, protecting and promoting Scotland's national archives.

Source: <http://www.scotland.gov.uk/News/Releases/2011/03/10144001>

Country – United Kingdom

1. **Headline:** Government pledges to expand freedom of information laws

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The length of time that government records are kept secret is to be reduced from 30 to 20 years.

The change in the law will apply to millions of papers, including government briefings, policy documents, and correspondence and emails between ministers and officials.

The new rule will be phased in over 10 years from January 1, 2013. Secret government documents about Northern Ireland will remain confidential for a decade longer than those covering the rest of the United Kingdom.

Source:

<http://www.dailymail.co.uk/news/article-1344498/Clegg-pledges-expand-freedom-information.html?ito=feeds-newsxml>

National Archives Web Page: <http://www.nationalarchives.gov.uk/news/531.htm>

2. **Headline:** Information management key to National Archives

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Oliver Morley, chief executive of the National Archives, warns that without good information management it will be impossible to provide better public services for less money.

Morley adds “You need to develop a proper information strategy, believe in it, and deliver on it, and if you see information as a strategy, you can do more for less.”

Morley also states “Digitisation and fragmentation are creating huge problems for the public sector. Fragmentation in particular is a big issue and as we engage with the citizen more, fragmentation will only become more of an issue.”

Source: <http://www.publictechnology.net/sector/central-gov/information-management-key-national-archives>

Country – United States

Federal Government

1. **Headline:** Archivist of the United States: Recordkeeping practices need to change

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Archivist of the United States David Ferriero says that recordkeeping practices need to change with the times.

Ferriero says “Agencies cannot ignore their recordkeeping responsibilities because content appears in a system or platform that is not easily captured by their current recordkeeping practices.”

Ferriero adds “Visually, to be able to see our records used in various ways by the user community in ways that we never expected have been exciting kinds of opportunities for the staff.”

Source: <http://www.govconexecutive.com/2011/01/government-wrestles-with-uploading-social-media-records-to-cloud-storage/>

2. Headline: Museum and Library Services Act 2010 signed into law

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The new law reauthorizes the existing programs of the Institute of Museum and Library Services (IMLS) with some important changes. The updated law will see the IMLS take an active role in research and data collection and advise the President and Congress on museum, library and information services.

Source: <http://www.ims.gov/news/2010/122310b.shtm>

Act: <http://www.ims.gov/pdf/BILLS-111s3984is.pdf>

3. Headline: Federal government to look for a “cloud option”

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The federal government is adopting a “cloud-first” policy that will require federal agencies to default to cloud-based solutions “whenever a secure, reliable, cost-effective cloud option exists.”

Cloud computing supporters said the move to Web-based computing should make it easier to consolidate data storage. The federal government has also launched the Federal Cloud Computing Strategy.

Source: <http://www.washingtonpost.com/wp-dyn/content/article/2010/11/19/AR2010111906449.html>

Federal Cloud Computing Strategy: <http://www.cio.gov/documents/Federal-Cloud-Computing-Strategy.pdf>

4. Headline: Judge: Documents in FOIA requests must be “searchable”

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A federal court has ruled that metadata, information related to the history, tracking or management of an electronic document, must be released if requested under the Freedom of Information Act (FOIA) “in a usable format.”

According to the court, for both FOIA and e-discovery purposes “whether or not metadata has been specifically requested,” the production of non-searchable documents is “an inappropriate downgrading” of electronically stored information.

Source:

<http://www.law.com/jsp/lawtechnologynews/PubArticleLTN.jsp?id=1202481302597&slreturn=1&hblogin=1>

State Government

Louisiana

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Headline: Electronic delivery of public records proposed

A legislative panel is considering proposals to require state government agencies to respond to public records requests electronically rather than in paper form.

Source: <http://www.2theadvocate.com/blogs/politicsblog/108720604.html>

New Mexico

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Headline: Attorney General clarifies rules for accessing records

The New Mexico attorney general’s office said a state law limiting access to the records of former governors covers only personal files.

Chief Deputy Attorney General Albert Lama opined that public records are not transformed into personal records simply by being placed in the archives under a law that allows restrictions, moratoriums and limitations on a governor’s personal records.

Former Governor Bill Richardson had given records to the State Records Center and Archives on the condition that only he and three members of his staff would have access to them for eight years.

Other governors before Richardson also took similar actions under a law passed in 1967 that states the records administrator may place personal records and files of elected or former elected state officials in the archives, subject to reasonable restrictions.

Source: <http://www.krqe.com/dpp/news/politics/richardsons-public-records-open-again>

New York

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Headline: New recordkeeping procedures and policies implemented

Before leaving office, former Governor David Patterson issued an Executive Order on the development and implementation of a records management policy for the Executive Chamber including an archives retention schedule.

The Executive Order also requires all records of historic and governmental significance be preserved, published and made accessible to the public.

Patterson stated “[The] Executive Order will develop a protocol and policies for the preservation of documents and electronic records from the Executive Chamber.”

Source: <http://readme.readmedia.com/Governor-Paterson-Signs-Executive-Order-on-Record-Keeping-Procedures-and-Policies/1796279>

Wyoming

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Headline: Wyoming Supreme Court clarifies redaction rules

The Wyoming Supreme Court has clarified what personal information must be kept out of public documents.

Only Social Security and financial account numbers, children’s names and complete birth dates should be redacted, or blacked out according to an order released by the state Supreme Court.

And even in those cases, some information, such as the last four digits of a Social Security number or a child’s initials, can still be made available to the public.

The Court order does not actually change what information the court wants redacted from public documents.

However, the wording of the original rules was ambiguous enough that some authorities blacked out more information than what was required.

Source: http://billingsgazette.com/news/state-and-regional/wyoming/article_1c7163e4-5788-5560-bb9d-6001ebd0ab5d.html

Section 2 – Events

Annual Meetings and Conferences International

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1. Joint Conference on Digital Libraries 2011

Theme: Bringing Together Scholars, Scholarship and Research Data

Host: University of Ottawa

When: 13–17 June 2011

Where: Ottawa, Ontario, Canada

Summary: Publishing models are changing, along with the breadth of digital material that must be managed coherently, in the context of users forcing the move from information silos to a landscape of interconnected systems supporting scholarship for both research and education.

Programme and Registration: <http://www.jcdl2011.org/node/1>

2. 5th European Conference on Information Management and Evaluation (ECIME 2011)

Host: University of Insubria

When: 8–9 September 2011

Where: Como, Italy

Summary: The conference will offer an opportunity for the exchange of ideas with colleagues and international experts.

Programme and Registration: <http://academic-conferences.org/ecime/ecime2011/ecime11-home.htm>

3. Sixth International Conference on Digital Information Management (ICDIM 2011)

Host: La Trobe University

When: 14–16 September 2011

Where: Melbourne, Australia

Summary: The conference will bring people from academia, research laboratories and industry together, and offer a collaborative platform to address the emerging issues and solutions in digital information science and technology. The ICDIM intends to bridge the gap between different areas of digital information management, science and technology.

Programme and Registration: <http://www.icdim.org/>

4. Eleventh International Conference on Dublin Core and Metadata Applications (DC-2011)

Theme: Metadata Harmonization: Bridging Languages of Description

Host: The National Library of the Netherlands

When: 21–23 September 2011

Where: The Hague, the Netherlands

Summary: Resting at the heart of application profiles, metadata harmonization presents a little understood, but critical challenge in the design of languages of description. DC-2011 will explore the conceptual and practical issues of design when the language solution calls for cross-fertilization from different metadata specifications.

Programme and Registration: <http://dcevents.dublincore.org/index.php/IntConf/dc-2011>

5. 56th Annual ARMA International Conference & Expo

Host: ARMA International

When: 17–19 October 2011

Where: National Harbor, Maryland, United States

Summary: The conference and exposition will host more than 200 exhibitors servicing the records and information management community. The exhibitors will showcase solutions for electronic content management, e-records solutions, email management, and compliance and archiving.

Programme and Registration: <http://www.arma.org/conference/2011/WashingtonDC.aspx>

National

1. Association of Canadian Archivists 36th Annual Conference

Theme: "Back to Basics??"

Host: Association of Canadian Archivists

When: 2–4 June 2011

Where: Toronto, Ontario, Canada

Programme and Registration: <http://archivists.ca/content/annual-conference>

2. 2011 ARMA Canada Conference

Host: ARMA Canada

When: 5–8 June 2011

Where: Charlottetown, Prince Edward Island, Canada

Summary: The conference will feature more than 45 education sessions, case studies, lectures, poster sessions and workshops.

Programme and Registration: <http://armacanadaconference.org/>

3. 2011 AAO Conference

Theme: Archives & Community: Engaging the Public in the Modern World

Host: Archives Association of Ontario (AAO)

When: 15–17 June 2011

Where: Thunder Bay, Ontario, Canada

Summary: Engaging users can be a difficult task. Archivists face a diverse and dispersed audience who are increasingly interested in accessing archival records for genealogical, historical, legal, and a myriad of other purposes. This conference will explore the interaction between archives and communities.

Programme and Registration: <http://aao-archivists.ca/professional-development/24-conferences/85-aao-conference-2011-thunder-bay-june-15-17-2011>

4. Government Technology Exhibition and Conference (GTEC) 2011

Theme: Connected Government – Working Together to Better Serve Canadians

When: 17–20 October 2011

Where: Ottawa, Ontario, Canada

Summary: Given the need to work horizontally across departments and jurisdictions to improve service delivery and diminishing budgets, the pressure on governments to leverage efficient, secure, and reliable technologies has never been higher.

Programme and Registration: <http://www.gtec.ca/>

Forums

No forums listed at this time.

Seminars

No seminars listed at this time.

Workshops

1. Maritime Access & Privacy and Workshop 2011

Theme: “Getting It To Work”

Hosts: Multiple hosts including the Offices of the Information and Privacy Commissioners of Prince Edward Island and New Brunswick

When: 2–3 June 2011

Where: Halifax, Nova Scotia, Canada

Summary: This workshop is an opportunity to meet, network and share ideas with colleagues from the access and privacy community across the Maritime Provinces.

Programme and Registration: <http://www.verney.ca/maritime2011/>

Campaigns

No campaigns listed at this time.

Section 3 – Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Canada – Library and Archives Canada

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Topic/Title: Suite of Digital Services for Canadians by 2017

Summary: By 2017 Library and Archives Canada will put most of its services online, transforming the country's leading memory institution into a fully engaged digital organization.

"Taking advantage of new digital information technologies will change not only the way we acquire and preserve our collection but also how we make it accessible to Canadians," explained Dr. Daniel J. Caron, Librarian and Archivist of Canada. "The digital environment is also providing us with opportunities to enhance our services to other documentary heritage institutions. This makes sense from both the client service and business practice perspectives—to stay relevant, we must move forward."

Source: <http://www.collectionscanada.gc.ca/whats-new/013-503-e.html>

Canada – University of Toronto Library

Topic/Title: Digitization of Public Domain Books

Summary: The University of Toronto library has begun the process of digitizing about 300,000 public-domain books.

"By scanning them and making them freely available online, we aim to make the knowledge residing in these books available to a far wider community.... This project is about lowering the bar for access to knowledge," says Sian Meikle, Digital Services Librarian.

Source: <http://www.thenewspaper.ca/the-news/item/405-u-of-t-library-embarks-on-massive-digitization-project>

Australia

1. **Topic/Title:** Opening Australia's Archives Project

Summary: The Opening Australia's Archives Project aims to explore opportunities to increase the public's ability to access and reuse national collections through coordinated sector-policy, implementation and advocacy approaches.

The project has released "Open Access Principles for Australian Collecting Institutions, Version 1." The goal of these principles is to articulate best practice standards for providing open access to material housed in institutional collections.

Source: http://www.ip.qut.edu.au/opening_access_to_australian_archives

Principles Document: <http://www.oic.qld.gov.au/files/Opening-Australias-Archives-Open-Access-Guidelines-Version-1.pdf>

2. **Topic/Title:** Digital State Archives Solution Project

Summary: The State Records Authority of New South Wales (NSW) is initiating a project that will implement a digital archiving facility that will receive digital records, in all formats, from the NSW government public offices and convert the records into stable, long-term preservation formats.

Cassie Findlay, Senior Project Officer in the NSW State Records Authority, says “Up to until now we’ve only been able to accept and preserve records in hard copy format so we’ve been very much a paper based archives and of course this is something that is not really meeting the requirements of the Government anymore....”

Source: <http://www.futuregov.asia/articles/2011/mar/02/nsw-embarks-pan-government-digital-archiving/>

Ireland

Topic/Title: Irish Virtual Research Library and Archive (IVRLA) Project

Summary: The IVRLA is a digital Humanities and Social Sciences repository that allows researchers to access material in a digitized format, from a single virtual location. The material is arranged in curated collections that can be browsed or searched.

Source: <http://ivrla.ucd.ie/ivrla/home>

New Zealand

Topic/Title: Cross-government Open Government Information and Data Re-use Work Program

Summary: The program aims to **(1)** make non-personal government-held data and information more widely available and discoverable, easily usable and compliant with open government data principles within the New Zealand legal context **(2)** facilitate agencies’ release of the non-personal, government-held data and information that people, communities and businesses want to use and reuse.

Source: <http://www.e.govt.nz/policy/information-and-data>

Thailand

Topic/Title: “One-stop” e-Government Website

Summary: This website will be a one-stop portal through which people can access all available electronic services offered by government organizations, with a single sign-on.

A Facebook page will also allow government agencies to communicate with the public and transfer both information and knowledge.

Source: <http://sports.tmcnet.com/news/2011/01/19/5253869.htm>

United Kingdom – National Archives

Topic/Title: Digital Continuity Framework Project

Summary: Most public sector information is now created digitally.

This project makes available the first ever public sector directory of commercial services and solutions to help secure the long-term survival of digital information.

The framework provides access to guidance that can help public sector bodies understand and manage their information assets. The services and solutions in the framework include data conversion and migration services, data storage consultancy and digital archiving solutions.

Source: <http://ht.ly/3zep1>

United States – Government of Washington State and Washington State Archives

Topic/Title: “Public Officials and Public Records”

Summary: This interactive online resource is intended to introduce newly elected and appointed public officials to the world of public records. The resource includes an online guide.

State Archivist Jerry Handfield says “This new feature reminds everyone of the importance of records management and that legislators and other public officials are indeed making history through their work, and their documents represent that history.”

Source: http://www.sos.wa.gov/office/osos_news.aspx?i=lakqnfZeU0ZhA69H4eQq4A%3D%3D

United States – Library of Congress

Topic/Title: Video: Archiving Digital Audio

Summary: In this video, Peter Alyea who is a digital conservation specialist in the Music, Broadcasting and Recorded Sound division of the Library of Congress, offers practical advice on archiving digital audio.

Video: http://www.digitalpreservation.gov/videos/personal_archiving/audio.html

United States – National Archives and Records Administration (NARA) and Texas Advanced Computing Center (TACC)

Topic/Title: Interactive Visualization for Analyzing Electronic Records

Summary: How does an archivist discover relationships or find information in a sea of millions of digital records?

Develop an interactive application to visualize how large or complex data are organized or structured.

According to Robert Chadduck, Acting Director for the National Archives Center for Advanced Systems and Technologies (NCAST), over the past decade high-performance and data-intensive computing have emerged as crucial tools to address digital records challenges.

In collaborating with NARA, TACC developed a multi-pronged approach to address technical challenges with the overall goal of their research being to investigate different data analysis methods within a visualization framework.

“Archival analysis is a multi-layered process and it is unique to each collection that is being assessed,” explained Maria Esteva, a digital archivist and data management and collections researcher at TACC.

The collaboration between NARA and TACC is leading to the development of tools that combine the power of advanced computing with the experience and skills of archivists and data curators.

Source: <http://www.tacc.utexas.edu/news/feature-stories/2011/a-window-on-the-archives-of-the-future/>

Video: <http://www.youtube.com/user/usnationalarchives#p/c/78FCF75A80CF4984/0/sMc8Hq6KWPC>

Products and Tools from Around the World

Canada – University of Prince Edward Island’s Robertson Library

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Product/Tool: Islandora

Summary: Islandora is an open source framework that combines the Drupal and Fedora open software applications to create a digital asset management system that can be fitted to meet the short- and long-term collaborative requirements of digital data stewardship.

Source: <http://islandora.ca/about>

Australia

Product/Tool: Nuxit eDiscovery SuperComputer

Summary: This tool is an out-of-the box enterprise-grade system that can be taken on site to enable organizations, such as government agencies, to undertake fast and powerful early case assessments on both the smallest and largest cases.

Source: <http://www.businesswire.com/news/home/20100818006019/en>

Australia – National Archives

Product/Tool: Audiovisual Archive Management System (AVAMS)

Summary: A significant increase in the amount of film, audio and digital formats has led the National Archives of Australia to begin procurement of an AVAMS.

The functions of the AVAMS include storage, preservation and access to audiovisual assets. It will also be used to improve searching of archives.

Source:

http://www.computerworld.com.au/article/373311/national_archives_looks_manage_growing_digital_assets/

Australia – National Library

Product/Tool: Social Media Policy and Guidelines

Summary: The policy and guidelines are intended to provide clarity to employees on how to conduct themselves in the emerging world of social media.

In regard to recordkeeping, the policy and guidelines state that “generally, records created as a result of using social media are subject to the same business and legislative requirements as records created by other means such as in a document.”

Source: <http://www.nla.gov.au/policy/social-media.html>

Scotland

Product/Tool: Identity Management and Privacy Principles: Privacy and Public Confidence in Scottish Public Services

Summary: Published by the Scottish government, these principles provide guidance to help organizations achieve privacy-friendly public services, encourage good practices and ensure that personal data is always handled with respect.

Source:

http://www.ico.gov.uk/~media/documents/pressreleases/2010/ico_statement_scottish_government_privacy_principles.ashx

Principles: <http://www.scotland.gov.uk/Resource/Doc/16999/0110002.pdf>

United Kingdom – British Library

Product/Tool: Treasures Smart-Phone app (application)

Summary: The British Library Treasures app will provide users with an opportunity to browse images of 100 literary, musical, scientific and historical pieces in the library's collection. These include images from the original Magna Carta of 1215, scores from Handel, Mozart and Schubert, and manuscripts documenting the scientific work of Copernicus and Galileo.

Frances Brindle, the library's director of marketing, said in a statement, "We are delighted to be able to make our unique collection items available to a wider audience via this interactive app in such a dynamic format."

Source: <http://latimesblogs.latimes.com/technology/2011/01/british-library-debuts-smart-phone-app.html>

Video: <http://www.youtube.com/watch?v=lqg444IYDGI>

United States – Data Storage Group

Product/Tool: Adaptive Content Factoring™

Summary: By eliminating redundant data, deduplication is an essential part of the process of streamlining data backup and archival storage to increase efficiency and compliance while reducing costs.

This data deduplication technology, according to Mike Moore company co-founder and CTO, is "Unlike other, more typical deduplication technologies that chunk data into tiny blocks and require massive indexes to identify and manage common content...[this technology] decreases backup storage requirements by efficiently identifying and eliminating sub-file redundancies at the source, thereby optimizing the data before it's transmitted across networks."

Source: <http://www.prweb.com/releases/2011/01/prweb4972414.htm>

United States – Environmental Protection Agency

Product/Tool: A 10-Step Records Management Plan for Your Office

Summary: This document outlines the primary steps to follow to establish and maintain a records management program for your office.

Tools within this document include **(1)** interactive Q&A: what is a record? **(2)** email quick reference guide **(3)** frequent questions about working files **(4)** centralized vs. decentralized filing, including advantages and disadvantages.

Source: <http://www.epa.gov/records/tools/10plan.htm>

United States – Government of North Carolina

Product/Tool: Metadata as a Public Record in North Carolina: Best Practices Guidelines for its Retention and Disposition

Summary: This document provides guidance to government employees about the management and retention of metadata, and understanding the responsibilities and liabilities related to metadata.

Source: http://www.records.ncdcr.gov/guides/Metadata_Guidelines_%2020101108.pdf

United States – National Archives and Records Administration (NARA)

Product/Tool: Online Public Access prototype

Summary: The Online Public Access prototype is the public portal that provides access to federal archival records and a centralized means of searching multiple NARA resources at once.

Pam Wright, NARA's chief digital access strategist, says "It's no longer enough to just provide records. What we are talking about is how people want to interact with our records. This is a first step, an initial prototype. It has everything from our current online catalog, but not all the functionalities."

NARA Press Release: <http://www.archives.gov/press/press-releases/2011/nr11-47.html>

Articles and Podcast: <http://fcw.com/articles/2010/12/17/nara-introducing-new-online-search-engine.aspx>

<http://www.federalnewsradio.com/index.php?nid=35&sid=2222412>

United States – RSD

Product/Tool: RSD GLASS v2.0

Summary: Information governance enforces desirable behaviour in the creation, use, archiving and deletion of corporate information.

Announced at the ARMA International's 55th Conference & Expo in 2010, this information governance solution enables organizations to seamlessly go from policy to control to enforcement.

Features include the ability to centrally define and validate information governance policies and to show they are enforceable and auditable.

Source: <http://www.benzinga.com/press-releases/10/11/p589300/rsd-announces-new-version-of-information-governance-solution-general-av>

United States – TAB

Product/Tool: 7 Tips for Developing an Effective Records Management Policy

Summary: Records management policies: So how do you develop the right one?

TAB has developed seven tips that can be used in creating an effective records management policy.

Source: <http://www.tab.com/ecms.aspx/RM-NLus-RMPolicyDevelopment-jan2011.htm>

Note: The document is free but must be downloaded.

Studies and Surveys

Canada

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Topic of Survey: Cloud Computing

Date: October 2010

Survey Conducted By: Leger Marketing

Survey Participants: 525 executives including business and information technology (IT) communities.

Findings include:

- 1) **62 percent** of business executives and **23 percent** of IT executives admit to being confused by the concept of cloud computing. However, **64 percent** of the business executives who said they were confused by cloud computing also said they considered it to be important to their company's future success.
- 2) **65 percent** of executives said cost savings are a benefit to the adoption of cloud computing, and **58 percent** of executives said flexibility/scalability are the primary motivators to moving to a public cloud.
- 3) Privacy and poor service from cloud providers were listed as concerns by **44 percent** of IT professionals. Privacy related to cloud computing was also a concern of **35 percent** of the business executives who responded.

Source: http://www.ama.org/policy/policy/canadianpolicybrief/11-01-12/Canada_Cloud_Computing_Survey.aspx

Australia

Topic of Survey: Recordkeeping and Web 2.0

Date: October 2010

Survey Conducted By: Queensland State Archives

Survey Participants: The survey was issued online to 193 public authorities, with 135 responding.

Purpose: The survey focused on exploring how Web 2.0 records are managed by public sector staff and the associated recordkeeping challenges of Web 2.0 tools.

Findings include:

- 1) **Over half** of the responding Queensland public authorities are currently using, or intend to use, Web 2.0 tools for business purposes.
- 2) While most responding Queensland public authorities have recordkeeping policies in place, they have not yet developed and implemented recordkeeping policies that specifically address Web 2.0 records.
- 3) A limited number of agencies using Web 2.0 tools are implementing new processes to capture the public records created; however, maturity around existing Web 2.0 records management processes is relatively low.
- 4) Issues raised included consideration of information security and information privacy issues, new technological challenges for records managers in public authorities, and the need for specific advice on Web 2.0 and recordkeeping.

Source: http://www.archives.qld.gov.au/downloads/recordkeeping_web_survey_report.pdf

Information Overload

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Introduction

If you think you are alone in battling information overload, a recent survey confirms that you have plenty of company.

An international survey reveals that information overload is a remarkably widespread and growing problem among professionals around the world, including government, education and legal sectors.

The 2010 International Workplace Productivity Survey, commissioned by LexisNexis, surveyed 1,700 white collar workers in five countries: the United States, China, South Africa, the United Kingdom and Australia.

An average of half (**51 percent**) of all those surveyed in each country say that if the amount of information they receive continues to increase, they will soon reach a “breaking point,” at which time they will be unable to handle any more.

Most Popular Form of Communication

Email reigns supreme.

When asked how they prefer to be reached with important information, more workers in the U.S., the U.K. and South Africa choose email over any other means, including mobile or landline phone, text messages or in-person meetings.

Problems Arising From Information Overload

Technology has its advantages but also its unintended consequences. One of the problems faced by professionals is being connected to information 24 hours a day, 7 days a week.

While the advancement of digital technology has made it easier for individuals to do their jobs, the constant flow of email and other information is a distraction making it more difficult to focus on their tasks.

Other problems include **(1)** deleting information without fully reading it **(2)** unnecessarily recreating documents because previous versions cannot be found **(3)** delivering incomplete documents because the necessary information cannot be found on time **(4)** disagreements among colleagues on how to organize information **(5)** not being able to access the right information at the right time **(6)** not being able to sort through information quickly enough.

What Organizations Can Do To Address Information Overload

Workers are looking to their organizations for ideas, solutions and actions to help them deal with information overload.

According to the survey, workers are looking for the following from their organizations **(1)** information management training **(2)** information management tools that work together **(3)** more up-to-date technology including investment in faster computers **(4)** “email-free” times.

Comments From Mike Walsh, President of LexisNexis and CEO of U.S. Legal Markets

“Workers across the globe are just about managing to keep their heads above water in a rising tide of information. The results of this survey reveal not just how widespread the problem is, but also the very real impact that information overload has on professionals’ productivity and the bottom line. Employers need to do more than simply toss their workers a life preserver and hope for the best. They need to invest in practical solutions.”

Source: <http://www.lexisnexis.com/media/press-release.aspx?id=128751276114739>

<http://www.businesspundit.com/battling-information-overload-interview-with-lexisnexis-mike-walsh/>

Survey: <http://www.multivu.com/players/English/46619-LexisNexis-International-Workplace-Productivity-Survey/>

Section 4 – Selected Readings

Articles, White Papers, Presentations, Reports

Canada

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1. **Topic/Title:** Testimony before the House of Commons Standing Committee on Access to Information, Privacy and Ethics (Meeting No. 46)

Date: February 28, 2011

Witnesses: Library and Archives Canada (LAC): Daniel J. Caron, Librarian and Archivist of Canada and Jean-Stéphen Piché, Acting Assistant Deputy Minister, Acquisitions Sector.

Public Works and Government Services Canada: Christine Leduc, Director, Publishing and Depository Services, Consulting, Information and Shared Services Branch and Mark Perlman, Acting Assistant Deputy Minister, Consulting, Information and Shared Services Branch.

As an individual: Diane Mercier, Doctor, Information Sciences.

Summary: The meeting is a continuation of the committee's ongoing study on open government.

In his opening statement, Dr. Caron discusses a number of initiatives that LAC is presently engaged in, which in his view increases the concept of government openness.

These initiatives include **(1)** a recordkeeping initiative that has culminated in a recordkeeping directive **(2)** the first phase of the Digital Office Initiative **(3)** doubling the volume of LAC's online content **(4)** offering an access-to-information service online by responding to requests with digitized documents.

In response to questions, Dr. Caron and Mr. Piché discuss LAC initiatives, such as recordkeeping and digitization.

Source: <http://parlvu.parl.gc.ca/ParlVu/ContentEntityDetailView.aspx?ContentEntityId=7408>

Dr. Caron's Opening Statement: <http://nlc-bnc.ca/lac/012007-1000.018-e.html>

Evidence (Minutes):

<http://www2.parl.gc.ca/HousePublications/Publication.aspx?DocId=4991691&Language=E&Mode=1&Parl=40&Ses=3>

2. **Topic/Title:** Canada can be a cloud leader thanks to PIPEDA

Type of Document: Article

Author: Kathleen Lau, *ComputerWorld Canada* featured in *itWorld Canada*

Summary: This article describes how PIPEDA (The Personal Information Protection Electronics Act) gives Canada a competitive advantage over other countries.

The article includes commentary from Michael Geist, law professor of the University of Ottawa and Mostafa Zommo, associate chief information officer with Human Resources and Skills Development.

Source: http://www.itworldcanada.com/news/canada-can-be-a-cloud-leader-thanks-to-pipeda/142051?sub=1536995&utm_source=1536995&utm_medium=top5&utm_campaign=TD+

3. **Topic/Title:** Do You Know Where Your Documents Are?

Type of Document: Article

Author: Marcia A. Green is a lawyer at BrazeauSeller.LLP. She practises law in the area of commercial litigation. Article featured in *Ottawa Business Journal*.

Summary: The article discusses (1) what is considered to be a “document” and where the organization is obliged to look to find these “documents” (2) items that should be considered when creating your organization’s protocol for managing electronically stored information and the consequences of not having a protocol (3) the consequences of a failed records management program and the inability to produce information.

Source: <http://www.obj.ca/Blog-Article/b/12020/Do-You-Know-Where-Your-Documents-Are>

4. **Topic/Title:** University of Saskatchewan archive holds treasures

Type of Document: Article/Interview

Summary: David Bindle, the special collections librarian at the University of Saskatchewan, talks about special collections and issues, such as the growth of technology and migration of digital files to new formats.

Source:

http://www.thestarphoenix.com/news/archive+holds+treasures/4031152/story.html?cid=megadrop_story

5. **Topic/Title:** The long-term preservation of the digital heritage: the case study of universities institutional repositories

Type of Document: Article

Author: Luciana Duranti, Professor, Chair, MAS Program InterPARES Director, The University of British Columbia. School of Library, Archival and Information Studies (SLAIS) featured in *JLIS.it Italian Journal of Library and Information Science* vol.1, no.1, June 2010.

Summary: The article addresses the problems related to long-term preservation of the digital archives content and shows problems, risks and solutions in managing a digital archive, demonstrating that the professional experience of archivists can be useful to develop technological systems for non-archival contents.

Source: <http://leo.cilea.it/index.php/jlis/article/viewArticle/12>

Australia

Topic/Title: Government 2.0 Action Plan: 3rd Quarter Report 2010–2011

Type of Document: Slide Presentation

Summary: This Action Plan, published in July 2010 by the Victorian State Government, provides the foundation for a whole of Victorian Public Service approach to Government 2.0.

The 3rd Quarter Report 2010–2011 provides an update in the form of a slide presentation and discusses, among various topics, three key initiatives of the plan.

Slide Presentation: <http://prezi.com/el5rcv8lmyrd/victorian-government-20-action-plan-public-record-office-victoria-progress-report/>

Action Plan: <http://www.egov.vic.gov.au/government-2-0/government-2-0-action-plan-victoria.html#actionareas>

France

Topic/Title: Introducing Web Archives as a New Library Service: the Experience of the National Library of France

Type of Document: Article

Author: Sara Aubry, Web Archiving Project Manager, IT Department, National Library of France featured in *Liber Quarterly*, Volume 20, Issue 2, 2010.

Summary: This article focuses on four issues **(1)** collection building: Web archives as a new and challenging collection **(2)** resource discovery: access services and tools for end users **(3)** usage: facts and figures **(4)** involvement: strategies to build a librarian community and reach out to end users.

Source: <http://liber.library.uu.nl/publish/articles/000501/article.pdf>

South Africa

Title: Managing Digital Collections: A Collaborative Initiative on the South African Framework

Published By: National Research Foundation

Date Published: 2010

Objective: To provide high-level principles for planning and managing the full digital collection life cycle.

Home Page: <http://digi.nrf.ac.za/pub/>

Framework: <http://digi.nrf.ac.za/pub/Managing%20Digital%20Collections.pdf>

South Korea

Title of Presentation: Long-term verification service of the electronic signature for digital records in Korea

Presenter: Young-Hwan Park, Deputy Director, Archival Information Division, National Archives of Korea

Summary: This presentation was given at the CITRA 2010 conference held in Oslo, Norway.

Presentation Structure: **(1)** overview **(2)** electronic records management system **(3)** electronic signature exposition **(4)** applied long-term verification of national archives **(5)** development direction.

Source: http://www.citra2010oslo.no/CITRA_presentasjoner/Wednesday/Young-hwan_Park.ppt

United States

1. **Topic/Title:** Developing an electronic data retention policy

Type of Document: Article

Author: Pierre Dorion, data center practice director and a senior consultant with Long View Systems Inc., specializing in the areas of business continuity and DR planning services and corporate data protection, featured in *SearchDataBackup.com*

Summary: Topics include **(1)** the purpose, objectives and management of a data-retention policy **(2)** questions to ask to determine what information should be kept.

Source: <http://searchdatabackup.techtarget.com/tip/Developing-an-electronic-data-retention-policy>

2. **Topic/Title:** Searching through Backup Tapes? No Sweat

Type of Document: Article

Author: Tom O'Connor is an attorney, consultant, speaker and writer in the area of computerized litigation support systems and e-discovery. He serves as the director of the Gulf Coast Legal Technology Centre in New Orleans featured in *The National Law Journal*.

Summary: Until recently, the tools and techniques available to find and produce data from tapes were either non-existent or rudimentary at best. However, things have changed.

Software now exists to automate the process of searching and extracting data from tapes through tools that index tape data before any copying or restoration occurs. These tools now allow the retrieval of relevant data from backup tapes in a manner that is defensible, reliable, forensically sound and cost-effective.

The author also points out that the courts have become much less tolerant of excuses during the discovery process that result from improper information management and collection processes.

The article also highlights several immediate results of how changes in technology make backup tape usage in the e-discovery process far more manageable.

Source:

http://www.law.com/jsp/lawtechnologynews/PubArticleLTN.jsp?id=1202476548283&Searching_Through_Backup_Tapes_No_Sweat

3. **Topic/Title:** Inside the National Archives and Records Administration Conservation Lab

Type of Document: Video

Summary: Paper conservator Annie Wilker demonstrates various techniques to preserve damaged documents and to prepare them for exhibition at the National Archives.

Source: <http://www.youtube.com/watch?v=nmC10gCi-g0>

4. **Topic/Title:** NARA makes headway in solving FOIA disputes

Type of Document: Podcast

Summary: The Office of Government Information Services (OGIS), whose parent agency is the National Archives and Record Administration (NARA), was created to resolve disputes between agencies and citizens making requests under the Freedom of Information Act (FOIA).

Director of OGIS Miriam Nisbet and others, including David Ferriero, Archivist of the United States, talk about OGIS.

Source: <http://www.federalnewsradio.com/?nid=35&sid=2089142>

Global

Title of Report: Digital Forensics and Born-Digital Content in Cultural Heritage Collections

Authors: Matthew G. Kirschenbaum, University of Maryland; Richard Ovenden, Bodleian Libraries, University of Oxford; Gabriela Redwine, University of Texas at Austin; and research assistance from Rachel Donahue, University of Maryland.

Published By: Council on Library and Information Resources (CLIR)

Date: December 2010

Summary: About 90 percent of records today are born digital.

When the shared interests of digital forensics and responsibilities associated with securing and maintaining our cultural legacy are identified as preservation, extraction, documentation and interpretation, the correspondence between these fields of study becomes logical and compelling.

This report examines digital forensics and its relevance for contemporary research.

Report: <http://clir.org/pubs/reports/pub149/pub149.pdf>

CLIR Home Page: <http://www.clir.org/>

Books

Selected Readings

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1. Nicholas F. Cheung and Claudiu S. Popa, *The Canadian Privacy and Data Security Toolkit for Small and Medium Enterprises*, 2009.

The Canadian Privacy and Data Security Toolkit for Small and Medium Enterprises provides practical information that will aid in complying with Canadian privacy legislation.

Featuring a foreword by the Privacy Commissioner of Canada and an introduction by the Information and Privacy Commissioner of Ontario, the toolkit outlines the privacy issues faced by organizations in today's world of high-speed communication and massive data gathering.

Source: <http://www.castore.ca/product/canadian-privacy-and-data-security-toolkit-for-small-and-medium-enterprises/711>

2. Anna E Bülow and Jess Ahmon, *Preparing Collections for Digitization*, 2010.

Most libraries, archives and museums around the world are now confronting the challenges of providing digital access to their collections. As digitization becomes more widespread, there is huge demand for detailed guidance on best practice. While much has been written on the theory, these practical aspects have often been neglected, but they are significant not only in safeguarding the collection during image capture but also in ensuring that projects run smoothly and the resulting digital collection is of high quality.

This guide fills that gap, offering guidance that covers the end-to-end process of digitizing collections, from selecting records for digitization to choosing suppliers and equipment and dealing with documents that present individual problems.

Source: <http://www.facetpublishing.co.uk/title.php?id=711-1>

3. David Parkes and Liz Hart, *Web 2.0 and Libraries: Impacts, Technologies and Trends*, 2010.

In a world where computing power, ubiquity and connectivity create powerful new ways to facilitate learning, this book examines how librarians and information professionals can utilize emerging technologies to expand service and resource delivery.

With contributions from leading professionals, including lecturers, librarians and e-learning technologists, this book explores strategic approaches for effectively implementing, living with and managing revolutionary technological change in libraries.

Source: <http://www.amazon.ca/Web-2-0-Libraries-Impacts-Technologies/dp/1843343460>