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Cover Image: RMAA President Chris Fripp, MRMA, MAICD, AMIM, Corporate Records and Archives Manager Sutherland Shire Council, NSW.

RMAA Directory

Email contacts: To contact RMAA National officers by email, use addresses such as president@rmaa.com.au or secretary@rmaa.com.au. To contact officers in RMAA branches, create addresses from branch initials as below, for example, nsw@rmaa.com.au or qld@rmaa.com.a

National

Role	Name	Phone
President	**Chris Fripp**	Ph (02) 9710 0627
Secretary	Kate Walker	Ph 0409 250 795
Postal	GPO Box 1059 Brisbane QLD 4001	

NSW

Role	Name	Phone
President	**Geoff Smith**	Ph (02) 9645 0172
Secretary	Christopher Colwell	Ph (02) 9250 7424
Postal	PO Box N767 Grosvenor Pl NSW 1220	

VIC

Role	Name	Phone
President	**Peter Gaca**	Ph (02) 9615 5592
Vice President	Debbie Mags	Ph (03) 9217 2290
Postal	GPO Box 1059 Brisbane QLD 4001	

QLD

Role	Name	Phone
President	**Philip Taylor**	Ph (07) 3365 2284
Secretary	Brett Clark	Ph (07) 3365 3361
Postal	GPO Box 1059 Brisbane QLD 4001	

WA

Role	Name	Phone
President	**Lesley Ferguson**	Ph (08) 9291 6925
Secretary	Anthea Ulvestad	Ph (08) 9222 9913
Postal	PO Box 8213 Perth WA 6849	

SA

Role	Name	Phone
President	**Kristen Keley**	Ph (08) 8233 2443
Secretary	Colleen Turk	Ph (08) 8233 2443
Postal	PO Box 969 Adelaide SA 5001	

TAS

Role	Name	Phone
President	**Kate Walker**	Ph 0409 250 795
Secretary	Lisa Mason	Ph (03) 6233 7434
Postal	GPO Box 35A Hobart TAS 7001	

ACT

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President	**Veronica Pumpa**	Ph (02) 6219 5477
Secretary	Ray Holswich	Ph (02) 6242 1509
Postal	GPO Box 2591 Canberra ACT 2601	

NT

Role	Name	Phone
President	**Greg Coleman**	Ph (08) 8924 7677
Secretary	Linda Bell	Ph (08) 8924 7649
Postal	PO Box 43226 Casuarina NT 0811	

NZ

Role	Name	Phone
Officers	**Trish O'Kane**	Ph +64 0 21 627 644
Secretary	Alison Midwinter	Ph +64 0 4 499 5595
Postal	PO Box 5643 Wellington New Zealand	

PRESIDENT'S MESSAGE

With the constant change occurring in information management, it has placed a requirement on our members to maintain, and where necessary, update and improve their skills. The Association has put in place a number of initiatives that will assist members to achieve these requirements.

The Association believes it is vital that all members, but in particular, Professional members, remain current in the dynamic field of records management. This goes beyond initial qualification and implies a system of Continual Professional Development, which the Association is currently developing and hopes to introduce in the 2003/2004 financial year.

A lot of members have asked what is a 'Professional member' and how do I become one. Simply, a professional member can achieve recognition for qualifications and experience, which have been gained in the records management field. The 3 levels within the RMAA consist of Associate, Member and Fellow. The following benefits are part of being a Professional member:

- Positions in records management and related industries are now more likely to require professional status and qualifications;
- Professional membership may give you the edge over competitors for senior/management positions;
- Advancement within your current organisation
- May help justify that regrading;
- Professional/Peer recognition;
- Use of Post Nominals;
- Ability to assist, manage and direct the Association
- Commitment to RMAA

Further information can be obtained from the RMAA web site and specific information held within the membership banner assists members to understand and to apply for an upgrade in status. It should be noted that only Professional members can vote at meetings or serve on Branch or the National Board. Organisations are increasingly seeking qualified records managers who hold professional status within the Association. So I encourage all members to read the details on the web or contact your Branch Membership Coordinator for more details.

The Association also implemented a Mentoring scheme, which is being administered at a Branch level, if you are interested in participating in this scheme, please contact your local Branch.

I would like to take this opportunity to thank Mike Steemson who took on the role of Editor of the IQ for 2 editions until the Board found a suitable replacement. Thank you Mike for your enthusiasm and dedication in this role. The Board is reviewing the replacement for Mike at it's February Board meeting and the successful candidate will be announced shortly after this.

Membership cards were distributed for the first time last year as part of the new membership system. This year you will need to have you card with you when attending RMAA events and conventions to obtain discounts, please ensure you keep it in a safe place. If you have not received a card yet, please contact Wendy Daw at the RMAA office.

Chris Fripp MRMA MAICD AMIM
National President
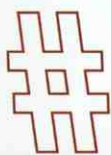
EDITORIAL

I almost dread that 'what do you do' question. Say 'records manager' and people think 'filing clerk'. Say 'information management' and people think 'information technology'. Does anyone outside the recordkeeping profession actually know or care what a 'records manager' is or does? They don't … and it's the profession's fault.

The international standard ISO15489 was meant to bring kudos to recordkeepers the world over. It was single-handedly going to justify our hard work and persistence, create a relevant and vital corporate and public image and, in turn, finally make funding accessible to records management, or so we believed. Has it delivered?

The standard, together with the introduction of respective State recordkeeping frameworks, has improved knowledge and understanding within the profession. But there is still a need to share that knowledge and understanding with the broad community responsible for creating records. It's time the profession embarked on a course of self-promotion.

Marketing a product can be a troublesome task when the rules of the game keep changing. Technological evolution has brought frequent shifts in records practice and strategy. The proliferation in the use of e-mail and its usually decentralised environment, for instance, now requires all organisational staff to understand recordkeeping responsibilities. Records managers must keep up with the changing pace and direction or be left behind. Sadly, we could already be heading down that path. The leading feature in this issue, Jenny Evans' feature on standards compliance, points that way. Perhaps, it's not all bad news. Record managers can make a huge difference as Western Australia's professionals did in their battle for a strong, useful State Records Act. Laurie Varendorff's detailed account of the 16-year struggle starts in this issue. It's an inspiring narrative, but it's a rare gold star for recordkeeping.

Are we 'thinking outside the box'? (Dreadful, trite expression!). I believe the insular nature of records management has fenced us in and continues to do so. But even talk of 'us' is premature as diehard disciplinary rivalries continue to plague the profession with a mass of pigeon holes: records management, archives management, knowledge management, information management, document management, information technology, enterprise content management, et. al. Did I miss something? Um, let's forget about names for the moment. Just what are we all trying to do?

We should broaden our perspective to create a profession that is co-operative, innovative, and relevant. How else can we forge ahead, encourage professional growth and performance, and organization, community acceptance?
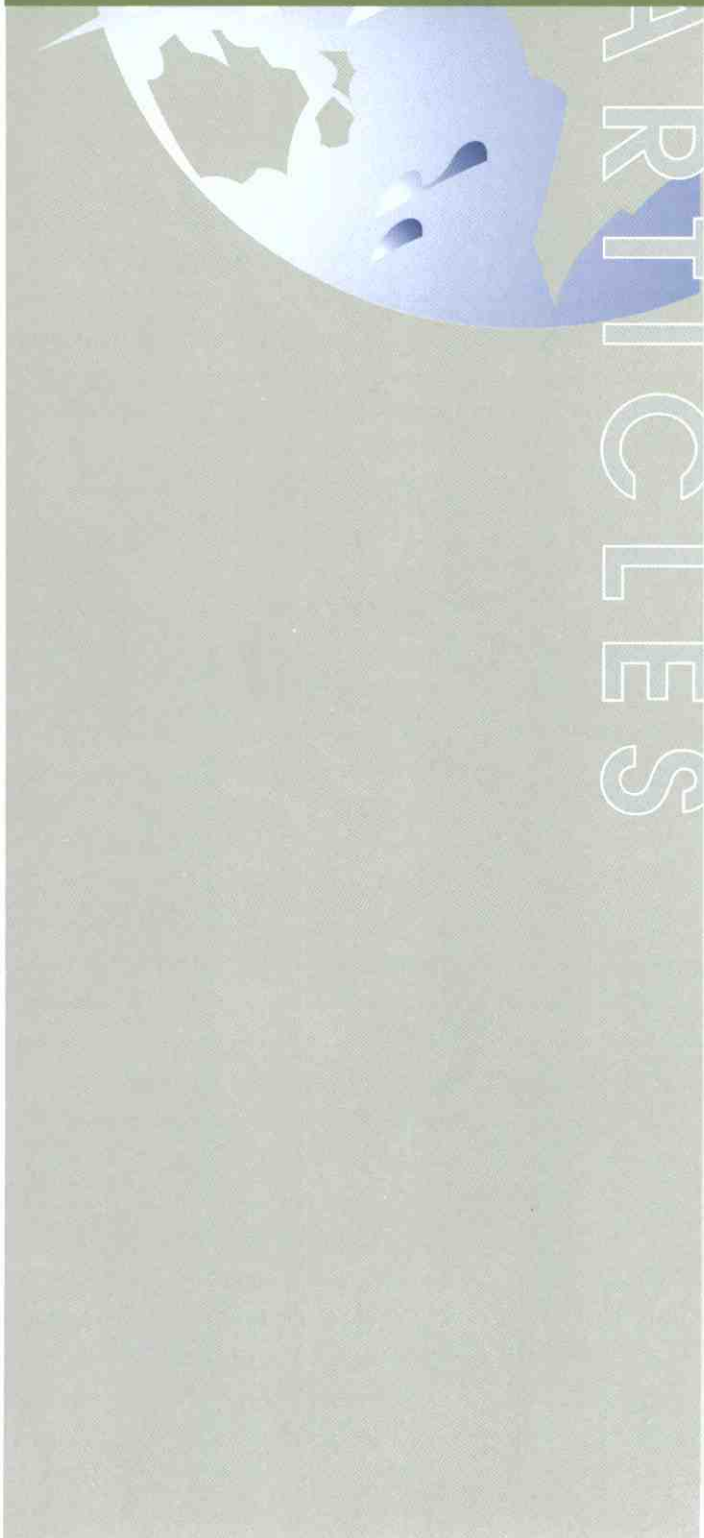
Virginia Bolger,
Deputy Editor

AUSTRALASIAN & INTERNATIONAL

ARTICLES

CONTENTS

Records Profession Skills Weakness Exposed by NSW Records Compliance Audit

Jenny Evans
ARMA

ABSTRACT

During February to October 2002, The Audit Office of New South Wales conducted a compliance audit of two of the Standards approved under the New South Wales State Records Act 1998, the Standard on Records Management Programs and the Standard on Recordkeeping in the Electronic Business Environment. The audit reveals that only a small number of agencies were totally compliant with the principles audited. The majority of agencies were, moreover, only partially compliant or, as the report put it, showed "substantial to minor" compliance.

The audit reports were assessed to identify the individual agency level of compliance in order to compare the key findings and to identify reasons why agencies were not more compliant. This article addresses the need to have a skilled and professionally qualified workforce as a key step towards ensuring compliance.

This is Jenny Evans' second insightful and incisive review of recordkeeping professionalism, or lack of it, in Australasia. Her NSW records education critique, published in the November 2002 edition of the journal, was inadvertently accompanied by a photograph not of herself but of RMAA Education Co-ordinator, Lesley Ferguson. The Editor wishes to apologies to both ladies for this unprofessional mix-up that was entirely of his own making.

The Audit Office of New South Wales has reported on its records management compliance audit conducted between February and October 2002. An assessment of the Auditor General's Reports to Parliament for 2002 (Audit Report Five[1] and Audit Report Six[2]) shows that a total of 167 agencies were subjected to certain requirements of the State Records Act 1998. The requirements tested were the Standard on Records Management Programs and the Standard on Recordkeeping in the Electronic Business Environment[3].

A summary of what was recorded for specific agencies from the two reports is presented below[4].

COMPLIANCE STATUS	NUMBER
Complied	12
Substantially/Minor	88
Many areas of/or no compliance	34
Other	4

According to the reports, "complied" means the agency was reported as having complied generally or entirely with the requirements. "Substantially/minor" means the agency was reported as having substantially complied with the requirements although in some instances agencies were identified on only minor matters or had not complied with several requirements.

"Many areas of/or non-compliance" means the agency was reported as having large areas of non-compliance, had not complied with important requirements or was not compliant with any of the requirements audited. In four cases, it was difficult to interpret what the auditors reported and these agencies have been recorded under

"Other". Specific comments for these four agencies were: "satisfactory"; "discussed areas of non-compliance and reported them to management"; "not complying with all requirements tested"; and "issued a management letter suggesting some areas for improvement".

WHAT DOES 'SUBSTANTIALLY' MEAN?

The reports do not qualify "substantially", but in the results reported for the Department of Education and Training there is some indication as to what it may mean[5]. The department was substantially compliant but the report made a number of recommendations to the department including development of procedures for schools; a skills audit and analysis of training for records staff; an updated code of conduct, incorporation of records management into the corporate plan; introduction of software to track and capture school records and regular compliance reviews.

KEY FINDINGS

Some of the key findings from Audit Report Six were:

- Only a small number of agencies had complied and none had adhered to the compliance timetable.
- Six percent of agencies had not responded to the State Records Authority of NSW's (State Records) 2001 annual survey of public sector agencies which formed part of the audit.
- A total of forty agencies were totally or almost totally non-compliant. Of these, eighteen were larger agencies and the rest were small.
- The State Records should consider a separate set or standards for small agencies.

However, it was interesting to note that one small agency, the NSW Medical Board, was commended for being compliant proving that it is possible for small agencies to meet the requirements.

State Records have identified Principles 1 to 4 and 8 to 9 of the Standard on Records Management Programs[6] as being the most critical. Whilst this

may be so, I would argue that without a skilled and professionally qualified workforce as required in the standard's Principle 7, there is little chance of total compliance with the principles audited or any other standards.

I would speculate that this is because records managers without formal qualifications are, in most instances, struggling to understand how to apply these requirements or how to market and sell a records management program to management. I also suggest that if, as I reported in my research findings[7] published in Informaa Quarterly last November, some staff in agencies are actively prevented from attending training courses because of intra-office jealousies then their chances of increasing their knowledge and skills are limited. I will return to the broader contents of Principle 7 later with some recommendations to State Records Authority of New South Wales but first I will address the requirement for agencies to undertake a skills audit of records management staff at regular intervals.

REGULAR SKILLS AUDIT NEED

As identified, there is a need for agencies to undertake a regular skills audit of records management staff. In addition to identifying skills there is also a requirement to analyse training needs. Evidence from the annual survey of public sector agencies conducted by State Records shows that these tasks are not well performed. Survey results show that in 1999, only 36% of NSW public sector agencies had performed a training needs analysis of staff and only 45% had done a skills audit of records management staff.

The survey of the NSW public sector revealed that by 2001, almost 36% of agencies had still not undertaken a skills audit of staff and that training needs analysis were generally not performed regularly[8]. The 2002 Audit Report Six identified that 51% of agencies had not performed a regular skills audit. However, 61% were regularly assessing training needs.

Given that the 2001 State Records public sector survey was one of the documents which formed

part of the audit then there is a discrepancy between its figures for skills audit and training needs and the Audit Office report.

Is it then the case that the need for a skilled and professionally qualified workforce to manage State records and archives is poorly understood?

I would like to speculate that there are people working in records management in the public sector who believe a skills audit is simply a review of what State Records training courses can be undertaken. I would go further to suggest that records managers do not know how to assess staff, as many themselves are not professionally qualified and are therefore not in a position to make assessments of skills required by their records staff.

If organisations do not know the skills or training needs of their staff it is little wonder that only a handful of agencies have been reported as being compliant with the aspects of the standards tested!

It is in the interest of some records managers not to conduct a skills audit of their staff. Maybe a colleague was right in suggesting to me that in some organisations well paid records managers without professional qualifications were preventing staff from undertaking training or discouraging them from obtaining qualifications. Their belief was that those who undertook training or acquired qualifications were a threat.

I believe the issue of skills and formal qualifications required for records management positions appear to be poorly understood as demonstrated in the following recent example I came across. A position was advertised in the NSW Public Services Notices[9] for a Manager, Central Records, with a remuneration package close to $Au60,000. Part of the job description was to "provide expert advice". The position required no formal qualifications except "attendance at appropriate State Records Authority of NSW (State Records) sponsored training courses in records management principles and procedures".

This prompts me to ask how can a person without qualifications provide expert advice? This is not the first time I have seen a position description identifying State Records training as formal education. I have to ask why are these positions written with statements identifying that attendance at State Records training courses lead to formal qualifications? They do not.

PRINCIPLE 7, STANDARD ON RECORDS MANAGEMENT PROGRAMS

Given that the majority of agencies were not fully compliant with the two standards audited, I believe it is time for the NSW State Records Authority to change Principle 7 of the Standard on Records Management Programs[10].

I refer in particular, to the requirements that "the Corporate Records Manager has relevant qualifications or immediate access to advice from someone with such qualifications" and "other records management staff have qualifications appropriate to their positions". I believe it is time for the principle to include a sunset clause on the acquisition of qualifications for people working in records and archives. This idea will no doubt promote fear among recordkeepers and it may lead to personal attacks on me but it will promote discussion.

In order to give people time to acquire qualifications a reasonable timeframe could be established, for example, by 2013. As a minimum, clerical staff working in positions such as records officer should be required to obtain a TAFE Certificate III, Para-professional staff such as senior records officers should be required to obtain TAFE Diploma level qualifications as a minimum and records managers graduate level qualifications in records and archives.

RMAA'S "ASSOCIATE" MISUNDERSTOOD

In addition, State Records should consider changing Principle 7 with regards to corporate records manager having "eligibility for professional membership of relevant professional bodies". The explanation of the principle is misread. My research shows a misperception among people in NSW, at least, that Associate level membership of the RMAA is equivalent to acquiring a qualification[11].

There is also the need to consider the disparity between the requirements for professional membership of the RMAA and that of the Australian Society of Archivists (ASA). Professional membership of the RMAA does not require a formal qualification[12]. On the other hand, to become a professional member of the ASA, a person must be a graduate with a qualifying period in a recognised archival institution[13].

Given this disparity, it is little wonder that I regularly come across people who believe they can or have become a 'recordkeeping professional' simply by joining the RMAA.

THE AUTHOR

Jenny Evans is an Associate member of RMAA. She holds a BAppSc degree from UTS. For the past 15 years, she has worked in records and information posts in local government, a university and government agencies. In the NSW public sector, she has developed records management programmes for two agencies. She has been responsible for compliance with privacy legislation and for managing an agency Intranet and Internet website. Jenny has completed various courses, graduating in 2001 with the Master of Information Services (Archives and Records) from Edith Cowan University. She is currently enrolled in the Public Sector Management Graduate Certificate Course.

Email: jeevans@zipworld.com.au

FOOTNOTES

1 The Audit Office of New South Wales. (2002). The Auditor-General's report to parliament for 2002 volume five. Retrieved 27 November, 2002 from www.audit.nsw.gov.au/agrep02v5/Contents.htm

2 The Audit Office of New South Wales. (2002). The Auditor-General's report to parliament for 2002 volume six. Retrieved 12 December, 2002 from www.audit.nsw.gov.au/agrep02v6 /Contents.htm

3 The Audit Office of New South Wales. (2001). APG State Records Act 1998. Retrieved January 31, 2002 from www.records.nsw.gov.au/publicsector/rk/compliance/APG.pdf

4 Although the Auditor General's report stated 167 agencies had been audited, the results reported here are an analysis of the only 138 individual reports for agencies from Audit Report Five and Audit Report Six. The Audit General's report also says the results for some agencies had not been included in the review, but gives no other information.

5 The Audit Office of New South Wales (Audit Report Five), op cit., p.60.

6 Archives Authority of New South Wales. (1998). Standard on records management programs. Sydney, Australia: Archives Authority of New South Wales.

7 Evans, J. (2002). Serious lack of skilled and qualified records professionals in NSW. Informaa Quarterly, 18(4), 16-20, November 2002.

8 State Records Authority of New South Wales. (2002). Report on the 2001 NSW government records management survey. Retrieved November 20, 2002 from www.records.nsw.gov.au/publicsector/rk/Survey%20Reports/2001_agency/Agency2001.htm

9 The agency has deliberately not been identified. The description for the position of Corporate Records Manager was retrieved from the website of the agency after its advertisement appeared in the NSW Public Service Notices.

10 Archives Authority of New South Wales, op cit., p.20.

11 Evans, op cit., p.17.

12 Records Management Association of Australia. (2000). Advancement of status guidelines. Records Management Association of Australia. Retrieved August 22, 2001 from www.rmaa.com.au/membership/RMAAadvguidelines.pdf

13 Australian Society of Archivists. (No date). Application for professional membership - application to upgrade from an associate member to a professional member. Retrieved May 30, 2002 from www.archivists.org.au/forms/professional.pdf

Workshops for Implementing and Monitoring a Retention and Disposal Schedule

Kerri Siatiras

ABSTRACT

This succinct and easy "teach yourself" guide sets out processes for designing schedules for the retention and destruction of paper and electronic documents; identifying records that should be retained indefinitely and the management of the relationship between paper and electronic records. Are there different approaches needed to manage the disposal of paper and electronic documents? Information management consultant Kerri Siatiras explains.

Records retention and disposal schedules are well-known records management tools. With the proliferation of electronic records and ongoing creation of paper records, it is an appropriate moment to re-examine whether retention and disposal schedules can be applied across formats and what the differences in format might mean to the creation and implementation of schedules, she writes.

WHAT IS A RETENTION AND DISPOSAL SCHEDULE?

A records retention and disposal schedule is a tool designed to assist the management of records through the information life cycle from records creation through to disposal. Essentially, a retention and disposal schedule is a timetable that moves a record through its lifecycle and ensures prompt disposal of records no longer needed, cost effective temporary storage of records, whether paper or electronic, and preservation of records of long term value.

Before starting to design a schedule it is useful to have considered what benefits a schedule would be to the organization, what type would suit and what design and implementation steps to follow, what information and which records to include and what formats to use.

It is also useful to identify the drivers in the organization to implementing a schedule, benefits like saving space and retrieval time (and thereby money!), planned document destruction, legal retention requirements, records accountability and identifying permanent records.

CAN ALL RECORDS BE SCHEDULED?

All records can be scheduled, but some lend themselves to it more than others. Schedules work best when the records are arranged or classified in some way so that they are easily grouped and described. Good records to schedule are those that are recurring, of a standard format and standard or homogenous in content, or bulky.

A schedule is designed to timetable retention and disposal actions for records whose contents can to a reasonable extent be foreseen. The initial development of the schedule involves an appraisal of the records so that information about their contents is gathered - which will assist with disposal decisions. Generally there are two disposal actions - either destroy/delete or archive.

Occasionally it might be appropriate to use a third disposal action of 'appraise'. This is particularly useful when the contents of the group of records cannot be foreseen. It allows them to still be described on the schedule, but notes that at disposal time they will need to be appraised as the contents of the records could not be predicted at the time of scheduling.

TYPES OF SCHEDULES

There are 4 main types of schedules: Subject, class, series or function based. The one appropriate to use for records will largely depend on what records are going to be scheduled and what system of classification controls them.

A schedule is more appropriately based on a list of file titles or classification structure than on an actual file of all files created.

STEPS TO DESIGNING A SCHEDULE

1. Design an inventory form. Some fields you might want to include are: Identity of records, dates covered, format, arrangement, references used, quantity, annual growth, use frequency, contents description, function or purpose, equipment description and date of inventory completion
2. Survey the records
3. Research the organization
4. Complete the inventory forms
5. Interview the users
6. Analyze the inventory forms and appraise the records
7. Determine retention periods
8. Draft the schedule
9. Obtain approval for the schedule

STEPS TO IMPLEMENTATION OF A SCHEDULE

Generate lists of records that are to be archived or destroyed immediately; that is records at the file or folder level. If your schedule is automated (either part of your paper records management system or, as part of your document management system) a lot of time can be saved at this point.

Ensure the lists of records to be destroyed or deleted are signed off by the manager who authorizes destruction.

Ensure records signed off for destruction are actually destroyed or deleted. Remember: for security reasons it is usually best to incinerate or shred papers.

Arrange for the archival records to be transferred to an appropriate archive.

Document what you're doing all the way through the process, so that when you do the next round of implementation the procedures are clearly established. Make sure the procedures are included in your information management manual.

Introduce the schedule to the users. Hold workshops on schedules and how they will affect work practices so users will know that choosing a certain category for classifying the records will result in destruction or archiving in whatever timeframe is designated.

Regular review and audit of the schedule is vital. The use of records can and does change over time. Therefore the schedule governing their disposal needs accurately to show that appropriate decisions have been made based on the record's use.

Remember, that whenever a new series or record type is created in the organization it may need to be scheduled. Note that it may be difficult to schedule the disposal action until a few records have been created so you can see what the content will be like.

INFORMATION A SCHEDULE MAY CONTAIN

A schedule could contain fields for Subject, Class, Series and Function Title. But it can also carry all or some of the following:

Descriptions of the records contained in the category.

On site retention period: applicable usually just for paper records though, for electronic records, this could be termed "on the current server".

Off site retention period: particular to paper records, but in the electronic environment this might be an archiving system. Some organisations cut their data to CDs, or tapes, or have another server to which data gets moved once it is past a certain age or use level.

Disposal Action: what the disposal decision is, usually "archive" or "destroy".

Authority and approvals: who has to sign off on the disposal actions before they actually happen.

SHOULD ANY RECORDS BE RETAINED INDEFINITELY?

Public Sector: Legislation within each country or state usually spells out which organization and position is required to approve any destruction of public records, therefore any schedule that is created and implemented must be approved by that post holder and organization.

Some of the major criteria for retaining public records as archives are that they should:

• Provide evidence of the structure, organization, administration and planning of the agency;
• Document the performance of any substantive function of the agency;
• Provide evidence of the development of public policy;
• Have historic significance and/or research value, and
• Complete, complement and/or enhance records already held by the archives.

Private Sector: The single biggest question to ask in the private sector is "Does the organization want an archive?"

If the answer is "no", then there is very little that needs legally to be retained longer than seven years, though this does vary dependent on legislation and the industry. However, many private sector organizations do want to retain some form of archive recording significant events or changes within the organization. So, some value judgment must be made about the coverage of the archive - what is it going to include? Some suggestions are records that:

• Must be kept for legal purposes
• Record the establishment of the company or major changes in the structure and/or function of the company
• Are of historical interest - e.g. annual plans, strategic planning/business planning documents, annual accounts report, publicity material

RELATIONSHIP BETWEEN PAPER AND ELECTRONIC RECORDS

The relationship between paper and electronic records should be transparent and known to all staff. Ideally, this should mean that whatever classification system there is would be the same across both formats.

There needs to be well understood sets of business rules to assist with making the relationship clear. Staff members need to know what should be printed out and retained in paper and what to retain electronically. Business rules become doubly important if, for instance, electronic records are being managed at the document level while paper is managed at the file level.

User procedures for managing paper or electronic records should be available and known by all staff. The records and/or information management staff should maintain a very high profile within the organization to ensure continued compliance with business procedures, including the retention and disposal schedule, and full awareness of recordkeeping issues.

Roles and responsibilities between records management, information management, information technology support/maintenance and knowledge management should be well understood and articulated within the organization. This means describing and allocating responsibility for overseeing the different aspects of information management and how they rely on and overlap with each other.

DIFFERENCES BETWEEN SCHEDULING PAPER AND ELECTRONIC RECORDS

In theory, there are no major differences between scheduling electronic or paper records as it is essentially a value-based judgment. The format is, to a large extent, irrelevant. It is the contents and information that is being assessed. However, theory and practical application can be two different things and disparities do appear. Most of the differences occur at the implementation stage.

1. Differences in level of intellectual control between formats: With an aggregate approach vs. the document approach, many organizations have paper files in some sort of classification structure to file level. This will make them fairly straightforward to schedule. However, the same level of control is not always in place for electronic records though the purpose of creation and their content may be very similar. If this is the case, the electronic records may be more difficult to appraise as schedules work best on records that are in a good classification or arrangement system.

2. Document Management Systems: Document management systems can be utilized to assist with the automation of the schedule in the electronic environment. It is important to note that not all document management systems can have retention periods built in. In the paper environment, records management systems can be used to help generate lists of records for destruction or archiving, but someone will still have to physically gather those records together.

3. Artificial Intelligence: In the future, artificial intelligence will be used as a tool to assist with retention and disposal of information held electronically. Classification of information is an individual interpretation of where the information fits in the classification or arrangement. Artificial intelligence, on the other hand, can base retention actions on user profiles (who has looked at it, and how many times), statistics of use or use of particular terms within the document.

4. Savings: In the paper world, it is often a saving to destroy records (save space, etc). However, in electronic recordkeeping it is often seen as a saving to keep all documents as it is not worth the time going through them ... "Throw another meg on the barbeque!" This save-all approach is used in some organizations as a stopgap measure. It works short term, perhaps, but it carries with it the risk of the information being lost as space becomes short in the storage systems and "old stuff" is deleted to make room.

5. Scheduling at creation: With electronic documents, it is easier to schedule at the creation stage of a document and document management systems encourage this but with paper it is usually easier to schedule at point of closure or inactivity.

6. Trigger Points: The records management profession is fairly well agreed on the major trigger points for paper records to signal stages in their scheduled movement, e.g. when they are closed or become inactive. Yet, there is no standard for how these trigger points are determined in the electronic environment: date last opened? Date last modified?

These trigger points will need to be established within organizations: what is appropriate not just to manage the schedule but for IT requirements to manage electronic records.

7. Context: There is a difference in the context for electronic and paper records that may have some bearing on scheduling or managing scheduled records. By context, I mean the relationships between records and other information. For example, paper records may already have the context in the records management database or written on the file covers themselves. There is usually only one 'official file' for any given piece of paper.

However, electronically there might be more than one place for the electronic record to belong, or it might be linked to several different documents. This can create a complex context arrangement that needs to be thought about when scheduling, matters like which folder should hold the "official" record. Metadata is one of the tools often claiming to provide the entire context for electronic records but be careful about relying on metadata. Sometimes, it doesn't include specific record keeping information.

CONCLUSION

Retention and Disposal Schedules are great tools to assist with management of records throughout their lifecycle. Designing a schedule that is appropriate, relevant and simple to implement can be a complex and time consuming process but I believe the benefits make it worthwhile.

Implementation of schedules can be made simpler with the use of records management systems and document management systems. Having a schedule is only part of the equation. Actually implementing it takes just as much effort, especially during the first couple of applications. So, take it carefully and ... good luck.

THE AUTHOR

Kerri Siatiras is a Director and Consultant for SWIM Ltd, a Wellington, N.Z., based information management consulting firm. She has worked in information management for 12 years starting at the National Archives of New Zealand where, as the Operations Manager, she was responsible for appraisal, arrangement and description. She then moved to the private sector working for Telecom New Zealand and international business management consultants Ernst & Young before joining SWIM Ltd in 2000. Contact: kerri@swim.co.nz [11]

First Blood and knockdowns to success: fighting over the WA State Records Act 2000

Laurie Varendorff,
ARMA

INTRODUCTION

It takes 14, some say 16 years of hard work, intrigue, lobbying, trials, tribulation, compromise and, finally, launch on 6 March, 2002. It begins somewhere in the period 1986-88 and the then Shadow Minister for Cultural Affairs and Heritage Policy, the Hon. Phillip Pendal, MLC for the Liberal/National Coalition Opposition led by the Hon. Barry MacKinnon, MLA, is being lobbied by individuals and professional bodies to provide legislation to set up an independent State Archive Authority.

The lobbying is successful and, in 1989, brings a policy document from the Coalition entitled Liberal Cultural Affairs & Heritage Policy that states: "The Coalition would introduce a Western Australian Archives Act, make adequate resources available, give the Agency responsibility for records management for the whole of the Government service (and) allocate funds to conserve rapidly deteriorating records and film."1

Little did anyone realise the storm that was to follow and how relevant the policy document would be to the findings of 1992's Report of the Royal Commission into the Commercial Affairs of Government and Other Matters. This article, based on the records and recollections of the author, was written specially for Informaa Quarterly. It expresses the author's opinions only and is not an official RMAA document.

It's a long story that speeds up as it draws to its close. In this, part one of two, the author describes the first two blood-noses that recordkeeping lobbyists got in their fight against entrenched political opposition for archives and records good practice.

FIRST BLOOD

In October 1992, Western Australia's then Labor Government introduced a Bill, the Royal Commission (Custody of Records) Bill 1992, to, in effect, remove the provisions of the current Library Board Act 1951 and allow the Royal Commissioners to destroy records related to their inquiry.

The Records Management Association of Australia (RMAA), the Australian Society of Archivists (ASA) and others took immediate action to make the Hon. **Phillip Pendal**, MLC, aware of the new legislation's provisions to override the powers of the Library Board of Western Australia (WA) and the State Archivist, and the process for the management, retention and disposal of records within the Western Australian Government.

During the debate that followed in the State Parliament an unusual event occurred. The Parliamentary process was suspended for several hours to enable Phillip Pendal to discuss amendments in the Legislative Council. As a result, the Legislative Assembly voted to reject the Royal Commission (Custody of Records) Amendment Bill 1992.

Full details of the Legislative Council debate on the Royal Commission (Custody of Records) Amendment Bill are available in the Western Australian Parliamentary Hansard of October 22, November 24 and December 1,1992.2

The aftermath of this success and the recommendations of the Royal Commission into Commercial Activities of Government and other Matters was that the Liberal/National Coalition extended their interest in records management

and in January 1993 issued a Coalition Arts Policy stating:

"The State Archive that currently runs as part of the Library system will be established under its own Act of Parliament. An additional legislative power will ensure that no government or Ministerial documents are allowed to go missing or be destroyed - a concern expressed to us by professionals over the WA Inc Royal Commission documents."

FIRST KNOCK-DOWN, 1995

However, when the Coalition came to power soon afterwards, Phillip Pendal was passed over for a Cabinet seat and the post of Minister for Culture and the Arts went to the Hon Peter Foss, QC, MLC. A year later, in July 1994, Mr Foss issued a Discussion Paper - New Public Records Legislation for Western Australia at the RMAA WA Branch annual general meeting. It failed to live up to these early promises and appeared as a fait accompli on matters rather than a discussion document.

The RMAA WA Branch formed a sub committee, of which I was a member, to address the issues in the Foss paper and, in 1994, published its response in a Position Paper entitled An independent State Records Office in Western Australia.[3] The Branch received support from Professor Leslie Marchant, a long time supporter and friend of the Premier, the Hon Richard Court, MLA, in an article in Informaa Quarterly, entitled The alteration of the Westminster System of government and the threat to public records collections in Australia[4].

Input to the Commission on Government (COG) inquiry was devoid of any signs of change in the State Government's records management policy. The RMAA addressed Reference Nine of the Commission's brief The setting up of a Separate and Independent State Archives Authority (Public Records Office) with a presentation to the Commission on October 26,

PHILLIP PENDAL

1995, by myself. The presentation was supported by Associate Professor, Allan Peachmant, of the Curtin University of Technology, who spoke on issues of accountability.

But it was to little avail. The Chief Executive Officer and State Librarian of the Library and Information Service of Western Australia (LISWA), Dr Lynn Allen preferred the flawed model outlined in Peter Foss's Discussion Paper and at an official meeting, declared that she took no notice of the concerns of professional bodies. They were only defending their privileged position, she advised, and their input was of no value to her.[5]

SECOND KNOCK-DOWN, 1999

This period, 1995 through 1998, can best be described as the lull before the storm. The Branch attempted on a number of occasions to meet the Minster for Culture and the Arts to discuss the RMAA's 1994 Position Paper but the requests went unanswered. We were eventually told that once the legislation was tabled in Parliament we would have a chance to debate the content.

In early 1998, I took it upon myself to write to every WA politician highlighting the lack of consultation allowed by Peter Foss. These letters apparently lead to the Minister writing to all Liberal/National Coalition members explaining the issue and outlining his position in respect to the proposed legislation and the consultative process that had been involved. This, at least, was an advance.

SHEILA McHALE

Finally, legislation called the State Records Bill 1998 was tabled in October. The hare was up and running. The WA Branch immediately set up a sub committee to address the legislation. We met the Shadow Minister for Culture and the Arts, the Hon Sheila McHale, MLA, and discussed our concerns over the Bill.

Ken Ridley, the WA Branch President headed the RMAA deputation but later withdrew from the sub committee because of his potential conflict of interests as a WA public servant. I was appointed in his place with the late Perth consultant Neil Granland[6], Curtin University lecturer Margaret Pember and Edith Cowan University lecturer Vicky Wilson as members

At Ken's suggestion, the Branch Council appointed a lobbyist, Barry MacKinnon, a seasoned politician who had been leader of the Opposition and was still involved with the National/Liberal Coalition. At our first meeting, Barry advised that our only chance of success lay in continued persistence for the cause of improving the legislation. He cited instances where he had worked for five or more years for particular causes without achieving success due to a lack of commitment by the parties involved.

VICKY WILSON

He told us, only half joking, that records management was of as much interest to politicians as ticks on sheep. He also advised that politicians had three main core driving interests: To be elected; to be re-elected; and to stay elected.

On November 20, 1998, Barry MacKinnon, Vicky Wilson, Margaret Pember and I met Phillip Pendal and Dr Liz Constable, MLA, both now Independent members of the Legislative Assembly. Mr Pendal agreed to work with us and put forward amendments to the legislation based on 11 points of major concern and 20 minor amendments that the Association wished to have incorporated into the proposed legislation. He tabled them on the December 8, 1998.

Barry MacKinnon then went to work opening doors for us. The Minister for Culture and the Arts had yet to agree to meet with the RMAA sub committee. Now, Barry approached the Ministers Office on our behalf, and magically, almost instantly we had a meeting scheduled for the February 25, 1999, with Peter Foss himself at his office at Dumas House in West Perth.
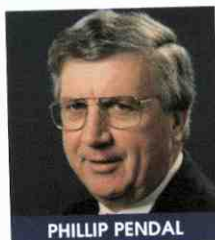
We went armed with five major requests. We opened the discussion by advising the Minister that our preference was for the total independence of the Public Records Office from LISWA with a direct reporting role to Parliament in line with the recommendations of COG.

WHAT DID WE ACHIEVE?

• To our first request, Peter Foss replied that he was not happy with the make up of the Commission, either. He would have preferred the Auditor General, the Ombudsman and the Freedom of Information Commissioner but they had all refused to take the positions. If we could get them on board he would alter the legislation to include them, he agreed.

• Government would resource the Commission, he assured us, but it would be subject to the normal Annual Budget Process.

• If we dug our heels in on the inclusion of three exempt government agencies, the Water Corporation, Western Power and Alinta Gas, we could forget the legislation as it would be shelved and not see the light of day, Peter Foss said. He had tried to include the three exempt agencies, he said, but his Cabinet colleagues would rather kill the Bill before agreeing.

• He agreed to look at the COG's recommended $20,000 fine and two years' jail as penalties but doubted that the matter would receive support.

• He listened to our request for reducing the proposed 75-year secrecy rule to 30 years, except for certain Aboriginal records.

After the meeting, we took Peter Foss at his word. We saw the Ombudsman, **Murray Allen**, the Auditor General, **Des Pearson** and Information Commissioner (FOI), **Bronwyn Keighley-Gerardy** and, with one or two caveats, all agreed to join the State Records Commission.

We were less successful in obtaining meetings with heads of the three exempted agencies but otherwise things began to look up. The WA Public Records Office was renamed the State Records Office on April 7, 1999 and a couple of months later, **Nick Wood**, Mr Foss's assistant, advised that the Cabinet was to be asked to change the legislation to admit the Ombudsman, Auditor General and Freedom of Information (FOI) as State Records Commissioners.

Not all was over by a long shot and even though we were confident, things went very quiet until a revised State Records Bill 1999 draft was circulated to the chief executives of a selected number of state government departments.

The upshot was to create a group of CEO's in the Senior Executive Service (SES) opposed to the legislation because of its anticipated impact on their organizations' resources, additional unbudgeted funding and, if one were cynical, additional accountability and corporate scrutiny. In a discussion with a public servant, I learned that the Bill would not see the light of day due to this growing opposition. The SES was determined not to let the legislation pass in the Parliament.
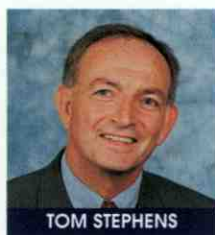
TOM STEPHENS

I reported the situation to the Branch Council. A cloud of despair descended over the whole project and the people involved.

To add to the confusion, the Leader of the Opposition Labor Party, the Hon. **Geoff Gallop**, reshuffled his Shadow Ministry and appointed the Hon. **Tom Stephens**, MLC, as the Shadow Minister for Culture and the Arts. We had had a good working relationship with the previous Shadow Minister for Culture and the Arts, Sheila McHale, and now we had another person to convince.

Next issue (May 2003) tells how the knockdowns came thick and fast right up to the unexpected but triumphant final act and climb-down as opposing forces saw sense ... at last!

THE AUTHOR

After several stints in records management in Australia and at the British Mission to the United Nations in New York, Laurie Varendorff 28 years ago started his own business, Perth Copy Mart. In 1990 digital document scanning was added to the bureau facilities. Today, he specialises in electronic records management consultancy services, functional thesaurus and file plan construction, general disposal authority schedules and records management installation audits, plus training workshops.

Phone: +61 (0)8 9291 6925 **mobile:** 0417 094 147 **email:** Laurie.Varendorff@bigpond.com

FOOTNOTES

1 My thanks to the Hon. Phillip Pendal, MLA, for copies of this and other documents referred to in my paper.

2 Copies of Hansard are available for reference purposes at the Battye Library, Western Australian State Library, Alexander Library Building, Cultural Centre, Northbridge, Western Australia 6003.

3 A copy of this and other documents are available from the author at Laurie.Varendorff@bigpond.com

4 "The alteration of the Westminster System of government and the threat to public records collections in Australia", Professor Leslie Marchant, Informaa Quarterly, Vol 10 No 3, August 1994, Brisbane.

5 Full details of the proceedings of the Commission on Government (COG) in respect to Chapter 7; Independent Archives Authority are available from the author.

6 I dedicate this paper to the memory of my dear friend and colleague, Neil Granland, who died suddenly in May, 2002. He spent many years of his life in pursuit of improvement to records management practices across the nation. He was justly proud of the achievements he and others in the RMAA WA Branch achieved in getting this legislation past the post and in improving its potential for effective records management processes throughout government agencies in Western Australia.

Chinese Archivists demand world standards, expertise for town development records

An Xiaomi
BA MA

ABSTRACT

The 2002 China Urban Development Archives and Information Symposium was held in Xinning, the capital city of Qinghai (Tsinghai) Province, North West China, from July 12 to 15. The topic of the symposium was "Chinese Urban Development Archives Management in the New Century". Urban development archives (UDAs) in China are separate from municipal archives, concerned exclusively with both the private and public sector elements of urban construction and infrastructure and its maintenance. Around 90 administrators and archivists working in the UD environment presented papers. Four key speakers outlined expectations for the archives' management in the new century from the perspectives of national and regional users, creators, archival scholars and administrators. Eight (8) UDA archivists also spoke about their work and its institutional perspectives. Many speakers were critical of 'backward' archives management techniques and levels of staff competence in urban development archives, calling for development programmes for both.

Chinese urban development archivists have launched a three-pronged campaign to raise standards of archives and records management in their municipality repositories, hoist staff training and expertise levels and bring their centuries-old archival principles and practice into line with modern world standards. The call came from a central government-backed conference entitled Chinese Urban Development Archives Management in the New Century attended by archivists and administrators from the republic's hundreds of urban development archives where all private and public construction records are traditionally preserved.

Throughout the four-day event, speakers described 'backward' management processes and low levels of staff expertise. They pressed for the introduction of world records and archives management standards and adoption of management and training programs pit forward at recent International Council on Archives (ICA) conferences.

The Secretary General of the China Urban Science Society, Mr Gu Wenxuan, speaking on behalf of the nation's Ministry of the Construction, outlined future tasks for the China Urban Science Society and its sub-committees. He said that urban development research would focus on electronic transactions and digital networking. Collecting, accumulating and recordkeeping of urban development information were fundamental to scientific decision making and essential for connecting ideas of the past to the present, and the present to the future. He hoped that urban development archives (UDA) work

could follow the general patterns of urban development activities, serving the central tasks of urban planning administration.

Ms Wang Shuzhen, the Secretary General of the China Urban Development Archives and Information Professional Committee of China Urban Science Society, opened the conference with an analysis of modern UDA research problems and urged further study. She recommended innovation and strategies for managing information work within the archives in line with key research results discussed at the 2000 ICA congress in Spain which had been attended by six members of the Chinese Urban Development Archives and Information Professional Committee.

Ms Wang indicated that new problems were being created in UDA management while increasing numbers were becoming involved in archives research. According to the statistics of the Third National UDA Academic Paper Competition held in September 2001, 553 papers were submitted from 27 provinces, autonomous region and special municipalities1 covering all aspects of UDA work. Issues of construction of digital repositories and the management of electronic records were the hot topics.

UD ARCHIVES IN THE KNOWLEDGE ECONOMY

Dr An Xiaomi, an Associate Professor at the Archives College at the Renmin University of China, Beijing, gave a presentation on Future Directions for the Management of Electronic Urban Development Records and Archives. She reviewed current research trends and the future directions of archives, electronic records and UDA management within an international context. She believed that the future directions of archives management would be internationalisation and standardisation of records, archives and information management. They would integrate records and archives management with information and knowledge management to raise the professional and social status of archives management.

In the future, electronic records management would integrate records and archives management with workflow and procedures of transactional business; integrate records and archives management with professional business systems; and integrate records and archives management with other information systems. Future UDA work would employ better, integrated ways of developing and measuring work for best practice. She proposed a series of approaches, frameworks and controls for best practice in managing electronic and digital urban development archives.

Mr Su Wen, from Beijing UDA repository, in his paper Thinking of UDA Enterprise in the 21st Century, said that a feature of the century was the knowledge economy, of which information and personnel were important components. He highlighted the present problems of UDA work saying that archival thinking was negative and passive and management was backward.

He said the application of computers had so far been limited to small parts of archival work. 1998 statistics showed that, among 6054 full-time professional UDA archivists, less than 50% had university degrees and the majority had inadequate knowledge of archives management and urban development work. He proposed measures for the further development of UDA enterprise: the application of science and technology, comprehensive improvement to expertise of personnel, examination of information resources for serving urban development needs, and modernisation of archives management.

MARKETING ARCHIVES DATA

Mr Yuan Guiliang, from the Guangdong repository, spoke of The Feasibility of Archival Information in the Marketplace. He analysed the theoretical and practical basis of archival information suitable for marketing. According to theory, archives could be converted to a special commodity that could be sold and exchanged more than once, he said, if ownership of archives could be separated from its use. According to practical experience, the market economy

provided opportunities for archival information. An increasing demand for archival information provided ideal conditions in the market.

According to Operational Measures of the Archives Law, article 23, the use of archives that are created by others can be charged for, Mr Yuan said. Chargeable services provided opportunities for archival information sharing, better preservation of original copies and improved use. In addition, national policies and laws provided a legal basis and operational measures for archival information in the market. He instanced the "Announcement to the Regulations on the Charges for the Use of Archives", article 26 of Operational Measures of the Archives Law. All mentioned rules for the charged archival service, Mr Yuan said.

DIGITAL UD ARCHIVES PRACTICE

Shanghai UD archivist, Ms Qiao Rongli, presented an Hypothesis of the Digital UDA Repository and the Practice, saying that such archives could provide retrieval and processing information in digital form, an information service system combining information technology, communications and microelectronics. They could offer features such as digital holdings, communication by network, open information retrieval, shared information resources and structured links.

Ms Qiao stressed the significance of a digital UDA repository to the information work of urban development archives. She thought that the construction of digital UDA repositories could be recommended for three benefits:

- Digitisation of archival working processes, e.g. collecting, recordkeeping, access and use;
- Digital construction of holdings of UDA repositories and;
- Improvement to the qualities of UDA archivists.

She suggested two steps towards the construction of digital UDA repositories: the development of holdings, working and GIS retrieval systems and the establishment of networks within repositories for higher effectiveness and information sharing.

She said there remained misunderstandings about digital repositories over the digitisation of paper to electronic records. She argued that digital archives could also be information centres for managing archives. Digital information could not only be kept in repositories but also distributed through system networks.

Mr Wang Dan, of the Jiling UDA repository, in a paper Digital UDA Repositories in the 21st Century, analysed the concept and meaning of digital UDA repositories as networking retrieval systems. He examined functions and features such as the automation of archive management, digital information on holdings, increased storage capabilities, network communications and the socialisation of UDA information services.

He analysed the influence of digitisation on archives' management, functions, business work, access and use. Measures for construction must be first, construction of a database, and the establishment of a new management working model. Then should come introduction of professional personnel with IT and ICT skills and retraining of archivists in archival information processing.

Shouzhou UDA officer, Mr Yon Jian, reviewed the current status of urban development archives on the web. He said 18 UDA repositories had established web sites in four different categories: government, construction, archives and independent sites. The majority of them only had introductions to their repository without functions for archival retrieval or email services, and without any updating or maintenance facilities.

The majority of them had no navigation processes and information and functions were limited. He was strongly of the opinion that repository Websites should promote UDA work and could improve standardisation of data collecting and data exchanging. They could increase theoretical research into UDA management, legalisation on access and use of electronic records; reform management and its organisational structure, and improve the expertise of UDA personnel.

He proposed three measures for improving the web sites: Establishment of navigation aids for web sites, creation of networking systems within and between repositories and promotion of web site consulting and distance access services.

UDA IN NATIONAL INFORMATION WORK

Mr Liu Zhiqing, of the Beijing repository, spoke on Promotion of Information Work for Further Development of UDA Enterprise, arguing that policies and standards for acquisition, arranging, recordkeeping and access of electronic records were urgently needed. He called for overall planning of information work and system design, the construction of database of information resources, and improvements to personnel, system standardisation and UDA management.

Mr Tan Jiannan, a UD archivist from Guizhou, gave a presentation on "Research into the Future of the Chinese UDA Enterprise in the New Century". He assumed that the form, format and structure of present UDA holdings would change. Digital archives and digital images would become the major components of future holdings. The functions of a UDA repository would be to store history and culture of the urban development and providing social services for urban, social, economic developmental needs.

Facilities and structures of a UDA repository would be intellectually controlled, he said. UDA professionals would need knowledge of information management, IT software and hardware, networking, system maintenance, GIS retrieval, news broadcasting and intelligent service, audio-video and multi-medium management, archives science and urban development knowledge, engineering technology, etc.

He maintained that the theory of urban development archival information management at present was backward. It needed development and the application of guiding practice. More electronic issues needed to be studied across disciplines and collaboratively to guide present and future work. The future direction of UDA repositories would be as urban

development information centres of a city, with integrated services of archives, library, information resources and news.

MINDSET OF UD ARCHIVISTS IN THE FUTURE

Mr Sun Weining, from the Xingjian Hami repository, gave a presentation entitled "With Open Mindset to Face the Challenges of the New Century". He suggested that repositories should be central task-oriented, with open, active and proactive attitudes to service, high ideals and new ideas. Repositories should change their functions from being simply storage centres to use centres. Managers should change from narrow mind to open mind. The service environment should change from government administration to legal dependent. Service should change from a focus on physical objects to becoming an information and virtual information service and the means of service should change from hand-operated to IT and ICT networking.

Quality of service should change from qualified to best quality and the personnel should change from single discipline to multi disciplinary knowledge, Mr Sun urged. Conditions of service must change from passive and backward to proactive. Modernisation should be applied to storage, recordkeeping, access and use.

UDA repositories should become digital reference and catalogue information centres of the city, and information consulting and reference centres, education bases for patriotism.

THREE CONTROLS FOR UD ARCHIVISTS

The symposium successfully provided a forum for archivists in which to exchange ideas on the future for UDA work, what gaps needed filling and how archivists could fill them and work towards a future with good prospects. The symposium set out implications for the realisation of UDA best practice through three integrated measures.

The first was product control realized by controlling building applications, market information and planning permission right from the

beginning of the building plans. Control of workflow, work process and work procedures of UD business, functions, activities and transactions were fundamental for guaranteeing the quality and quantity of the UDA, the symposium thought.

The second measure was process control realized by establishing networks within UDA repositories to follow work process and procedures and connect different types and stages of their work to improve its effectiveness and efficacy.

Finally, the symposium agreed there was a need for service control with the adoption of digital holdings, network access and the modernisation of UDA management procedures to improve client satisfaction and achieve best value from the archives.

THE AUTHOR

Dr An Xiaomi is an associate professor of Archives College at Renmin University of China, a council member of Chinese Urban Development Archives and Information Professional Committee, an individual member of the Education and Training Section of International Council on Archives (ICA/SAE), and the Architectural Archives Section of ICA (ICA/AR), a member of International Confederation of Architectural Museums (ICAM), a member of Archives and Records Management International (ARMA), a member of International Affairs Sub-committee of Society of Archivists (UK) and a member of Society of American Archivist (SAA).

She gained a B.Eng. degree in building materials from China's Southeast University in 1986, a B.A and B.Sc dual degree in science and technology records and archives management from Nanjing University in 1988, and a Ph.D. degree in urban development records and archives management from University of Liverpool (UK) in 2001. Dr An may be contacted at: xiaomia@yahoo.com

FOOTNOTES

1 The First National UDA Academic Paper competition was held in 1993 for which 269 papers were received from 23 provinces, autonomous regions and special municipalities. On 1997, the second National UDA Academic Paper competition was held and attracted 440 papers from 26 authorities.

AWARDS

CRITERIA SIMPLIFIED FOR 2003 EDDIS LINTON RECORDS MANAGEMENT EXCELLENCE AWARDS

The Federal Board has recently approved revised criteria for the award of the J Eddis Linton Awards for Excellence in Records Management. The awards recognise the key role that Eddis Linton made in establishing the Australian records management industry and as a foundation member of the RMAA.

The award categories remain the same, namely Individual, Group and Student contributions to Records Management. However, the criteria for judging the awards by the awards committee has been refined and simplified.

Outstanding Individual Contribution to the Records Management Profession: Eligible applicants need to be nominated by a peer or colleague and be a professional member of the RMAA. The award will be judged on the contributions made to the profession, for example, the introduction of techniques or systems that improve the quality of records management, productivity and performance. Or it could be for someone who has enhanced the profile of records management generally.

The Outstanding Group Contribution focuses attention on activities where innovation and best practice by a group has resulted in improved business performance. The award is open to groups, committees (not the RMAA's), vendors, business units or consultants who have achieved excellence in records and information management.

For the Student of the Year Award the individual must achieve no less than a distinction in a recordkeeping course and write a 1000 word personal vision of the future of records management. Successful winners will be announced and presented with plaques at the 2003 RMAA National Convention in Melbourne in September.

Winners in 2002 have commented on the pride they felt winning the award. Anne Cornish, winner of the award for Outstanding Individual Contribution to Records Management, said what a great honour it was to be nominated by your peers and judged as excellent by your peers. 'That is what was important and special to me', she said.

Gail Nicholson from the Victorian Department of Infrastructure that won the Outstanding Group Contribution for the its VERS@DOI project, commented:

'Winning the award will help the project in lots of ways - but the main gain is the added credibility the project now has in our own department.' For Student of the Year, Jill Jones the award gave 'a sense of satisfaction at finishing my degree and then winning an award that I really had no expectation of winning'.

Applications for the 2003 awards are now open. An application form and full details are available on the RMAA web site, www.rmaa.com.au, in the 'Awards' page. Applications close on 30 June 2003.

Philip Taylor, ARMA

Chairman, Linton Awards Committee

WHAT'S NEW?

STANDARD TO CREATE ORDER FROM WEB CHAOS

A new World Wide Web Standard to simplify on-line web searches has been launched after five years' work by a National Archives of Australia working group from state and federal government agencies, library and academic research communities.

Called the AGLS Metadata Element Set, AS5044, the standard comprises a set of 19 metadata descriptors, based on the Dublin Core Metadata Element Set of 15 elements.

The new standard says: "AGLS (originally the Australian Government Locator Service) is more complex element set than the Dublin Core Standard containing a number of element qualifiers which enable it to describe more categories of resources and allow richer description of resources. AGLS is entirely compatible and interoperable with the Dublin Core element set. It is not intended to displace any other metadata standard. It is envisaged that AGLS can coexist with other metadata standards based on different semantics."

At the time of the launch last December, Standards Australia Chief Executive, Ross Wraight, said, "It will make web searches far more efficient and accurate and I encourage anyone working with the web to adopt the Standard."

The Director of Recordkeeping Standards and Policy at the National Archives, Adrian Cunningham, said that the new Standard was designed to help Web publishers and virtual communities of interest to provide efficient and user-friendly access to specific areas of the Internet.

"Although commercial Web-based search engines are getting cleverer at sifting through the seemingly endless amount of information on the Web, they are essentially fighting a losing battlein keeping pace with the explosion of resources in cyberspace." Mr Cunningham said.

AS5044 can be used to construct web-based descriptions of information and services. These elements include author, title, subject, audience, function and availability. The metadata can be stored in the header of a Web page, in a web-accessible database or in a 'harvest control list'.

AS5044 may be purchased from Standards Australia or downloaded from the National Archives website at:
http://www.naa.gov.au/recordkeeping/gov_online/agls/metadata_element_set.html

RM SALARIES HIT $100 GRAND

Australian records management salaries ranged from $23,400 to $100,000 per annum for full-time posts last year, $10,000 to $52,000 for part timers, says a new report from the One Umbrella recruitment service.

The figures come from responses to the company's 2002 national survey, supported by the RMAA. Almost 60% of respondents claimed a records or information qualification though 47% had not previously worked in records or archives, the report says.

The 34-page Australian Records Management Work & Salary Survey 2002 costs $165 including GST in .pdf format from the One Umbrella website: http://www.tou.com.au/reports/salarysurvey/records/rmsurvey_2002.html

NEW RMAA LOGO

The new RMAA logo, adopted towards the end of last year, reflects the new "Australasia" name.

NEW RMAA LOGO

ANNE-MARIE TO HEAD VIC. STATE LIBRARY

Acting head of National Archives of Australia for the past two years, Anne-Marie Schwirtlich, this month (February 2003) moves into the post of Chief Executive and State Librarian at the Victoria State Library.

NAA ACTING DIRECTOR GENERAL ANNE-MARIE SCHWIRTLICH ADDRESSING WEB STANDARD FUNCTION

The surprise appointment was announced in mid-January by Library Board of Victoria President, Sam Lipski, a month before Ms Schwirtlich's move to Melbourne. She succeeds Frances Awcock who retired from the position in November.

Mr Lipski commented: "Ms Schwirtlich comes here with an outstanding record of leadership in three national cultural institutions - the Australian War Memorial, the National Library, and the National Archives. In all of these positions she has demonstrated her ability to enhance and promote collections and heritage to new audiences. "

The Library reaches its sesquicentenary in 2004 and the completion of the building redevelopment in 2005. Its transformed heritage buildings will improve public access to the library's collection and range of new services, exhibitions and public programmes.

Contact: Kathryn Dan, Assistant Director-General, Government Recordkeeping, National Archives. Email: kathrynd@naa.gov.au

RMAA NEWS

C O N T E N T S

RMAA NEWS

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UTS INFORMATION MANAGEMENT COURSES

Information management courses and qualifications offered by the University of Technology, Sydney (UTS), were not included in my survey of records management qualifications in Informaa Quarterly's November 2002 issue.

Marketing Manager at the University's Humanities and Social Sciences faculty, Danielle Millar, draws attention to them for the interest of recordkeeping students. The four courses, and their UTS website URLs, are:

* Bachelor of Arts in Communication (Information Management),
  www.uts.edu.au/div/publications/hss/ug/c1021
  6.html
* Graduate Diploma in Information Management,
  www.uts.edu.au/div/publications/hss/pg/c071
  07.html
* Graduate Diploma in Knowledge Management,
  www.uts.edu.au/div/publications/hss/pg/c071
  05.html
* Master of Arts in Information and Knowledge Management,
  www.uts.edu.au/div/publications/hss/pg/c042
  03.html

The Bachelor of Arts degree has professional accreditation from the Australian Library and Information Association (ALIA) and the Australian Computer Society. Its web page notes: "Career options include corporate information officer, web designer, digital library manager, data warehouse officer, network manager, librarian, media researcher, database manager, community information specialist, business information manager."

The Masters programme, for which ALIA accreditation is sought, states: "Career options include information manager, research officer, librarian, network manager, systems manager, knowledge management, database designer, web designer, data coordinator, and electronic information systems manager."

It appears that the courses focus on information technology rather more than records management. Overlaps and similarities between many of the positions mentioned and records managers can be seen and, while the courses do not appear suitable as sole qualifications for records managers, they would be valuable additions to such qualifications.

Amanda Cossham

CHINESE ARCHIVISTS IN SUTHERLAND

Urban development archivists from some of China's greatest cities toured the Sutherland Shire records centre with RMAA President Chris Fripp, the big NSW Council's Corporate Records & Archives Manager. The group, from the Records Management of Urban Construction Development and Digital Information Technology Management sections of China's International Exchange of Personnel Association, included head archivists from municipal construction, administration and urban management archives in Beijing, Shanghai, Changzhou and Kunming.

RMAA PRESIDENT CHRIS FRIPP (CENTRE) POSES FOR PICTURE WITH VISITING CHINESE ARCHIVISTS

The 15 visitors, on an intensive week's tour of Commonwealth recordkeeping centres, quizzed Chris on Australian construction and engineering recordkeeping, utilization of information technology within records management and modern records management and its future development. Interpreter Ms Sandy He, of NSW's Newterra Group business agency, said: "It was a most successful trip for our delegation. They were very interested in the electronic record management system."

RMAA PRESIDENT CHRIS FRIPP DEMONSTRATES SUTHERLAND SHIRE MAIL ROOM EQUIPMENT.

Chris commented: *"They asked a lot of very incisive questions and were deeply interested in our electronic systems. It was a great pleasure to host them."*

RCSA TRAINER JOB FOR LISA

RMAA senior Judith Ellis, former Victorian Vice President and Federal Board member, has announced new developments for her Doncaster East, Victoria, consultancy Enterprise Knowledge Pty Ltd and its recruitment trading division Archival Systems (AS). AS Recruitment Services Manager, Lisa Hill-Peters, an RMAA member, has been appointed Program Facilitator/Trainer to the Recruitment and Consulting Services Association (RCSA), www.rcsa.com.au, the top employer body for the recruitment services industry in Australia and New Zealand.

In addition to her work with Archival Systems, the trading arm of Enterprise Knowledge, Lisa will be providing training programmes in the RCSA's Binder Series and Professional Entry Level Workshops.

CONTACT:

Judith Ellis
Enterprise Knowledge Pty Ltd,
www.enterpriseknowledge.com.au
tel: +61 3 9842 0999,

HOME AND AWAY EXPERTS JOIN MELBOURNE'S JOURNEY INTO NEW DIMENSIONS CONVENTION

Home-grown stars, U.K. and U.S. experts highlight the programme for the RMAA's big, 20th annual convention scheduled for September 14 to 17 in Melbourne's Crown Entertainment complex on the bank of the city's mighty "upside down" River Yarra.

Over three days, 30 international and national experts in knowledge information and management will take the conference theme Journey into New Dimensions presenting new case studies and telling how to tackle the complete cycle of strategizing, implementing and improving information management processes to achieve better business practices, processes and workflow.

The presentations will run through the three streams Concepts, Technology and People Management: Eminent speakers will provide a journey of learning in information and records concepts and management for the corporate and government sectors of business.

Keynote Speaker Michael Mills, Senior Partner, Risk Practice Freehills, NSW, will highlight current case studies which have effected business practice around the world and illustrate how Risk Management + Smart Information Management = Smart Business.

ANNE CORNISH

Andrew Scott, State Operations Management, South Australia, and National Knowledge Manager of Fuji Xerox, Australia, will give insights into Knowledge Management and the Business Analyst for Gartner, Steve Bittinger, will illustrate the journey with an imaginative Information Management Professionals in 2010 address.

NASA Headquarters, USA, has approved a speaker to disclose the complexity and importance of Tracking Data from Space and the problems with the USA DISK. Charley Barth, US Navy, will illustrate the importance of strategic planning for information management and of linking knowledge management to information management from a large Government perspective.

Dr Anne Thurston, director of the International Records Management Trust, London, will inform delegates of the Trust's Training Developing Nations Programmes established with the World Bank.

Concurrent speaker sessions will give delegates many choice problems. Titles will include Global Documentation Implementation - a Case Study, They Should All Be One Content Management and Records Management and Knowledge Management. Internet Architect James Horne will show how Business = Information = Traffic = Dollars. Telstra, IBM, Cisco, Kodak, the Institute of Management and government departments in New Zealand and Australia will

TRISH O'KANE

present sessions on New Technology, Methodology and Management of People Skills. The Journey into New Dimensions will further the professional development of information management in Australasia through the wide exchange of information, innovation and ideas.

Join the journey by contacting the Conference Secretariat, by :

email atkinsoncci@bigpond.com or
telephone: +61 (0)3 9646 6400;
fax: +61 (0)3 9676 2588 or
post: RMAA Conference Secretariat, 2 Westside Avenue, Portside Business Park, Port Melbourne, Vic., Australia 2307.

Anne Cornish, ARMA
Conference Convenor

PS: "Upside Down" River Yarra? That's what Melburnians affectionately call the fierce, tidal reaches of their handsome waterway because its mud always seems to be churned to the top.

TRISH O'KANE ELECTED TO LEAD FOUNDING NZ BRANCH COUNCIL

Wellington consultant Trish O'Kane, ARMA, has been elected the founding President of the New Zealand Branch of the Records Management Association of Australasia. Her appointment and that of the 12-member Branch Council were announced at the first general meeting on November 12, 2002.

Trish has been a director of the Wellington information services consultancy SWIM Ltd for the past four years. Before getting in the SWIM, she spent nine years with the N.Z. Department of Internal Affairs where her posts included systems trainer and, ultimately, Manager of Information Services. Earlier, she was IT systems trainer with Coal Corp. She has an anthropology BA degree from Otago University.
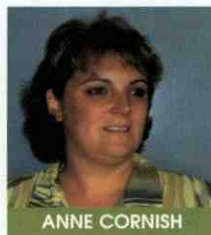
Trish has also appointed one of the two Directors to the RMAA Federal Board. Other Council members elected were:

Vice-president and Federal Director:
Michael Steemson, ARMA (Events Co-ordinator), Principal, The Caldeson Consultancy, Wellington.

Acting Secretary: Alison Midwinter, Senior Archives Analyst, Government Recordkeeping Group, Archives New Zealand.

Treasurer: Christine Edney, ARMA, Adviser, Intellectual Property Office, Ministry of Economic Development.

Councillors: Russell Clarke, ARMA, Social Development Ministry; Helen Hancox, ARMA (Membership Co-ordinator), Flying Filing Squad, Wellington; Chris Hurley, ARMA, archivist; Robert Hynson, ARMA, Ministry of Education; Matt O'Mara, ARMA, Archives N.Z.; Gillian Ratcliffe, ARMA, Land Transport Safety Authority; Micky Stevens, ARMA, Industry NZ; and Deirdre Wogan, ARMA (Education and Training Co-ordinator), independent consultant.

The founding general meeting was attended by around 30 members who heard Trish O'Kane report plans for the formation of a branch chapter in Auckland. A number of former ARMA Auckland chapter members had joined the RMAA and talks were proceeding.

The Branch's general membership recruitment drive would continue over the next months, Trish said. It was hoped that the role would soon exceed the old Wellington ARMA Chapter's 80 members.

An education committee was being formed, headed by Deirdre Wogan, and would be announcing a development programme in the near future, she said. Other special interest committees would be set up and these would be announced in due course.

After announcing the Council election results, Trish O'Kane declared the Branch well and truly launched and cut a ceremonial blue ribbon to mark the occasion.

BRITISH COMMONWEALTH POST FOR HOYLE

Archives New Zealand group manager, Australian Michael Hoyle, has been elected leader of the international London-based Association of Commonwealth Archivists and Records Managers (ACARM). The appointment came during November's ICA forum in Marseille, southern France, and will run to 2004, the association's 20th year.

ACARM was founded by the International Records Management Trust to promote professional records and archives management expertise throughout the British Commonwealth. The association recently won funding from the Commonwealth Foundation to hold legislation workshops among its 30 member nations.

MICHAEL HOYLE

Michael Hoyle heads the NZ national archives' Government Recordkeeping Group. He has held various positions at Archives New Zealand and the National Archives of Australia. He is Secretary General of the Pacific Regional Branch of the International Council on Archives (PARBICA). He holds a Masters degree in Information Management and Systems from Monash University.

Email: michael.hoyle@archives.govt.nz
ACARM Web: www.acarm.org/

INDUSTRY NEWS

NSW DIR GROWS ITS RECFIND KIT

The NSW Department of Industrial Relations has expanded its GMB RecFind paper records management system to encompass imaging, electronic document management and workflow, and broaden it's use to include ministerial correspondence management.

The state agency's project manager, Richard Hayes, said the main obstacle to successful implementation, the cultural change for employees accustomed to paper processes, was overcome by utilizing existing GroupWise workflow with RecFind. He said: 'Everyone was familiar and comfortable with GroupWise so the change to incorporate the new RecFind-GroupWise workflow was minor and the implementation was surprisingly smooth.'

Contact:

Tony Holland,

National Sales Manager,

GMB Research & Development Pty Ltd.

Ph: +61 (0)2 9420 8511

email: t.holland@gmbsupport.com

RECORDS JOB WEBSITE SUCCESS

Records and information management job listings on a NSW website have been pulling inquiries from all across Australia, Europe, North America and the Asia Pacific region. The site was mounted by Zenith Information Management Staff in September and logged 5,400 visits in its first three months.

Zenith's Partnering Manager, Garry Conroy-Cooper, told IQ that the service had carried up to 70 jobs in a week. Favourite pages were the 'Hot Jobs' and 'State by State' classifications. He said that demand for 'knowledge professionals' had grown significantly since the mid 90's. "Knowledge professionals are not IT boffins. True knowledge workers understand how important information is to business success, corporate governance, the community at large, and the key workings of government. They know that the effective management of information is crucial."

Zenith URL: www.zenmgt.com

Garry Conroy-Cooper,

ph: +61 (0)2 9413 2555.

CONNI LAUNCHES OWN A.K.A. THESAURUS TOOL

RMAA Associate, Conni Christensen, has launched her Sydney company Synercon's new software package for building and publishing classification schemes. Known as A.K.A., the package was born out of Synercon's need for a suitable tool for their own consultants' use.

Says Principal Consultant, Conni: "We searched the market but couldn't find a tool to meet our own needs. We wanted something that was simple for our consultants to use, and produced a range of outputs that our clients could use. There wasn't anything that measured up to our specification so we decided to develop our own".

CONNI CHRISTENSEN

Synercon consultants started using A.K.A., developed by analyst programmer Alan Koboroff, in early 2002. Conni says the company found it so easy to use that it decided it was marketable. "We then looked at additional functionality that our clients would need, such as import and export from their existing RDMS products."

A.K.A. functionality includes Windows editing, inbuilt acronyms and case/client terms, import from Keyword AAA, industry standard reports published in HTML, RTF, PDF and text and import/export from TRIM, Objective and PowerDOCS.

Contact:
Conni Christensen,
Conni@synercon.com.au
Synercon Management Consulting,
www.synercon.com.au

PRESERVATION GETS A WEB GRIP

Records preservation and access information gets an exclusive website with the launch of the Gateway for Resources and Information on Preservation (GRIP) service by the Dutch National Archives and the European Commission on Preservation and Access (ECPA)

GRIP, URL www.knaw.nl/ecpa/grip/, carries recent material selected by experts aimed at preservation professionals, collection managers, policy makers, librarians, archivists, recordkeepers, museum curators, audiovisual specialists and information technologists. It can be searched by category, keywords and free text. Third parties holding information on preservation are invited to make it available through the gateway, a GRIP announcement says.

Contact:
Suzanne Barbier,
Nederland Nationaal Archief,
email: suzanne.barbier@nationaalarchief.nl

JIGSAW FITS DATAWORKS PIECES

Adelaide-base software reseller Jigsaw Services has clinched deals worth $1.1 million fitting ADI's DataWorks electronic document management systems for South Australian local authorities. The cities of Port Adelaide Enfield, Salisbury and Unley have adopted the system bringing DataWorks' sales to Australian local government clients to more than 100.

Unley Council project manager, Ludwig Kraayenbrink, plans to have the new system rolled out to 120 end users in all departments by March. Port Adelaide Enfield Information Manager Peter Kiley said that in the first ten weeks after implementation almost 29,000 documents were registered, compared with a total 24,000 in the previous year.

OBJECTIVE SCORES TWICE WITH STATE GOVERNMENTS

The Objective Corporation has scored major successes in NSW and Victoria State Government enterprises. In Melbourne, the Public Record Office of Victoria (PROV) has certified its knowledge and process management solution, Objective 6i, against the Victorian Electronic Record Strategy (VERS) specification.

In its home state, Objective has been appointed to the newly established NSW Government Selected Application Systems (GSAS) panel contract for the supply of Records and Information Management Systems (RIMS).

CEO Asia Pacific for Objective, Mr Tony Walls, welcomed the PROVic certification, saying: 'The Victorian public sector is an important market for us. Objective's significant investment in research and development to ensure that our products comply with Victorian government standards is testament to our commitment to this market. VERS capability is now an integral part of our product offering.'

The NSW project is designed to ensure NSW Government agencies comply with the State Records Act. The specification incorporated extensive input from NSW government agencies including State Records and other public sector organizations.

Mr Walls commented, 'In a few short years, records management has become the responsibility of every single person within the organization, rather than just a relatively small number of people. This responsibility is now so pervasive throughout government departments that ultimately it also applies up to Ministerial level.'

Contact:
Objective Corporation,
ph: +61 (0)2 9955 2288;
email: pr@objective.com

RMAA REPORTS

CONTENTS

CO-ORDINATOR'S REPORT

Three goals for new Marketing Co-ordinator: image, upgrades, involvement

Having been newly elected to the Marketing Coordinator role last September, I have decided to take the old adage 'dive in at the deep end' to heart. While holding the position, I would like to achieve at least three goals:

1. Assist in changing the image and raise the profile of the records management profession,
2. provide incentives to members to become professional members and
3. incentives, besides the satisfaction, to professional members to become more involved in the Association.

I hope all of our professional members received their Christmas cards. While we value all of our members, as a professional organisation we should particularly acknowledge our professional members. It was also a timely but subtle reminder that we have changed our name.

The Informaa Quarterly editor, publisher and I have put our heads together to review IQ. We hope to bring you an even more interesting and relevant publication. Look out for changes over the next few editions.

Government News Magazine is producing a special IT edition this month and we have placed a half page advertisement in it which draws attention to the strategic partnership between records management and business, saying:

'Who can support your e-business initiatives, make your corporate knowledge accessible and save your organisation money? Your qualified records manager can!'

The advertisement goes on to talk about risk management, core business and the RMAA, including Melbourne's 20th National Convention in September.

Another initiative currently being presented to the National Board for approval is an awards scheme in which members can gain points for being active in the RMAA (e.g. serving on Branch Council, presenting a paper, achieving a status upgrade, organising a local event, etc). The points can then be traded for either discounts (eg up to 50% off the cost on local and national events) or other items produced specifically for the scheme (e.g. stationery).

I would like to hear from anyone who has suggestions on ways to improve the Association, particularly what you would like to see more of or less of. It is your Association, have your say!

Kristen Keley, ARMA
Marketing Co-ordinator

BRANCH REPORTS

The ACT Branch is gearing up for another busy year in 2003. We have been working actively with the Institute of Information Management ACT to provide joint activities for members to gain value for their membership. The first of these activities was a breakfast seminar in October 2002 on Managing Web Based Records. The function was well attended by both memberships. Our next joint initiative will be another combined breakfast in May 2003.

Our Branch Seminar Committee has been working hard to organise a seminar programme for the first half of 2003, and our next function will be in February. This programme will help members understand how to gain professional membership, understand the benefits of the competency standards and accreditation process that may benefit them and their workplaces. Another activity to watch out for will be the Archives and Records Week (ARM Week) in May. Details will be available on the RMAA website early in the New Year.

The Branch has formed a Convention Committee to begin planning the 2004 Canberra Convention. The committee comprises: Stephanie Ciempka (Convenor), Veronica Pumpa (Secretary), Thomas Kaufhold (Treasurer), Julie Lenson (Logistics), Jan Fisher and Ray Holswich (Programme), Robine Polach (Publicity).

Veronica Pumpa, ARMA
President, ACT Branch

We are all well recovered from the 19th National Convention in Adelaide. Final numbers show that 460 people attended the Convention, including trade, and 180 attended the optional workshops.

The South Australia Branch had its annual Christmas lunch at the Earl of Aberdeen Hotel on December 11 with a pleasing turnout of members, including some new faces. There was even a surprise visit from Santa and one of his elves. Social events are always a good way for members to mix and make new contacts and this was no exception.

Events planned for this year include a Breakfast Seminar, a product demonstration and a workshop to help members complete their membership upgrade applications.

Kristen Keley. ARMA
President, SA Branch

Victoria has a new branch and new focus. Our board members for 2002-2003 are as follows:

Heather Addison Councillor

ph: (03) 9583 3008 **email:** Heather.Addison@ernstyoung.com.au

BA, Grad. Dip. Info. Mgmt. Cert IV & diploma, Quality Management. Eight years' experience in records, private industry.

David Brown Vice President

ph: 0412 364 945 **email:** david.brown@dpc.vic.gov.au

MB(IT) Grad. Dip. Archives & Records. Eight years private industry, seven years Commonwealth, state and local government industry experience.

Les Commerford Treasurer

ph: (03) 9239 5100 **email:** Les.Commerford@cgd.vic.gov.au

Cert. Computer Business Applications. Grad. Dip. Info. Mgmt., Grad. Dip. Bus. Admin., 25 years in local government, 12 in private industry.

Peter Gaca President & Federal Board Member

ph: (03) 9615 5592 **email:** Pgaca@docklands.vic.gov.au

MIMS, Grad. Dip. IS, MACS, ARMA. 15 years in hospitality, IT & information management. Four years own business and three in private industry, eight years in government, seven in RMAA Victoria Branch.

Jeanette Inglis Federal Board Member

ph: 0431 043 108 **email:** Jringlis@ozemail.com.au

Cert. of RM, ARMA. 17 years records and information management: two years local government, 12 years State government, three years private sector. Two years RMAA Victoria Branch, Records Management Co-ordinator.

Debbie Maggs Secretary

ph: (03) 9217 2290 **email:** DDM@whittlesea.vic.gov.au

21 years records management experience: 17 in Commonwealth government, four in local government and five State government administration.

Debbie Prout Local Government President

ph: (03) 9433 3197 **email:** Debbie.Prout@nillumbik.vic.gov.au

Dip. Front Line Management, ARMA. 17 years records management experience: 12 in local government, three in Commonwealth government, two in private sector.

Activities that promote knowledge exchange and bring people together are critical to further education, provide forums to share and discuss experiences; and build relationships which is the key to success.

The RMAA has three key engines working to promote this:

- National Body with its National Conference, e-member services and easy to use, professional upgrade package;
- Victorian Branch information sessions, local training workshops and mentoring systems, and
- You, by offering to be mentors for your colleagues, by encouraging others to join and, most of all, by enjoying the benefits.

The next events for the Victoria Branch include a records management training workshop to be held late March 2003, a repeat of the successful event last November. Our new mentoring scheme was to be published on the web site along with information briefing sessions on Best Value & Privacy, and Practical RM in Your Business. Further details are available at www.rmaa.com.au.

A Journey into New Dimensions is the theme for our international conference, to run in the Crown Entertainment centre in Melbourne, from September 14 to 17. I am sure you all agree the title describes most people's jobs today. It will be focused on the people, concepts and technology, the critical elements that underpin best practice in Records Management. *(See conference convenor Anne Cornish's full report on Page 31)*

Peter Gaca, ARMA
President, VIC Branch

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Much has been happening here in NSW since my last report. In early November, we held our annual Technology Seminar entitled Managing Privacy and Security in new Technology.

In the past we have held these seminars in May but for various reasons we moved it this year. With Archives and Records Management week in May we thought we needed something else at another time of the year. This was also the first time we worked with the Australian Society of Archivists Electronic Records Special Interest Group (ASA ERSIG). The seminar was a great success and we look forward to the next one that we intend to link with an Industry Showcase. Thanks to Cassie Findlay, the ERSIG Convenor, for her assistance and support in fostering relations between our groups.

Our Branch Christmas Party went off splendidly at the Waterfront Restaurant no doubt named because of its location in the Rocks. There were 55 to 60 people sharing a lovely evening of food, drink and good conversation. These are good times to meet people socially and a time to enjoy oneself. With both these events, I thank Joy Siller and her team of events and marketing people and particularly thank Julie King of Siller Systems Administration for her wonderful coordination skills. She makes it all look easy to the rest of us. I also thank Wendy Daw for her assistance in managing administrative arrangements with these events.

We congratulate Glenn Sanders following the decision of the Board to upgrade his membership to Member status. We look forward to being able to acknowledge this publicly.

In November, I had the opportunity of speaking at two conferences to non-records audiences about the importance of records in the course for their work. The first of these was the so called Executary's Conference at the Merchant Court Hotel in Sydney. The term 'Executary' is a relatively new one and covers people known as Personal Assistants and Secretaries. The second one was the annual conference of Company Secretaries Australia held at the Marriott Resort in Surfers Paradise.

Both of these conferences targeted people with major involvements in records in the course of their work that are seeing the importance in learning more about records management. These people are very useful advocates of our work and should be encouraged.

Work has begun in NSW on planning for Archives and Records Management week 2003 with a coordination committee from RMAA, ASA and State Records NSW. We will be looking for ideas in helping develop Archives and Records Management week. If you are interested feel free to contact me.

Geoff Smith, ARMA
President, NSW Branch

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Happy 2003 to you all! I hope and trust you all had a happy and safe Festive Season. Another year has come and one can only wonder what it will hold for us all.

The Tasmania Branch held its Christmas Party at Hadley's Hotel in Hobart on the 5 December 2002. It was a superb get together for the 37 people who attended. Our thanks to our organisers and to Synateq and Tower Software for sponsoring the function. We had special guests, Tina Howard and Jill Saunders, who were thanked for their significant contributions to the Branch and the profession.

2002 saw Tina and Jill step down from hectic Branch duties. The loss of so much experience and talent meant that those remaining had to work hard and encourage other members to participate more fully in Branch activities. Luckily we have attracted some 'new blood' and fresh ideas, a healthy balance to the collective knowledge and experience of existing Councillors.

In November and December the Branch held two workshops - one delivered by TAFE and another by two Registered Training Organisations (RTO's) on how people can obtain formal qualifications under the Business Services Training Package. These were received extremely well and we hope to see quite a few people take up the challenge of getting their skills and achievements recognised.

Branch Council is in the process of planning the delivery of future sessions and an extensive program for the following 12 months. I invite you to contact the Branch Council to discuss the exciting program of events we are planning or to suggest topics that you feel reflect the current trends of records management and feel that our members will benefit from further information on.

Kate Walker, ARMA
President, TAS Branch

Northern Territory Branch members are preparing for the implementation of the territory's Information Act that was passed in November. This unique piece of legislation deals with Access to Information, commonly referred to as freedom of information, information privacy, and records and archives management responsibilities for government agencies. The Northern Territory will be the first jurisdiction in Australia to deal with all three areas of responsibility in one piece of legislation.

Linda Bell, ARMA
President, NT Branch

AIR Joint Venture Conference: The Archives Information and Records Joint Venture was successfully held in Brisbane in October. The joint initiative between the RMAA, ASA, IIM and HMAA involved a conference, workshops and trade display. The conference, Enabling the Information Future focused on the issue of collaboration, innovations and solutions in information management.

Keynote speakers at the conference were Melonie C. Warfel, Director, World Wide Programs & Standards, Adobe Systems, USA, and Dianne Macaskill, Chief Archivist, Archives New Zealand. The workshops involved more detailed examination of the issues associated with managing information. Streams on archives management, records management and information management provided delegates with a wide selection of interesting topics.

The **2002 Queensland Awards for Excellence in Archives, Records and Information Management** were awarded at the conference dinner by the Hon. Paul Lucas, Queensland State Minister for Innovation and Information Economy. The winners were:

Innovation and Excellence by Commonwealth State or Local Government Agency: The Recordkeeping Policy Unit, Queensland State Archives.

Innovation and Excellence by a Commercial Industry Service Provider: Access Office Systems.

Innovation and Excellence by a Student:
Joel Annesley, Atherton State High School.

The joint venture was an excellent effort by members from all the bodies represented on the conference committee.

Professional Development programme: Queensland Branch's professional development programme for 2002 concluded in November with a session on issues in file conversions. Planning for the 2003 programme is underway.

Christmas Function: Members and guests gathered on December 10 to mark the end of the year.

2002 has been a busy year. The Branch has continued to deliver a diverse range of activities both social and educational through out the year. The highlight was the AIR Joint Venture and the 2002 awards. Thank you to all those who have supported the Branch during the year. We look forward to 2003.

Philip Taylor MRMA
President, QLD Branch

Phillip taylor, President rmaa Qld greeting keynote speakers at the conference from right Terry Sullivan MP, Melanie Warfel Adobe, and Dianne Macaskill Archives New Zealand

Queensland state archives staff (R-L) Terry Gurr, Janet Prowse and Jackie Bettington accept the innovation and excellence award, from state minister for innovation and information Paul Lucas

Our CPD sub committee, in conjunction with other members of the Information Management Alliance, organised a Christmas party in Northbridge. It was fun to get together to celebrate what was a significant year for Western Australia records managers. The impact of the new principles and standards in recordkeeping, web information management and information security will be part of challenging programs to be introduced or revised in the coming year.

Recently, Branch Council initiated a project to sort out Western Australian Branch records. The project involves gathering branch records to a central location, preparing an inventory, appraising the records, applying the association's disposal schedule and establishing a local archive. With twenty years of Branch Council the challenge has been to contact past councillors. We have lost contact with some so, if you were involved with Branch Council and have some records that could be included in the collection, please contact us.

From time to time, members raise concerns that employers are not aware of the criteria for records management skills and experience. Often we see advertisements for the same skills and responsibilities required for positions as diverse as the office junior and Manager of Information Management. In response, Branch Council decided to write to organizations advertising records management vacancies highlighting that the recognised benchmark for qualifications and experience is eligibility for professional status in the association. We point out that professional membership is only awarded to members who

have shown a commitment to records management throug qualifications and/or experience. We hope to raise awarene of the importance of employing professional records manage and recognising records manager or technician skills.

After many years of dedication to branch council, Lauri Varendorff has decided to take a break. On behalf members, I thank Laurie for his support of the Association. I particular, we acknowledge Laurie's participation in the tear that worked tirelessly to support the introduction of the State new recordkeeping legislation. We look forward to hi continued enthusiasm for all things to do with record management.

We are pleased to welcome Graeme Merton to branch council. Graeme recently retired after a distinguished career in public sector records management including managing major agencies such as Department of Minerals and Energy and the Public Service Commission. We look forward to the benefit of his knowledge and experience on branch council.

I would like to acknowledge the help and support of Western Australian members. Without your help and support branch council would not be active in so many areas of record management. I look forward to seeing you throughout the year at up coming focus groups, functions or seminars.

Lesley Ferguson, ARMA
President, WA Branch

A Christmas party in Wellington's top venue, an extra members' meeting addressed by a visiting British academic, a new name for the e-journal, professional status upgrades for another handful of new members ... the new New Zealand Branch got off to a racing start after its founding annual general meeting in November.

Two leading officers from New Zealand national archives, Archives N.Z., gave presentations to 40 members and guests after the AGM, explaining the institutions far-reaching re-organization programme. Business and Finance Management Group head Lindsay Ferguson outlined the twists and turns of the recent administration history of the Archives and acting head of the new Archives Management Group, John Roberts, explained the changes' significance to public sector recordkeepers.

At the launch, branch membership stood at 64, of whom 18 had attained professional status ... a 25-plus professional percentage with more to be added after workshops held in Wellington during the following month.

The Branch Council got down to work swiftly after its election. President Trish O'Kane established a strategic plan for the branch's next 12 months, lead by designs on chapter extensions in Auckland and Christchurch, a membership drive culminating in the branch's first ARM week next March or April highlighted with a seminar on Records Privacy and Sensitivity. Other subjects for the new year's monthly members' meetings will include the New Zealand Government's electronic portal project and a

Health Records seminar to be held jointly with the Wellington branch of the Archives and Records Association of NZ (ARANZ).

The new Education Co-ordinator, Deirdre Wogan, and her committee, Kerri Siatiras, Fiona Staples and Micky Stevens, was to present a development programme and draft budget to the Branch Council at its first meeting in 2003 on January 31. The committee was to consider re-organisation of the Branch Library and make recommendations on further acquisitions.

The Branch e-journal, variously called Recall, For the Record, and Off the Record over its ARMA International years, has been given its RMAA new title. In line with other branch e-zines, the New Zealand edition will be called Informaa NZ which editor Kerri Siatiras hopes to continue publishing every two months or so. The journal will carry its title in both official New Zealand languages, English and Maori.

The branch shared its Christmas party with the capital's ARANZ branch held in the special museum at the top of Wellington's famous, 100-year-old Cable Car line, a hundred or so meters above the city's central business district. More than 50 members and guests, including several students from Wellington's Victoria University Master of Library and Information Studies course, enjoyed fine New Zealand wines and record hospitality on and around quaint old `side-saddle' cable cars and fascinating old winding machinery.

Trish O'Kane, ARMA.
President, N.Z. Branch

SPECIAL FEATURES

CONTENTS

Special Feature:
Product Supplier List 2003

Access Office Systems

CATEGORY:
Consultants
Filing Systems
Information Technology
Stationary - Filing
Storage - Systems

CONTACT:
Ph: 07 3848 7899
E: salesbris@aosys.com.au

a.k.a thesaurus software

CATEGORY:
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E: aka@synercon.com.au

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CONTACT:
Ph: 08 8362 4066
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Ph: 08 8362 4066
E: recruitment@archivalsystems.com.au

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CONTACT:
Ph: 03 9583 2254
E: sales@arnos.com.au

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NSW: 02 9577 2400
Email: sharyn.swanson@ausdoc.com
QLD: 07 3890 4366
Email: john.mcdougall@ausdoc.com

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CONTACT:
Ph: 02 9756 1160
E: info@branca.com.au

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Email: info@calwel.com

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SA: 08 8201 9100
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QLD: 07 3214 6000
ACT: 02 6206 5999
E: document_management@cannon.com.au

Document Management Consultancy

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CONTACT:
Ph: 03 9318 6886

Email: rkazccynski@documentmanagementconsult.com

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CONTACT:
Ph: 03 9842 0999
Email: info@enterpriseknowledge.com.au

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CONTACT:
Ph: 02 8224 9900
Email: rzaccuri@filenet.com

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CONTACT:
Ph: 0410 483 922
Email: info@fmlink.com

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CONTACT:
VIC: 03 9755 6200
Email: michelle@infovision.com.au
WA: 08 9204 1388
Email: phil@infovision.com.au
NSW: 0412 527 943
Email: marianne@infovision.com.au

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Objective Corporation

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ACT: 02 6243 5153
Email: sales@objective.com.au

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CONTACT:
Ph: 02 9948 0166
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CONTACT:
Consultants: 02 9267 3700
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Personnel: 02 9264 9977
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CONTACT:
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VIC: 03 9645 0344
Email: victoria@oneumbrella.com.au
QLD: 07 3394 2899
Email: cerita@oneumbrella.com.au
ACT: 03 6242 1954
Email: chris@oneumbrella.com.au

Recall Total Information Management

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CONTACT:
NSW: 02 9582 0111
Email: richard.hamlin@recall.com.au
WA: 08 9240 3715
Email: gary.dunk@recall.com.au
SA: 08 8400 4503
Email: jack.knight@recall.com.au
VIC: 03 8671 3811
Email: ivor.cencic@recall.com.au

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CONTACT:
NSW: 02 9582 0125
Email: elias.leftfellah@recall.com.au
TAS: 03 6273 4988
Email: bob.joel@recall.com.au
ACT: 02 6260 9311
Email: sean.mccallum@recall.com.au
NT: 08 8981 2361
Email: jamie_gillis@optusnet.com.au
QLD: 07 3010 4003
Email: raymond.chambers@recall.com.au

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Ph: 02 9369 2343
Email: info@recordkeeping.com.au

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CONTACT:
Ph: 1800 242 611
Email: admin@rmaa.com.au

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Email: ac@recordssolutions.com.au
SA: 08 8556 3077
Email: do@recordssolutions.com.au
QLD: 07 3807 9977
Email: cf@recordssolutions.com.au

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CONTACT:
Ph: 1300 82 2555
Email: zenith@zenman.com.au

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CONTACT:
Ph: +64 4 801 7931
Email: sales@reliance-software.net

Resource Options

CATEGORY:
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CONTACT:
Ph: 07 3849 1383
Email: info@resource-options.com.au

Siller Systems Administration

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CONTACT:
NSW: 02 9979 9974
Email: siller@siller.com.au
QLD: 07 3210 6202
Email: ssa.bne@siller.com.au

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Thesaurus Development
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CONTACT:
Ph: 02 6258 3925
Email: solved@mcconchie.com.au

Synercon Management Consulting P/L

CATEGORY:
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CONTACT:
Ph: 02 9698 8888
Email: synercon@synercon.com.au

This to That Pty Limited

CATEGORY:
Thesaurus Development

CONTACT:
Ph: 02 6655 9059
NSW: clients@termtree.com.au
ACT: clients@carvelo.com.au

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CONTACT:
Ph: 02 6282 4655
Email: info@towersoft.com.au

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CONTACT:
VIC: 03 9747 3077
Email: ac@recordssolutions.com.au

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CONTACT:
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( )	page 11	Access Office Systems
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( )	page 15	Ausdoc
( )	page 19	Alphawest
( )	page 23	Microsystems
( )	page 24	Hummingbird
( )	page 27	Calwell
( )	page 28	Tower Software
( )	page 49	Albox Australia
( )	page 50	Resource Options
( )	page 50	Qualified Records People
( )	Inside Back	Grace Records Management
( )	Back Cover	Pickfords