

Governance and Recordkeeping Around the World

May 2012, vol.4, no. 3

The Importance of Managing Unstructured Data



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.

ISSN: 1916-5714

© Government of Canada

The content of the newsletter is intended for information purposes only and does not necessarily reflect the views and opinions of Library and Archives Canada.

Some links in this document lead to sources which are not subject to the Official Languages Act and are available in the language in which they were written.

Please note that, after a period of time, links to certain articles in the newsletter may become inactive.

The newsletter Home Page is at: <http://www.collectionscanada.gc.ca/government/news-events/007001-1000-e.html>

Comments **and requests to be added to the distribution list** may be sent to the following address:

Liaison Centre

Government Records Branch

Library and Archives Canada

395 Wellington Street

Ottawa, ON

K1A 0N4

Email: centre.liaison.centre@lac-bac.gc.ca

Table of Contents

Section 1—General News	1
Canada	1
Alberta.....	1
Federal and Provincial Information and Privacy Commissioners	1
New Brunswick.....	1
Australia	1
Kenya.....	2
Malaysia	2
New Zealand	2
Poland	2
United Arab Emirates.....	2
United Kingdom	2
United States.....	3
Federal Government.....	3
State Government.....	4
Section 2—Events	6
Annual Meetings and Conferences.....	6
International	6
National.....	7
Forums	7
Section 3—Current Trends and Products	8
Recordkeeping: Current Developments, Projects and Future Initiatives	8
Canada	8
Europe.....	8
India	8
Ireland.....	8
The Netherlands.....	9
New Zealand (National Archives) and Germany (University of Freiburg).....	9
Scotland.....	9
United Kingdom	9
United States.....	10
Products and Tools from Around the World.....	11

Canada	11
Australia	11
France.....	11
India	12
Israel.....	12
New Zealand	12
United Kingdom	12
United States.....	12
Studies and Surveys	15
Canada	15
Australia	15
Global.....	15
The Importance of Managing Unstructured Data.....	16
Section 4—Selected Readings and Recordings.....	17
Articles, White Papers, Presentations, Reports, Videos and Podcasts.....	17
Canada	17
Australia	17
Australia and New Zealand	17
China (Hong Kong)	18
Europe.....	18
France.....	18
India	18
Portugal.....	18
United Kingdom	19
United States.....	19
Global	20
Books.....	21
Selected Readings	21

Section 1—General News

Canada

Alberta

[New Information and Privacy Commissioner sworn in](#)

Jill Clayton is Alberta’s new Information and Privacy Commissioner replacing Frank Work. Clayton has set a number of priorities including fostering openness and transparency in government. Clayton also acknowledges that there will be a number of challenges including ensuring requests for information are dealt with promptly.

See also: [Video Interview](#)

Federal and Provincial Information and Privacy Commissioners

[Information and Privacy Commissioners sign new MOU on private sector privacy](#)

With the goal of better protecting Canadians’ personal information, the Information and Privacy Commissioners of British Columbia and Alberta and the Federal Privacy Commissioner have signed a revised [Memorandum of Understanding \(MOU\) \[PDF format\]](#). The MOU enables the commissioners to continue working together on private sector privacy issues and provides greater clarity on how they will share information in undertaking their duties.

New Brunswick

[Universities to be subject to the Right to Information and Protection of Privacy Act](#)

Universities are making preparations in reaction to the government of New Brunswick’s announcement that they will be subject to the provincial *Right to Information and Privacy Act*. The Act gives citizens the right to request information about public institutions and government bodies. A formal date has not yet been announced.

Australia

[Government report urges a more proactive policy approach to cloud computing](#)

An Australian [government report \[PDF format\]](#) predicts a positive future for cloud computing and recommends that government agencies consider a “faster adoption” of cloud services, where appropriate, and the establishment of a cloud computing task force.

Kenya

[Government moves towards a paperless public service](#)

The Government of Kenya has taken steps to move towards a paperless public service by using an integrated records management system for recordkeeping. The move to paperless recordkeeping reflects the growing trend towards digitization and is geared towards the government's Vision 2030 and the electronic management of information.

Malaysia

Video: [Local writers and publishers must submit at least five of their books to the National Library](#)

In a video announcement, the Malaysian Information, Communications and Culture Minister stated that local publishers and writers will have to submit at least five of their books to the National Library.

New Zealand

[Core government agencies develop plan for open data release](#)

As part of the New Zealand government's open data initiative, government agencies must identify what data they have released to date and specify what will be released in the future. Some agencies have already [released datasets](#) and the public can now submit requests.

Poland

[Ministry of Administration and Digitization is created](#)

Governments around the world are focusing on the importance of digitization and Poland is no exception. The government of Poland has created a new ministry that will address the insufficient level of digitization of its public administration as well as improving Internet communication between citizens and government institutions.

United Arab Emirates

[Government urges ministries and departments to publish more data to improve services](#)

The United Arab Emirates plans to place more open data on government websites to enhance e-readiness, increase the flow of information, and promote the concept of open government.

United Kingdom

[Revolution in information technology is transforming the archives sector](#)

Chief executive of the [National Archives of the United Kingdom](#) Oliver Morley said that a revolution in information technology is transforming the archives sector making information more accessible and allowing the sector to direct organizations' data management. Morley added that information technology is making traditional archives a thing of the past and he is focused on themes such as data management, digital infrastructure and online presence.

See Also: [Podcast; Interview \(October 11, 2011\)](#)

[Law on private email accounts clarified](#)

The [Information Commissioner's Office \(ICO\)](#) has clarified that official business data in private email accounts is subject to the *Freedom of Information Act* (FOIA). If a public authority deems an individual email account as likely to include official information within the scope of a FOIA request, then its owner will be asked to supply it if the required information is not held at another location. The ICO has released a guidance document which gives public authorities the knowledge they require before deciding whether to search personal email accounts.

See Also: [[Guidance](#)]

[Supreme Court accepts FOI requests via Twitter](#)

The age of social media has reached the United Kingdom Supreme Court. The Court has started accepting Freedom of Information (FOI) requests via Twitter.

United States

Federal Government

[National Archives works on declassifying massive backlog of documents](#)

On December 29, 2009, President Obama signed an executive order on declassification that made significant changes in the handling of classified documents. Fast forward to 2012 and the [National Declassification Center \(NDC\)](#), part of the National Archives, continues the work of declassifying a backlog of nearly 400 million pages of material. To speed up the process the NDC has introduced a risk-management approach to the documents. Instead of attempting to look at every document, all the relevant agencies review a small sample of a particular series and if the decision is made that the earlier agency review was a good one, then the remainder of the documents that the agency had cleared is made public.

See also: [2009 executive order](#)

[Smithsonian Institution receives dedicated funds for digitization and new media](#)

Cultural institutions are shifting more and more towards the digitization of their collections and for the first time the Smithsonian's budget report has created a line item for digitization. The [Smithsonian's](#) strategic plan calls for broader access to collections, exhibitions and outreach programs and the dedicated funds will help facilitate broader access through digitization of collections, new media and use of social media networking tools.

See Also: [Smithsonian uses 3D Technology](#) ; [Three Dimensional Copies of Artifacts](#)

[Government agencies continue transition to the cloud](#)

As the move to the cloud continues, two government agencies lead the way, the General Services Administration (GSA), and the National Oceanic and Atmospheric Administration (NOAA).

In early 2012, the GSA will deploy a cloud-based collaboration platform for information sharing and program management. The GSA will be the first agency to start using the platform which will eventually be deployed to all 12,000 of its employees.

The NOAA has already moved its email and collaboration systems to the cloud which makes the NOAA the largest federal agency to date to transition to cloud-based email and collaboration tools.

See Also: [NOAA Profile](#)

[Library of Congress to acquire entire Twitter archive](#)

Twitter was created five and a half years ago and now the [Library of Congress](#) will undertake the task of acquiring the entire Twitter archive. The agreement between the Library of Congress and Twitter was announced in 2010 but now more details are emerging. This is no small task as more than 140 million tweets are created each day.

See Also: [Article](#); [Audio Interview](#)

State Government

Hawaii

[Efforts to incorporate social media into open records laws continue](#)

With the explosion of new technology, states such as Hawaii are working to address social media in the context of open records laws. In Hawaii, the [Office of Information Practices](#) is taking the lead in this area by looking at the potential problems that open records laws might create for the public who use social media and are proposing recommendations and solutions.

New York

[Public documents must go online before meetings](#)

Effective February 2, 2012, the state of New York requires public bodies, such as county legislatures, to post proposed laws, resolutions, policies and other public documents on their websites before they can be taken up at meetings. The public will now be able to access the same public documents that officials have as they are discussing them.

South Carolina

[Government updates state records retention policy](#)

The South Carolina government and the South Carolina Department of Archives and History have signed an updated records retention policy. The policy requires that all records, including the governor's and staff emails, which are of long-term and enduring value be retained.

See Also: [Records Retention Policy](#) ; [Article](#)

West Virginia

[Debate over what is considered a "public record" continues](#)

The West Virginia House of Delegates approved a new bill that would have expanded the definition of what is considered a public record as any written information prepared or received by a public body, if its content or context relates to the conduct of public business.

However, the Senate Judiciary Committee voted to reject the bill and an interim committee will now study the issue and provide recommended changes.

See Also: [Article](#)

Section 2—Events

Annual Meetings and Conferences

International

August 2012

[International Conference on the History of Records and Archives 6 \(ICHORA\)](#)

“Exploring Shared Heritage in the History of Archives with Libraries, Information Science/Documentation, Preservation/Conservation, and Museums”

This international conference explores the work in progress, theoretical perspectives, and needs and opportunities for research in the broad area of the history of the shared, conflicting, and complementary heritage of archival enterprise with these related fields.

Hosted by the University of Texas at Austin, 2–4 August 2012
Austin, Texas, United States

[76th Annual Meeting of the Society of American Archivists](#)

“Beyond Borders”

The theme of this annual meeting enables archivists to envision new opportunities beyond their institutions and specializations, to expand their perceptions of history, culture, memory, and recordkeeping to arrive at a more inclusive and holistic view of the great work of archives. In 2012, archivists have the opportunity to free themselves from the imaginary borders of their past and leverage the opportunity, knowledge, and experience that lies beyond.

Hosted by the Society of American Archivists, 6–11 August 2012
San Diego, California, United States

September 2012

[DCMI International Conference on Dublin Core and Metadata Applications DC-2012](#)

“Metadata for Meeting Global Challenges”

This international conference will explore the global, national and regional roles of metadata in addressing global challenges such as the digital divide.

Hosted by Mimos, 3–7 September 2012
Kuching, Sarawak, Malaysia

[ARMA International's 57th Annual Conference and Expo](#)

Details to follow.

Hosted by ARMA International, 23–24 September 2012
Chicago, Illinois, United States

National

October 2012

[Public Sector Social Media](#)

Details to follow.

Hosted by the Conference Board of Canada, 10–11 October 2012
Ottawa, Ontario, Canada

November 2012

[Government Technology Exhibition and Conference \(GTEC\) 2012](#)

“Innovating & Collaborating: Making a Difference for Canadians”

This conference explores the need for governments to collaborate and innovate in an environment of unprecedented change and with the pressure to do more with less.

5–8 November 2012
Ottawa, Ontario, Canada

Forums

May 2012 and January 2013

[DigCCurr Professional Institute: Curation Practices for the Digital Object Lifecycle](#)

This forum consists of a five-day session in May 2012 and a two-day follow-up session in January 2013. Each day of the May session will include lectures, discussions and an interactive component. A course pack and a private, online discussion space will be provided to supplement learning and application of the material.

Hosted by DigCCurr Professional Institute, 20–25 May 2012 and 7–8 January 2013
Chapel Hill, North Carolina, United States

Section 3—Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Canada

[Saskatchewan Archives Board—New Interactive Website](#)

The Saskatchewan Archives Board has launched their [new interactive website](#) that allows the public to access nearly 70,000 pages and 650,000 items of Saskatchewan’s history. Provincial archivist Linda McIntyre says that this new interactive site now has a large-scale database called the Threshold that allows users to navigate the website.

[University of British Columbia—British Columbia Historical Newspapers Project](#)

Digitized versions of 24 historical papers from British Columbia comprising more than 45,000 pages are now accessible online.

Europe

[Emulation Framework Project](#)

The Emulation Framework is software developed by the international [KEEP project](#) (Keeping Emulation Environments Portable). The software offers a convenient way to open old digital files and run obsolete programs in their native computer environment. The user can experience the intended “look and feel” independent from current state-of-the-art computer systems.

See Also: [Emulation—More Information](#)

[Archives Portal Europe](#)

The [Portal](#) currently contains material from 60 institutions and 14 European countries. Over 14 million descriptive units, linked to approximately 64 million digitized pages of archival material, are contained in the Portal.

India

[Video: Digitization Process at the Panjab Digital Library](#)

This video highlights digitization at the Panjab Digital Library in India.

Ireland

[Digital Repository of Ireland Project \(DRI\)](#)

This four year project, which began in September 2011, is the digital infrastructure that will link together and preserve humanities and social science data held by Irish institutions. DRI will provide a central access point and multimedia tools to research and interact with archived data.

The Netherlands

National Archives – [Video: Repositioning in a Digital World](#)

The [Dutch National Archives](#) is working with records creators within government agencies and helping them manage semi-current digital files long before the Archives legally takes custody. A shared digital repository has been established where government agencies can deposit their non-current files.

In this video, digital repository project leader Ruud Yap of the Dutch National Archives explains how the digital reality is causing the National Archives to reposition themselves within their network.

New Zealand (National Archives) and Germany (University of Freiburg) [Digital Archaeology and Forensics – Data Recovery Project](#)

This is the scenario, a set of 5.25 inch floppy disks from the early 1990s are not readable in standard X86 machines with a 5.25 inch floppy drive attached to it. The general information on the disks is sparse and their contents must be retrieved. This data recovery project addresses this situation.

Scotland

[Scottish 10 Project](#)

This project uses digital technology to record artifacts, documents and sites. With the launch of the Scottish 10 project, Scotland will become the first country to archive its national monuments in 3D by scanning 345 properties.

United Kingdom

[BBC and Meta Broadcast—The Automatic Broadcast Content Interlinking Project](#)

The project members are researching and developing advanced text processing techniques to link together different sources of metadata around large video and audio collections.

See Also: PDF [Presentation](#)

[British Film Institute—Master Film Store](#)

This film storage facility is considered one of the most important for the preservation of British film. Located on a nuclear bunker site, the facility will be able to hold more than 450,000 cans of film and contains a sub-zero storage vault that offers an alternative to the costly restoration of acetate film reels.

United States

[Archiving Every Book Ever Published](#)

Brewster Kahle has a track record of taking on projects to preserve information. Kahle founded the non-profit Internet Archive in 1996 to save a copy of every Web page ever posted. Now Kahle is turning his attention to trying to preserve every book ever published though he admits it is a daunting task and he might not succeed. However, as of the summer of 2011, he has collected 500,000 books that will stay in storage as an authoritative backup in case the digital copies are lost.

See Also: [Additional Article](#); [Video](#)

[Department of Treasury—goFOIA](#)

A new initiative from the Department of Treasury is leveraging cloud computing to make it easier for the department to handle *Freedom of Information Act* (FOIA) requests, as well as for people to submit them. The new system, goFOIA, has three key features to improve the process of requesting and obtaining FOIA documents: the [Citizen Web Portal](#), which allows people to make requests online, a cloud-based tracking tool, and a collaborative document management system.

Library of Congress – Video: Film Preservation at the Library of Congress; [Part 1](#); [Part 2](#); [Part 3](#)

Part 1: Archivist Rob Stone explains the various formats of film and video that are being preserved

Part 2: Nitrate film specialist Larry Smith explains the nitrate collection

Part 3: A tour of the nitrate vaults

[National Archives and Records Administration \(NARA\) —Citizen Archivist Dashboard](#)

Through the dashboard, volunteers can tag, transcribe and write articles about scanned NARA documents. In addition, the dashboard will include a link for the volunteers to tag words and images in NARA's collection facilitating retrieval of documents. The documents will be colour coded based on their length and the difficulty in deciphering the handwriting. Pamela Wright, the agency's chief digital access strategist, would like to include specialists in the historical field to participate but expects that the majority of participants will be citizens who are interested in archival research.

See Also: [Article](#)

Products and Tools from Around the World

Canada

[Federal Government—Office of the Privacy Commissioner Enhancing Personal Information Handling Practices](#)

The Office of the Privacy Commissioner of Canada has developed several tools and guidelines to help small businesses enhance their personal information handling practices.

[British Columbia – Office of the Information and Privacy Commissioner “Cloud Computing Guidelines for Public Bodies” \[PDF\]](#)

The [Office of the Information and Privacy Commissioner \[PDF format\]](#) for British Columbia has released the publication “Cloud Computing Guidelines for Public Bodies.”

Australia

[Digital Preservation](#)

The [State Library of New South Wales](#) speaks about digital preservation including (1) How is it defined (2) Physical Deterioration (3) Technological Obsolescence (4) Guidelines (5) Large Scale Implementations (6) Open Source Solutions.

National Archives

[“Records Management and the Cloud - A Checklist” \[PDF\]](#)

The [National Archives of Australia](#) has produced a checklist that provides guidance on what organizations need to know about records management and cloud computing.

[“Digital Continuity Plan”](#)

The National Archives of Australia has issued their “*Digital Continuity Plan*” which is a guide to help agencies meet their legal and recordkeeping requirements without resorting to paper. The plan is based on six Digital Continuity Principles that will assist agencies to achieve business benefits, including efficiencies and mitigation of risks.

See Also: [Full digital archiving](#) ; [Storage costs drive digital transition](#) ; [Media Release](#)

France

[National Archives—La gestion et l’archivage des courriels : Manuel pratique : 1re partie \[PDF\]](#) (French only)

The [National Archives of France](#) has issued Part 1 of a handbook on the management and archiving of emails.

India

[Handwritten Regional Language Script Digitization System](#)

Turning handwritten records digital. This system maps characters through their writing style, brush strokes, size, height and width and then uses Intelligent Character Recognition (ICR) to convert them to a digitized format.

Israel

[Piecing Together Documents](#)

Hundreds of thousands of fragments from medieval scrolls are scattered around the world and the question is: How will scholars put them back together? The answer: To use facial recognition technology but instead of recognizing faces the software recognizes fragments.

See Also: [Related Conference](#)

New Zealand

[Case Study – Hamilton City Council Succeeds with Data Management](#)

Hamilton City Council implemented an electronic data and records management system. The council's records manager talks about facing challenges, encountering problems in implementation, as well as training and responding to employees.

United Kingdom

[Records Management Guidance](#)

[Northumbria University](#) has published records management guidance covering a number of topics including (1) Managing Emails (2) Electronic File Naming (3) Organizing Shared Drives (4) Versioning (5) Scanning Documents (6) Records Management Framework.

National Archives—[“Evaluating Your File Formats”](#) and [“File Format Conversion”](#) [PDF]

The [National Archives of the United Kingdom](#) has produced two guidance documents on file formats.

“Evaluating Your File Formats” will assist in evaluating file formats from a digital continuity perspective and employ various strategies to maintain the continuity of your organizations digital information.

“File Format Conversion” will assist in understanding file format conversion: the why, when and how.

United States

[ARX Inc. and Gimmel—CoSign® Digital Signatures](#)

CoSign® provides the added capability to organizations managing electronic workflows and document lifecycles.

[Crossroads Systems—StrongBox](#)

StrongBox is an online, always available, fully portable, data vault for long-term data retention. An enterprise-level archive solution, it leverages the Linear Tape File System as its storage medium and incorporates disk for fast file storage and retrieval, and physical tape for cost effective, reliable and long-term storage.

Iron Mountain – Advice and Guidance Documents

[Iron Mountain](#) has produced a series of information management advice and guidance documents.

[Most Businesses Require Holistic Approach to Records Management](#)
[Surf's Up, But Are You Ready for a Tidal Wave of E-Records?](#)
[Keeping Up With the Records Management Deluge](#)
[How to Sell a Long-Term Records Management Program](#)
[How Long is Long Enough: Records Retention and Your Agency](#)
[Get Your Team in Tune with Records Management](#)
[Why Information Management Matters \(Now More Than Ever\)](#)
[Nine Essential Do's and Don'ts of Records Storage](#)
[Records Management Program Should Create Value, Not Confusion](#)

[Kuali Foundation—Kuali OLE 0.3](#)

This open-source software is the result of the collaboration that included higher education research libraries. The software is an enterprise-wide system for selecting, acquiring and describing library information resources that link with enterprise business processes and value-added external resources.

"This release is a key piece of the puzzle that is building the foundation for a more holistic approach to library information system management that meets the functional needs of research libraries," says Deborah Jakubs who is Kuali OLE Project Board Co-Chair and Rita DiGiallonardo Holloway University Librarian and Vice Provost for Library Affairs at Duke University in North Carolina.

[Lawrence Berkeley National Laboratory and the Library of Congress](#) [IRENE \(Image Reconstruct, Erase Noise, Etc.\)](#)

A team of physicists, curators and preservationists are using high-resolution digital imaging to extract sound out of 19th Century and other experimental recordings. IRENE is an imaging workstation developed by physicists programmed to interpret the imaged grooves and the Library of Congress is using IRENE to preserve recordings from their collection that are in danger of being lost or are becoming difficult to play.

See Also: [IRENE: Key to unlocking mute recordings](#) ; Related Article [\(Part 1\)](#) [\(Part 2\)](#)

[Recommind—Axcelerate eDiscovery Suite](#)

Recommind, the maker of the Axcelerate eDiscovery suite, offers a one-step collection method that provides enhanced indexing and storage of collected files; an Enhanced Search Query Editor that includes a unique-hits report and fielded search abilities; and an Enhanced Predictive Sampling functionality to account for smaller document sets.

[State Library of North Carolina—Video: Tutorial on File-Naming and Digital Preservation](#)

This four-part video tutorial describes why file naming is important, how to change a file name, what not to do when changing a file name, and best practices for file naming.

TAB—[“4 Tips for Managing Your Share Drive”](#) and [“How to Prepare for a Document Conversion”](#)

TAB offers two resources that can be downloaded at no charge:

- “4 Tips for Managing Your Share Drive” is a white paper that will assist organizations in managing their shared drives for better compliance and access.
- “How to Prepare for a Document Conversion” is an assessment tool to assist organizations in their document conversion projects.

Studies and Surveys

Canada

[“The State of Cloud Computing in Canada”](#) [PDF]

Study by [IT World Canada](#)

More than 200 members of IT World Canada’s audience, 58 percent of which were either CIOs or IT managers, who worked across a broad range of industries including financial services, the public sector, retail, health care and professional services participated in this study conducted in 2011.

“The State of Cloud Computing In Canada” is an attempt to provide a more accurate picture of where adoption stands today, as well as the common approaches and outlook of enterprise CIOs and IT managers towards this model.

Australia

[Survey on public sector attitudes and practices in relation to digital disposal](#)

In October 2011, a survey by the [State Records Authority of New South Wales \(NSW\)](#) was sent to all NSW public offices and 83 individual survey responses were received. The survey results include key issues and findings and conclusions. Results from the survey will assist State Records in the future development of tools and advice in relation to digital disposal.

Global

[“Information Management: A Global Enterprise Challenge”](#) [PDF]

Survey sponsored by Hewlett-Packard and researched by [Coleman Parkes](#)

Hewlett-Packard conducted a survey of 641 companies worldwide in February and March 2011. These companies had more than 1,000 employees including senior technical and business directors.

The survey reveals that improved information management practices would result in substantial benefits including: cost savings; improved capabilities to meet compliance and regulatory needs; and the ability to more efficiently and quickly locate information. The survey includes detailed main findings and conclusions.

The Importance of Managing Unstructured Data

Introduction

[Unisphere Research](#) conducted a survey in 2011 on unstructured data entitled “The Post-Relational Reality Sets In: 2011 Survey on Unstructured Data.” Participants included 446 data managers (11% in government) and professionals who are readers of *Database Trends and Applications* magazine.

This survey highlights the importance of organizations being able to manage their unstructured data.

Digital World

It is fast becoming a digital world, literally. The amount of digital data worldwide has now overtaken analogue data and some estimates place the percentage of information being in digital form at 94% and at 1.2 million petabytes.

A petabyte is equivalent to 20 four-drawer filing cabinets filled with documents.

What Is Unstructured Data: Problems and Challenges

Unstructured data describes any corporate information that is not contained in a database and can be both textual and non-textual. Examples include Word documents, emails, spreadsheets, Power Point presentations and social media.

Unstructured data is now growing faster than structural (relational) data and in some organizations there is more unstructured than structured data. This is highlighting weaknesses and shortcomings in organizations.

For example, some organizations do not have effective governance or best practices in place to be able to manage this type of information. Others are facing a lack of senior management awareness and commitment.

Challenges and problems include: too much data to manage effectively; difficulties identifying data having business value; being able to properly index and classify the data; security of the data; and lack of storage space.

Information Included in the Survey

The survey breaks down the responses of the survey participants and includes key findings; steps organizations are taking to address unstructured data and conclusions and recommendations.

See Also: [Press Release](#); [Article on Survey](#); [To Download Survey \(free\)](#); Profile of Unstructured Data Product; [Part 1](#); [Part 2](#); [“Unstructured Data: Challenge or asset?”](#); [Video](#)

Section 4—Selected Readings and Recordings

Articles, White Papers, Presentations, Reports, Videos and Podcasts

Canada

Article: "[Le bibliothécaire du Canada invite les citoyens à s'investir dans la révolution numérique](#)" (French only)

Written by: Fabien Deglise, *Le Devoir.com*

In this article, Deglise talks with Dr. Daniel J. Caron, Deputy Head and Librarian and Archivist of Canada and Chair, Heads of Federal Agencies. The article includes various topics such as the connection between the digital revolution and democratic societies; reviewing the conventions of print; and the concept of collective memory.

PDF Presentation: "[Integrity and Authenticity: Is Digital more Challenging than Paper?](#)"

Presented by: Ron Surette, Director General, Information Technology Branch, Library and Archives Canada

This PowerPoint presentation was part of the [ICA Annual Professional Conference](#) held in Toledo, Spain on October 26, 2011.

Article: "[University of Alberta campus points the way to cloud computing with new email services](#)"

Written by: Lee Rickwood, WHATYOURTECH.CA featured in the *Calgary Herald*

This article describes the University of Alberta's transition to cloud computing as well as the impact the move to cloud computing has had at other Canadian universities.

Australia

Article: "[Question and Answer with Australian Government CIO Ann Steward](#)"

Written by: Rebecca Merrett, *CIO*

In this article, Ann Steward discusses her role as CIO, the work she is doing on the [Australia.gov.au website](#), and cloud computing in government.

Australia and New Zealand

PDF Presentation: "[Building a Digital Future: Enabling the development of digital archives in Australia and New Zealand](#)"

Presented by: Dr. Stephen Ellis, Director General, [National Archives of Australia](#)

This PowerPoint presentation was part of the [ICA Annual Professional Conference](#) held in Toledo, Spain on October 26, 2011.

China (Hong Kong)

[Presentations at the Office of the Government Chief Information Officer \(OGCIO\) Industry Forum](#)

On July 29, 2011, the [OGCIO](#) held its Industry Forum where a number of presentations were given on cloud computing; electronic information management and records management; data centre development and public sector information facilitation.

Europe

[White Paper: “Best Practices on Standards, Policies and Quality Assurance in Digital Repositories for Long Term Preservation”](#) [PDF]

Written by: Olivier Rouchon, Philippe Prat and Mathieu Cloirec, [Centre Informatique National de l’Enseignement Supérieur \(CINES\)](#)

This white paper examines best practices that rely on four technological risks that are now commonly agreed upon: (1) the loss of the knowledge of the content (2) file format obsolescence (3) aging media causing data loss (4) sudden software or technology changes.

France

Presentation: [“France Numérique 2012-2020”](#) [PDF] (French only)

The government of France has released “France Numérique 2012-2020”, a plan that lists 57 objectives for 2020. These include (1) eliminating paper in all administrative procedures internal and external (2) a common procedure to bring together cultural content to be digitized (3) all citizens will be included in the digital revolution.

See Also (French only) : [“objectif zéro papier pour 2020”](#)

India

Article: [“The digital picture: from reel to HD”](#)

Written by: Vasudha Venugopal, *THE HINDU*

In this article, Venugopal talks about digitization’s role in preservation and film archiving in India including in the Indian National Film Archives and laboratories across the country.

Portugal

Video Presentation: [“The importance of web archiving to historical research”](#)

Presented by: Daniel Gomes, the leader of the [Portuguese Web Archive](#) and manager of the Web development team at the Portuguese National Foundation for Scientific Computing

This video presentation was part of [Digital Methods and Tools for Historical Research](#) event held in Lisbon, Portugal from November 18 to 19, 2011.

United Kingdom

Podcast: [“Tape archiving best practices”](#)

Presented by: Antony Adshead, bureau chief at SearchStorage.co.UK

In this podcast interview, Martin Taylor, converged network manager at the Royal Horticultural Society, discusses the definition of tape archiving and key best practices, such as ongoing hardware compliance, service-level agreements with archiving providers, encryption and ensuring access to data.

United States

Article: [“How to Create and Implement an Information Management Policy”](#)

Written by: Tom Turner, president and founding partner of Document Solutions Inc., featured in *Information Management*

Organizations can be faced with an overwhelming amount of information that can be subject to e-discovery but organizations cannot realistically keep everything. What to do? The answer: create and thoroughly implement an information management policy that clearly details what type of data should be kept and what should be deleted.

In this article the author profiles the steps that an actual organization has taken to implement an information management policy.

Article: [“Library manages digital archiving”](#)

Written by: Mary Harrison, *The Stanford Daily*

This article profiles the [Stanford University Libraries](#) in California and the major challenges faced by the increase in social media, the use of tools and new technologies as well as legal issues the libraries must take into consideration.

See Also: PDF [Presentation: “Digital Object Storage and Versioning in the Stanford Digital Repository”](#)

[Presentations at the From Theory to Practice: Accessing and Preserving Electronic Records and Digital Collections Conference](#)

The conference was held in Raleigh, North Carolina between November 3 and 4, 2011, and featured presentations covering topics including (1) Digital Repositories (2) Managing Public Records – standards; preservation and storage; legal considerations.

[Video: “Privacy in the Cloud: How Can Cloud Providers Address the Privacy and Safety Concerns of Government, Consumers and Corporate Users”](#)

In November 2011, a panel discussion was held between officials of the United States federal government and the private sector. One observation that came out of the panel discussion was that greater adoption of cloud computing is considered an inevitable trend by regulators and lawmakers.

[Podcast: “OGIS is ‘new kid’ on FOIA block”](#)

Presented by: Miriam Nisbet, Director, [Office of Government Information Services](#) (OGIS)

The OGIS is a part of the [National Archives and Records Administration](#). OGIS reviews *Freedom of Information Act* activities government-wide and helps to resolve disputes between requesters and agencies. In this podcast Nisbet discusses OGIS’ two main missions.

[Report: “Redefining the Academic Library: Managing the Migration to Digital Information Services”](#) [PDF]

Published by: The Education Advisory Board, 2011

The [Education Advisory Board](#) has published their report which includes a road map for discussion. The road map covers transformational change in the information landscape; from “just-in-case” collections to “just-in-time” services; and overview of best practices.

Article: [“New State Librarian leads digitization”](#)

Written by: Sanjay Talwani, *Independent Record* (Helena, Montana)

In this article, Jennie Strapp, the new Montana State Librarian, talks about overseeing the [Montana State library’s](#) transition from print to digital.

Global

[Paper: “Renovating the Government Portal”](#)

Written by: Despina Babbage, Information Victoria (Australia), [Department of Business and Innovation](#)

This paper explores the way online government information is discovered and accessed and the implications for government in presenting this information. In so doing, the paper suggests ways to renovate the government portal to better meet the needs of citizens.

Books

Selected Readings

Charmaine Brooks, Vigi Gurushanta and Robert F. Smallwood, [Canadian Electronic Records Management: A Primer](#), 2012.

This primer provides a concise and current review of electronic records management in Canada, including legal regulations, rules, guidelines, standards and best practices for Canadian records managers.

Christina J. Zamon, [The Lone Arranger: Succeeding in a Small Repository](#), 2012.

A significant portion of U.S. institutions charged with the preservation of its cultural heritage are small repositories and one-person shops. This book offers guidance on how to handle common work demands while promoting archives best practices and includes case studies by a dozen practitioners discussing the challenges they faced.

Laura A. Millar, [Archives: Principles and practices](#), 2010.

This handbook addresses the contextual, strategic and operational issues associated with archives. Topics include establishing principles, policies and procedures; managing day-to-day operations; caring for different types of archival materials; enhancing outreach and public access; and ensuring the growth and sustainability of the archives institution and its services.

Elizabeth Sheperd and Karen Anderson, [Management Skills for Archivists and Records Managers](#), 2011.

Archivists and record managers require a specialized skill set to excel in their positions and this handbook provides guidance on all the skills needed to succeed.

Peter Stockinger, [Nouveaux usages des archives audiovisuelles numérique \(Traité des Sciences et Techniques de l'information\)](#), 2011. (French only)

This book presents a series of experiments relating to the establishment, publication and dissemination of audiovisual heritage cultural or scientific.