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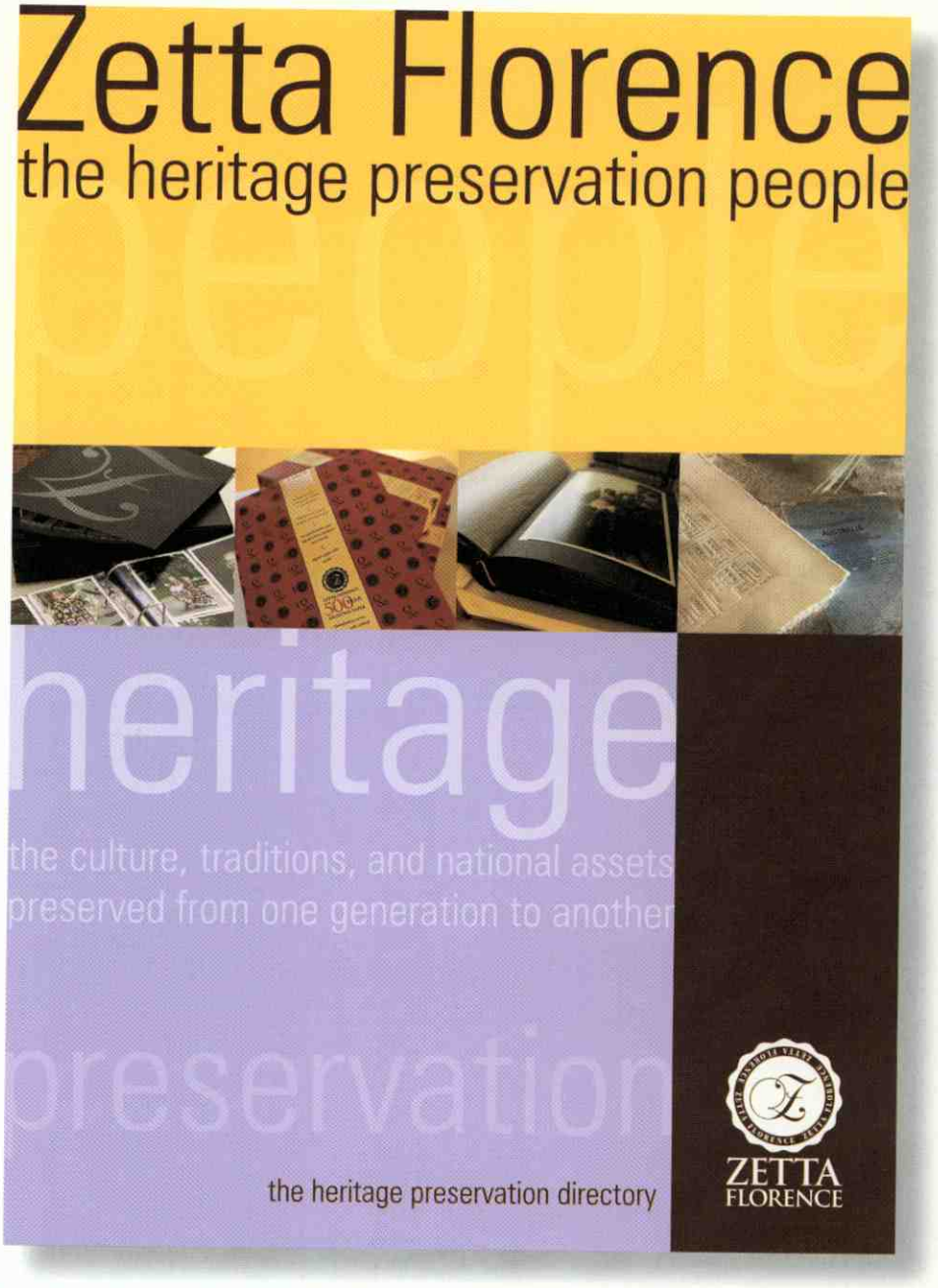

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Federal President's Message

Another year has passed so quickly for the Association with several positive initiatives been put in place. The biggest challenge for the Association was the setting up of a National Office in Brisbane and the centralisation of all financials.

This is the first time in the Association's 32-year history that membership and finance activities have been undertaken in a National Office rather than in someone's garage or study. I must admit that we have had some teething problems, which were caused by outdated and often inefficient systems that were inherited into the office. Recent reviews identified weaknesses in the computer systems and as such steps have been taken to rectify the problems. I am pleased to say that an entire new infrastructure has been put in place and I look forward to a great New Year.

Professional development is high on the agenda for the Association. Over the next year the Board will be looking at what does it mean to be a professional records manager. A joint committee was set up consisting of 2 representatives from RMAA, ASA and ALIA. This committee will meet to discuss a number of issues, for example continual professional development, qualification requirements, education and RTO's (registered training organisations) and consistent membership status levels.

The Board has recently sought professional assistance to achieve its strategic goal to increase awareness of the records management industry amongst Australian markets outside the current RMAA membership. The Board has recognised the need for an effective communications infrastructure linked to business, identified key stakeholders and strategic goals, and which:

- contributes to the RMAA vision of being the peak body in records and information management
- communicates to members and community that the RMAA is a professional, service oriented organisation
- enhances awareness of records management
- promotes two-way communication.

So in conjunction with McCalls' Pty Ltd, a public rela plan has been developed, concentrating on, but not lin to, the following attributes:

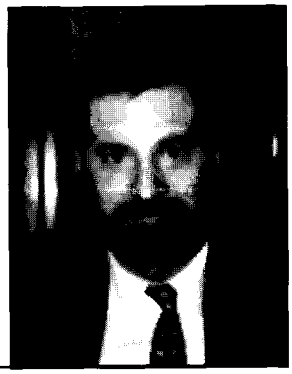
- review the Association's business
- market research data
- advertise activities
- conduct competitor analysis
- identify new target markets, and
- increase current RMAA membership.

Now that the internal infrastructure is in place Association can focus on promoting the rec management industry and increase its importance within workplace environment. How? Firstly through aware raising programs directed to account executives and C and also identifying and promoting to new vertical mar

Although this is a Federal initiative, I need the support o Branches and individuals to make it work, so if you wan be involved in this exciting program let your Bra Presidents know.

Chris Fripp MRMA MAICD
Federal President

Editorial



h our third issue we seem to be 'getting into the hang t' as some of us used to say in the 70s. This issue lly came together despite some gentle prodding and ding with contributors. Our thanks to those who made effort. Remember that we are always looking for itional contributors, suggestions for articles and/or news. ou have suggestions for new columns or articles please us know.

feature two articles in this issue. One of these is a paper sented by Steve Stuckey, Assistant Director-General, llection Management, National Archives to an Australian iety of Archivists meeting in Brisbane earlier this year. ders who also follow the listserv would no doubt be are that Steve's paper raised considerable discussion about National Archives' reevaluation exercise, but also the very nciple of appraisal. Steve's article will likewise prompt ords managers to think about appraisal questions relevant their own collections and to archives. These questions are rth the attention and debate.

The second article was brought to our attention as an assignment for a university course but it was obvious it had value beyond that and the editors were keen on having an edited version of it reproduced in this journal. Our thanks to Rowena Crossman for her work.

Of these articles the first came in response to a suggestion to the editors and the second was offered especially in the lead up to the convention.

Eddis Linton provided an amusing response to Mike Steemson's article ' Nightmare Gap of Dynamic Compound E-Records: IM Boss Shakes Sydney Meet' from the May 2001 *INFORMAA Quarterly*, which prompted us to include an extract of a letter below.

This issue also contains a large amount of Australian and International news for you to digest, along with the regular reports from the Branches and Coordinators. So enjoy. Hope to see you in Hobart.

Janet Knight ARMA **and**
Geoff Smith ARMA
National Editors

Response Letters

Eddis Linton's response to Mike Steemson article in the last issue:

Reading Mike Steemson's critique of the Convention... I didn't mind him calling me 'old' (which I am) but did not like his calling me 'Eddie' (who I am not). Poor old 'Mikey' - maybe its his Kiwi sense of humour.

Regards
Eddis

Destroying the History of Queensland or at Least Making it Inaccessible:

An address to an Australian Society of Archivists meeting, Brisbane, 3 May 2001

Biography

Steve Stuckey BA (Hons)(Syd)

Steve Stuckey is the Assistant Director-General, Collection Management at the National Archives of Australia. He has 28 years' experience in the National Archives, the last 13 in Canberra and prior to that in Sydney. He has broad experience in all areas of professional records management and archives work.

Abstract

Since about February 2001 the National Archives of Australia has been subject to a great deal of public criticism in Queensland in particular (but also from some other quarters) about the sale of the Cannon Hill repository, and the decision to relocate to a better and more accessible location in Brisbane. The criticism began with some well-meaning person(s) asking why there was a 'For Sale' sign outside the building. The tongue-in-cheek title of this article represents the tenor of much of the criticism. The paper that follows in an almost word-for-word representation of a talk given to an ASA meeting at the doomed repository. About 50 people attended, mainly local and family historians although there were also two MPs (one Federal, one State) and a number of other interested parties. The presentation tries to explain the appraisal process, the ongoing reassessment that all archives make of their collection, and the paucity of public use of the National Archives holdings in Queensland - a situation experienced in other cities as well.

Thanks to the Australian Society of Archivists (ASA) for convening this meeting. Because this is a meeting convened by the ASA - and I am a founding member of the Society, back in 1975 - I thought it useful to remind everyone in the room that the ASA has a statement of the archivist's mission, as well as a code of ethics.

The Archivist's Mission

Archivists ensure that records which have value as authentic evidence of administrative, corporate, cultural and intellectual activity are made, kept and used. The work of archivists is vital for ensuring organisational efficiency and accountability, and for supporting understandings of Australian life through the management and retention of its personal, corporate and social memory. (Australian Society of Archivists)

I am aware of some public disquiet and some public discussion about what National Archives is doing with its presence in Brisbane.

There has been, for the National Archives, an unusual amount of local media attention (including in the *Courier Mail,* on radio and on television), some letters to the editor, a load of ministerial representations (including from the Premier) and some approaches straight to our Dire General. The Archives has also approached by the Queensland Archives and the Library Boar Queensland. And there has bee degree of concern expressed by Queensland Association of Local Family History Associations, pl flurry of activity on the PRAN list.

On 13 March 2001 I addressed ASA meeting in Adelaide about relocation of our repository th On that day, in the *Austra* newspaper, Dawn Casey, Directo the newly-opened National Museu Australia, had this to say about controversy over the museum and displays: 'I am delighted by the deb It is never pleasant to be criticised, it's far worse to be a non-event.' is much how I feel about appea before you this evening.

To begin my talk, let me give two quotes.

The first is from Bill Mandle - v once called me 'Steve Shredder' - at second Forum on Australian Libr History in 1985. Mandle opened address by saying:

'Sir Keith Hancock bids us don a s pair of boots, Manning Clark der inspiration from gazing upon Dig' tree. Jack Ravensdale looks at and plaster, John Mulvaney at a Bo point. There are even those who prepared to brave archives, takin chance that the culler has not culled

nost historians, though, the library ll the most congenial, most helpful e of material.'

quote raises two issues: the rge' of the culler of records and the proachability of archives to many rians. I intend to concentrate on ormer issue.

second quote is from an article in *Canberra Times* in May 1990 about Edwards' Official History of the nam War. The article says:

ther hurdle [in writing the history] the sheer volume of material. There seven tons of documents shipped back Vietnam. Historians also faced 9.74 kilometres of relevant top secret rds held by the Department of Defence ween 1950 [and] 1970. Defence rds classified as restricted or above l two years ago amounted to 59.48 kilometres. 'It is a nightmare', Edwards said.'

e, neatly encapsulated, is the mma I bring to you today. How do manage the huge quantities of erial created in government in such a that the mass does not make use raordinarily difficult if not impossible? w do archivists, and historians, help uce the size of the haystack so that the dle is easier to find without needles ng thrown out with the hay?

vant to give you some background ut how the National Archives has veloped to be in the position it is today, l then some statistics that are not igned to send you to sleep, but to give some idea of the size of the problem t the National Archives faces.

then want to talk about some peratives under which the Archives erates in a bureaucracy that is eiving less and less resources. I will k about some of our appraisal and ntencing methodologies, and I will en address the issue of what is ppening to the Queensland records.

Some Background

Until the 1980s the National Archives' main function was to provide a warehousing service for records which were no longer immediately required by the agencies which had created them. Some of these records were designated as 'retain permanently', but a substantial proportion of them were classified as either 'temporary' (ie they had been assessed against a records disposal authority as being suitable for destruction at a certain age) or 'unevaluated' (ie no attempt had been made to determine for how long they should be retained).

But, it is important that this audience understand that the Archives was then primarily a warehousing concern, and had been provided with large warehouses in every capital city, and Townsville, in which to store all manner of records that were no longer required for the administrative use of government agencies. I can safely say that being an archive came a poor second to being a temporary records store.

Under these policies, when in 1992 the Archives' national record holdings peaked at 494 shelf kilometres, a mere 165 km these records were designated as being of permanent value. The remainder were of unknown value or were to be destroyed at a specified age. The Brisbane repository then held some 50 shelf kilometres of records, which was close to its total capacity. But, even so, this quantity of material would comprise no more than 10% of what Commonwealth agencies had ever created in Queensland.

During the past decade NAA has substantially revised its approach to the storage of records. Despite the construction of large new repositories in the 1970s and 1980s it became clear that we could not continue to provide additional storage to match the creation of 'temporary' records by Commonwealth agencies in any city. Furthermore the Commonwealth was moving from internal to external provision of support services and an extensive private market for records storage had now developed. In consequence the Archives decided in 1995 not to accept custody of any more 'short term temporary' records (those that needed to be retained for less than 30 years), and in 2000 we decided not to accept any more 'long term temporary' records (records to be disposed of at an age of more than 30 years).

So, this is the first point I want to emphasise - when the Archives talks about there now being 34 shelf kilometres of records in this building, we are not saying that there are 34 kilometres of records that have at any time been designated as of archival value, or indeed that all of the records here are yet available to the public by being more than 30 years of age.

First Some Statistics

After about 45 years of unabashed 'collecting', in 1999 the holdings of the National Archives, nationally, were in the order of 445,000 metres, of which about 290,000 were never to be destroyed. At about 100 items to a shelf metre, we were holding about 29 to 30 million files of archival value.

In comparison, the National Archives in the USA held about 397,000 metres of archival material, the National Archives in Canada about 95,000 and the PRO in London about 168,000. By head of population Australia was holding much more material than other central governments. Why?, we wondered ourselves. Why would the national government in Australia hold more than 5 times the records per head of population than the USA, Canada or the UK?

On 1 May 2000, addressing a meeting of historians, Ian Wilson the National Archivist of Canada, had this to say about the appraisal (in a paper he entitled 'The Fine Art of Destruction'):

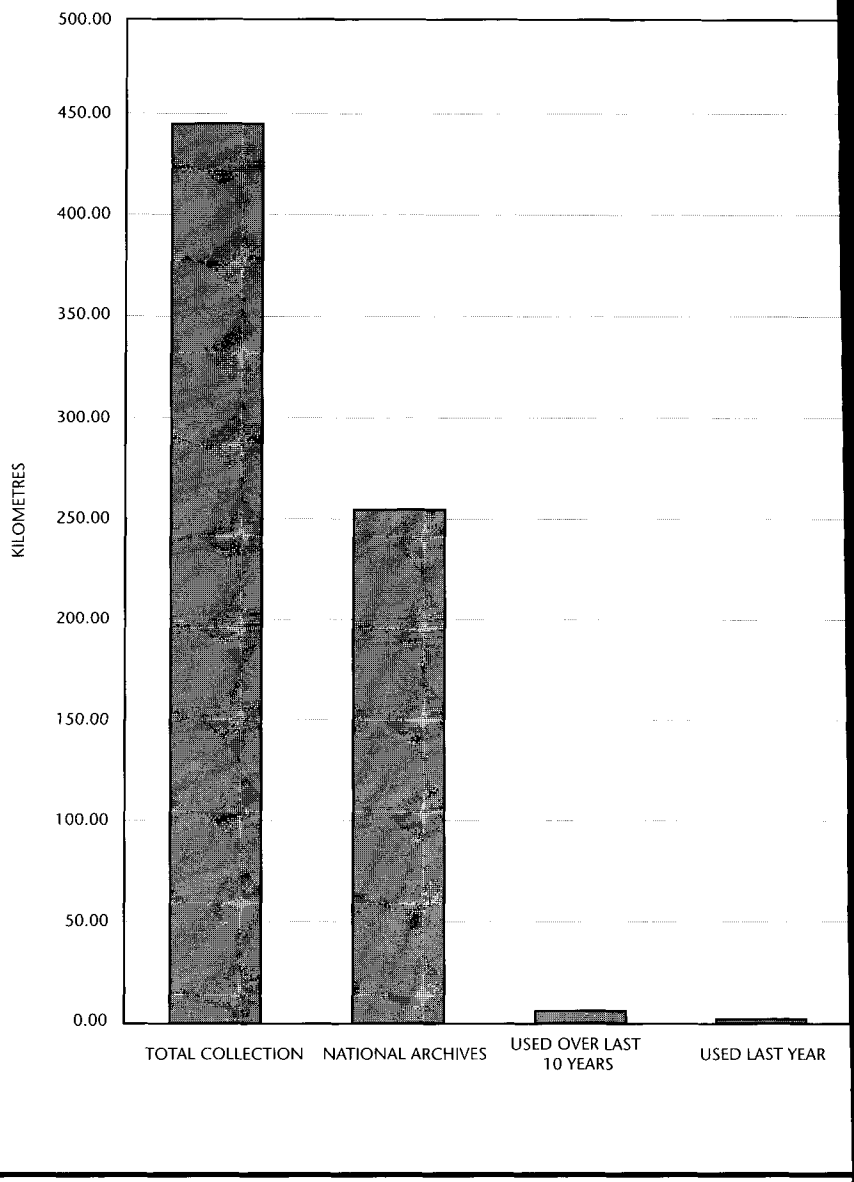
'At the moment, and this may come as a bit of a surprise to some people, our appraisal strategy is aimed at a target in which the National Archives preserves about 1% of the records created by government. Lest anyone think that 1% of government records sounds awfully small, let me give you some idea of what this amounts to, just in terms of the paper records. The extent of our holdings [is] now about 100,000 metres.'

He then went on to explain that this meant boxes of records from Ottawa well into the USA (100 kilometres of roadway). I tell you this not to say that Australia might want to adopt a different approach to Canada, but to show you that in Canada, where they have a population about 7 million greater than ours, they are concerned at retaining about 33% of what we do, and this has caused them to fundamentally rethink their appraisal strategies.

Back to the National Archives of Australia, of the 290 shelf kilometres of material held in 1999, about 150 kilometres were publicly available (that is, the material was more than 30 years old totally or in part). From this quantity on average over the period from 1988 to 1999 less than 1/3 of 1% was ever being used in any one year. (The range was a high of point 4 of one percent in one year to point 26 of a percent in another year).

This table reflects these statistics graphically.

Size and Use of National Archives Collection



So, not only were we holding huge quantities of material, but hardly anyone was ever using it. To make the point even more starkly to you, sitting here in the Archives reading room in Brisbane: in the last ten years less than 340 shelf metres of the records in this building, or less than 1% of the records held, has ever been asked for by members of the public.

In a period of severe economic restraint this was a situation that we could not sustain. It was not going to be long before someone high up in government asked us:

'why are we funding you to the tune of about 35 million dollars a ye when less than one third of one percen the available material is being used?'

Over one third of our annual bud was being spent on managing a maintaining a quickly aging a deteriorating property portfolio – portfolio built in the years of large from the 1960s to the early 1980s.

Facing us also was a huge bill for preserv and managing access to this material bill that would make miniscule the cost just housing the stuff.

this at a time when we knew, by
ling the holdings, that much
d not have survived modern
aisal methodologies. We also
ed by this sampling that much of
had been designated as archival in
re had actually been chosen
use the agency sentencing it
ted to keep it for a long time (but
for ever) for their business needs.

herefore decided as most collecting
tutions do, that we had to review
collection. We expect that this
ect will take about ten years and
see a reduction of up to 50% in
holdings.

do this to ensure that we have a
ller but much more accessible
ection. Resources saved in rent
not spent on preservation and
sical handling will be diverted to
ancing access.

also do this to ensure that we can
rt our resources to search out those
rds that are still in agency custody
which should be in the Archives so
can preserve them, market them
make them accessible. To give you
e examples, in the last month we
e spent countless hours in
otiation with the Department of
fence to ensure that the 1.4 million
rld War II personnel service dossiers
transferred to us in the next
months, and that we can start to
rk out how we get the dossiers of
se who served in Korea, Malaya and
tnam. We do this because we know
w precious these records are and
w useful they are to researchers. Yet
y are deteriorating badly in their
rent locations in Defence sheds in
al NSW just outside Canberra, and
Melbourne.

e are negotiating with the
partment of Immigration to transfer
our custody - very soon - the 36,000
otographic images that were used
promote Australia to potential
st-war migrants.

These are valuable archives that deserve to take the precious space currently occupied by administrative trivia in many correspondence files.

Appraisal Methodologies

In September 1998 National Archives publicly released its *Making Choices* document, and called for comment on the aims and assumptions about how National Archives might approach appraisal. In particular, the document dealt with the reasons for retaining records once agencies' business needs and finite accountability requirements had ended.

There were over 30 responses from members of the public, agencies, historical associations, academics and government ministers. In addition, we received advice from the Netherlands National Archives, who were developing a similar approach.

There was a range of comments from 'somewhat disappointing' to 'a highly commendable attempt'. Most supported the general thrust, but a few objected - sometimes strongly.

Some said that the aims needed to be broad, as the antidote to narrow and sectional collection policies. Others found them too broad to be helpful.

Major issues raised were:

- mechanisms to facilitate stakeholder consultation
- the relevance of past and current use of records and the place of prediction of use
- whether appraisal should be media-based (i.e. based on the records or the functions they document).

The result was the newer document *Why Records Are Kept,* which describes five reasons why a government archives keeps records for indefinite periods.

This approach, combined with the requirements of the Australian Standard on Records Management, now forms the basis of how National Archives goes about deciding what should be kept, and for how long.

So Who Decides on Disposal ?

- agencies, consulting stakeholders, appraise functions and the records that come from those functions, and discuss their findings with the National Archives
- National Archives consults further as required, including with other stakeholders
- archivists assess all the needs and as necessary reconcile conflicting views about accessibility - for example, between those wanting maximum access to personal information (like genealogists) and those who want to restrict access (like the privacy lobby), usually by destruction.

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The Director-General of the Archives then decides:

- the Archives' Advisory Council is kept informed of the processes, the projects, and the records identified for transfer to National Archives
- why would we consult just historians, which is what some historians argue?
- we have many more users than just historians
- 70% of National Archives users are genealogists; about 10-15% are historians, and
- historians have used so little of our holdings in the past.

It is the job of the professional archivists to make these decisions. Their role is not to anticipate future research, because:

- we would never get it right
- the view of what's important changes with hindsight and we are selecting today what will be used in 30+ years
- the archivist's role is to provide to future generations those records documenting what we think today are important events, evidence of how government operated and how government interacted with the people and other governments.

The job of the professional archivist is not to tell historians how to interpret the records that survive, although historians, and many other stakeholders - should advise archivists on their interests, and the current (but not necessarily future) trend in historiography. But, the Australian Historical Association and the National Archives have set up a consultative framework for the assessment and selection of records as national archives. The two organisations will meet formally twice a year, but will liaise more informally between meetings.

Resources not spent on rent and managing a collection made up of much of dubious use will be expended on enhancing accessibility to the collection.

The National Archives is in transition from a warehousing operation that spends a relatively small amount of its resources directly on the records (as opposed to managing boxes that happen to store records).

In future we will be:

- ensuring proper storage conditions and preservation
- proactively identifying records still in agency custody that should be in National Archives (like the WWII Defence Service dossiers)
- working on the records to ensure that they are known and well described, as far as practical at the item level
- marketing the collection through publications and exhibitions to increase the number of people who actually use the Archives
- digitising the most used records and adding these images to our database
- being concerned with equitable access to all potential users, irrespective of their ability to come to National Archives premises.

National Archives in Brisbane and the Records in Brisbane

When we began reviewing the collection of material in Brisbane, this building held some 42 shelf kilometres of records. About half of these were deemed to be 'permanent' under old disposal authorities, and the remainder was of temporary or unknown value. During the first stage of our review, work was concentrated on the latter groups. The relevant agencies were asked to review the records of unknown value either at Cannon Hill or on their own premises. Some were found to justify reclassification as 'permanent' but most were cleared for disposal at some time. Defence is the only ag with significant unevaluated hol still to be reviewed.

Agencies were asked to re temporary records suitable at an a less than 30 years and this proc close to completion. In the cas temporary records suitable for dis at an age of more than 30 agencies were given the choic removing them to their own stora having them moved to another repository. Most of the records been or are likely to be remove agency storage.

As at 23 February 2001, this buil held 22,704 shelf metres of mat that at present the Archives th needs to be retained as archives. major classes of these are as foll with the quantities being shelf met

Department of Veterans' Affairs case files:	10,27
Bureau of Meteorology observational data:	1,4
Department of Immigration case files:	120
Department of Works files, plans and drawings:	1,2
Electoral Commission, mainly rolls:	977
ABC film, tape and program material:	874
Federal Court, mainly bankruptcy files:	833
Defence Corporate, two-thirds of which are:	
WWII pay:	652
RAAF unit correspondence:	447
Australian Valuation Office property files:	391

IC correspondence and
ect files: 375

Services Australia
espondence files:..... 309

tralian Government
citor case files:..... 306

at Barrier Reef Marine
files:..... 286

rney-General's court
scripts:..... 269

toms correspondence,
senger and crew lists:..... 206

lth correspondence and
ks files:..... 216

tralian Marine Safety logs
crew lists:..... 160

stralia Post
respondence: 121

this list represents 20,731 of the
al holdings of 22,704 metres of
hival material in this building.
6% of these holdings were
resented by the DVA case files.
d perhaps 75 or 80% of these records
not yet 30 years of age and are
refore not yet available to the public.

e Archives has given an undertaking,
anyone who will listen to us, that we
not removing from this state those
ords that are used for the writing
this state's history or its part in
stralia's history. We have said that no
e-Federation records are being
stroyed or moved. We have given an
dertaking that no pre-1947 armed
vices records are being destroyed;
fact, there is little point in us
ncentrating much in the way of
view resources at all on any material
e-1960, unless it is clearly duplicated
aterial. This is because there is
latively little that predates 1960,
d what there is is likely to be valuable
r researchers.

Three categories of records will stay in Brisbane. These are the records that have been used by researchers in Brisbane; the records that our archivists in Brisbane think will in the future be used by researchers in Brisbane and records relating most to Queensland as opposed to national affairs.

Examples of each of these categories are:

- records that have been used by researchers in Brisbane - original electoral records, passenger manifests, Certificates of Exemption from Dictation Tests, alien registration records, migration case files and selection documents
- records our archivists in Brisbane think will be used by researchers in Brisbane - patents, copyright and trademark records, customs records, defence records
- records relating most to Queensland as opposed to national affairs - records of value to writing local histories, such as postal records and records about local defence establishments, local ABC news material.

Some records will move interstate - examples are Bureau of Meteorology data (to Melbourne to be part of a national project with the Bureau to allow the data to be microfilmed and therefore be more widely available); bankruptcy files (to Perth as part of a national project with the Federal Court to assess the significance of the records); and records of the Department of Veterans' Affairs which are part of a national project considering the best way to manage these records. Most of the material is being transferred to the Archives' huge repository in Sydney, because this is the only place where we have space for it.

The material being sent interstate is not being destroyed, which I understand many people think is happening. The material will be stored and their value confirmed or new disposal decisions made.

Enabling Ongoing Access

The objective of the National Archives is to ensure that all the records in its collection are accessible to all Australians, irrespective of where they live. With our current methodologies we make easy access available to that small proportion of the Australian population who find their way to our reading rooms. Last year that was point zero one percent of the Australian population (or 23,600 visits from 19 million Australians).

In contrast, in calendar year 2000, there were 777,000 hits to the National Archives website, with 2.9 million pages accessed. Of these hits 476,000 hits were to 'the collection' part of the site. This is about twenty times the number of people who came to the reading rooms.

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We understand that many Australians will want to continue to visit our reading rooms to view the records. But the vast majority of Australians do not, or cannot. Our job, as determined in our legislation and as expected by our Minister and our Council, is to market the collection and make it available to anyone who wants to use it. We cannot do that whilst spending such a large proportion of our resources on rent and management of useless material.

Our strategy is to 'know' the collection, by examining every record, assessing its worth and, where it is worth keeping, ensuring that we can make its existence known to anyone who wants to use it.

To do this we need to divert resources from rent and just storing boxes.

We are concerned with equitable and cheap access to material. In the past we have expected researchers to come to our reading rooms and plough through material that in many instances was of no value to them (despite the appealing but misleading file titles!). Or, we expected them to try to identify relevant material from lists and then seek quotes for photocopying (despite, again, the appealing but misleading file titles!).

Our intention now is to provide much better lists of material, because progressively we will be looking at everything in the collection. And, if you can get to where the material is held, we will present the material to you at a desk. But, for the vast majority of the population, who find it inconvenient or impossible or unnecessary to go to a reading room, we are providing digitised copies of records to them either at their computer or to any other terminal they nominate. And we will do that at no cost. This digitisation of records on demand commenced on 11 April. In addition, we are proactively digitising the records in Canberra that have been most used in the past.

At the moment, after only three weeks of the project, we are digitising 7,000 images a day, and we can provide these images via our website to any researcher who requests them, and anyone else in the world who wants to see them, within a week of the request. We are the first Archives in the world to do this, and we expect that it will become the norm for the way we deal with our researchers.

In Brisbane we hope to provide a location much more accessible to Brisbane people than Cannon Hill - as close as we can to the CBD. It will be a building designed internally to the latest standards for the records, researchers and staff. We hope it will be a prominent building, thereby enhancing our profile and indicating our commitment to the city.

We are retaining in Brisbane the sorts of records that have been accessed here for the last thirty years, or those which experience leads us to expect will be researched and accessed here. There won't be as much as there has been in the past, but in the past what has been here hasn't been well used, partly perhaps because we have not had the opportunity to let people know of its existence. We have had on average nine people a day visiting Cannon Hill over the last seven years. These statistics illustrate this:

Reading Room Visits - Brisbane

	Public	Official	Total
1994/95	2,999	85	3,084
1995/96	1,522	19	1,541
1996/97	2,212	84	2,296
1997/98	2,195	105	2,300
1998/99	2,943	15	2,958
1999/2000	2,687	11	2,698
2000/01 (3 QRT)	2,050	10	2,060

Let me repeat a sobering statistic t
gave you before: in the last ten yea
public have used about 340 shelf m
of records in total in the Nati
Archives in Brisbane.

It is intention of the National Arch
to change that. We hope to leav
Brisbane at least between 3000
4000 metres of the most valuable, r
used and most useable material.
current rates of use, it will be over
years before it is all looked at. And,
me point out that this quantity wil
about the same as all the official rec
in the Australian War Memo
relating to Australia's involvement i
its wars and war-like operations, s
is not an insignificant quantity
would love to see the material in
National Archives used by thousa
and thousands more Queenslan
than at present. And that's what w
aiming for.

Thank you.

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Pickfords is pleased to partner with the Department of Defence, Department of Veterans' Affairs and National Archives of Australia in the data conversion of service records for the WWII Nominal Roll and Website.

Records Managers:
A User Group Study

Biography

Rowena Crossman BA(Hons), Grad. Cert. Records & Archives

Rowena Crossman has worked for most of her career at the National Archives of Australia, most recently in the Recordkeeping Implementation section, providing advice and assistance to records managers in government agencies. Though this article is not based on her work at the National Archives, the experience of being an information provider was the inspiration for this article.

Abstract

This article uses the concept of information need, drawn from library and information science, to examine the records management profession. Records managers, like other professionals, use information in carrying out their role. By examining information need, challenges and opportunities for professional development can be identified.

This article is based on a report prepared towards a Graduate Diploma in Information.

Introduction

Often records managers, like other information professionals, are seen as providers rather than users of information. However, records managers have information needs which must be met to enable them to perform their work more effectively and efficiently, and for their own professional development.[1]

Characteristics of Records Managers

An analysis of the characteristics of records managers assist in identifying factors which may impact on information need and use.

The statistically 'average' records manager in Australia is male, over the age of 35 with more than 13 years experience.[2] Of course, this is based on limited research and hides a great deal of variation. The profession as a whole is female-dominated, and the survey results show that the percentage of men at the records manager level was only slightly higher than women.

It appears that few people within the profession have formal records management qualifications. A recent survey found that 66% of respondents had no formal records or archives qualifications, 22% had TAFE level qualifications and 11% university level, with 6% holding postgraduate qualifications. However, nearly 50% have qualifications in other fields, the most common areas being computing/IT, arts and managemer must be noted however, that t figures included responses for pe at all levels within the profession, just managers.

Supporting the contention university-level qualifications are standard across the profession is formal qualifications, either in rec management or another area, not a prerequisite for professic membership of the relev professional body, the Reco Management Association of Austra In this it differs from its close associ the Australian Society of Archivi

To compare, a British survey of reco managers found that 79% of reco managers held qualification higher th O-level though only 6.1% held reco management qualifications.[3]

In lieu of high levels of forn education, records managers tend to fairly experienced, a survey showi that nearly all records managers ha over 13 years experience in the fie some with more the 20 years.

Records managers are likely to be qu time poor. In a recent survey, 87 of records managers indicated th the demand for records/archi services had increased over the p 12 months, while for 70% respondents staffing levels h remained steady in the same peric The same percentage expected staffi levels to remain constant for t coming 12 months.

ormation Need

e information needs of records nagers are clearly based in the text of their work.

e aspect which has a strong impact the profession is the split between private and public spheres. State or eral archival/records management lies such as the National Archives Australia regulate recordkeeping the public sphere. These authorities tinely produce standards, guidelines l advice to assist government ncies to improve their recordkeeping ctices, focusing on comprehensive proaches to managing all the records the organisation.

cords management is less regulated the private sphere. This divide means t while records managers in the blic sector have to conform to an en-demanding standard, records nagers in the private sector must first termine what that standard will . However, a common factor to th sectors is an environment of st-cutting. Perceived non-essential vices, such as records management, l the squeeze more than other areas.[4]

is also a profession facing a great deal change. Much has been written on e way the computer revolution has ndermined old practices and ocedures. Ways of managing records ve changed and so too have the cords themselves. Now action offices eate and manage their own rrespondence but do not see emselves as records creators or record epers. The impact of computers on l areas of business presents the records anager with new challenges of pturing e-commerce transactions, anaging relational databases as cords and managing e-mail.[5]

ew concepts, such as the functional proach and the records continuum, ave been developed to provide a amework for coping with these problems. This profound theoretical shift is reflected in the Australian Standard on Records Management, AS 4390 and consequent impacts on practice.

What do these changes mean for the information needs of records professionals? Records managers must understand new concepts, deal with new technology, persuade managers to continue to fund records management, convince all staff that they are responsible for creating records of the work they do and implement new practices and procedures to support the electronic business environment. A long list indeed!

Records managers must learn the new theoretical concepts for many reasons. In the regulated public sector, these concepts provide the basis for standards they must comply with. These concepts also provide the necessary tools for managing electronic records. Apart from these practical implications, an understanding of these concepts are necessary for professional development and future career progression.[6]

The impact of computer technology as a tool for records management means that the role of records manager is moving towards that of designer of a system (including policies and procedures) and 'the interpreter and adviser to the organisation on its system requirements, not just the makers of the rules, but the monitor of how well they are understood, how well they are being used.... and how well the system can be improved, both for the users and the organisation'.[7] Records managers need a strong understanding of information technology to liase effectively with those that are responsible for designing, purchasing or implementing systems that now underpin the practice of records management in an organisation.

As desktop computing has resulting in decentralised recordkeeping in many workplaces, records managers need training and marketing skills to educate action officers in what is a record, how to look after it and why they are responsible for it - and many action officers resent being told to take time away from their jobs to create records. A survey of Commonwealth records managers indicated that, while 92% of records managers agreed that they had a strong understanding of how records management contributes to corporate goals and objectives and 71% thought records management is a critical section in the organisation, only 40% agreed that staff had a good understanding of recordkeeping.[8]

Changes in the workplace also call for higher level strategic management skills. Cost cutting and efficiency demands are placing records management under threat in many organisations and records managers must be able to reposition their area as an activity that underlies and supports all business processes.[9] Only 48% of records managers in the Commonwealth agreed that senior management had a good understanding of recordkeeping.[10] This figure is probably lower in the private sector as records management is less regulated.

Like other areas of business, there is increased outsourcing of tasks. Records managers need to be able to manage contracts for the provision of storage or records sentencing, and manage tenders and contracts for the provision of records management software and other services.

Records managers are experiencing gaps in the knowledge and skills they need to perform their jobs. This is in the main areas of:

- theoretical concepts
- knowledge of information technology
- marketing, training and liaison skills.

As this identification of information need was largely based on a survey of professional literature regarding the state of records management in Australia, it is clear that this not a hidden need. There is both an information need and the widespread perception of need within the records management profession.

Implications for Service Provision

A survey found that only 23% of records managers agreed with the statement that 'records managers get access to appropriate career development opportunities'.[11] This shows that the confusion and change in the profession is reflected in an unsatisfied desire for more information and training. Identification of information need reveals that the greatest demands are in the areas of electronic records, strategically positioning and selling records management to staff, and gaining a grounding in new theoretical concepts.

As records managers are quite time-poor, they appear to prefer to gain their information in training courses and short seminars rather than trying to find the time at work to read. In addition, training courses and seminars provide the opportunity to gain information from colleagues, which is valuable as many are quite professionally isolated in their workplaces. It can also be difficult to locate relevant, up to date, written sources. As records management is only a small part of an organisation, an organisation's corporate library is unlikely to hold relevant texts. Public libraries rarely hold relevant material for this small profession. As the profession is changing so rapidly, published sources become outdated quickly.

Conclusion

Like other information professionals, records managers have been overlooked when it comes to studying information behaviour. However, records managers are a clearly defined user group with strong information needs due to a profession that is rapidly changing. These information needs lie in the areas of:

- theoretical concepts
- knowledge of information technology
- marketing, training and liaison skills.

While information needs can be determined from the general issues creating professional debate, more information is needed on what information records managers see themselves as needing, how they wish to gain this information and how they use it. The information would be of use to the RMAA, providing a firm base for their work in encouraging the professional development of members.

An understanding of information need may also assist Commonwealth and state government archives/records management bodies, consultants and trainers in providing a better service to their clients.

It is also a challenge for records managers to become a more conscious information user, and to identify and articulate the information the need to perform their job better, and for professional development. This article has concentrated on information need as broad, generalised needs for knowledge and skills. Individuals may also consider the specific, day- to-day information they need for their particular roles and responsibilities.

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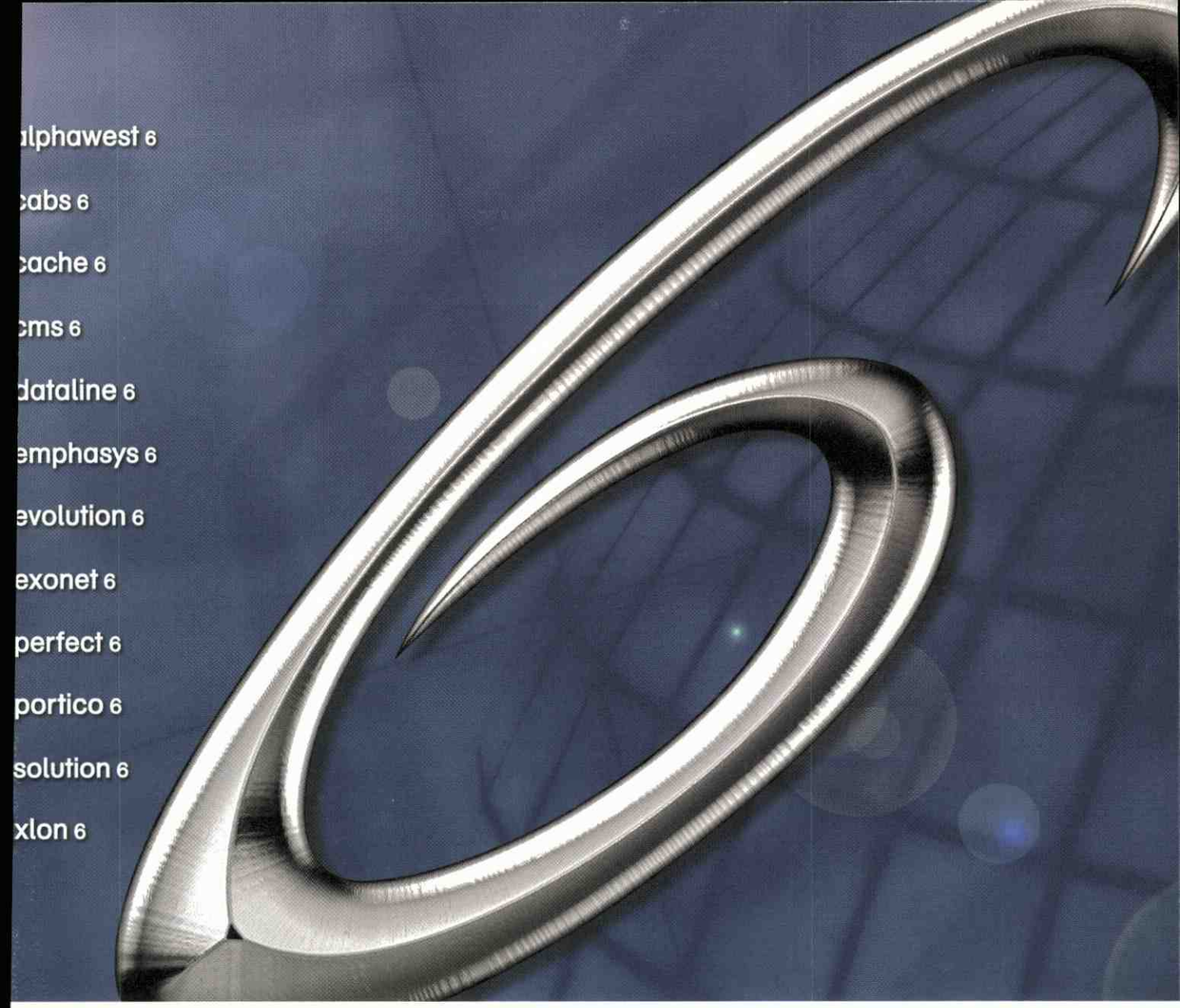

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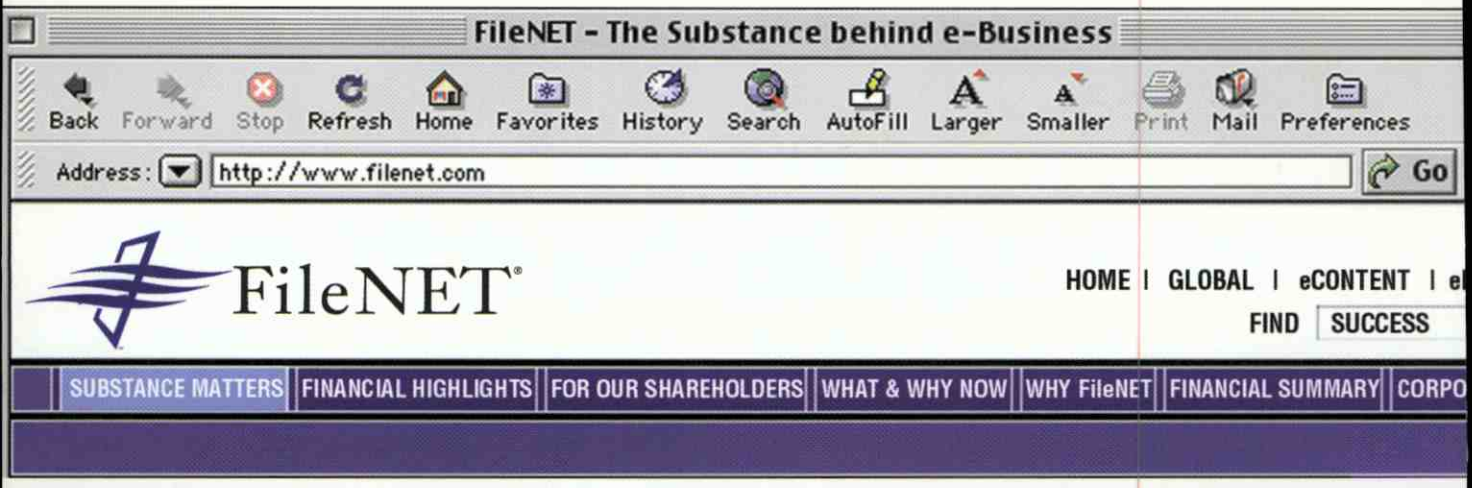

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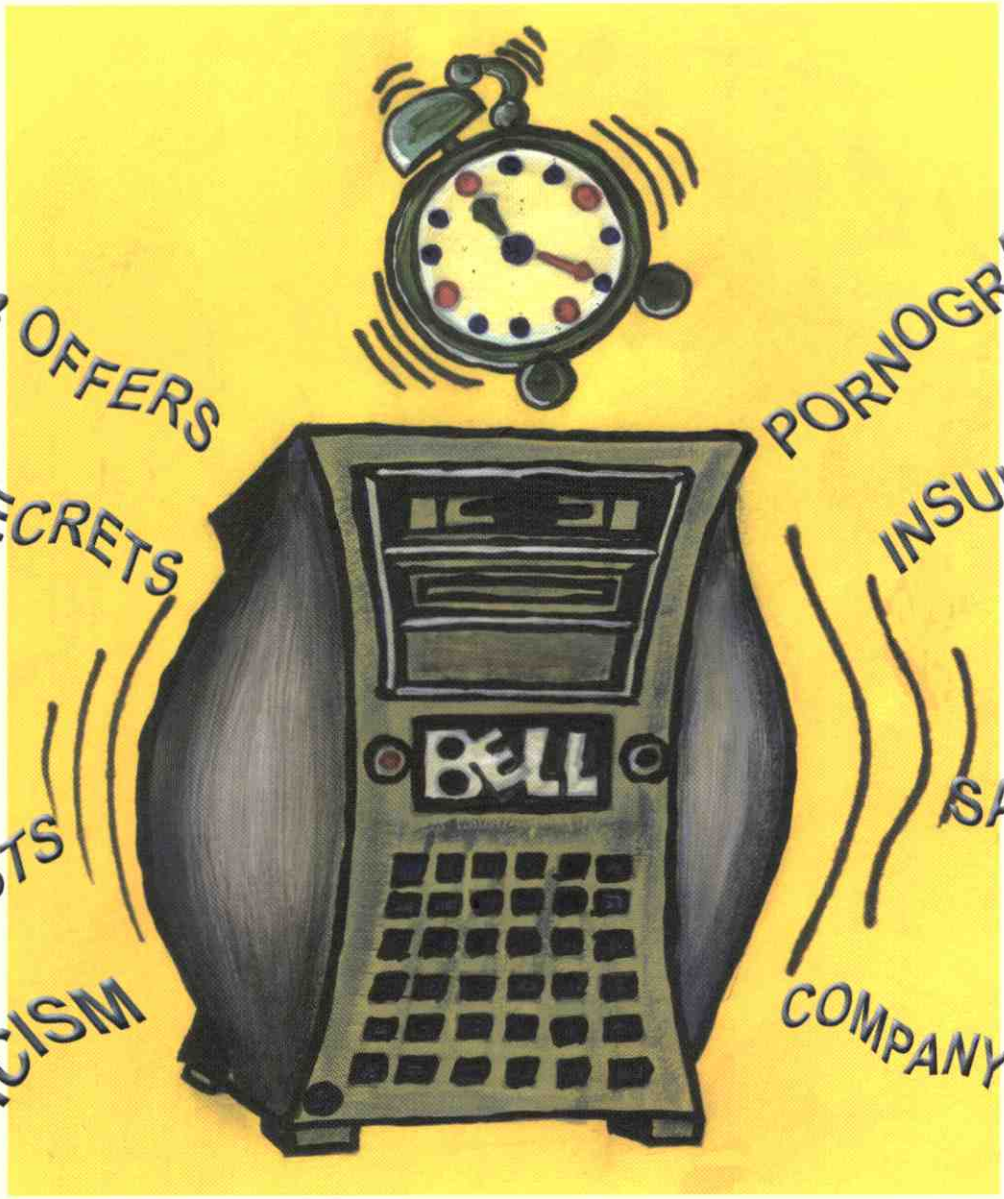

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Records and Information Management

major activity of the Education mmittee of the NSW Branch of RMAA over the last year has n the new Business Services ining Package draft *Recordkeeping mpetency Standards.*

ring 2000 the NSW Branch vided input into the draft standards d consulted with Business Services ining Australia (the National dustry Training Advisory Board). ey worked closely with TAFE NSW ring May and June 2001 to review TAFE NSW Records Management courses and closely examine the implementation of the new recordkeeping qualifications as part of the Business Services Training Package. This process has involved mapping and validation of the current TAFE NSW Records Management courses to the new Recordkeeping Competency Standards.

Once the Business Services Training Package is endorsed our team will commence work with TAFE NSW to developing suitable resources for the delivery and assessment of the recordkeeping competencies.

Students enrolled in specialist recordkeeping courses through TAFE NSW are able to study and complete their course/s through the Flexible and Distance Learning Centre at the Sydney Institute. The courses are offered flexibly and by off-site study, to suit individual requirements. Students work at their own pace in order to complete the course requirements. The current recordkeeping courses have been well received by those wishing to obtain recognised qualifications in records management.

Jeannine Angilley
Program Manager
Business & Public
Administration Division
Sydney Institute TAFE NSW

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Members from NSW Branch of RMAA working on the Recordkeeping Competency Standards.

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MAP 4193

International News

Montreal Launch for World RM Standard in October

ISO 15489 is complete. The world records management standard authors, a committee of information experts from around the world, have delivered the crucial 24-page document to the Geneva-based International Standards Organisation for publication.

The Standard will be officially launched at the Annual Conference of ARMA International in Montreal, Canada, on 3 October 2001. The Standard's supporting guidelines, the *Technical Report* ISO TR 15489-2, as it has become known, will be published at the same time.

The launch ceremony and program is being planned by the ISO national member body leaders in Canada and the US, Catherine Zongora of the National Archives of Canada and ARMA International's Diane Carlisle, and the authoring committee chairman, Australian consultant, David Moldrich. The organisers hope to invite both Ian Wilson, the National Archivist for Canada, and John Carlin, the United States Archivist, to support the event. The conference program will include a three-hour session of debate and presentations on records management standards. Further details about the whole ARMA 2001 Conference and Expo which will run from September 30 to 3 October are available online at: http://expo.arma.org

Preview events are planned by national groups before the October launch, including presentations at the ARANZ conference on 24-25 August in Wellington and the Joint Conference of the Records Management Association of Australia and the Australian Society of Archivists in Hobart, Tasmania on 2-5 September. Three year's hard labour The Standard is the result of three years' work by the multi-national committee, designated by the world organisation as ISO TC46/SC11. Its members come from a wide cross-section of cultures in Europe, Africa, North America and Australasia.

The work was founded on the Australian Standard AS 4390-1996, *Records Management*, but unlike the Australian work, it contains only the principles of recordkeeping. The supporting advice on processes and applications with which to conform to these tenets, (the 'how to's'), are contained in the guidelines, an extremely comprehensive 57-pages of closely considered advice and directions.

Preparation of the guidelines completed almost simultaneou Peter Treseder, SC11 Secretary Standards Australia, the sponso organisation, reported last month the result of the Committee Ballot the guidelines was all 12 active NM in favour, five with comments wh had been sent to the edito committee for consideration.

Draft of Kiwi RM Guide On-line Public Comment

The first public draft of *New Zealand Guide to Rec Management* has been released by authoring committee for consultat and comment.

The draft, created over the last th years by an ad hoc group of N Zealand information managem experts, is available on the Records a Information Management On-L Service (RIMOS) website at ww caldeson.com/RIMOS/nzguide.html

The guide was inspired by t Australian Standard AS 4390-199 *Records Management*, and provides New Zealand addendum to it. T authoring committee, lead Wellington recordkeeping consulta Michael Steemson, compris

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ormation and records managers from ide cross section of the private and blic business sectors. It has been ointed formally as a sub-committee the AS 4390 drafting committee /21 of Standards Australia. The mmittee members are:

byn Caldwell, Manager, Archives & cords Management Division, Fletcher allenge Ltd; Philippa Fogarty, dependent consultant (Committee puty-chair); Michael Hoyle, anager, Statutory-Regulatory group, chives New Zealand; Rachel Lilburn, cturer, School of Communications d Information Management, ellington University of Victoria; Trish Kane, Principal Consultant, SWIM d.; John Roberts, Senior Archives alyst, Archives New Zealand; Kerri atiras, Knowledge Resources Manager, nst & Young (NZ) Ltd.; Susan udder, Principal Consultant, SWIM d.; Evelyn Stewart, Consultant, Gen-I uide Editor); and Bruce Symondson, cords & Archives Manager, Waitakere ty Council.

The guide comprises five sections giving strong New Zealand interpretations of the Australian work and providing basic guidance on the application of records management standards in the N.Z. information environment. The first section, *New Zealand Recordkeeping Legislation,* gives a comprehensive list of the nation's laws as they affect recordkeeping. It points out, among other matters, that many of the current laws are deficient in records management regulation.

Mâori RM Concerns

Section 2, *Mâori and Records Management,* provides the first widely distributed guide to recordkeeping for Mâori and other ethnic groups.

The section gives guidance on protocols for dealing with sensitive documents and archives. An appendix to the guide reproduces the English and Mâori versions of the Treaty of Waitangi and, interestingly, the authoritative English translation of the Mâori version. Other sections are *Definitions for N.Z. Records Managers, Stewardship Considerations and Non-regulatory Documents of Value.*

The committee intends to publish the completed guide in both hard copy and on the World Wide Web, not necessarily on its present site. The published draft is not perfect, nor is it the final version. The authors are aware, for instance, that recent changes in legislation call for a small number of amendments. Observers have already pointed out the draft's confusion with 'oversees' and 'overseas', an early embarrassment that will be corrected as soon as possible.

Any comments or suggestions are welcome. The committee asks that submissions be filed to committee chairman, Michael Steemson at steemson@xtra.co.nz, or any member of the Guide Committee, by 30 July 2001.

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Coordinator Report

INFORMATION TECHNOLOGY COMMITTEE

To scan and destroy, or scan and retain, that is the dilemma?

After many years of waiting we now have changes to the Evidence Acts at the National level and in most States. There is also Electronic Transaction legislation in place at the Federal level and in New South Wales and Victoria. Most other States have legislation in their Parliaments awaiting passage or close to proclamation.

As records management professionals can utter a huge sigh of relief now that we have legislative support. We can manage all of our incoming and outgoing correspondence and other documentation in an electronic format now - or can we?

There was a recent situation in Queensland where the actions of a government department were criticised in court for destroying documents after they were scanned in the normal course of business activity.

It is my intention here to highlight the variations between generally perceived attitudes regarding the right of organisations to destroy document once they are scanned, and the legislative realities. The RMAA listserv has been actively debating this issue in recent weeks [mid-late June].

I wish to draw your attention to the following guidelines in Victoria and New South Wales. There are guidelines published on the website of the Public Records Office Victoria called *Scanning or Imaging of Records: Advice to Victorian Agencies.* This information sheet, dated June 2001, provides a legal opinion by the Victorian Government Solicitor as to the management of documents once scanned.

The Director & Keeper of Public Records, Mr. Ross Gi provides additional advice to Victorian agencies as to t responsibilities in this and related areas.

State Records, NSW also provides guidance in the area scanned images with their *General Disposal Authority Records of Short Term Value that have been Imag* This document addresses the responsibility of NSW agen for scanning and destruction of their documentat once scanned.

I am reliably advised that federally the National Archi are reassessing their position on the issue of scan documents and the need to retain the scanned phys document once scanned.

There are probably many other guidelines and advice the public domain addressing this area of responsibi that we should be aware of. You would be prudent to resea the legislation that applies to your own organisati and jurisdictions on this matter, and any guidelines a advice relating to these.

On the surface there appears to be a differentiation betwe the treatment of scanned images [digital] and electro documents [digital] as the former is a copy of t original. Why is there one rule for electronic docume and another for scanned images? Is this a valid observati or interpretation?

Laurie Varendorff ARMA
Chair, Information Technology Committee
Laurie.Varendorff@bigpond.com

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EDERAL EDUCATION REPORT

e Business Services Training Package should be endorsed he first week in August and by the time you read this ort; the package should be available for purchase from siness Services Training (BST). Members wishing to chase the package should contact BST at www.bsitab.org. July, BST held professional development seminars in all es for registered training organisations and other erested parties to provide information about the plementation of the training package.

e Association maintains a list of records management rses available in Australia and the list is available the RMAA website at www.rmaa.com.au. The list is o published in the November issue of the *INFORMAA uarterly*. If you are aware of any existing courses that do not pear on the list, please contact the RMAA national office d pass on the relevant details.

At the time of writing this report, a meeting of ASA and RMAA representatives is planned to discuss areas of common concern in education, professional development and membership. The outcome of these discussions will be discussed at the joint ASA/RMAA national conference to be held in Hobart in September 2001 at the education and professional development workshop. If you are attending the conference this workshop will provide an opportunity for members from both organisations to discuss areas of common concern.

Tina Howard ARMA
Federal Education Coordinator

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Branch Reports

VICTORIA

Victorian Branch has had excellent attendance at our Information Sessions, with all our sessions fully booked, and in some cases over-booked! Our session on the *Privacy Act* was standing room only with over 60 people attending. In order to cater for this we are hoping to hold future sessions at the Victorian State Archives, which has the capacity to hold more people.

Another initiative of the Branch was to hold a basic recordkeeping workshop. Again, we received so many nominations we were obliged to run an additional workshop. The feedback was excellent and has indicated that future workshops will be in big demand.

Members are urged to use the feedback form provided on the Branch website in order to let the Branch Council know how we can improve the services currently being provided, or introduce new services. Members can also make address changes on the website.

I would also like to encourage all affiliate members to consider applying for professional membership.

The Branch will be holding upgrade workshops to as those who might be interested. These will be listed on RMAA website once dates and venues have been confirm

Lastly, this will be the last report before the Branch AGM 26 July, and I would like to take this opportunity to tha all the Branch Councillors and Local Government Chap Councillors for their efforts over the last year. The Lo Government Chapter has been very active, representing RMAA in a number of State Government working grou such as the PROV on the development of governm disposal schedules; the Information Privacy Working Gro and the Records Management Benchmarking Project.

The Branch Council would also like to thank the RMA National President, Chris Fripp, who flew to Melbourne meet with us and address some of the issues that were concern to the Branch.

Anthony Mohn ARMA
Branch President, VIC

NEW SOUTH WALES

By the time this report appears, the NSW Branch will have held it's Annual General Meeting. It has been a very busy year for us, especially as it included the National Convention. A number of members of Council have chosen not to stand for re-election and we do have interest from others to join us.

I look forward to seeing many of you in Hobart for the Joint RMAA/ASA Conference. Knowing now what is involved in organising a conference, and having input at one of the meetings of the Tasmanian organising committee, I can assure you that a lot of work has gone into the event. There seems to be an excellent balance of learning, discussion, networking and fun.

In recent months there have been two big items for us. One of these has been working with TAFE NSW to map existing course outcomes to the elements of the recordkeeping competency standards. My thanks to those RMAA members, State Records and TAFE staff for the work th are putting in to making the records management cours relevant. I was interested to learn how many people a accessing these courses from outside NSW.

The other big item was the seminar on how recor management fits in with knowledge management. A excellent program and very positive feedback rewarded a l of hard work. Standards Australia now appears to be movi towards a knowledge management standard. We shou continue to encourage them to include the recor management profession in this work.

Let me take the opportunity to thank my fellow Councillo for all their effort in the last year as well as their support.

Geoff Smith ARMA
Branch President, NSW

UEENSLAND

01 Queensland State Conference

e theme for the 2001 Queensland State Conference to be d 11 July 2001 is *The Quest for Best Practice in Records nagement.* Topics to be discussed include the: ernational Standard on Records Management, VERS ject in Victoria, Best Practice in the Queensland Public tor, Competency Standards, and Strategic Planning Information Management. In addition, case studies best practice are being presented by CSIRO and Cairns y Council.

ofessional Development Series

e monthly professional development series continues to well supported. Recent topics have included developing ordkeeping policies, centralisation/decentralisation, and law and records management.

int Venture Framework

e Queensland Branch has finalised a joint venture mework agreement with the Australian Society of chivists (Qld) and Institute of Information Management ld). Under the framework agreement, formally signed each Branch, each organisation will work together to ster the advancement of archives, records management d information management by developing joint activities.

It is hoped that in 2002 significant joint initiatives will be organised involving all three bodies.

Chapter Activities

The Local Government Chapter held a very successful two-day seminar in Rockhampton in March, which attracted attention from local government in Northern and Western Queensland. The State Government Chapter has been very active in organising a range of activities which have been well attended by members.

Branch Council News

In June the Branch accepted, with regret, Branch President's Michael Hangan's resignation. Michael has recently taken up a new employment opportunity in the north of the state. We wish Michael, Eva and the family the best for the future. The Branch elected Philip Taylor, MRMA as its new President until elections are held at the Annual General meeting in July.

The Branch celebrated its 300th Branch Council meeting in April.

Philip Taylor MRMA
Branch President, QLD

ASMANIA

e year is continuing to be very busy, especially as we move ser to the Joint ASA/RMAA Conference. Speakers have en confirmed and papers are arriving. Trade exhibitor mbers are increasing and registration numbers are omising. However, if you haven't registered there is still me so don't miss out on what will be an outstanding nference. Details can be obtained on the RMAA website at tp://www.rmaa.com.au

unchtime member meetings are continuing and are oving to be very popular. Presentations by Russ iddleton of the Education Department on *Metadata* and Dorothy Shea from the Supreme Court on *The Virtual Court Room* were very well attended and received. Dorothy Shea was sponsored by Rolls Manufacturing - our thanks to Rolls for their assistance.

The Local Government Chapter have changed their meeting times and plan to utilise speakers from the lunchtime member meetings, as some Chapter members are finding these meetings difficult to attend.

Jill Saunders ARMA
Branch President, TAS

WESTERN AUSTRALIA

Time To Move On

By the time you receive this information there will be a new WA, Branch President. I have had two wonderful years at the helm of this exciting organisation and believe that it is time for new thoughts, ideas and actions.

I wish to thank all members for their interest, assistance and dedication to the cause during my time as WA, Branch President.

Congratulations to the following newly appointed Associate "ARMA" members, who have applied for, and been assessed as meeting the criteria to upgrade to professional membership status of the RMAA. Anethea Ulvestad ARMA, Christine Robinson ARMA, Elissa-Jane Fyfe ARMA, Jane Larke ARMA, Monique Nielsen ARMA, Trissa Dent ARMA and Kye O'Donnell ARMA.

As can be seen by the above list of new professional members, the Branch is moving forward with the number of upgrades to Professional Status being initiated this current year. Congratulations go to Josette Mathers, the Chair of the Mentoring Group who was instrumental in organising a meeting to make members aware of how to go about the process of applying for professional upgrade. We may look forward to a repeat performance based on the success of the event of earlier this year.

The overall membership of the WA Branch continues to grow with an addition ten Affiliate members joining since the last IQ Branch report. Congratulations to the Chair for Membership, Neil Granland.

Neil Granland and I meet with the Minster for Culture and the Arts the Hon. Sheila McHale, MLA on the 30th May. We had an informative and cordial meeting. We were advised that 1. The State Records Act 2000 is proceeding to its proclamation as soon as possible. 2. The selection of the forth Commission is in progress and proclamation of the Act would occur with the appointment of the four Commissions. 3. The identification of Record Keeping Plan and its proclamation is anticipated within three months of the proclamation of the Act. 4. No changes to the wording of the Act are contemplated. 5. The creation of a web site for the State Records Office would be addressed as a priority.

Neil and I came away from the meeting with a feeling accomplishment. This is the first time ever, that the RMA WA Branch has been able to obtain a meeting with Government of the day and with the Minister responsi for Records Management on such a cordial basis so early their term of government. In the past we have tended work only with the Opposition and not the Governm with a subsequent lack of success. We look forward t continuing relationship with the Government on reco management issues. The lobbying of the previ Government and all other parties with the success outcome with the passage of the State Records Act 20 proves the effectiveness of working will all political partie

A breakfast meeting was held on Wednesday 20th June w a presentation on Privacy by Tracey Howe and Rob Longhurst from the Office of the Federal Priva Commissioner in Canberra and Bev de Beer from the Off of Information & Communications of WA was a gr success. The Office of Information & Communicati sponsored the event. Many thanks go to Nigel Chartres his assistance with the event. The event was organised a managed by Lesley Ferguson and Josette Mathers a congratulations to them on organising a successful eve with a lockout crowd at 120 registrants from the combin forces of the RMAA, ASA, ACS and IIM Associatio Apologies to those 40 or so persons we had to turn aw from the event.

The Mentoring Group is continuing its success under t leadership of Josette Mathers. The Group meet at the City Perth, Council House to view the Records Manageme system installed, the induction and training program, t imaging of incoming correspondence and the input of da to index the scanned correspondence. Many thanks go Kye O'Donnell.

Thought of the Month:

Farewell!

Laurie Varendorff ARMA
Branch President, WA

ORTHERN TERRITORY

e Branch would like to thank Beth Moloney and rgaret Quan for their summary of the *Electronic cuments and Records Management Conference* held in lney earlier this year. This feedback session is one way sharing information with other members in Darwin o would not ordinarily be able to attend such flung conferences.

other is to actively sponsor seminars to make the long trek the Northern Territory's capital city and this is the ention behind the *Managing Websites* seminar being held ntly by the NT Branch and the Electronic Records Special erest Group of the Australian Society of Archivists in July. This seminar had been doing the rounds in the south and by all accounts was very well received. A little time and effort has ensured that the most isolated of the Association's branches does not miss out this time.

Training is one area of the Branch's action plan for 2001/2002 that will receive a lot of attention and we intend to provide members with a number of seminars of this nature over the next 12 months.

Barry Garside ARMA
Branch President, NT

USTRALIAN CAPITAL TERRITORY

ll it's time again to let you know what's been happening the ACT. Firstly, many thanks to Julie Lenson and the anch for stepping up while I spent a few weeks catching on work commitments. Congratulations to Renata oker on her upgrade to Associate member status. I look rward to Renate joining Branch Council shortly.

n Thursday 14 June 2001 I received an invitation to cktails to 'farewell' Brand and Peta Hoff of Tower ftware. On behalf of the ACT Branch, many of whom ow Brand well, I would like to take this opportunity to ank both Brand and Peta for their valued support to our ofession over the years. We wish you well in what ever you . (A little birdie has indicated that we will see them at the nference in Tasmania).

ch year the ACT Branch holds a Dinner Seminar. This ar it was on 30 May at the Chifley on Northbourne. Our eaker was Mark Rogers from IP Australia. Our sponsor for e evening was Pickfords Records Management. As always e evening was a great success and gave us time to catch up th fellow colleagues from the ACT. Special thanks to Lesley Boye, Seminar Co-ordinator, for the work she did in organising the seminar.

Our next seminar is the Annual General Meeting on 26 July 2001 and a workshop conducted by Jan Fisher. Stay tuned for an update in the next issue. Then it will be counting down to the National ASA/RMAA Conference ASA, *Convergence 2001: Recordkeeping in a Digital Age* in Hobart in September (see details in this issue).

Finally, I would like to thank the ACT Branch Councillors for their dedication to the Branch over the last twelve months. A special thanks to Julie Lenson, who is stepping down from Board, and Sandra Fabbo who is moving from the Treasurer's position. We do appreciate your time and dedication.

Stephanie M Ciempka, ARMA
Branch President, ACT

Huey, Louie and Dewey and You're a Dead Duck...

By Stephen Hyde

When two council workers from Narrabri Shire Council referred to their superiors in an e-mail as Huey, Louie and Dewey, they didn't realize that their action would result in them losing their jobs. Unlike items of personal property that you keep in a desk draw or locker, e-mail messages that you send or receive at work are not legally considered to be your own personal property. Shoot your mouth off in an e-mail and consider yourself a dead duck.

But who really is to blame? Many employers reserve the right to check e-mail as a precaution against fraud, workplace harassment or breaches of confidence by employees. Use of e-mail by employees poses enormous risks for employers. Cases in Australia and overseas indicate employers face risks of defamation, sexual harassment/discrimination, bullying, copyright breaches and freedom of association breaches.

The cases of the past clearly indicate that liability will lie at the feet of the employer. The Press Clough Joint Venture Case saw damages of $92,000 paid to two women who accused their employers of sexual harassment in the workplace after pornographic photos were distributed. In the case between Western Provident v Norwich Union, allegations of the financial health of Western Provident were distributed. The result was a Norwich Union apology and payout of 475,000 pounds.

Closer to home, Telstra suspended 27 workers and issued warnings to another 35 workers over Internet pornography. 450 officers of the New South Wales police service were involved in distributing pornography through the police e-mail system. An airline worker was sacked for distributing union information through the office e-mail system. All these cases proved to be expensive 'case studies' for employers and could easily have been avoided if there were systems in place that not only outlined the rights and obligations of both employer and employees but also, assisted in enforcing them.

Some liken writing emails to writing a postcard. Truth is, writing an e-mail is even easier than writing a postcard. When writing an e-mail we may use a loose, conversational style; we d need to develop structure or to enf second thoughts; we have access immediate and wide publication; we even get to keep a written recor our conversation. When we writ postcard, we don't mind if the postr reads it. Are we prepared to be generous with the information in e-mails? The answer is an e-mail po

The Office of the Priv Commissioner of New South W suggests that workplace e-mail poli should cover:

- the requirements for storing e-ma where it relates to core business c the firm
- whether back-up copies (of e-mails are stored on the server and wh has access to them
- the level of privacy employees ca generally expect for their e-mail
- the circumstances in whic management reserves a right to rea and take action on employee e-ma
- the fact that e-mail can be subject t production in litigation or othe investigations
- that it is unacceptable to use e-ma to abuse or harass other employees

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cies and procedures in place, the uirement to produce e-mails as part litigation or investigative process is aps now the most important issue oloyers must face. The rules of overy enable parties to obtain access documents that are relevant to the es in the litigation. The definition 'document' is relatively wide and udes material, data or information ed or recorded by electronic or chanical means. The common thod of e-mail retention is usually the use of back-up tapes.

k-up tapes are used to take a pshot of a server's contents at the e of the back-up session. The pose of this is to avoid the loss of a in the event that a server crashes. erefore, the tape is made for disaster overy not archival storage. Unless a d copy of an e-mail has been created, is usually at some point in time eted from the system. Back-up tapes made nightly, weekly or monthly d often, on tapes, which are reused s, deleting or erasing previously held ormation. The cost of preserving, toring and examining back-up tapes the purpose of discovery is a time nsuming and costly exercise.

NT Power Generation Pty Limited v wer & Water Authority, Justice ansfield refused an application that a rty's discovery of e-mail mmunications only relate to those ich existed in hardcopy form. The plicant had sought orders to relieve emselves from restoring and amining back-up tapes and specting e-mails stored on personal mputers and servers due to the pense and complexity of the process. e order was overturned.

BT Australasia Pty Limited v State of ew South Wales and Telstra, Telstra as found to have failed to comply fully ith its obligation to discover ectronic data and information. uring proceedings it became clear that elstra, although it was required to comply with the requirement to discover e-mails, did not have any systems or processes in place to identify, retrieve or protect e-mails that were stored on back-up tapes. BT Australasia fared a little better. BT conducted a hugely expensive restoration effort involving 970 DAT tapes (each 8 gigabytes), a team of 4 engineers restoring tapes (3 to 4 hours per tape) and a team of 7-13 lawyers reviewing documents on tapes getting through 1,500 e-mails per day. All of this could have been avoided if systems and processes were in place that captured, indexed and retained e-mails in a way that made the information stored searchable and retrievable.

E-mail is an incredible communication tool in the workplace and like other technology has a great deal of influence on the way we do business. If appropriate systems are implemented and routinely followed then the vast time, effort and expense involved in litigation processes can be avoided. Our friends Huey, Louie and Dewey might fly south to avoid the hunger of winter. For others though, it may be a case of being 'left out in the cold.'

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For information about Formifle Infosoft or to complete their interactive electronic document management appraisal, go to their recently re-launched website: www.formfile.com.au

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All company and product information has been updated in accordance with the new corporate structure, and the site design has been adjusted to reflect the identity of the newly merged company.

The new site, designed and created for Formfile Infosoft by local web development agency, Web Logic Interactive, has introduced a number of new features and has substantially increased the ease with which Formfile Infosoft interacts with its clients.

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Formfile Infosoft Pty Ltd is pleased to announce we now have TRIM Captura in our exciting range of solutions. To support the world's leading records and EDM software package, we have recruited top Records Management specialists, Renate Nuske and Stephen Hyde to join us as part of the Formfile Infosoft team.

Renate Nuske is highly practiced in Records Management having successfully implemented TRIM Records Management software at Parks Victoria and William Angliss Institute of TAFE. The two projects included developing functional classification systems for both organisations, training administrative, senior management and executive staff in TRIM, developing Record Keeping Awareness and Vital Records Programs for both organisations and archival processes specific to each organisation.

Renate holds a Postgraduate Diploma in Archives & Records Management and completed her Masters in Information Management (Archives & Records) from Monash University in 1999.

Stephen Hyde is a highly experienced Records Manager having completed successful archival and records management projects at Shell Australia, BHP Petroleum, Yarra Valley Water, State Library of Victoria and the Department of Natural Resources and Environment where he was involved in an evaluation of Metadata Standards and the drafting of a Business Classification Scheme and Thesaurus for the entire organisation; the first stage in a process to implement an EDMS.

Stephen attained qualification with a Graduate Diploma of Information Management from RMIT Business in 1997 and is a member of the Records Management Association of Australia.

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ualified Records People

ry surveys are valuable resources for organisations and essionals in any industry. Last year, for the first time, the tralian Records Management industry had its own ific salary survey. Produced by The One Umbrella Pty (records management & archiving recruitment ialists), the survey was also supported by the RMAA W.

goal of the survey was to provide accurate, reliable and erstandable salary data as a guide to making informed parisons on pay trends and policies. The Records nagement Salary Survey examines what people earn as as what people do for the money they are paid.

This analysis is important because workplace productivity is a key issue influencing employment and salary increases in Australia. For highlights from the last survey see:http://www.oneumbrella. com.au/rm_survey.html

In recognition of the importance of this resource, and the findings of the first survey, the RMAA has given their support to the next survey. The survey will be conducted in early 2002 and all records management and archival professionals are encouraged to participate in this important project.

Geoff Smith RMAA and
Anu Suttie The One Umbrella Pty Ltd

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AIIM Report

AIIM shows once again that Down Under is way ahead. This is a personal viewpoint from Microsystems' Production Manager Mohammad Oboodi, who attended this year's event with Microsystems Sales Director Russsell Townley.

Once again, Microsystems went across to New York to keep up with what's new in the world of Information Management at AIIM, and the answer this year is: not much. We found a galaxy of modifications to existing equipment, and some convenient upgrades in software suites. But it seems that Australian practitioners are already USING what the rest of the world is still talking about !

The show itself was well-attended, but scarcely overcrowded. Exhibitors seemed disappointed in delegate numbers - but it let us walk and talk at ease. It's interesting to discover that the Scan Optics Vision Series 8 Scanner we've been using for three years now, is only just being accepted as the stand-alone workhorse it is. In fact, we first spotted it at AIIM '97 and liked it so much we took on an Australian distributorship, as well as re-orienting our production around the 400ipm output. But it appears that in the USA there's been a lot of wait'n'see until a few competitive names have got up to a similar speed - but at price tags that make us very pleased to have bought in early.

Perhaps the biggest buzz at AIIM this year was around software systems associated with DATA EXTRACTION. You could have a guessing competition on names for this - forms recognition, data management, advanced OCR/IMR, even the simple 'e-forms'.
The fact is - this is what Microsystems and others have been doing in Australia for quite some time, in everything from direct sales to reorganization of multiple shareholder databases. An aspect that has new involved developments in forms DESIGN, including ideas to integrate surveys done in either electronic format (web-based) or hard copy (paper).

The big message is that scanning is now JUST THE START. With software as the key, it's the doorway to digital delivery of data and electronically-automated interpretation of information.

Another move in Records Management that's been talked about in Australia for at least two RMAA Conventions was being highlighted at AIIM as if for the first time. This is the growing convergence of film and digital media.

It was encouraging to see that the USA's finally realise no longer either...or! The secret is to use BOTH - electr for access - film for archiving. Indeed, the only really hardware on display at AIIM revolved around digital/ conversion. Kodak's Archive Writer system is at one with hybrids and combinations from other multi-natio (like Canon) at the other. This is a trend worth watch We were quite taken with an interesting item calle Cabinet. It's able to receive scans, OCR, index and ret via the same all-in-one browser box. Captiva were sho the reverse - scan here, do data-entry elsewhere. Distrib capture seems to be the new terminology.

One topic that kept coming up in conversation was growing globalisation of electronic aspects in Bu operations. We met up with data-entry experts from a afield as India and the Philippines, all offering overn services online.

Although obviously attractive from the cost angle, this i area that requires eagle-eye supervision to ensure abso confidentiality of outcome. As part of the AIIM trip, we up with our friends at ActionPoint re Input*Accel* - amazing multi-function imaging software we use with Scan Optics scanner. They like what we've been doing d here so much that Microsystems has now been appoi official Reseller for Australia. Apart from being a huge of confidence, this puts us way ahead downunder - you'll be hearing lots more about it.

While in New York we did a quick survey of scanning microfilm service providers to compare pricing. It interesting to find how close costs are in all Western countr notwithstanding the gamut of international factors in play round terms, charges about A$100/'000 seem the norm, w the big variables being doc-prep and index keying...!

No report on AIIM would be complete without a comm on the gizmo's. There were some cute ideas - magic-bou balls, and a 'car' that expands out to turn into a T-shirt, a of course - CDs in all shapes, colours and sizes.

It's an e-world for sure.

Further details:
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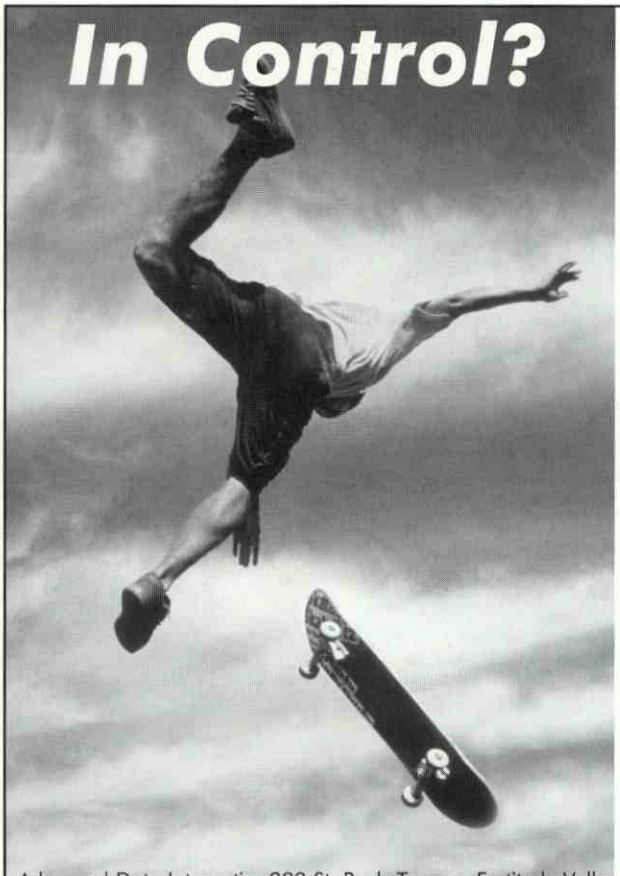

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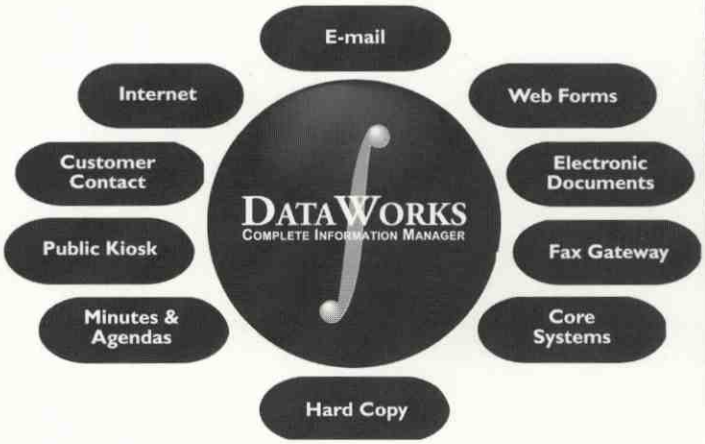

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Position

Company

Type of Business

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Yes, I would like to know more about the products offered by the following companies appearing in ***INFORMAA Quarterly*** - Volume 17, Number 3 (Please Tick).

- ❍ Inside Front - Objective Corporation
- ❍ Page 2 - *Zetta Florence*
- ❍ Page 9 - *Sydney Institute of Technology*
- ❍ Page 11 - *Edith Cowan University*
- ❍ Page 13 - *Picfords Records & Information Managers*
- ❍ Centre 1 - *Solution 6*
- ❍ Centre 2 - *Filenet*
- ❍ Centre 3 - *GMB Research & Development*
- ❍ Centre 4 - *Millers Document Services*
- ❍ Page 21 - Access Office Systems
- ❍ Page 22 - ALBOX Storage Solutions
- ❍ Page 23 - *Advanced Records Management*
- ❍ Page 24 - *Dicom Australia*
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- ❍ Page 33 - *Qualified Records People*
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- ❍ Page 37 - *Tower Software*
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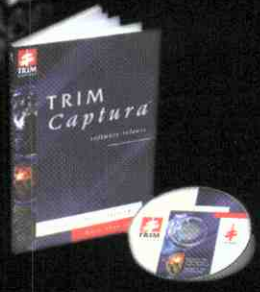

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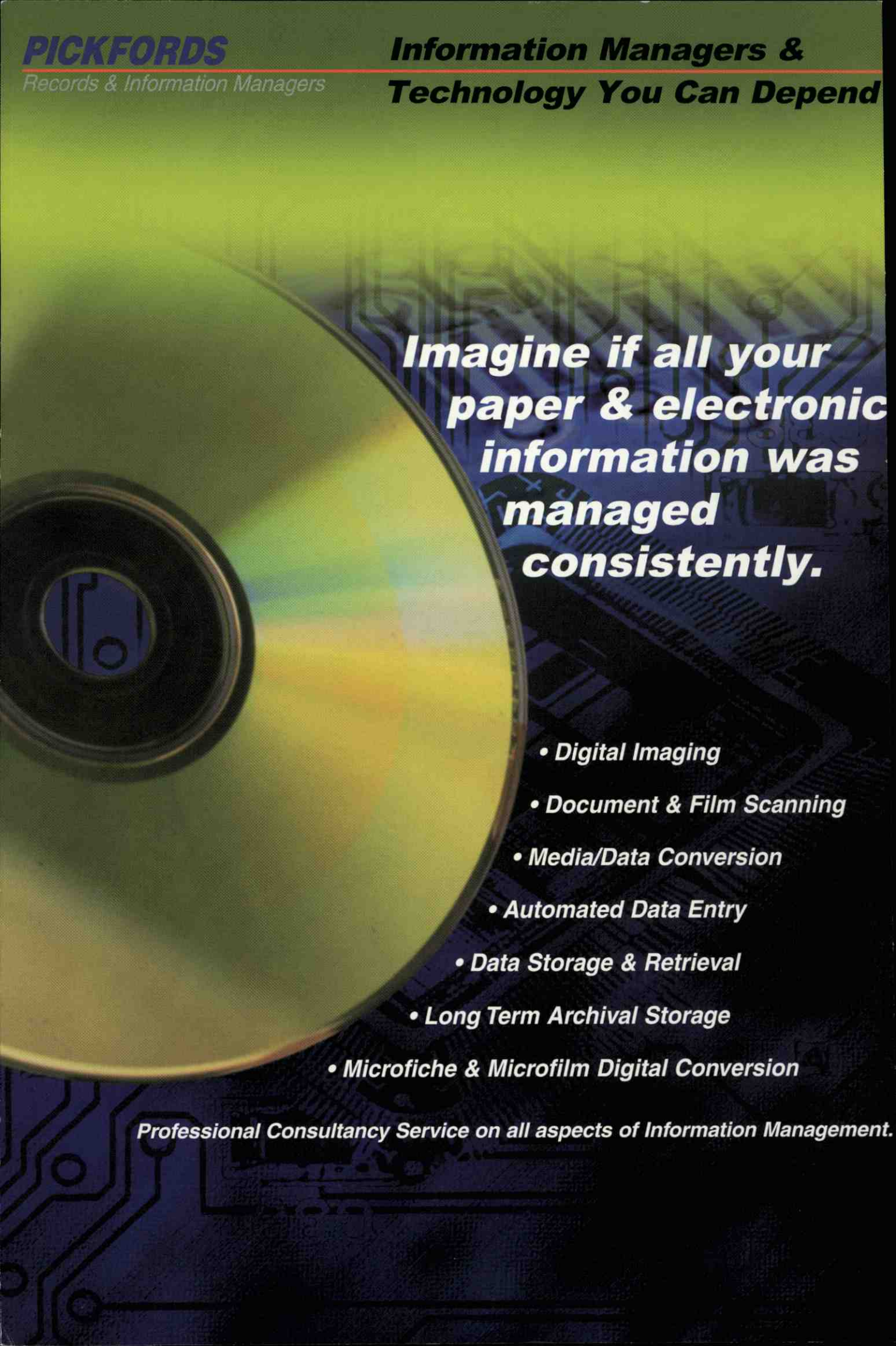

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