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Brisbane Queensland 6-9 September 1998

RMAA Directory

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Contributions in the form of articles, case studies, letters, book reviews, are welcome. Please include brief biographical information e.g. position, place of work, previous experience and qualifications and a black and white photograph.
Submissions may be also made in electronic format on a 3 1/2 inch diskette with Wordperfect 5.1 preferred or alternatively as a standard ASCII text file from other word processing software.

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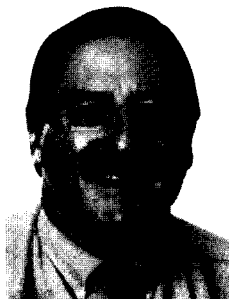
Before proceeding too far into my report could I take this opportunity to repeat my February invitation to you all to write directly to me about the level and provision of services offered by the Association. Please don't be shy in coming forward as in the long term what you have to say may well contribute to the future planning of the RMAA. I'm looking forward to hearing from you.

During the early part of March the Federal Board met in Cleveland (QLD) to discuss important issues such as:

* Financial Management and Accountability
* Membership Status Guidelines
* New Technology
* Review of AS4390 by way of survey
* Marketing of the Association via the WWW

Without going into too much detail I believe that ongoing discussion will assist in paving the way for the Association to develop further new initiatives in the future.

We, as a board also had the opportunity to meet with Andrew Freeman, the newly appointed National Coordinator of Technology and Standards. Andrew's lightheartedness mixed with seriousness about the many new technology issues facing us came as a very welcome relief at the end of day one of the meeting.

As the National Coordinator, Andrew has been extremely busy in recreating a committee with representatives from each Branch of the Association. Andrew along with each branch representative will be reporting to the membership through the pages of the Branch INFORMAA Newsletters from time to time.

A submission has been put to ANTA (Australian National Training Authority) via the Admin Training Company for funding towards the development of training packages aligned with the recently released National Records Competency Standards. Hopefully we can look forward to some good news very early in the financial year.

Could I also remind you that copies of the National Records and Archives Competency Standards are available from the National Finance ITAB (Tel 03 98675111) or alternatively via email nfitab@ozemail.com.au .

Please don't forget the RMAA National Convention in Brisbane during September 1998.

Ray Holswich
ARMA

CALL FOR PAPERS

Readers are invited to submit articles for publication. They may be in the form of case studies, conference papers, book reviews, surveys or any report which may be of national interest.

Contributions should be typed & double spaced. Please include a short biography together with a black and white photograph.

Submissions may also be made in electronic format on a 3 ¹/² inch diskette with Wordperfect 5.1 preferred or alternatively as a standard ASCII text file from other word processing software.

Send articles to :
Ken Ridley, National Coordinator Quarterly Editorial Committee,
PO Box 8213
Perth Business Centre
PERTH WA 6849

26th June 1998

Deadline for the
August 1998 issue

Editorial

The Institute for Information Management Ltd (IIM) recently held it's inaugural conference in Perth. The theme of the conference was "Exploring Information Management" and with over 90 participants, was an outright success. I understand similar conferences have been held in other Australian States and territories. There is no doubt in my mind that document management, imaging and work flow will be hot topics at future conferences and from my discussions with the organisers, there is potential for joint presentations (at least on a state level) with the RMAA.

In this edition, Tom Adami has provided us with a most unusual narrative about the debate on electronic records theory from the Universities of British Colombia and Pittsburgh and the 'epic tale' style of storytelling will certainly keep you interested.

Sarah Voysey from South Australia relates the impact information technology changes have had on records management and concludes that records keepers are likely to encounter electronic records in a wide variety of incompatible formats and yet pressures from global commerce, information sharing and interpretability amongst systems will perhaps coerce organisations to move more towards standardised systems.

Also from South Australia, it is pleasing to hear about the activities of the newly formed State Government Chapter of the RMAA. This initiative is a very positive flow on from the South Australian Government's whole of government approach to records management.

Congratulations to the chapter President Bernadette Bean and the other councillors involved in the establishment of the chapter.

Finally, Ewan Maidment describes the activities of The Pacific Manuscripts Bureau as it strives to capture and conserve the documentary heritage of the Pacific Islands. It is noteworthy that without this project, many significant records relating to the Pacific will neither survive nor be accessible.

Ken Ridley ARMA
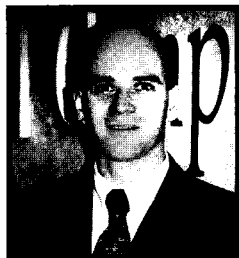National Coordinator
Informaa Quarterly

CompuTechnics Appoints Bill Boran-Fogarty Southern Regional Manager

CompuTechnics has appointed Bill Boran-Fogarty southern regional manager., based in their Melbourne office.

Bill will be responsible for consolidating CompuTechnics as the leading electronic information management specialists in southern Australia.

Bill joins CompuTechnics from a similar position at FileNet Corporation. He has been in the document management and imaging industry for 10 years, including over five years with Eastman Kodak. He has also worked with bank imaging specialists, Banctec and was the general manager of Intercept Information Solutions.

"CompuTechnics are an Australian company with the best information management technology in Objective 98" said Mr Boran-Fogarty.

The Federal Government has also endorsed CompuTechnics with selection on the OGIT panel for information management technology.

"I'm looking forward to opening up new markets for CompuTechnics in both the government and private sectors," he said.

Information Management Consultancy

Information management industry professional, Conni Christensen, has recently formed her own company, Christensen Business Consulting P/L.

Ms Christensen has had over 10 years experience in the information management industry working with ICL, Amfac Medrecord, GMB Records and Information Management Solutions, CompuTechnics and handling government and large corporate accounts.

Conni's expertise in software systems encompasses records management, document management, imaging and workflow systems. Her interest is in assisting organisations in using current technologies to achieve an information management strategy.
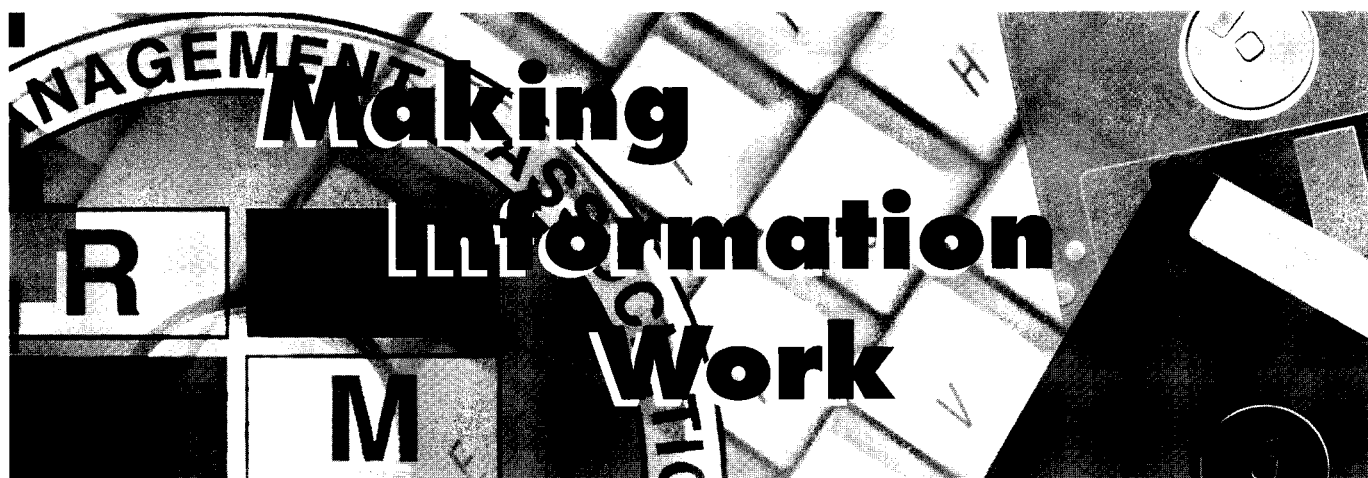
Christensen Business Consulting provides independent advice to government and corporate clients on all aspects of the software acquisition cycle from business case development to evaluation and implementation.

Contact: Conni Christensen (Director)
Phone 02 9698 8888   Fax 02 9698 8898   Email connic@ozemail.com.au

Making Information Work

More than 400 information management specialists from Australia, New Zealand and the Asia Pacific Region will explore the theme, *Making Information Work*, at the 1998 Records Management Association of Australia convention in the Brisbane Convention & Exhibition Centre from 6-9 September.

Hosted by RMAA Queensland, the Association's 15th convention will encompass a dynamic and interactive business program addressing a range of contemporary issues associated with records and information management.

Organising committee chairman, Michael Hangan, said his committee had placed a strong emphasis on producing a quality program relevant to the needs of records management professionals.

Quality Program

"We have designed an informative and challenging program around two key streams, *information technology and personnel management*.

"Authoritative and inspirational speakers will enlighten delegates on how to harness technological change and infuse its benefits with problem solving and communication skills. Delegates will also learn how to produce efficient, effective records management systems and procedures ready for the challenges of a new millennium," he said.

The technology stream will include provocative sessions on :

• *To image or not to image.*
Does a picture equal a thousand words or is it costing thousands of dollars?

• *Workflow - fact or fantasy.*
Does workflow improve the bottom line? Is it just another name for "time and motion study"? Or does it utilise technology for the sake of being leading edge?

• *Future of records management software*
The views of two leading industry companies producing software internationally and competitively in a fickle market.

• *The Net and you.*
Have you been caught? How to get full value out of the Internet and Intranet as an office information resource.

Topics in the personnel stream will comprise thought inspiring sessions on:

• *The pain or gain of outsourcing*
Is the future of records management in a body of individuals employed by single organisations or in packaging the labour component?

• *Recruitment and quality.*
Importance in selection of people to manage the new technologies. Just how important is technical skill?

• *How's your BP?*
The importance of Best Practice.

• *Selecting your training platform.*
Using on-the-job computer-based training, lecturing or relying on business colleges and the school of hard knocks.

• *Getting the message across*
Dealing with people who need information but don't know how to ask for it.

Keynote speakers include:

• **Dr Takashi Kinoshita**
Chairman, Kinoshita Nippon Corporation.
• **Lorraine Martin**
AO, founder of Lorraine Martin College and Lorraine Martin Personnel Agency.
• **Professor Paul Wilson**
Sociologist and criminologist, Dean of Humanities and Social Services, Bond University.
• **Spider Redgold,**
Australia's first woman appointed as a liaison officer to a global Internet network.
• **Allan Pease**
Known as Mr Body Language, one of Australia's most successful non-fiction authors.
• **Frank McKenna**
Chief Executive Officer, GMB Research and Development.
• **Roger Worthington**
Chief Executive Officer, QCOM.

Delegate Profile

The convention will be attended by key decision makers from a variety of sources such as the public sector, private consultancies, libraries, hospitals, and financial, educational, information technology, engineering, medical, legal, manufacturing / wholesale, mining, retail, and hospitality organisations.

Comprehensive Trade Exhibition

A comprehensive and highly relevant industry exhibition will be an integral part of this convention. It will display leading edge equipment and services designed for the needs of the busy records and information management professional.

Social Highlights

Apart from the business program delegates will be treated to several exciting social events.

Three individually themed cocktail parties will provide the opportunity to meet old acquaintances and make new friends. Commencing with the *Tropical Welcome*, delegates will be encouraged to dress in their brightest tropicana gear and kick off the convention amid a vibrant party atmosphere. *Showcase 98* will follow where everybody is invited to unwind after an intensive day of sessions and join colleagues for a drink in the trade exhibition, and the convention will conclude with the Far Eastern Farewell.

The optional *Sunny Side Up* motivational breakfast will engender enough inspiration to "take on the world".

Crowning the social program will be the gala *Brisbane City Lights Dinner*, dazzling evening of sparkling company and effervescent entertainment amid the magic and glitter of Brisbane at night.

Organising Committee

Members of the RMAA 15th Convention organising committee include:

Convention Chairman
    Michael Hangan
Treasurer
    Jim Sheperd
Sponsorship and Trade Exhibition
    Ray Chambers
Program
    Harry Haxton &
    Clive Finter
Federal Liaison
    Allan Kavanagh
Social
    Wendy Preston
Committee Members
    Brett Clark
    Gwen Goodall
    Eva Hangan
    Robyn May
    Gary Somerville

For Further Information

For more information on the convention, contact Suzanne Best or Judy Lederle at the convention secretariat on:
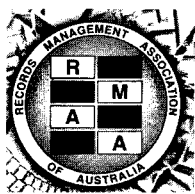Telephone 07 3369 0477,
Facsimile 07 3369 1512,
Email **rm98@im.com.au**
or refer to the RMAA web page **http://www.rmaa.com.au** .

Convention Incentive Deadlines Looming

Special rates for delegate registrations and trade exhibition participation are nearing their deadline for those wishing to attend the RMAA 15th Convention in Brisbane from 6 - 9 September this year.

Convention chairman, Michael Hangan, said although the cheapest trade exhibition rate had closed, a second incentive rate was still in effect.

"Organisations are taking advantage of the current $2,500 booth fee which remains until 1 July when it rises to $3,000, although we cannot guarantee space will be available for late comers," Mr Hangan said.

Similarly, early delegate registration has been encouraged by offering an RMAA member rate of $600 if delegates confirm their convention attendance before 30 June. There is also a non-member incentive rate. After June, these fees rise.

Mr Hangan urged interested parties to book their booths and register as soon as possible. He said further information was available from the convention secretariat on:

Telephone   **07 3369 0477 or**
Email   **rm98@im.com.au**

The Pacific Manuscripts Bureau:
OPERATIONS & STRATEGIES

Author

Ewan Maidment

(A paper given at the Australian Society of Archivists, ACT Branch Meeting, 29 October 1997)

Ewan Maidment, BA(Hons)(Syd. Univ.), Dip.Arch.Admin (UNSW), is a professional archivist who worked at the Noel Butlin Archives Centre from 1982 to 1995. Since then he has been the Executive Officer of the Pacific Manuscripts Bureau.

The Pacific Manuscripts Bureau is one of the very few long-term archival projects in the world based on international cooperation. Known affectionately as "Pambu" throughout the Pacific and academic communities, it has struck a balance, which has proved useful and productive, between academic research requirements and the need to conserve the documentary heritage of the Pacific Islands.

With minimal resources and independent funding, the Bureau responds to Pacific documentary conservation needs by making microfilm copies of Pacific archives many of which are at risk. Since Bob Langdon established the Bureau in 1968, it has produced over 100 kilometres of 35mm microfilm, consisting of about 1,600 titles on 2,600 reels. The Bureau has filmed extensively throughout the Pacific Islands and archives of many organisations from round the world relating to the Islands. The Bureau's output, which is of value to researchers in all branches of Pacific Studies, includes church and missionary archives, business and labour records, archives of political parties and non-government organisations, some government and court papers, personal papers, ship's logs, linguistic material, genealogies and vernacular materials.

The survey and arrangement of the archives and manuscripts for microfilming provides archival expertise (a scarce resource throughout the world) which helps to keep the original records in good order, while the microfilms themselves provide security against loss of the records. The microfilms, which are distributed widely by subscription and direct sales, provide valuable sources for academic research where the geography of the Pacific would otherwise make access to the originals, if they survive, difficult and expensive. The resilience of the Bureau is due to the reciprocity and resourcefulness of this strategy and the necessity for the work to be done.

In late 1993 Professor Brij Lal took over as the Chair of the Management Committee. His vigour and interest in contemporary Pacific history and politics, as well as his willingness to break new ground, are well known. Professor Lal, of the Division of Pacific and Asian History at the ANU's Research School of Pacific and Asian Studies, was a Commissioner on the Fiji Constitution Review in 1996. Under Brij Lal's Chairmanship, the Bureau entered an energetic phase in its operations. The University of Auckland Library joined the consortium of seven major Pacific research libraries whose annual subscriptions fund the Bureau's activities, thereby strengthening its financial base. (The others are: the Mitchell Library, Sydney, the National Library of Australia and the Australian National University Library, both in Canberra, the National Library of New Zealand, Wellington, the University of Hawaii Library, Honolulu, and the Library of the University of California in San Diego.)

Following Brij Lal's appointment, microfilm programs which had been developed over a number of years were pursued. For the first time since the retirement of Robert Langdon in 1986, the Pambu executive officer took the Bureau's portable microfilming camera (a Hirakawa 35) to the Islands. Nine Pambu expeditions to the Islands have been made since Dr Lal's appointment as Chair.

See Appendix A

Pambu microfilming programs based in Australia have continued side by side with the microfilming in the Islands.

See Appendix B

Guiding the microfilming is the Bureau's strategic plan which sets the geographic focus of its major microfilming projects: French Polynesia in 1995/6, the Solomon Islands in 1996/97, Vanuatu in 1997/98, Western Samoa in 1998/99, and then in Micronesia.

The Nine Pambu Expeditions

Aug 1994	**Suva,** Pacific Theological College manuscripts
Jun-Jul 1995	**Papeete,** Catholic Archdiocese of Papeete archives and manuscripts (stage 1)
Sep 1995	**Suva,** Fiji Trades Union Congress archives (stage 1)
	Pacific Theological College theses (stage 1)
Nov-Dec 1995	**Nuku'alofa,** Tongan judiciary archives (stage 1)
Mar 1996	**Suva,** Fiji Trades Union Congress archives (stage 2); Council of Pacific Teachers Organisations archives; Pacific Theological College theses (stage 2); Methodist Church in Fiji archives (stage 1); **Nuku'alofa,** Tongan judiciary archives; (stage 2) Tongan births, deaths and marriage registers ; Tonga Government letterbooks;
Jun-Jul 1996	**Auckland,** NZ Methodist Overseas Mission archives re: Solomon Islands (stage 1); Melanesian Mission executive committee minutes; **Papeete** Catholic Archdiocese of Papeete archives (stage 2)
Oct 1996	**Auckland,** NZ Methodist Overseas Mission archives re: Solomon Islands (stage 2); **Dunedin** W R Carpenter & Co, Tulagi Branch, archives; *Solomons News Drum; The Kakamora Reporter*
Feb-Mar 1997	**Port Moresby** National Fisheries Authority research archives (stage 1); PNG Trades Union Congress archives (stage 1); **Honiara** Catholic Archdiocese of Honiara archives; *BSIP Newsheet; Solomons Tok Tok*; **Yandina** Levers Pacific Plantations Pty Ltd archives
Aug-Sep 1997	**Noumea** Survey New Caledonian newspapers, Territorial Archives; Survey archives of the Union Syndicale des Travaileurs Kanaks et des Exploitès; **Port Vila** Manuscripts and newspapers held at the Vanuatu National Library; Private and Colonial records at the Vanuatu National Archives; New Hebrides French Residency monthly reports; Michoutochkine Papers.

The operational strategy of the Bureau has had two arms. Firstly, to maintain a high rate of production. Secondly, to strike a balance of church and missionary archives with archives of contemporary Pacific non-government organisations: i.e. records documenting the cultural and political aspirations of the independent island states; and those relating to current economic and political issues affecting the islands. Achieving the latter is a slower process as it involves a period of transition, but the filming of the Fiji Trade Union Congress, PNG Trade Union Congress and Fiji Independent News Service archives are useful first steps in that process.

One of the greater ambitions of the Bureau is to complete the microfilming of at least the main series in the archives of the Western Pacific High Commission and the New Hebrides British Service which had been commenced by the Western Pacific Archives. The records now lie more or less inaccessible to Pacific Islanders and scholars alike in a British Foreign and Commonwealth Office repository at Hanslope Park near Milton Keynes. The proposed return of the Western Pacific Archives to the Pacific does not cancel out the need to microfilm them for preservation and access purposes. Pambu is certainly willing to lend a hand if the Pacific Islands authorities concerned so wish.

The Bureau's new orientation toward contemporary material is not exclusive, but is balanced by parallel programs aimed at locating and microfilming older material. Programs initiated before Brij Lal was appointed Chair are being continued and completed. For example, the Bureau helped produce 400 reels of the Oceania Marist Province archives, covering the Western Pacific, in the mid 1980s. In more recent times we have been microfilming Catholic archives in the Eastern Pacific: 50 microfilms of the Rarotongan Catholic Diocesan Archives were released by the Bureau in 1994; 70 microfilms of the archives and manuscripts held by the Catholic Archdiocese of Papeete were released in 1996/97; and now there are good prospects of collaborating with the UFP to microfilm the archives of the Catholic Diocese of Taiohae in the Marquesas Islands in 1998.

Pambu Microfilm Programs Based in Australia

1994-1995 Sydney
Methodist Church in Australia, Overseas Mission, archives. A joint Mitchell Library/PMB project.

1995 Hamburg
Otto Dempwolff papers (a German Pacific linguist)

1996 Melbourne
Tonga Government letterbooks

1995-1997 Canberra
• Fiji Independent News Service archives
• Roy Davies: memoir on Masina Ruru
• Harry Maude: papers re: Kiribati
• Tupou Posesi Fanua papers (Tongan traditions expert)
• Rev. Dr G. Lindsay Lockley: research papers on LMS in the Pacific
• Adolphus Zeitler: Vanuatu business and family papers
• Craig Symons: PNG patrol reports
• Rev T N Simpson: PNG correspondence
• Western Samoa Land Court: Tama'aiga titles disputes
• Sir Albert Maori Kiki papers
• Albert Speer: PNG papers
• Rev William Gray: papers on Kanaka labour traffic
• Dr Sione Latukefu: collected papers re: Tongan traditions

The Bureau is a minimalist organisation: a barefoot doctor. It relies on goodwill, good contacts, resourcefulness and the need for its work. A bicycle rather than a truck, the Bureau needs balance and it needs momentum to maintain its balance. Microfilming older at-risk records is the moving force of the Bureau. However the Bureau's new microfilming programs aimed at the archives of contemporary Pacific organisations have provided the energy which has re-invigorated Pambu in recent years.

There are difficulties in handling relatively contemporary records, particularly in relation to confidentiality and copyright, but they are not insurmountable. The advantage of the microfilm as a means of preservation is that the records are not carted away by the truck load, as Fabian Hutchinson, put it. Rather than disempowering an organisation by removing its records to a remote repository, and thereby divorcing it from its history, arranging and describing records for filming brings order to an organisation's archives, recognises their inherent value, adds value to them by making them accessible, and in the process, empowers the producing organisation.

Balancing the Bureau's programs includes meeting the members' various acquisitions requirements. For example, the Alexander Turnbull Library at the National Library of New Zealand has a specific interest in the Cook Islands, Western Samoa and Niue. Whereas Kathy Creely of the Melanesian Studies Research Centre, University of California, San Diego, sees Melanesian material as a priority for her institution. The continued support of the Bureau's members is an essential factor in its survival. At a personal level, a high level of cooperation between members of the Bureau has already been established and will continue to mature. If a high level of institutional cooperation can also be maintained and developed, then the Bureau's programs will continue to flourish.

In any case, a closer association between the Bureau and Pacific archival community is now a necessity. The Pacific Regional Bureau of the International Council on Archives has a representative on the Pacific Manuscripts Bureau's Management Committee. That Committee is now meeting regularly in the Pacific Islands once a year. The Bureau's current programs in the French Pacific, Fiji, Tonga, PNG, Vanuatu and the Solomon Islands are being carried out in close cooperation with the archival and other authorities in those countries.

A balanced microfilming program will also allow for the movement of archival material from the Pacific rim to the islands and vice versa. This requires both a focus on the political and industrial archives of the old colonial powers and the participation of contemporary Pacific Islands research institutions. For example, the letterbooks of CSR Ltd, held at the Noel Butlin Archives Centre at the ANU, are very fragile and would be well worth preserving on microfilm. At the same time the University of the South Pacific has expressed an interest in having access to CSR archives relating to its Fijian interests. Deeper involvement in the Bureau's activities by Pacific institutions such as the French University of the Pacific the National Library of PNG, the University of PNG and the University of the South Pacific are crucial to the success of this and other aspects of the PMB's programs.

In the longer term there are possibilities of deploying the Bureau's second portable microfilm camera, by training and accrediting camera operators in the Pacific, possibly with aid funding to support such activities. Archival preservation microfilming was well established by the British and Americans in the Pacific, e.g. institutions such as the National Archives of Fiji and the Solomon Islands National Archives and the Federal Archives of the Federated States of Micronesia have microfilming equipment and experienced operators. The very energetic microfilm programs of the National Archives of Malaysia have demonstrated the applicability of preservation microfilming to archives in tropical conditions.[2] It may be that the Bureau can collaborate with Pacific archives on projects which will reinvigorate their microfilming programs, just as the Melanesian Studies Research Centre has done with the PNG National Archives over filming patrol reports.

Without the Pacific Manuscripts Bureau's microfilming programs many significant records relating to the Pacific will neither survive nor be accessible. Microfilming gives strength to the Bureau only to the extent that its programs are viable. That viability is dependent on research demand for its products and there being a sufficient level of production. The shift to filming contemporary material will help maintain research demand for the Bureau's products. Maintaining a high production level is more difficult given the Bureau's limited resources. Nevertheless the Bureau is meeting the required level of production.

Footnotes

[1]Hutchinson, F. & Wraith, J., 'The National AIDS Archives Collection: documenting HIV/AIDS Education, 1983-1993', *Limited Addition: newsletter of the Australian Society of Archivists Collecting Archives Special Interest Group*, No.3, Oct 1993; p.29.

[2]Nor, Z. H., 'The National Archives of Malaysia: its growth and development', in Edwards, J. (ed.), *Archives in the Tropics: proceedings of the Australian Society of Archivists conference, Townsville, 9-11 May 1994*, Canberra, 1995; pp. 94-98.
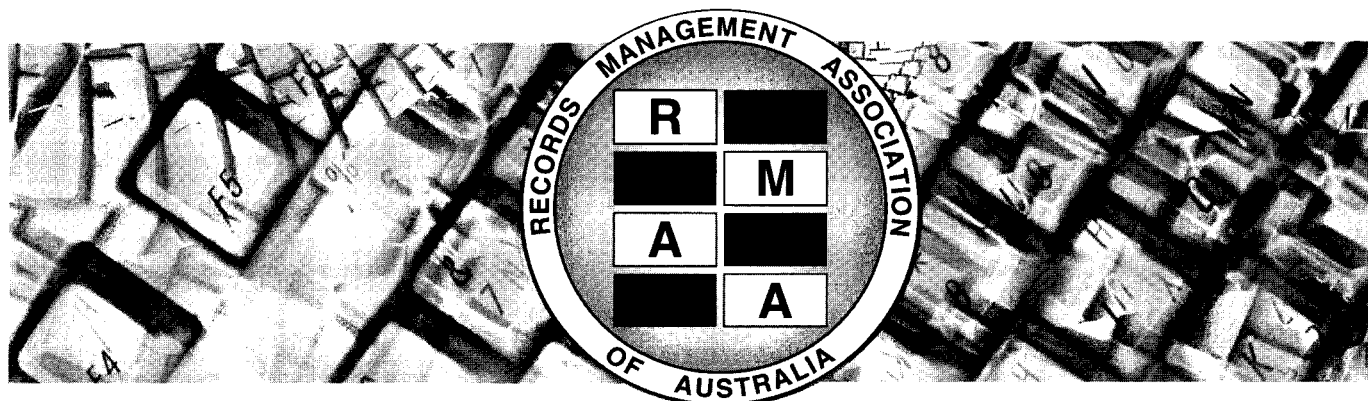
Notice of RMAA
Annual General Meeting
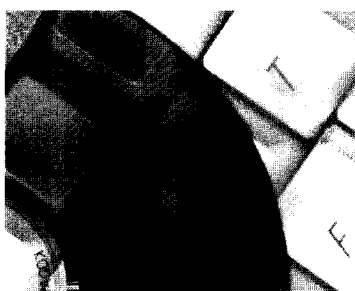
Notice is hereby given that the 23rd Annual General Meeting of the Records Management Association of Australia will be held on Tuesday, 8th September 1998. It is to commence at 11.30am and will be held at the Brisbane Convention & Exhibition Centre, Brisbane, Queensland.
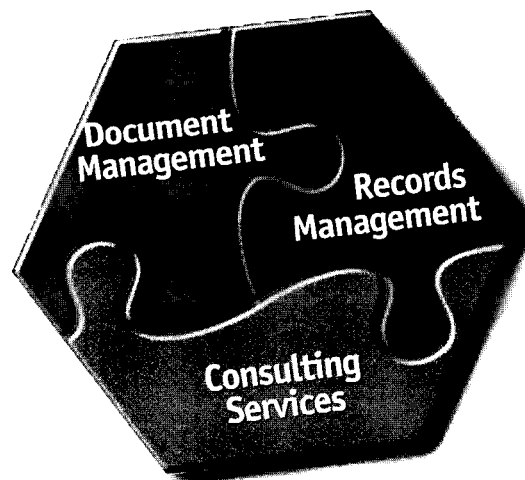
TO ALL MEMBERS

In accordance with the Articles of Association, notice is hereby given of the date and time of the Annual General Meeting of the Association. The closing date for acceptance of any motion of business not relating to the ordinary annual business of the Association will be 5.00 p.m. on Friday 21st August 1998.

Michael Hangan ARMA
Executive Secretary

Information Technology Changes and the Impact on Records Management
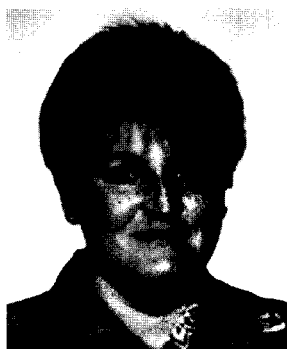
Sara-Lee Voysey is currently studying for her Bachelor of Arts (Library and Information Management) at the University of South Australia. This paper is an edited version of a paper submitted for the subject "Computerised Records Management" which asked students to comment upon the changes inherent in moving from a paper-based system to an electronic environment. Sara is a seasoned student as she already has a Bachelor of Science (Environmental Biology) and a Cambridge University/ Royal Society of the Arts Certificate in Teaching English as a Foreign Language to Adults. In 1998 she became a member of the SA Chapter of the Golden Key National Honour Society..

Abstract

This essay discusses the significant changes that are taking place in information technology and the extent to which this is having an impact on record keeping and records management. It proposes developments and trends in three areas that are critical for the management of electronic records: the technological, the organisational, and the legal areas. First, it discusses significant changes in information technology and it impact on record keeping and records management, current organisational trends, the variety of information technologies available, and their implications for archives. Finally, it examines the legal issues that influence the conception, creation, and maintenance of electronic records.

Technology Trends and Electronic Records

Since the introduction of digital computers during the 1950's, society has witnessed a rapid evolution in the capabilities of computer technology. This evolution has important implications for who has access to computer technology; which types of information can be handled in automated applications; and which organisational functions or processes can be supported by computer applications. The evolution of information systems is pertinent to issues of electronic records management and preservation because the evolving capabilities and uses of information systems have an impact on the purpose, comprehensiveness, reliability, authenticity, and value of the electronic records.

The evolution of information technology falls into three overlapping phases: the mainframe era, the era of the personal computer (PC), and the networking era. Each succeeding innovation in information technology made new uses for information technology feasible without necessarily displacing older systems.

Characteristics of Early Automation

The earliest mainframe computers, introduced in large private firms and some government organisations during the 1940's and 1950's, were used to automate computation-intensive tasks, such as accounting and calculating statistics. These were expensive to acquire and operate and they required complex software that was developed for each new type of application.

Time sharing (introduced in the 1960s) gave rise to early computer networking and remote access, and it stimulated the development of software to support new types of applications. Complex tasks were now able to be automated, but designing systems and operating computers remained a specialised technical area distant from the end users.

The impact of early automation on records management was less apparent because most computer centres established "tape libraries" and handled storage, disposition, and recycling of machine-readable media. For records managers, the most obvious impact of early automation was a rapid increase in printed output from computer systems which added to the growing volume of paper records. The prevailing view of electronic records at the time was they were special media records which were primarily valuable because of their informational content while records that were needed for evidence of actions and decisions were printed on paper and stored in established filing systems.

Personal Computing

The introduction of the PC has several important implications for the creation, management, and control of electronic records. Unlike mainframes, (administered and controlled by central data processing units), PCs were very decentralised. The individual or small group that owned the PC decided when and how to use it, and they controlled the information stored on it. Another important implication is that PCs made computing affordable and accessible to a much larger user population.

Shortly after PCs became available, archivists began to express concern about the rapid proliferation of text and data files and the difficulty of inventorying, appraising, and preserving these decentralised files. PC systems often lacked systematic backup procedures and the storage media were vulnerable to loss, and different types of PC systems (such as IBM and Apple) were totally incompatible with each other. Although archivists recognised that the end users of PCs would have to be trained and encouraged to take care of records stored on their PCs, neither the policies nor practices for doing so were developed.

Networking

Network technology (mid-1980's) allowed organisations to connect a small number of PCs into a local area network (or LAN) so that work groups could share software and databases, exchange documents, and send messages. By the late 1980's, wide-scale adoption of telecommunications standards such as TCP/IP and the Internet protocol, made it possible to link hundreds of thousands of LANs and PCs into regional and global networks. The largest and best known global network is the Internet, which was estimated to have 40 million users in 109 countries in 1995.

The integration of computing and telecommunications in vast networks has important implications for the ways in which records are created. This state of the technology makes it technically possible to process and communicate all of the information needed to conduct business activities in modern organisations. With the growth of networking and the development of paperless transactions, archivists have become increasingly concerned about the long-term preservation of electronic records. These new archival concerns arise out of both the capabilities of new technologies and the ways in which these technologies are being used in organisations.

Organisational Trends and Electronic Record Keeping

While digital technologies make it possible to create and maintain electronic records, changes in organisational structures, processes and communications shape the purpose, content, provenance, and uses of electronic records. Several important trends in organisations are changing the types of records being created, the relationships between electronic records and records in traditional formats, the ways in which records are controlled and managed, and the patterns of access and use. Archivists should be aware that it is not only technology, but, more significantly, the interaction between technology and organisations that is causing profound and extensive changes in society.

Organisations are facing pressure to operate more efficiently and at lower cost. Despite differences from country to country, the global nature of telecommunications and the worldwide dimensions of competitive pressures make these trends international, at least in their general direction. These pressures have served as a catalyst for a series of

changes in organisations, including:
- flattening the organisational hierarchy;
- replacing stable administrative units with flexible teams and work groups;
- redefining the role and business purpose of many organisations;
- outsourcing components of the business process;
- reducing the size of government through privatisation; and
- re-engineering work processes to eliminate waste and streamline production.

Many of these structural changes depend on advanced information systems capable of providing employees with complete, accurate, and current information, and proficient at coordinating and monitoring complex workflows. When organisations replace formal, structured procedures with teams, work groups need new tools that will allow them to share information, collaborate on the development of products, and document their decisions. Powerful new networks provide rapid communications and make it possible to share information across geographical boundaries as well as across organisational hierarchies.

Relationship of Technology and Organisational Change

Organisations often use the introduction of new technologies as an occasion to redesign work processes and change their formal organisational structure. Although new technologies can be introduced independent of organisational change, increasingly technological and organisational change go together. As a consequence, new information systems often also result in changes in workflow, communications, and formal organisational structures. These related changes can affect the provenance, ownership, and physical location of records.

When an organisation introduces a system that allows users to access shared databases, for example, the provenance of the records becomes more complex, several different administrative units may create and use the records, and the database is stored separately from the operating units often under the control of an information systems division.

Trends in Record Keeping

By the 1970's, large production systems were used to process many routine transactions. Most of these systems still produced a paper copy that was stored as the "record copy". With advances in networking and software that support complex information flows and collaborative work, more and more organisations are adopting systems that not only process and store information, but that also maintain the organisation's records. Systems for electronic commerce and electronic data interchange (EDI), for example, allow organisations to conduct business transactions without producing any paper records.

As a consequence of competitive pressures and available new technologies, electronic record keeping is evolving in new directions that differ from many early computer applications. In some organisations electronic records provide evidence of entire work processes, rather than a portion of them such as the calculating or text-processing tasks. Once everyone involved in a business process can communicate electronically and share electronic files, organisations are in a position to eliminate the paper records associated with that process entirely. When this shift occurs, the electronic records become the most complete evidence of the business process and paper records begin to function as convenience copies.

Of course, this changeover from conventional to electronic record keeping rarely is well planned, systematic, or smooth. Paper and electronic records exist side by side in most organisations today, creating considerable chaos in both the traditional and new record keeping systems.

Constantly Changing Technology and Applications

Despite tremendous improvements in the capabilities and performance of information systems, the technology continues to evolve rapidly. Organisations are likely to upgrade their systems frequently and to completely change computing systems every few years, due to new products featuring new features and enhanced capabilities.

The relatively short life of hardware and software has important implications for long-term preservation of electronic records. To ensure that records created in an old system will remain available, understandable and useable to users of a new system, the organisation must migrate its older records to a new system. Most software systems today provide "backward compatibility" between the old and new version of a single supplier's software, but compatibility between competing products is uncommon.

Complex systems that were developed for a specific business process or tailored to meet the needs of a particular organisation are more difficult to migrate to new systems. Transferring records from older proprietary systems called legacy systems to current technology may require substantial reformatting and restructuring of the records. Not only is such a process expensive, it may require substantial changes to the structure and format of the records

that compromise their integrity as evidence. As long as information technology continues to evolve and organisations find new ways to apply computers to information handling and communications, archives will have to be prepared to offer advice and guidance in a dynamic environment.

Changing User Needs and Expectations for Access to Electronic Records

Most users of early computer systems had to have special technical skills and access to the computer systems. "Jobs" were submitted to the computer centre and the results were returned to the user usually in the form of computer printouts. PCs made it possible for users to access the tools and information stored on their own computers. As more individuals gain easy access to computers, they increasingly prefer to receive information in electronic form. Although many users still print copies of digital documents for review and annotation, the print versions are taking on the role of convenience copies in some applications.
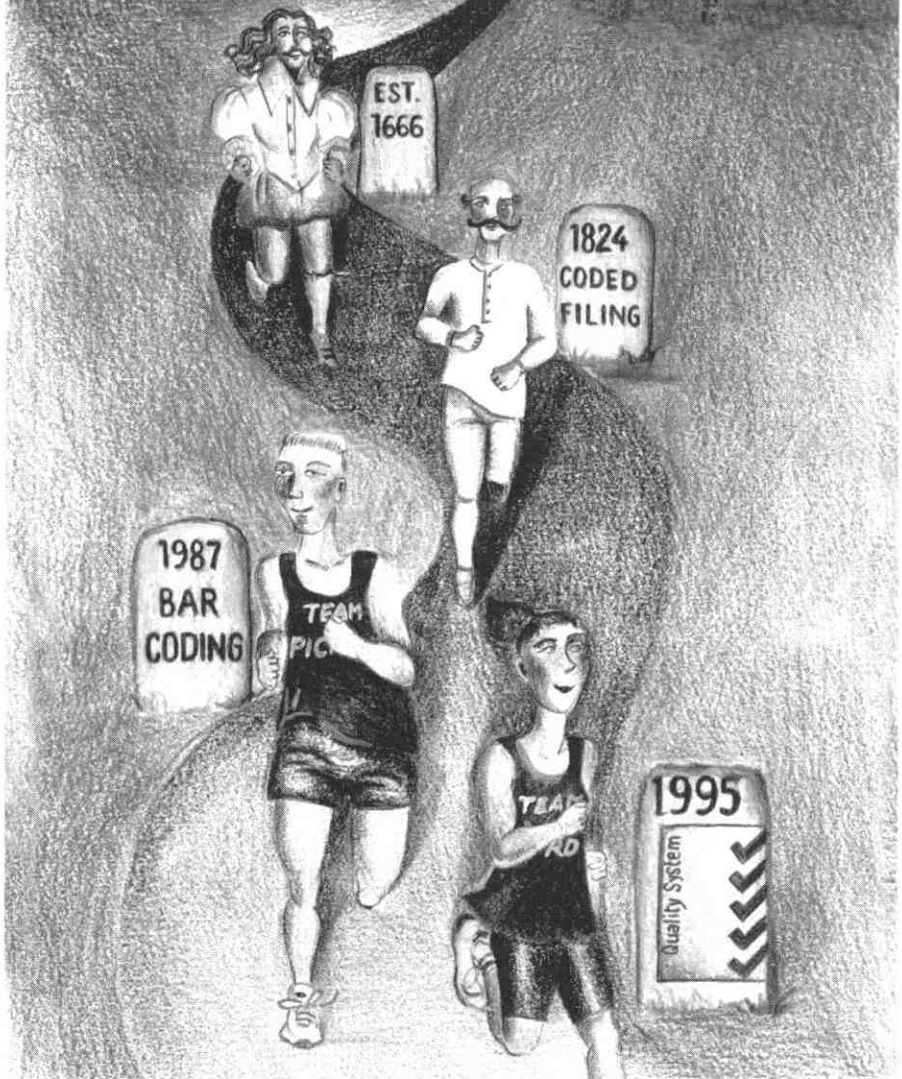
Direct access to digital information has several advantages from the user's perspective. Retrieval and delivery are very rapid. Users can extract portions of documents and analyse and process them more easily in digital form. Some new formats in which electronic records are created, such as hypertext documents, are not meaningful unless they are rendered in electronic form. As the number of users with computers and access to networks grows, archives should anticipate growing demands from users for access to archives in digital form. This demand is likely to encompass records that begin their life in electronic form as well as traditional formats of material that can be converted to digital form by scanning.

Introduction of Electronic Recordkeeping and the Increase in Organisational and Technological Interdependencies

Records Managers working with electronic records quickly discover that the digital environment involves more complex relationships and interdependencies than has been the case in the past. The relationship between organisational structure and the technology architecture is one area that now demands attention. In some organisations everyone uses the same network, systems, and software to carry out their work, while other organisations have specialised systems designed exclusively for a particular work process or task. Sometimes computers are used primarily as individual productivity tools and each end user has a great deal of control over when and how they create, manage, and store electronic records.

These various organisational arrangements demand different approaches and strategies for the management of electronic records. Where shared systems are in place, the systems administrator may represent a point for coordination of systems development and records management concerns. Where specialised systems are in place the manager for each system or the data administrator may be a good point for initial contact. Completely decentralised systems are more challenging because each end user has a great deal of control over the organisation, retention, and management of the records that he or she creates. In any case, records managers cannot expect other specialists to assume responsibility for addressing or resolving record keeping issues. While the records keeping professional must work with others, this is an area where the archives will be expected to initiate contacts and take the lead.

In the digital environment, the interdependencies among individuals and between various specialisations increases. The system designers depend on end users to define the requirements for the systems they design. The end users often seek advice from information technology specialists about what the technology can do, how much it will cost, and how to design the system. Users, designers, and information technology specialists look to management for guidance on how to mesh new information technology with broader organisational needs and how to define new roles and responsibilities in the digital environment. Archivists and records managers are part of this mix too. Increasingly, senior management will expect the records keeping professionals to help the organisation identify which records need to be retained and to provide standards and practices to ensure that records remain available, understandable, and useable as long as they are needed.

Legal Issues and Legislation

The legislation governing many aspects of information creation, management, use, and preservation has not kept pace with the rapid change in technology - and archives legislation is no exception. In most countries, archives laws were written with paper records in mind and with a simpler model of the archival function and the role of archival institutions. Many archival institutions are finding that the options available to them for dealing with electronic records are constrained by basic archival legislation. Some issues that are particularly problematic include:

- the legal definition of a record, especially when it does not encompass records in electronic form;
- laws that do not accept electronic records as legitimate evidence in legal proceedings;
- legislation that defines the role of the archives as a strictly custodial one;

- laws and policies which impose long waiting periods before the archives can appraise records or influence their disposition.

Australia has made significant advancements in the field of records management, including the first implementation of a national standard. According to Stephens and Roberts (1996) this compilation of industry best practices includes the following features:

- explanation of the basic concepts of business record keeping, including the definition of a record.
- covers electronic records as well as conventional ones.
- contains a comprehensive methodology for designing and implementing record keeping systems.
- includes methodologies for ensuring the creation and capture of records.
- expands the traditional concept of records appraisal by defining what records to create and capture.
- expands the concept of record classification by defining multiple uses which a classification system can serve, in addition to the traditional role of indexing and vocabulary control.
- provides a framework for the management of records in all types of organisations.

The Definition of a Record

Kennedy and Schauder (p. 4) give the following definition:

Records are all those documents, in whatever medium, received or created by an organisation in the course of its business, and retained by that organisation as evidence of its activities or because of the information contained...Indeed, records have no existence other than as a product of business activity, without which they have no context or meaning. (Emmerson 1989, p. 5)

Mike Steemson, at the RMAA National Convention in Perth, 1997, reminded participants that South Australia produced the world's first legislative acknowledgment of the requirement to admit image documents as court evidence.

The 1990 amendment to the State of South Australia Evidence Act admitted all document copies as evidence, provided the reproduction was from an approved system. Article 45c of the amended Act reads:

(1) A document that accurately reproduces the contents of another document is admissible before a court in the same circumstances and for the same purposes as that other document, whether or not that other document exists.

(4) Where a reproduction is made by an approved process, it will be presume that it accurately reproduces the contents of the document purportedly reproduced unless the contrary is established.

(Preserving Yesterday, Managing Today, Challenging Tomorrow: Proceedings of the 14th National Convention of the RMAA, Perth, September, 1997)

This definition is important because it acknowledges the increasing significance of records stored in non-paper format, including electronic records.

In the field of electronic records it is important that records management requirements are addressed during the design of information systems, and that electronic records are carefully controlled throughout their life cycle. The role of records management should be clearly defined in relation to information technology specialists, lawyers and others having interest in the generation and maintenance of evidence by means of records. Record

keeping systems that have no authority over active records will find their options for dealing with electronic records restricted.

Conclusion

Records are part of a rapidly changing world. While rapid development of information technology is one of the most visible symbols of this change, closely related changes in organisations and the role of government are having a dramatic impact on the environment in which record keeping systems operate today. Many different factors shape the environment in which records managers and archivists find themselves and specific technological, organisational and legal trends in each country will have some bearing in the nature of the problems and challenges facing its archival institutions and programs.

In companies with a long history of computer usage, the records keepers are likely to encounter electronic records in a wide variety of incompatible formats. Records in older, obsolete formats from legacy systems coexist with recent, complex multi-media objects. Countries that adopted computer technology more recently may have leaped over older generations of technology and arrived more directly at the issues of modern electronic records. In either case, pressures for global commerce, information sharing, and inter-operability among systems are imposing higher degrees of standardisation on the systems and applications used by organisations to create and manage electronic records.

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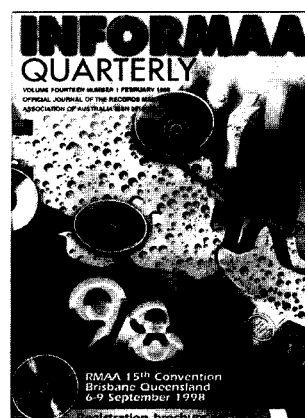
The 1990's Archival War of the Roses

Author

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I am currently employed as a Research Officer by Australian Archives, National Office, in the Recordkeeping Standards section. We are presently developing Whole-of-Government policies and procedures relating to electronic records and record keeping. Previously I was a records manager and archivist for 6 years working in the Department of Defence (Navy Office, then Regional Office and Defence Centre - Sydney) in Sydney, NSW, and at the Commonwealth Grants Commission, in Canberra, ACT. I have a Masters degree in History and Politics from the University of Wollongong, NSW. I am currently completing a Graduate Diploma in Information Management at the University of Canberra. I have written previously for the RMAA journal INFORMAA and I also contribute to the Australian Society of Archivists' Bulletin. I have an interest in how the two professions relate to each other and feel that there really is not a great deal of difference between the two, especially if you take the concept of the record continuum to it's logical conclusion and think about the concept of archiving on creation.

Abstract

This article sets out to describe what the current state of play is in the archives community with regard to the theories of electronic records. The quest for where the promised land lays is one that has generated much interest and crosses many traditional borders. The impact of the current discourse will have consequences for records managers and record keepers everywhere. The usual tendency to see the fields of Records Management and Archives as two separate fields of endeavour is self defeating. There really is much more in common between the two professions than most seem to want to admit.

The article develops the line that there are two main thrusts in the debate over electronic records and they are the University of British Columbia [UBC-MAS] project and the Pittsburgh University Project. It attempts to relate the debate to how it may impact on records managers. There appears to be some merit in what both camps are saying but the thrust of the arguments are coming from different angles, perspectives and backgrounds and therefore they have different outcomes.

The article also takes a slightly light-hearted look at the whole scene by adopting a narrative, 'epic tale' style of storytelling to keep the readers interested. My background in history tells me that the narrative style of discourse is normally the most entertaining when recounting events of the past.

A Review of the Status of the Current Archival Debates on Electronic Records

Knights on the Field of Battle

The analogy of two fully armoured Knights with lances poised and swords drawn and at the ready is an apt one when trying to describe the two dominant camps involved in the debate. They are both set up on their academic high horses also fully armoured and ready to proceed into the thick of the theoretical battle. They have their foot soldiers in tow following behind and rallying to the cause. The shrill cries from the followers almost drowns out the main protagonists.

The battle is not intended to draw blood for it is a honourable and lofty cause for which they fight. There were and still are some heavily laden terms and acrimonious phrases thrown at each other but that is the real extent of the whole fight. Generally the relationship between the two is a civil one. At gatherings of the faithful they generally agree to disagree and continue to preach to the converted about the righteousness of their cause. Crusaders on a mission to convert the masses of the 'great unwashed' to their views.

The prize, however, is the Holy Grail of the archives and records

management world. The 'way ahead' into the renaissance of the electronic records management future. Little do both camps realise that they fight for the same 'good cause' and that the result at the end of the days long battle is that archival discourse and theory is the real winner. Therefore, we are all better off that the 'beast' of electronic records has been vanquished. The beast is dead, Long live the beast!

Choose Your Weapons
The two dominant groups are the University of British Columbia, Masters of Archival Studies [UBC-MAS] and the Pittsburgh University [known affectionately or otherwise as the Pitt Project]. Some would state that it should be the 'Pitts' project but that is another story. There are fundamental differences between the two projects and it is no great surprise that they have clashed heads, even when they are defining terms and setting the basics in place.

The two projects are primarily trying to set standards for the handling of electronic records to ensure that the format does not destroy the archival record. Archiving paper was easy. There were conventions in place that had developed over centuries on how to deal with the archival fonds. We are presently in the unenviable position of having to think on the run and quickly set in motion the procedures for dealing with the records created electronically. To my knowledge this has never happened before in recent history. The final outcomes will position future records managers and archivists well. If we fail and do not quickly adapt and implement working solutions to this present but no doubt passing dilemma, we would have failed in our duty to those who come after us. We are only custodians and we must endeavour to leave for future generations of researchers and students as much as we can of our

evidence of the past.
Knights Templar of the House of PittsBurgh
The major shift in the American archival profession's efforts to manage electronic records came in early 1991, when the Working Meeting on Research Issues in Electronic Records was held. Funded by the National Historical Publications and Records Commission (NHPRC) the Working Meeting developed the first major research agenda for electronic records. This agenda identified ten basic questions needing answers, with a priority to "define the requirements of archival electronic records programs; explore the conceptual, economic, and technological constraints on the long-term retention of electronic records; and establish criteria against which to measure the effectiveness of policies, methods, and programs."

Stimulated by intense interest in the archival and records management professions and supported by the National Historical Publications and Records Commission, the University of Pittsburgh School of Information Sciences conducted a research project to examine variables that affect the integration of recordkeeping requirements in electronic information systems. This project was intended to examine the means to rectify such problems. The major objectives of this research project were to develop a set of well-defined recordkeeping functional requirements...satisfying all the various legal, administrative, and other needs of a particular organisation -- which can be used in the design and implementation of electronic information systems. The project also proceeded to consider how the recordkeeping functions are affected by organisational policies, culture, and use of information technology standards, systems design, and implementation.

The University of Pittsburgh secured a NHPRC grant for $360 000 to conduct a three year research project on electronic records. It developed from a study by NHPRC which found that electronic records were problematic for three reasons. They were:

1. electronic information is system dependent;
2. electronic information exists on fragile media; and
3. electronic information can be easily erased or changed.

The major combatants were: Richard J. Cox, Assoc. Prof., PU; James Williams, Prof., PU; K. M. Sochats, Assist. Professor, PU; David Bearman, President, Archives & Museum Informatics; and Wendy Duff, Doctoral Candidate, PU. The first advisory committee, also known as the 'panel of experts', to the project was stacked with luminaries such as: Richard Barry, Barry Associates; Liisa Fagerlund, United Nations Archives; Margaret Hedstrom, University of Michigan; John McDonald, National Archives of Canada; Clive Smith, World Bank.

Some Outcomes of the Pittsburgh Crusade
There were some significant outcomes and although they didn't pull the 'sword from the stone' the project set the scene for further investigation. The World Bank has evaluated several document management systems using some aspects of the research of the project; Indiana University is using the functional requirements to test it's current systems, the City of Philadelphia is purchasing a system based on the metadata model, and the Vermont State Archives Project was a two year project to have archival perspectives incorporated into

an on-going information engineering effort based on a functional analysis of state government.

The project started by conducting a review of current literature and assembling the 'panel of experts' mentioned above. The panel drafted the first set of functional requirements for recordkeeping which was widely distributed for comment before developing the final 13 requirements listed below.

The 13 functional requirements are needed to ensure the preservation of evidence in electronic form. Although specifically related to electronic recordkeeping systems, they are also applicable to manual or hybrid systems.

The project team maintained that the requirements could be met by one of the four following strategies: design, policy, implementation and standards.

What has followed on from the Pittsburgh Project

Philadelphia Electronic Records Project

The Philadelphia Electronic Records Project (PERP) is a two-year, NHPRC funded effort to promulgate standards and exercise control over electronic records and electronic record systems created by the City of Philadelphia. The project, currently funded for its first year, is in its initial phase. The workings of the PERP is overseen by an Electronic Records Manager and a cooperative working group, the Electronic Records Group, that assists in accomplishing the multiple goals of the project.

The work of Business Acceptable Communications [BAC] Metadata Project is based on functional recordkeeping metadata requirements that have been developed by another

Description

Conscientious Organisation

1. Compliant

Organisations must comply with the legal and administration, requirements for recordkeeping within the jurisdictions in which they operate, and they must demonstrate awareness of best practices for the industry or business sector to which they belong and the business functions in which they are engaged.

Accountable Recordkeeping System

2. Responsible

Recordkeeping systems must have accurately documented policies, assigned responsibilities, and formal methodologies for their management.

3. Implemented

Recordkeeping systems must be employed at all times in the normal course of business.

4. Consistent

Recordkeeping systems must process information in a fashion that assures that the records they create are credible.

Captured Records

5. Comprehensive

Records must be created for all business transactions.

6. Identifiable

Records must be bounded by linkage to a transaction which used all the data in the record and only that data.

7. Complete

Records must contain the content, structure, and context generated by the transaction they document.

7a. Accurate

The content of records must be quality controlled at input to ensure that information in the system correctly reflects what was communicated in the transaction.

7b. Understandable

The relationship between elements of information content must be represented in a way that supports their intended meaning.

7c. Meaningful

The contextual linkages of records must carry information necessary to

understand correctly the transactions created and use them.

8. Authorised

An authorised records creator must have originated all records.

Maintained Records

9. Preserved records must continue to reflect content, structure, and context within any systems by which the records are retained over time.

9a. Inviolate

Records are protected from accidental or intended damage or destruction and from any modification.

9b. Coherent

The information content and structure of records must be retained in reconstructible relations.

9c. Auditable

Record context represents all processes in which records participated.

10. Removable

Records content and structure supporting the meaning of content must be deletable.

Usable Records

11. Exportable

It must be possible to transmit records to other systems without loss of information.

12. Accessible

It must be possible to output record content, structure, and context.

12a. Available

Records must be available.

12b. Renderable

Records must display, print, or be abstractly represented as they originally appeared at the time of creation and initial receipt.

12c. Evidential

Record's representations must reflect the context of the creation and use of the records.

13. Redactable

Records must be masked when it is necessary to deliver censored copies and the version as released must be documented in a linked transaction.

NHPRC-funded, archival research project at the University of Pittsburgh. This project has developed a paradigm known as the "business acceptable communication" [BAC] model, which, based on the literary warrant of recordkeeping attributes found in the jurisprudence and corporate administrative literature, is concerned with establishing a body of metadata (i.e., data about data) that is capable of supporting the evidentiary value of electronic records.

At present, the project is conducting a detailed examination of metadata requirements specified in the BAC model so as to make a prototype recommendation to the City's Personnel Department, which is in the process of developing the Human Resource Information System. In support of this effort, the project hired David Bearman of Archives and Museum Informatics, a developer of the BAC model, along with Dr. Margaret Hedstrom of the University of Michigan, the project consultant, who conducted a day-long seminar in early November, in which to review both specifics of the BAC model as well as to evaluate initial metadata recommendations that the ERG has produced. The hope is that these recommendations can then be incorporated into the system specification contract.

The goals of the PERP are multiple and interrelated. They include:
- to implement, incorporate, and test recordkeeping metadata recomm-endations to be incorporated into City agency information technology system design;
- to develop Email policy recommendations to submit to the City's Information Technology Steering Committee that might accompany City Net implementation of the cc: Mail Email application;
- to explore the possibility of

developing background, application/platform interface processes that could automate the retention and disposition of City Email messages that qualify as public records;
- to develop file-naming and directory structure conventions, using the Records Department DORIS as a test case, that might accompany City agency office automation efforts.

Indiana University Electronic Records Project

In June, 1995, Indiana University began a two year project funded by the National Historical Publications and Records Commission (NHPRC) and Indiana University to implement functional analysis methodology and to test the ideas regarding functional requirements for recordkeeping and the critical role of metadata put forward by David Bearman, Richard Cox, and the project personnel associated with the University of Pittsburgh Electronic Records Project. Project personnel identified four stages of development for the project:

Stage 1: Functional analysis of business units, identification of business transactions, and identification of basic information categories necessary for establishing evidence of specific business transactions.

Stage 2: Identify and describe existing recordkeeping systems which store data for the previously identified business transactions.

Stage 3: Evaluate the existing systems in terms of the "Functional Requirements for Evidence in Recordkeeping" and the Metadata Specifications Derived from the Functional Requirements" developed at the University of Pittsburgh.

Stage 4: Analyse results and report on findings. The goal is to complete at least two field tests of the

methodology before the project ends. The first field test is scheduled to begin at the end of April, 1998, and will focus on the business area of student financial aid.

Project deliverables will include:

1. Evaluations of results derived from the field tests of the methodology.
2. An evaluation of the attempt to create recordkeeping systems from information systems.
3. An analysis of costs associated with this methodology.
4. Rationales for selecting a subset of the Pittsburgh "Functional and Metadata Requirements."
5. A methodology for evaluating recordkeeping systems based on several field tests.

UBC Knights of the Round Table

Almost concurrently with the Pittsburgh project the University of British Columbia embarked on a study of electronic records.

The aims of the UBC-MAS Project were to identify and define in a purely theoretical way both the by products of electronic information systems and the methods for protecting the integrity (meaning the reliability and authenticity) of those which constitute evidence of action.[2]

The motivation behind the research project conducted by the School of Library, Archival and Information Studies at the University of British Columbia, entitled "The preservation of the integrity of electronic records" was to:
- establish what a record is in principle and how it can be recognised in the electronic environment,
- determine what kind of electronic systems generate records,
- formulate criteria that allow for appropriate segregation of records from all other types of information in electronic systems that generate

and/or store data aggregations,

- define the conceptual requirements for guaranteeing reliability and authenticity of records in electronic systems,
- articulate the administrative, procedural and technical methods for the implementation of those requirements, and
- assess those methods against different administrative, juridical, cultural and disciplinary points of view.

The project uses concepts and methods of archival science and diplomatics. Archival science studies collections of records, analyses their functional inter-relationships and investigates how they are controlled and communicated. Diplomatics studies the genesis and composition of records, and their relationships with the actions and the person connected with them, and with their organisational, social and legal context. The methodological approach of the research project is deductive, i.e., it begins with a set of general premises and then considers whether these premises hold up in particular instances. The theoretical basis for the general premises is provided by principles and concepts of diplomatics and archival science.

A major part of the research has seen the project team join forces with a task force of the US Department of Defense that is charged with the responsibility of developing a new system of records management for both traditional paper and electronic records. Their cooperative work includes, among many other things, developing standards for management of electronic records such as Email.

The objectives of the research project are:
- to establish what a record is in principle and how it can be recognised in an electronic environment.

- to determine what kind of electronic systems generate records;
- to formulate criteria that allow for the appropriate segregation of records from all other types of information in electronic systems generating and/or storing a variety of data aggregations; and
- to define the conceptual requirements for guaranteeing the reliability and authenticity of records in electronic systems; to assess those methods against different administrative, juridical, cultural and disciplinary points of view.

Diplomatics is a body of concepts and methods, originally developed in the seventeenth and eighteenth centuries, "for the purpose of proving the reliability and authenticity of documents." Over the centuries it has evolved "into a very sophisticated system of ideas about the nature of records, their genesis and composition, their relationships with the actions and persons connected to them, and with their organisational, social, and legal context."Whereas diplomatics studies records as individual entities, "archival science studies them as aggregations, analyses their documentary and functional interrelationships, and studies the ways in which the records with all their relations can be controlled and communicated."[3]

The first concepts to be defined and elaborated in some detail were reliability and authenticity. Reliability refers to a record's authority and trustworthiness, i.e., its ability to stand for the fact it is about. The concept is linked exclusively to records creation. Authenticity, on the other hand, refers to a record's reliability over time and is linked to the record's status, mode, and form of transmission and the manner of its preservation and custody.

With that foundation established, the research team then developed a set of eight templates that identify the necessary and sufficient components of records in both traditional and electronic recordkeeping environments.

The first four templates define the necessary and sufficient components of:
- a traditional record;
- a traditional record that is complete;
- a traditional record that is reliable; and
- a traditional record that is authentic.

The last four templates hypothesize the necessary and sufficient components of:
- an electronic record;
- complete electronic record;
- a reliable electronic record; and
- an authentic electronic record.

Research Findings

The findings of the research project fall into two categories:

(a) specific methods for ensuring the reliability and authenticity of electronic records; and
(b) management issues concerning the maintenance and preservation of reliable and authentic records.

Under (a), the findings are, that:

1. the reliability and authenticity of electronic records are best ensured by embedding procedural rules in the overall records system and by integrating business and documentary procedures;

2. the reliability and authenticity of electronic records are best guaranteed by emphasising their documentary context; and

3. the reliability and authenticity of electronic records can only be preserved if they are managed together with all the other records belonging in the same fonds.

Under (b), the findings are, that:

1. The life-cycle of the managerial activity directed to the preservation of the integrity of electronic records can be neatly divided into two phases: one phase directed to the control of the creation and maintenance of reliable and authentic active and semiactive records, and the other phase directed to the preservation of authentic inactive records; and
2. The integrity of electronic records is best preserved by entrusting the creating body with responsibility for their reliability and the preserving body with responsibility for their authenticity.

Collaboration with U.S. Department of Defense Records Management

Task Force

Between January 1995 and October 1996, the UBC research team collaborated with a team of reengineering experts from the United States Department of Defense Records Management Task Force (DoD-Rm TF). The Task Force was seeking to develop requirements for records management support systems (both electronic and non-electronic) for the effective management and use of Department of Defense records.

Both the UBC research team and the DoD reengineering team were interested in interpreting archival and diplomatic concepts using a standard modelling technique (i.e., Integrated DEFinition language). The templates developed by the UBC research team provided the concepts to be interpreted, while IDEF provided the means of translating those concepts into activity models and entity models which show the relationships of their components from well identified viewpoints and for determined purposes.

The activity models define all the activities associated with managing an agency's records, e.g., CREATE RECORDS, HANDLE RECORDS, PRESERVE RECORDS, while the entity model defines all the entities associated with those activities, e.g., OFFICE, CLASS, PROCEDURE, DOSSIER, RECORD. To understand the models, it is necessary to read them in conjunction with the attached glossary. The US Defense Department has issued a draft standard on Records Management STD-5015.2.[4] However, it seems that any collaboration between UBC and DoD is difficult to fathom from the document.

It is interesting to note that the major findings of the UBC project will be in the form of a book[5] and the Pittsburgh project has spawned several follow up projects. Not that this is advocating a preference for one or the other of the projects outcomes but I know what I would prefer if given the option - I would take the further investigation option and not 'wait for the book'.

Confluence of the Battle!

The more things change the more they stay the same. This seems at least partially correct when talking about the two major research efforts.

"The meeting confirmed the degree to which common ground has been reached in past several years. It also became clear that much research has been focused on particular portions of the problem. However, many solutions which appear independent are actually closely related and interdependent. It also revealed some tension between practitioners and researcher. After a long period of developing models, agreeing on terminology, and defining problems we seem ready to begin serious testing of solutions proposed."[6]

Recently the combatants were called to gather in Pittsburgh, PA, from far and wide to discuss what had been achieved and what was the desired way ahead. Although there was a separate agenda for the gathering it was still significant in that the two opposing groups were present.

Points that were to be discussed were:

1. What makes an electronic record? How are records defined and what metadata ensures their "recordness"?
2. Does policy adoption contribute to more effective electronic records management? If so, what policies can best ensure electronic accountability and integrity of records?
3. What business events generate records? How are these events recognised?
4. How can metadata about electronic records be captured? How can they best be stored and maintained in relation to records?
5. How can records be maintained? What are the requirements for using them?

Australian Knights or Footsoldiers?

So what are the processes that the current crusades have started in Australia. There is genuine belief in the international archives community that there is a valuable contribution towards implementing solutions coming from Australia. Theorising about the best way to attack the electronic records 'beast' is fine but charging into the heat of battle is another thing. Opting for distribution of the archival heritage should not be seen as a heresy but as an alternative to traditional thinking on the archival role. If it is not normally the way things are done why does this make it wrong?

Adrian Cunningham from the National Library of Australia states,

"The real issue is not custody, but control of records and the archivist's role in this. To guarantee the ongoing authenticity of records, control should

always be exercised by the archivist. In that sense the whole custody brouhaha may have been an unfortunate distraction. What archivists should have been talking to their clients about is not custody, but good recordkeeping practices which make it possible for archivists to exercise the necessary control. With the adoption of good electronic recordkeeping practices, the archives can take physical custody of records should that be the wish of the government agency. Alternatively, should the agency wish to retain custody, that should be just as easily accommodated, providing everyone agrees that archives have responsibilities for controlling the records. In coming years it will be interesting to watch forward thinking government archivists try to work their way through the debris of the custodial debate and regain the hearts and minds of their internal and external constituents through the promotion of the benefits of good electronic recordkeeping and the application of the Pittsburgh metadata specifications."

The International Dimension

Margaret Hedstrom sums up the situation well when she states "The problems of managing and preserving electronic records are not unique to the United States. Government archives in many countries are concerned about electronic records preservation and are experimenting with new methods and approaches. Corporations use electronic communications to support global commerce. Communities of scholars and professionals with members spread around the world use Email and global networks to communicate and exchange electronic documents. Research and development projects in Canada, Europe, Australia, and elsewhere are contributing to global solutions."[8]

Hedstrom lists the following as some of the major developmental work being done in this area:

- In Australia, representatives of the national and state archives, professional associations, public sector organisations, large private companies, and the academic community met to discuss a common framework for electronic recordkeeping. The Australian Council of Archives issued a statement of a common position on electronic recordkeeping called "Corporate Memory in the Electronic Age," in May 1996 based on these discussions.

  Web Page
  http://www.aa.gov.au/AA_WWW/ProAssn/ACA/Corpmenw.htm

- In Sweden, the National Archives and the Swedish pharmaceutical company, Astra ab, sponsored an invitational workshop on "Electronic Archives and Authenticity," in May 1996. The workshop engaged experts in law, information system design, and archives in discussions of legal acceptance of electronic records, authenticity, and long-term maintenance of electronic records.

- The Electronic Records Committee of the International Council on Archives recently published guidelines and best practices for electronic record entitled Guide for Managing Electronic Records from an Archival Perspective. The Committee also conducted a survey of electronic records programs in national archives around the world. The guide, survey, and a literature review are available from the ICA's world wide web site.

- The International Records Management Trust, head quartered in London, was formed to develop new approaches to the problems of managing public sector records in developing countries. In addition to developing educational and training materials and providing technical assistance, the Trust conducts research projects concerned with the relationship between recorded information (both paper and electronic) and accountability.

Where to from here is the Holy Grail within reach?

Although not directly referring to the current debate the following extract from a recent posting on the US Archives Listserv serves well to illustrate the problem a lot of archivists at the coal face are challenged with:

"This divergence betweeen theory and practice reflects an interesting phenomenon - how such an idea can continue to have such currency when most archivists faced with fiscal and administration constraints have ignored this approach out of practical reality."

Working with both paper and electronic records will be with a lot of archivists and record managers for quite some time to come.

"Because paper is so stable, it provides users with a greater sense of security, and I doubt that we will see it disappear in the foreseeable future. Some offices may become paperless, but there will always be operations that rely on paper. Based on current trends of computer use, it's safe to say that today's young people will be far more comfortable with high-tech interfaces than we are. They will work in business environments that are completely automated; their homes could be equally computerised. But the Electronic Lifestyle does not necessarily lead to the obsolescence of paper."

Practical implementation of any solid advice that comes from the numerous studies on electronic records is what is needed. Grappling with theoretical concepts while also dealing with staff

cut-backs and dwindling resources in these traditional service areas that are generally seen as soft targets for belt-tightening exercises is not an easy task. It is not made any easier when the main theorists of the day are arguing amongst themselves and advocating differing solutions to basically the one in the same problem. From my experiences record managers are normally fighting to get their work done and not contemplating the benefits of theoretical solutions to perceived problems. There also seems to be a perception among recordkeepers that it is not 'their' problem, and this is a real concern. Involvement by working record managers in any solution is vital. So what is one to do? Sit back and wait or get involved. My advice would be to keep informed and active involvement should be dictated by ones available time and enthusiasm. So, keep the faith. Remember - The crusading knights are fighting the good fight. I do not think they are tilting at windmills.

[1]Variables in the Satisfaction of Recordkeeping Requirements for Electronic Records Management. August, 1993: rev. July, 1994. Richard J. Cox, Assoc. Professor, Library of Information Science, Uni. of Pittsburgh, Pittsburgh, PA. http://www.lis.pitt.edu/~nhprc/IProposal.html accessed January 1998.

[2]The Protection of the Integrity of Electronic Records: An overview of the UBC-MAS Research Project by Luciana Duranti & Heather MacNeil in Archivaria, Fall No. 42, 1996. pp. 46-67.

[3]The Preservation of the Integrity of Electronic Records, by Luciana Duranti, Terry Eastwood, and Heather MacNeil Library, Archival and Information Studies, Vancouver, BC Canada http://www.slais.ubc.ca/users/duranti/intro.htm accessed 5 January 1998.

[4]US DofD draft on records management has been made available at http://www.dtic.dla.mil/c3i/rec mgmt.html .

[5]The major findings of the research are discussed in detail in a forthcoming article. The complete findings of the research will be reported in a book, the working title of which is Electronic Records: Their Nature, Reliability and Authenticity. The book "will analyse in depth the concepts on which the research has been built, the hypotheses developed and elaborated and the theoretical and methodological findings of the project."
From the UBC web site http://www.slais.ubc.ca/users/duranti/intro.htm .

[6]Electronic Records Research Working Meeting May 28-30 1997, A Report from the Archives Community by David Bearman and Jennifer Trant, Archives & Museum Informatics, Pittsburgh, Pennsylvania. D-Lib Magazine, July/August 1997 ISSN 1082-9873 accessed on 10 October 1997 at http://www.dlib.org/dlib/july97/07bearman.html .

[7]Adrian Cuningham, Ensuring Essential Evidence - Changing Archival and Records Management Practices in the Electronic Recordkeeping Era. http://www.netpac.com/provenance/vol2no2/features/evidence.htm Provenance [e-journal] ISSN 1203-8954 - Vol. 2, No. 1 - December 1996, accessed 10 October 1997.

[8]M. Hedstrom and M. Handel - http://www.si.umich.edu/e-recs/Report/FR.SB4.html accessed 16 October 1997.

Northparkes Mines Captures Knowledge of Mine Specialists Using Objective Information Management System

Objective provides easy access to current and historical records as mine moves from construction to production.

19 March 1998 - Northparkes Mines, a subsidiary of the multinational North Ltd Group, is capturing the knowledge of its mining specialists using CompuTechnics' Objective Information Management system.

Objective provides easy access to current and historical records produced by geologists, engineers and other mine specialists at Northparkes pioneering 'block cave' mining in Australia. Block cave mining is a highly efficient mining method which improves the viability of low grade ore bodies.

As Northparkes moves from construction of the mine to production of ore many of these specialists are no longer on site. Objective is capturing and organising important geological, engineering and other valuable

Facilitates Participation

"Objective enables us to store and access all our mining, geological, environmental and safety information, regardless of the format.

"Objective helps us share information, complementing our participative management style."

Bruce Olsen
Manager Finance
& Information Technology
Northparkes Mines

information - both electronic and hard copy - produced by these specialists since the area was first assessed for its mining potential over 10 years ago.

Objective facilitates sharing of this information between an above ground office and an underground office located 480 metres below the surface, providing access to information regardless of file format or storage system.

Intelligence Needed for Other Mines

"There is an ongoing need to access technical information and other intelligence produced by specialists during the construction phase of the mine," said Bruce Olsen, manager finance and information technology at Northparkes.

"The need to get our information organised was particularly acute as our underground office is half an hour's drive away from the office on the surface.

"This information will also be important in developing other block cave mines," he said.

Block cave mines are specially designed and constructed to use gravity instead of explosives to extract the ore body. A large section is removed beneath the mineral deposit and then a series of 'drawpoints' constructed. The ore falls through the drawpoints and is extracted without the use of explosives.

The site also contains two open cut mines and a mill to produce copper concentrate.

Northparkes purchased a 110 seat licence for Objective. They are using two Objective modules:

- Objective Foundation, for electronic document management; and

- Objective Records, for managing physical documents in the same environment.

Eases Compliance Paper Trail

Objective is also helping to reduce the costs of compliance with safety and environmental regulations.

Like all mining operations, the activities at Northparkes Mines are closely regulated by a number of different government authorities, including the Department of Mineral Resources (DMR) and the Environmental Protection Authority (EPA).

Safety audits are routinely conducted to ensure compliance with safety regulations. Similarly, environmental regulations require the ongoing rehabilitation of the mine site. The Mining Rehabilitation Environment Management Plan (MREMP) document is up to 400 pages long and details the ongoing and planned environmental performance of the mine site.

"The DMR and the EPA periodically inspect operations and request to see certain files and reports," said Bruce Olsen.

"Before we implemented Objective there was a lack of structure in our filing system. We will now be able to locate documents regardless of the department in which they originated, so that audits and inspections cause less disruption to operations."

Northparkes Mines
- One of the largest resource development projects in NSW in recent years, located 27 km north/north west of Parkes in central NSW
- Construction commenced in 1993 after seven years of assessment and approvals. Production fully underway in August 1997
- Consists of two open cut mines and an underground mine producing sulphide copper-gold ore
- First mine in Australia to employ 'block caving' - a highly efficient technique to improve the viability of relatively low grade ore bodies
- 79 million tonnes of ore planned for treatment over the life of the mine, yielding 1.09 million ounce of gold, 2.3 million tonnes of copper concentrates and 5.5 million ounces of silver
- Employs around 200 people and up to 150 contractors
- A joint venture between North Ltd and Sumitomo.

Contractual Dispute Highlighted Need for Better System
According to Bruce Olsen, a contractual dispute involving the mine highlighted the need to better manage the corporate data.

"Before Objective our information management was disjointed," he said. "Information was not readily available between departments and it was always difficult to establish the integrity of documents.

"A contractual dispute which required us to locate a series of documents and determine the currency of the information highlighted the need for a better system."

Controlled Document Access

There was some initial concern about a loss of control over information once Objective was implemented.

"Some technical people were understandably concerned that wider access to documents might mean a loss of control over changes to the information.

"However, using Objective we are able to set up a comprehensive security system which provides different levels of access. Certain documents are more secure than others and are classified as 'read only' to certain people. This facilitates information sharing without loss of control.

"To use a simple example, a company-wide document like the Employee Manual is available to everyone online. So while anybody can access an up-to-date electronic version of the Manual, only a few people are able to modify or change."

Standardises Documents and Filing Procedures

The Northparkes Mines' network runs both Windows 95 and Windows NT. Most of the documents are Lotus 1-2-3 spreadsheets and Wordpro documents but also include CAD drawings and Corel presentations. Objective can access any of these documents regardless of the original format.

Objective provides the ability to store standard templates for different document types, providing a consistent format for correspondence, reports, faxes and memos.

A more informative file naming convention has reduced search times for specific documents and new file saving procedures provide a guide as to where to save documents.

Smooth Integration

Bruce Olsen said Objective is set to become a key component of Northparkes' work environment.

"Objective's interface is intuitive, so training is easy. We already have most of our people using Objective after only a few months.

"We'll continue to spread the use of Objective so that it becomes an integral part of our organisational processes," he said.

CompuTechnics Background Information

Founded in 1987, CompuTechnics is a leading software development and systems integration company specialising in information management, workflow and imaging solutions.

CompuTechnics consulting specialises in the automation of unique core business processes for organisations throughout Australia and New Zealand.

CompuTechnics flagship product is Objective, an information management enterprise suite with electronic document management, physical records management and integrated workflow.

CompuTechnics is one of three companies on the Federal Government's OGIT (Office of Government information Technology) panel of preferred suppliers of information management technologies.

CompuTechnics Objective customers include Transfield, ResMed, CSL, Public Transportation Corporation of Victoria, Aboriginal and Torres Strait Islanders Commission, Honeywell, P&O Ports and Clyde Engineering.

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CompuTechnics' Objective Information Management Suite

Objective is a comprehensive information management system built to help organisations fully leverage their corporate information management.

Objective contains three main modules:

Objective Foundation
An electronic document management system designed to meet standard graphical user interface conventions while offering users an intuitive document management environment.

Objective Records
Enables organisations to manage hard copy documents within the same environment as electronic records.

Objective Workflow
Creates visual workflow routes for any document type through a workflow design window.

Complementary modules include Objective Web, Objective Walkabout and Objective Xlink.

Don't Be Left Behind

Join the RMAA

Professional development through Branch Meetings, State Seminars, National Conventions & Networking with people who speak "your language".

Branch Reports

SA Branch

About 80 members of the Chapter, and other interested records managers attended the Chapter's Introductory Seminar on 11 March 1998 in Adelaide. Steve Childs, Jelena Comelli and Bernadette Bean addressed the gathering on the formation and aims of the chapter and the RMAA generally.

One of the major activities of the Chapter in its formative months (it has been running now for eight months) was the development of a template for a "policy and procedures manual". Bernadette Bean, with the assistance of a nice powerpoint presentation walked the participants through the template. Her talk was supported by an 11 page handout which gives the major breakdown headings, supporting dot points and useful hints on what to include or emphasise in the text. This session was well received and will be of great assistance to records managers preparing policy and procedures manuals on their journey towards implementation of the Whole of Government records management software, Recfind.

From my point of view the highlight of the half day seminar was the presentation by the Manager, State Records; Michael Hodder. Formally presented as "The State Records Act - how does it affect my job?', the talk was both interesting and provocative. Michael noted the act's three facets: catalyst, comfort and chastisement!

Before going on to speak of "the state of risk". In introducing the subject he asked for a show of hands in response to 4 questions presented with multiple choice answers. His questions were: "are electronic records included; when are records normally transferred to State Records; who has the final decision over disposal of official records; and how is the standard of record-keeping defined". The result demonstrated that we in South Australia, do indeed live in "a state of risk". Very few of the participants had a reasonable grasp of the scope or impact of the legislation (which incidentally has been proclaimed for some six months).

Michael then spoke on the 10 major functions set out in the legislation. He noted that a "State Records Council" of 9 (as yet unappointed) members has a major role to play in authorising disposal, and the approval of records management standards. He also highlighted the sanction provisions for the gathering.

In readdressing "the state of risk" Michael shared preliminary findings of a recent survey conducted by State Records. It noted that something like 200,000 metres of paper records are still in agency storage (readers may recall a report about 1990 of a similar survey that suggested

there were something like $2,000,000 worth of filing cabinets used by State Government agencies in Adelaide), most respondents were either unaware of the existence of relevant operational disposal schedules or thought their agency had no disposal coverage, and there is minimal use of integrated protection and maintenance measures for electronic records. The General Disposal Schedules issued in 1992 were virtually unknown and infrequently used, giving the suggestion of massive illegal destruction of official records.

He then spoke of what State Records is doing in this "state of risk": they are revising the General Disposal Schedules, developing an electronic records policy, developing an "adequacy measure" [a standard against which to assess adequate records management measures], conducting a facilities review and revamping the Whole of Government records management strategy. State Records intends to engage records managers in a range of ways to achieve these tasks. Michael ended his presentation on a positive note by indicating that State Record's vision is to have South Australia at the forefront of records management in the 21st century.

The half day seminar was informative and timely. The content and presenters were well prepared and much appreciated by the participants. Well done SAG Chapter more please.

Contributed by George Smith ARMA

Footnote from the Chapter President, Bernadette Bean

Chapter Council were thrilled with the response to the Seminar, especially the numbers of non-SA Government people who found the content useful and informative.

Attendees were asked to complete a survey relating to topics for future activities. Chapter Council found the results very useful and will prepare the remainder of the year's events based on the results of that survey.

Text of the presentations from myself and Michael Hodder should be available on the RMAA website in the next few weeks.

The Chapter Council is now busy preparing the year's program as well as continuing work on the review of the State Government GDS (with State Records) and providing input to the SA Government Training Opportunities Group which seeking funding to develop a range of records management short courses.

QLD Branch

Seminars
The Branch conducted a major seminar on the 24 April on the topic *"Appraisal, Sentencing, Retention and Disposal of Records"*. A range of speakers addressed this important topic of interest to all practitioners.

The Branch continues to conduct its free monthly seminar program. The February topic was Benchmarking Records Management activities which drew a large audience. Forthcoming topics include Electronic Access to Information, Occupational Health & Safety Issues in Records Management and Subject vs. Functional Classification Schemes.

Local Government Chapter
The chapter held a meeting in February at Noosa. Many topics of interest to local government records managers were discussed. Initiatives have seen a northern division formed so that records managers in Far North Queensland can participate.

Laws Effecting Records Management
The Branch was pleased to release in January the guide to Commonwealth and Queensland state laws affecting records management. The guide is a comprehensive listing of legislation in the form of a description of the legislation. The document is over 2500 pages in length and is available on computer disc for just $15.00 (including postage).

Branch Newsletter
The Branch newsletter became available in electronic form in February. Anyone interested may subscribe by e-mail to **rmaasec@rmaa.com.au**.

Advanced Certificate in Records Management
We are delighted to have out first graduate from the Advanced Certificate in Records Management, Cheryl Princehorn. Cheryl also recently gained her Associate status.

1998 Conference
All the preparations have been completed and now the Branch is waiting until the 6 September to welcome all visitors to the 15th Annual Convention of the RMAA. A detailed convention program has been distributed to all members and kindred bodies. Don't forget early bird bookings close on the 30 June 1998. We look forward to seeing you in Brisbane September.

Philip Taylor, MRMA
Vice President
Education & Professional Development

NSW Branch

The NSW Branch has decided to trial lunch time meetings for a period of six months. Our first lunch time meeting took place on 10 February at Sydney Water. Joy Siller, Peter Smith and Eddie Wilkinson spoke on Competency Standards and the meeting was a great success with forty one people attending.

The next meeting took place on 21 April and was in the form of a "Great Debate". Records Managers vs Information Technologists!

Work is also well advanced for a full day seminar "Bridging the Technology Gap" to take place on 20 May (this is instead of a planned breakfast meeting).

The Local Government Chapter held their last meeting at the Holroyd Centre with an attendance of 115 people representing 58 local Councils. They were addressed by David Roberts and John Cross, the topic being the draft State Records Bill and the impact on local government, this was followed by a demonstration of Tower Software.

It is very gratifying to report that eight members have received upgrades to associate since the beginning of the year, as well there has been a steady increase in membership.

Peter and Robin Smith have just left Australia for twelve months overseas, mostly in Europe and the UK but also spending time in Turkey. Peter will be missed from Branch Council but I bet we will miss him more than he misses us!

Ann Hampson ARMA
Branch President

Branch Reports

NT Branch

Northern Territory Branch activity has been rather limited during the recent quarter.

The major achievements have been in relation to the planning for the 1999 Convention in Darwin. The convention committee has recently commissioned local company *The Meeting & Events Specialists* to act as the professional conference organisers, and the focus is now on having programs, trade opportunities and marketing ready to roll at the Brisbane Convention this coming September.

The Branch Council is currently planning a mail-out to local organisations in the Territory to encourage new membership prior to the approaching financial year.

Greg Coleman ARMA
Branch President

TAS Branch

The Branch has gone through a number of changes recently with several members of Branch Council resigning or taking leave of absence.

First Dennis Wheeler took leave of absence then resigned as Vice President and Federal Director due to work commitments interstate. Next Trish Wichmann resigned as Branch President, Federal Director and Chairperson of the Membership Committee and applied for leave of absence until the end of the financial year. Trish's resignation is also as a result of her work commitments interstate. Tina Howard applied for leave of absence from April to July 1998 inclusive. Tina will be travelling interstate. Fortunately some of us decided to remain in Tasmania!!! Jill Saunders resigned as Chairperson of the Education Committee and Minute Secretary following her election to the positions of President and Federal Director.

The above resulted in a shuffle of Branch Council. The results were:

President: Jill Saunders
Vice President: Coral Matcham
Federal Directors: Jill Saunders
                      Tina Howard
                      (Coral Matcham to act in
                      Tina Howard's absence)

Chair Membership Committee   Judy Prokopiec
Chair Education Committee   Debbie Allie
Minute Secretary   Judy Prokopiec
Assistant Secretary   Janet Richardson

Despite all the coming and going the Branch members have been busy working away in the background. The Education Committee ran a very successful afternoon seminar on Library/Records Integration. Discussion was lively and informative. The Marketing Committee arranged an Information Session on the Records and Archives Competency Standards to raise awareness of the use of competency standards in the workplace and the Education Committee, in conjunction with Marketing and Functions, is gearing itself up for the State Seminar planned for April 1999. The Seminar will put the Branch in the mood for the 2001 Convention, planning for which is already underway.

Jill Saunders ARMA
Branch President

ACT Branch

At an open forum held late last year members of the ACT Branch were given the opportunity to have their say on what they wanted from the Association and key issues that impacted on their Organisations. Outsourcing of recordkeeping services was raised as an important issues and as a result the ACT Branch held a two day seminar in March. The theme was "Contracting Out of Recordkeeping Services in Government" and was held at Parliament House.

The seminar addressed a range of issues including the implications of outsourcing on the community and public sector administration, the privacy and legal ramifications, and the application of the contracting process from both agency and provider perspectives.

Keynote speakers included:
Senator Kate Lundy, Labour Senator from the ACT and member of the Senate Finance and Public Administration Reference Committee.

Professor Craig Littler, Director of Chiltern Consulting. His particular field, demonstrated in his most recent of many texts, is that of organisational restructuring. He has been coordinating a large scale, international project on downsizing and organisational restructuring for five years and is the leading Australian expert on the HRM aspects of corporate downsizing

Mr Nigel Waters former Deputy Federal Privacy Commissioner and now consultant in information policy, fair information practices, privacy and data protection.

Mr Steve Stuckey Assistant Director-General Government Services and Australian Archives responsible for records management strategies and policies, disposal, intellectual control, storage and preservation and coordinating electronic records policies.

Other speakers included:

Ms Joy Siller ARMA (Siller Systems Administration), Mr Ian Cunliffe (Dunhill, Madden & Butler), Dr Diana Banks (Office of Government Information Technology or OGIT), Kerrie Scott (Australian Archives) and David Roberts (Records Management Office of the Archives Authority of New South Wales).

Papers from the seminar will be available shortly at a cost of $39.95. For more details please contact Veronica Pumpa on 02 62775223.

The two day seminar will be followed up in May with a panel discussion called "Outsourcing the Great Debate". On completion of the panel discussion the meeting will be open for general debate and discussion from the floor.

Julie Lenson
Branch President

Branch Reports

WA Branch

Happenings in the West

Councillors continue to work hard with additional meetings being held to develop the Business and Financial Plans for the coming year. Ken Ridley and Neil Granland, as our Federal Directors, have been kept particularly busy.

Matilda Bay Restaurant on the river at Crawley was the venue for a delightful breakfast on 4 February. Over 50 members gathered to hear lawyer Sven Bluemmel of Picton-Warlow & Co speak on his view of and experiences with the electronic record as evidence in litigation. Sven stressed the importance of all staff in the organisation being aware of the status of the information created on their personal computers and the urgent need for WA legislation to be updated. Electronic records and the law continue to be a hot topic and future events will be arranged around the same theme.

On 22 April RMAA members were invited to join the ALIA Special Libraries Section for an Intranet Forum at TiWest Joint Venture, Technology Park. The forum consisted of a demonstration of the TiWest Corporate Intranet, followed by a panel discussion. The speakers came from computing and records and information management backgrounds.

New Chair of Education

Gail Murphy has resigned as the chair of the Education Sub-committee. We thank her for her hard work and commitment. In the past few months Gail has established close links with the WA Special Libraries Committee with a view to the sharing of knowledge between records managers and the growing number of special librarians who find that records management is part of their responsibility.

The reins of the Education Sub-committee have been taken over by Graeme Merton of the Department of Minerals and Energy and the Education Sub-committee will continue to be a vibrant component of the RMAA in the West.

Continuing Professional Development Survey

The Education Sub-committee has again surveyed members in order to ensure that functions organised by the RMAA remain relevant to the needs of the members. Survey questions focussed on types of functions preferred (breakfast, day or evening sessions), and the venues preferred as well as the topics thought most useful. Response to the survey has been very good. Preliminary reports indicate that as with the last survey conducted in 1995 topic preferences focus on electronic records and imaging, and legislative issues. Intranet sessions are also in high demand. Survey results will be used to plan future functions. Members also want more news about who is doing what and where, the more personal aspects of the profession in the local area, and it is intended that this will become a feature of the local *Informaa Newsletter*.

Margaret Pember ARMA
WA Committee

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