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INFORMAA QUARTERLY

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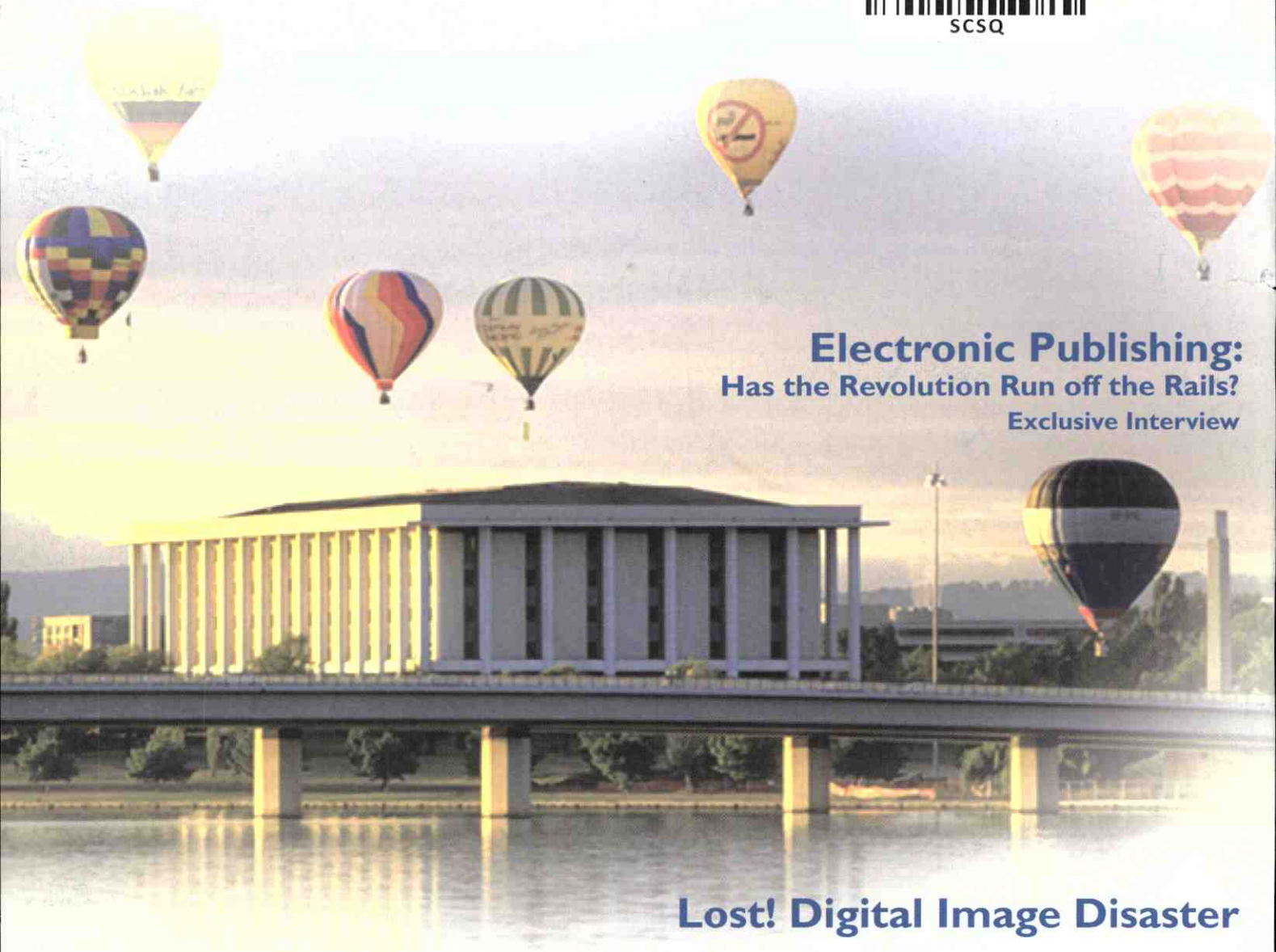

Electronic Publishing:
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Exclusive Interview

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Association of Australasia

RMAA Directory

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PRESIDENT'S REPORT

FROM THE NATIONAL PRESIDENT/CHAIR OF THE BOARD

At times, when I look at the mountain of work that has evolved since the review of the Association I feel like a young student lined up at the door of the year one classroom, the first day of school, the first day of year 1. Cast your mind back and picture that day.

I feel like nothing fits any more, my uniform is too big, my shoes are too big, the school is too big. It's all a little overwhelming and I miss my mother. This is what happens when things 'aren't done like they used to be'. The biggest challenge facing the information and recordkeeping profession and our Association, is that of change, and boy have we had some of that.

Many pictures spring to mind – it's like an avalanche, a tsunami. We need to realise that it's not going to end and that the pace of change will continue to increase. Here are some ideas on how to thrive and grow.

What's in it for me?

As committed professionals we need to look for those elements within the change that will help us grow as service providers. By going through the process we may become better information and recordkeepers. Our employers will benefit. The professionals who consult with us may benefit.

What do I let go?

We can't do it all. We need to critically examine each new proposal and work out what to treasure and what to let go. The best practice of 1974 is not the best practice of 2004. Some of our service delivery will need to improve.

Reframing the picture.

Those year one students long to learn and grow. Each year they enjoy new challenges. It seems we need to learn from those students, and take on the mantle of lifelong learners. Our professional picture perhaps needs to be reframed.

So this year I am trying hard not to use the word change, but to use words like professional refreshment, growth and learning. It's still a lot of work to keep up, but it helps me to be more positive about the professional challenges ahead.

At the June Board meeting, the Board looked at the strategic direction of the Association and in particular looked at a defined set of goals and objectives and the need to make more efficient and effective use of resources, this in the light of a demand for value - a return on membership. With this in mind the Board was conscious of the changing (professional refreshment) direction of the RMAA in relation to resources, with the issue of volunteer versus paid employees being a priority.

The Board found that most members were juggling increased workloads, working longer hours, had family priorities and other social activities and are now finding less time to volunteer for RMAA work.

The Board was also keen to provide professional development opportunities to all members, regardless of location and regardless of number of volunteers and as such the Board should allocate paid resources to ensure that projects are completed and professional development events continue to happen.

The Board, at the June meeting, approved the permanent appointment of two new positions, a Business Support Officer and a Marketing and Convention Manager – these positions are outlined within the Chief Executive's Officer's Report in this issue of *IQ*. With the expansion of paid resources, including the newly appointed Editor of the *IQ*, the Board felt that it was appropriate now to reposition the existing Executive Officer to that of Chief Executive Officer to reflect the new requirements and responsibilities of this position.

Talking about the newly appointed Editor of the *IQ*, on behalf on the Association I would like to welcome Stephen Dando-Collins. It has been felt for a while that there was a need for the Association to have a professional editor for the *IQ* to grow, and this appointment was part of the new strategic direction of the Association.

I would encourage all members to contribute articles, stories etc to future editions. You may have done something innovative at your organisation, hassles you have encountered with change management or rolling out a system. Remember, other people could benefit from your experiences.

The 21st International RMAA Convention is only a month away and I hope you have registered for it. The theme is From Concept to Reality, which is a follow-on from last year's successful convention. This convention in Canberra will provide an opportunity for participants working in all areas of records, archives and information management professions to network, share ideas and experiences discuss issues of interest and explore new methods to improve skills and management practices.

The Convention will further the professional development of records management in Australasia through the facilitation of an exchange of information innovation and ideas.

Your association is alive and growing as well. It is part of our vision to help you in your professional journey. Please keep in touch.

Chris Fripp, MRMA
National President

CHIEF EXECUTIVE OFFICER'S REPORT

You get those times, occasionally, where it all seems to be happening. On the RMAA front, now is such a time, thanks to a very productive Board meeting in June, 2004. It was great to see Directors really embrace the idea of doing what is best for the industry and our members as a whole and this is demonstrated through our Strategic Plan and budget for the forthcoming year.

Key issues that came out of the June Board Meeting included:

Finance

• Branches are to budget specifically to run all professional development events at a break even/profit basis.

• All branch financial requests to be assessed by the audit committee and incorporated into the company budget (this reduces the need for branches to run individual budgets).

• Branches to adhere to guidelines in relation to subsidising events to ensure all members receive the same benefits.

• A recommendation in relation to the appointment of new auditors will be made at the September AGM.

Education

• That TAFE Western Australia has received course accreditation for a period of 5 years for their Diploma in Business (Recordkeeping).

• An award for the best article written in *IQ* in a 12 month period has been introduced. The award would be independently judged and every contributor published in the magazine would be eligible to win. It is intended that this award both encourage people to write articles and reward great articles, thus increasing the number of contributions and lifting the standard of the publication. This award will also count towards your status upgrade. (For more details about *IQ*'s Article of the Year, see the Awards section in this issue of *IQ*.)

• ARES Forum – the outcomes from the forum are being achieved with the RMAA/ASA Joint working party. A follow up meeting will be held in Canberra on Wednesday 15th September 2004.

• We have members who have joined a joint RMAA/ASA project looking at attracting Indigenous People to the profession

Strategic Plan

• The strategic plan was developed over a period of time and came together at a final workshop in June 2004. The workshop allowed key components of our strategic plan to be developed and facilitated marvellous discussions on strategic goals.

• Work on fewer outcomes to ensure good delivery of projects.

• A copy of the Plan can be found on the RMAA website.

Our Vision

To enhance and promote the reputation and role of recordkeeping and information management professionals, which in turn will benefit the business community and the public interest.

Our Mission

To advance recordkeeping and information management as a profession, whilst developing and enhancing excellence in information management.

Our Key Performance Areas

PRACTICE - Promote and improve the standards of service provided to the community by members.

PUBLIC AFFAIRS - Promote awareness of the value of recordkeeping and information management.

EDUCATION - Promote the highest standards for recordkeeping and information management education.

GOVERNANCE - Support a governance model for the organisation that facilitates goal-orientated policy formulation and guides decision making.

Chief Executive Officer's Report, Continued from page 6

2004 – 2005 Projects

PRACTICE	EDUCATION	PUBLIC AFFAIRS	GOVERNANCE
• Roadshow o Competency Standards o Upgrades o Workshop/Seminars (1 day) • Contribute to the development of appropriate standards and codes for the recordkeeping and information management industry	• Course Accreditation • ARES • Research Papers • IAM – Information Awareness Month	• Strategic Alliances (including IAM) • Promote the benefits of employing RMAA professional members	• By-laws • Administration Structure • Delivery advice of programs (eg CPD)

PROGRESS ON OPERATIONAL MATTERS

Policy – As part of the review of the strategic plan, all policies and by-laws are being reviewed.

Budget – The budget for the 2004 – 2005 period was developed and approved by the Board. It is pleasing to have been able to propose a budget which incorporates a nil overall increase in membership subscriptions.

Services – A review of services provided to our members is being undertaken. This is being developed in view of:

- The evolving needs of our members;
- Emerging competitive factors; and
- New opportunities which have been identified where the Association can provide worthwhile services for the benefits of its members

Staffing Activities – Following an audit of our conferences and given that the RMAA has stepped up to offering more workshops/seminars, we have decided to bring our organising in-house and will be appointing a Marketing and Convention Director.

Major responsibilities of the Marketing and Convention Director position are:

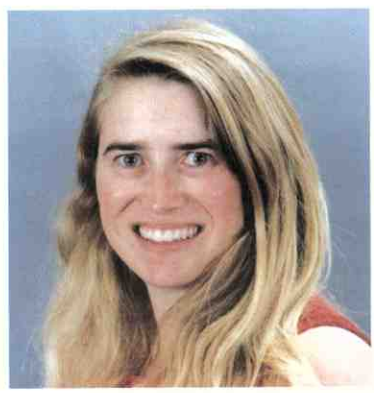
- To implement the marketing and promotion plans and strategies for the RMAA; and
- To coordinate events, programs and functions.

Funding will be provided through events, programs and functions.

Also, the Association has decided to remove the third party in relation to our Business Support Officer, Wendy Daw, who was previously engaged through an employment agency. Wendy has been moved to a contract position directly with the RMAA and has had her role further developed to provide greater support to both members, Branches and Directors.

Development and contribution to standards/codes for the recordkeeping and information management industry – This is one of the key areas that our Association needs to have their finger in. Accordingly, I invite you to let me know if you are interested in participating in any standards/codes that arise from time to time.

As you can see, the rest of the year is going to be extremely busy, but, I hope, beneficial to you and our profession as a whole.



Kate Walker, MRMA
Chief Executive Officer

EDITORIAL

We Asked For It!

What a bumper issue of *IQ* we have for you! After National President Chris Fripp's call for *IQ* contributions in February, and my echo of his call in the May issue, we've received numerous editorial submissions.

Some of those submissions, several by first time authors, appear in this *IQ*. Others have been held over for future issues. In addition, several items we've been chasing for our readers have come to fruition. Chief among these is the interview featured in this issue with US electronic publishing industry chief Nick Bogaty, an exclusive first not just for *IQ* but for any Australasian publication.

Another interesting item is the article by US online photography magazine publisher Jim McGee which covers a hot subject - the perils of storage and loss of photographic images in this electronic age.

In this issue too we preview the RMAA's 2004 international convention at Canberra in September, and we put the spotlight on professional development, with a variety of PD articles including a case study from Northumbria University in the UK and a look at developing your EQ as opposed to your IQ.

Plus, we have an international RM standard review, an EDRMS implementation case study, a records security discussion paper, and much more.

My Guiding Lights

Thank you to National President Chris Fripp and the many RMAA members who have welcomed me as *IQ* editor. I particularly want to thank several people who have made my slide onto the magazine's editorial chair so much easier – Mike Steemson for tireless work behind the scenes sourcing material, Phil Taylor for steering me onto good material, CEO Kate Walker for instant response to requests, and most of all the Association's Marketing Director, Kristen Keley, *InfoRMAA Quarterly*'s guiding light, whose patience, wisdom and unending toils have made my job a pleasure.

I Don't Mean to Carp, but...

Some branches didn't make the August issue deadline with their reports, causing pain in the editorial office. Magazine production deadlines are inflexible animals. To be in time for the November issue, your material must reach *IQ* by October 1.

By the way, we're looking for an RMAA member in WA who can write brief quarterly reports on Association and industry happenings in the West. If you can write 300 words four times a year, send me an email asap.

If you're contributing editorial material of any kind, please observe a few simple editorial guidelines. Some contributors type their copy as they imagine it'll appear in print, but a production person down the line only has to take it all back to basics, creating extra work which can cost the Association money.

So, in Word, use the full page width and 12pt type, ranging your type to the left margin; don't centre or use tabs. Use a simple typeface, and don't change typefaces midstream. Use italics only if absolutely necessary. And no copy in colour – good old black and white please. The magazine's designer will decide what colours to use and where. As for article length, make it pithy, and to the point – under 1,000 words is ideal.

Keep those submissions coming in. A magazine is a hungry beast that needs to be constantly fed. So, just because we've had a great response to our call for submissions, don't put your ideas for authorship on hold.

As the first time authors appearing in this edition of *IQ* will attest, there is nothing like the thrill of seeing your work published in a professional publication. Despite all the books and articles I've had published over the years, I still get a kick out of seeing my work in print every time something new comes out. So, whatever you have in mind, write it, and send it. Now. And you'll automatically become eligible for the new *IQ* Article of the Year Award, which is detailed later in this edition.

Have One for Me

I wish I could join you for the annual convention in Canberra in September. Unfortunately, I'll be caught up in the US at convention time. Otherwise, I would be there with bells on and meeting of many of you as I could. Maybe next time.

The program for the Canberra convention sounds to me like a fascinating blend of information, edification, and fun. Plus there are all the added attractions of the national capital at Floriade time. (My wife is kicking me for not taking her to Canberra in September.) If you haven't already signed up, do so now, before they put up the FULL sign.

So, enjoy what I know will be the best RMAA convention ever. I look forward to reviewing it in the November issue of *IQ*.

STEPHEN DANDO-COLLINS
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The Editor will be overseas on a study tour from August 22 to September 22 and will not be able to answer your emails or letters during that period.

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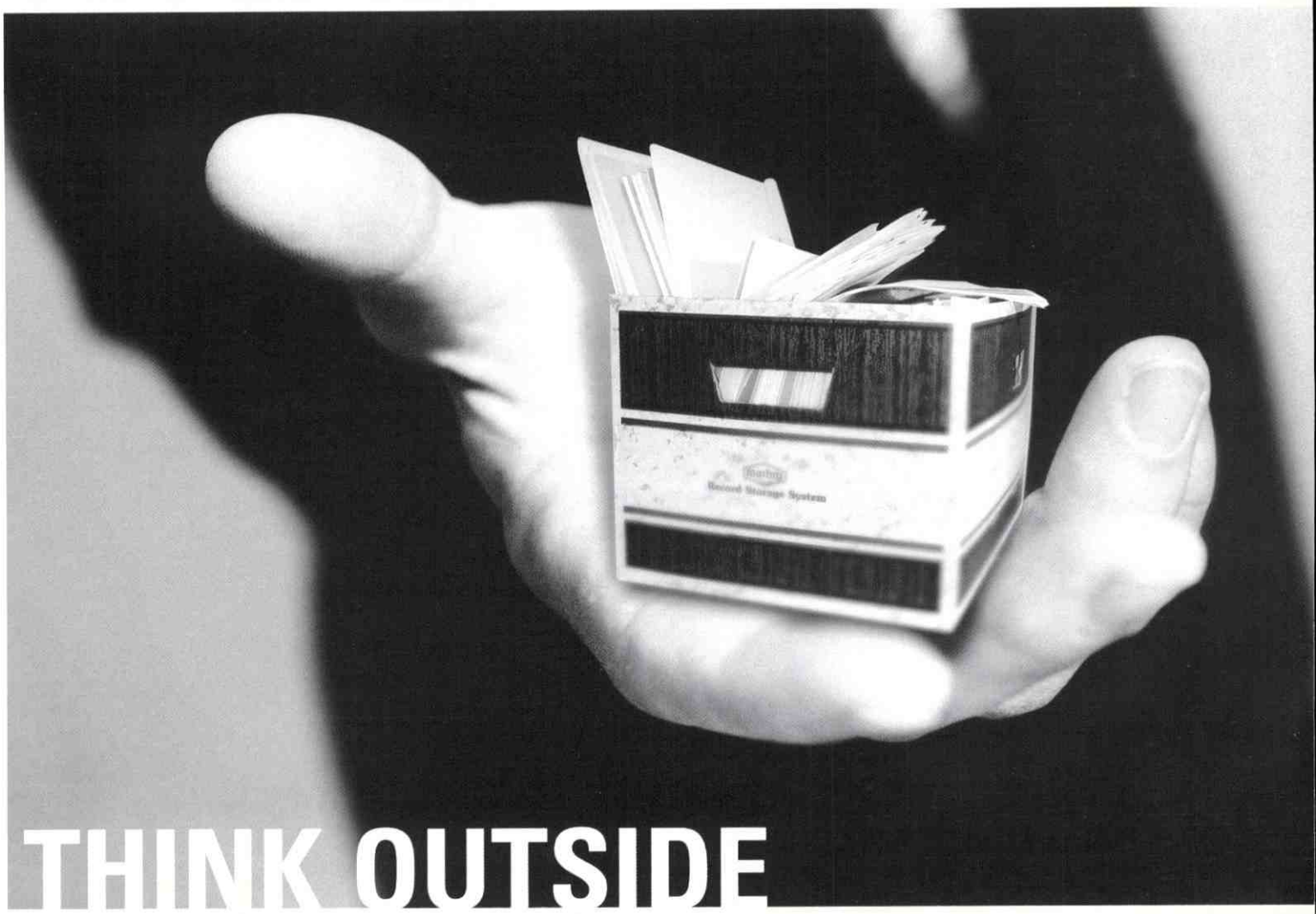

THINK OUTSIDE THE BOX

How do you manage and protect the growing number of records you are now required to keep? Smart organisations think outside the box. Regulatory compliance, corporate governance, privacy, business continuity, legal and risk management issues are changing the way organisations think about records management. It's not just about preservation, but retrieval on demand. As leaders in information management, Alphawest can design, implement and maintain a complete automated solution to help you capture, store and retrieve paper based and electronic records. Putting an Alphawest solution to work for you means information can be retrieved faster and cheaper, storage costs reduced, intellectual knowledge leveraged and vital records protected.
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ELECTRONIC PUBLISHING: HAS THE REVOLUTION RUN OFF THE RAILS?

EXCLUSIVE *IQ* INTERNATIONAL INTERVIEW

A decade ago, electronic publishing was touted by many as a revolution which would do away with printed books. But the reality has yet to match the rhetoric. In this exclusive interview, NICK BOGATY, head of the Open eBook Forum, (OeBF), electronic publishing's peak body in the US, tells *IQ* about the past, present and future of epublishing, including the impact on records management.

IQ: Nick, the Open ebook Forum has impressive major sponsors including Microsoft, Adobe Systems, OverDrive, and Palm Digital. What is the OeBF, and what are its goals?

NB: The Open eBook Forum is an international trade and standards organisation for the electronic publishing industries. Our members consist of hardware and software companies, print and digital publishers, retailers, libraries, accessibility advocates, authors and related organisations whose common goals are to establish specifications and standards and to advance the competitiveness and exposure of the electronic publishing industries.

The Forum's work will foster the development of applications and products that will benefit creators of content, makers of reading systems and consumers. We have 80 members. The Forum was started in 1999 as an informal group of companies trying to develop publication structure standards for ebooks. The organisation was officially incorporated in 2001.

IQ: What is your role with Open eBook Forum? How long have you been in that role?

NB: I'm the Executive Director of the OeBF, based in New York City. I have been in the position for over two years.

IQ: When did you first become interested in electronic publishing, and why?

NB: I have always been interested in the meeting point of traditional industries like publishing and new technology. The time of the flowering of this intersection came in the late 1990s. That's when I become interested in it.

IQ: Have you been published electronically yourself?

Nick Bogaty
CEO of US electronic publishing industry peak body, the Open eBook Forum, in New York

NB: Well, in a sense, anyone who has created a PDF and sent it to several people for review has been published electronically. In the strict sense of, has anyone published my literary work in electronic form...no.

IQ: When did epublishing take off in the US – the 1990's?

NB: Yes, in this iteration, electronic publishing started in the late 1990s with the advent of print-on-demand machines and ebook technology like the Rocket and Softbook.

IQ: Who was the driving force back then? Traditional publishing houses or new epublishers?

Electronic Publishing, Continued from page 11

NB: It was a combination. It was a time of large amounts of capital available for new ideas. Everyone thought that technology would touch all traditional businesses, and they were right. Just not always in expected ways.

IQ: Who is the driving force of electronic publishing in the US today? Traditional publishing houses diversifying into the new medium? Or new epublishers?

NB: I think it's a real combination. Electronic publishing holds terrific potential for new publishers to experiment with multimedia and non-traditional book forms without the capital outlay that is required for print.

I will say, though, that there are many dynamic and creative things that traditional publishers are doing in the electronic medium like bundling multiple books, adding extra content, etc.

IQ: In 1987, Eddie Shah, publisher of *Today*, Britain's first full color daily newspaper, sold up and got out of newspaper publishing predicting that within 15-20 years there would be no more newspapers as we knew them - they would be replaced by epublishing because of advances in technology and because the environmental movement would stop the cutting down of trees for paper pulp. Obviously, this has not happened.

NB: Well, we have three years to go... who knows? Just kidding. I think all of the predictions that electronic would replace paper in all areas of the publishing industry are wrong in terms of time frame.

I will say, however, that it is hard for me to imagine that 50 years from now I will consume anywhere near as much information as I do now in paper form. I can't even remember the last time I wrote a letter - that is a fundamental societal change. I rarely purchase newspapers now and only do so as a form of leisure, not of necessity.

It is hard to deny the fact that increasingly people consume media electronically, and it will only increase as time goes on. Will books disappear from bookshelves? Probably not. People like to impress their house guests with their tomes.

IQ: Are you surprised that traditional publishing has not been replaced by epublishing?

NB: Not at all. Besides the vanity/nostalgic aspect of books, print offers tremendous benefits in portability, readability etc. that electronic doesn't yet. Gradually more people will consume more books electronically... it is happening now in fact.

But, it is very hard to argue against the many benefits of print, just as it is hard to argue against the many benefits of electronic - storage, portability, search, features, etc. They are two mediums with their own particular advantages.

IQ: Have there been developments in epublishing that you would not have predicted 15 or 20 years ago?

NB: I was 15 years old and 10 years old respectively. I was busy thinking about girls, not epublishing.

US E.BOOK BESTSELLER LIST*

#1 The Da Vinci Code, Dan Brown, Doubleday, US$9.95
#2 Van Helsing, Kevin Ryan, Simon & Schuster, US$4.99
#3 Angels & Demons, Dan Brown, PocketBooks, US$6.99
#4 The Da Vinci Code: Fact or Fiction, Hank Hanegraaff & Paul Maier, Tyndale House, US$4.99
#5 The Rule of Four, Ian Caldwell & Dustin Thomason, Dell Publishing, US$17.95

***For the month to 31 May, 2004. For the most recent listing, see www.openebook.org**

IQ: What is your greatest disappointment about epublishing to date?

NB: I think that the knee-jerk reaction against consuming literary works is the most frustrating. Once people try the experience they quickly forget that they are in an electronic reading environment at all. And, that is very important. If you forget the medium and enjoy fully the content, you know that your medium is working.

IQ: What has been your greatest joy in relation to the development of epublishing?

NB: That the market is growing at a steady pace and large, medium and small companies all see its potential.

IQ: What has been the most successful niche/category of epublishing?

NB: Books that are popular in print are largely the same as books popular in electronic form. Another good sign. The medium is forgotten and the content is what's important. The OeBF releases a monthly bestseller list at www.openebook.org and you can see what I mean.

IQ: As with the dotcom revolution, have their been epublishing entrepreneurs who have had their fingers burnt?

NB: Of course. But this is not particular to the epublishing industry. Some people have made money and some people have lost money. It's part of life, I'm afraid.

IQ: Popular authors such as Stephen King, Michael Crichton and Dan Brown have published their works on the net, with varying results, and the vast majority of the books on your current ebook bestseller list are fiction. Where does the future of epublishing lie? In rereleases of old favorites, in new fiction, in non fiction?

NB: I would say it lies in the same areas as in print publishing, or in all of your examples.

Electronic Publishing, Continued from page 12

IQ: Most traditional publishers require their authors to give them electronic publishing rights. Are traditional publishing houses effectively exploiting those rights or are they merely sitting on them?

NB: They are exploiting them, or else many contracts stipulate that the rights retract if they are not being used. Publishers are not interested in a 'land grab' of rights any more. They are interested in producing and selling electronic content and, by consequence, making money for their authors.

IQ: In the 1990's, portable ebook handsets were predicted to replace traditional books, but that hasn't happened. Will it happen? Where are we at with ereading and downloading technology, including hardware and software developments and the cost of hardware to customers?

NB: I don't know. There are a number of dedicated ebook devices just released in Asia. They hold a lot of promise. There are also camps of people who think that the content should be read on non-dedicated devices like a home computer, PDA or smartphone. The answer is, I don't know...maybe both.

IQ: Twenty of the 30 books on OeBF's current list of electronic bestsellers are priced under US$10, but others are as expensive as US$24.99. Has there been an ebook pricing trend?

NB: Price differs greatly but, by and large, the electronic versions are less expensive than the print versions.

IQ: What user trends have emerged in relation to ebooks? A trend to downloading onto a PC? A trend toward portable ereaders? A trend toward print-on-demand?

NB: I think all of the above...no one trend has emerged, and they all have their particular advantages. I have a little less knowledge of POD, (print-on-demand), however it is an effective and much used method in mainstream publishing.

IQ: What are the problems in promoting ebook titles?

NB: Pure lack of consumer awareness of the breadth of titles available. This will be solved by simple marketing.

IQ: What is the future for non fiction in epublishing? Not only for literary non fiction, history, biography, educational, and so on, but also in the area of publishing government documents, official records, etc?

NB: All of these are perfect examples of productive markets for epublishing.

IQ: The readers of *IQ* magazine are particularly interested in how epublishing will impact and influence records management. Can you see the day when all records of government and business will be electronic?

NB: At least in the US, almost all government and business records are already electronic. Look at the IRS (Internal Revenue Service) website for example.

IQ: There have been concerns expressed lately that digital photographic images degrade on CD and are eventually lost. Is this an issue of concern to your organisation?

NB: Not that I know of. I don't know of this problem.

IQ: Is there in your opinion government legislation which needs to be introduced or removed to either regulate or free up epublishing?

NB: I usually believe that the less government legislation in an industry the better. As far as I see there is no real need for legislation except for possible areas to free ebook access to the visually impaired and blind.

IQ: Have epublishing advances to date been driven by user needs and preferences, cost factors, increasing demands on storage/distribution/retailing space, or technological developments? Or all of the above?

NB: Of course, that's how every market operates, by the needs of the consumer.

IQ: Will bookstores ever be replaced by epublishing?

NB: Bookstores have become so much more than about selling books...they won't be replaced. Bookstores are community centres, cafes, entertainment centres, etc. Epublishing won't replace that.

IQ: Thank you, Nick.

To sum up, back in January, the *Wall Street Journal* published a piece on electronic publishing in which its headline said, 'Remember ebooks? Well the story isn't over yet.' And the message from Nick Bogaty regarding the future of epublishing is just as emphatic – epublishing is growing, and comparatively fast.

In fact, ebook sales in the US rose last year by 27% over 2002. In dollar terms those sales totalled just US$7.3 million, only a drop in the commercial ocean compared to the billions spent on paper books, but it also represented an increase of 43% in the number of ebook titles available, which rose from around 5,000 to 7,138 last year. As they say, 'watch this space' for further developments. But watch it on the net.

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LOST! DIGITAL IMAGE DISASTER

How We're Losing Digital Images to Neglect and Foolishness

By Jim McGee

Has our throwaway society shot itself in the foot when it comes to digital photographs? Many of us thought we could ditch film because digital would dramatically slim down our photo filing systems, as we happily erased used or unwanted images. And we thought we could safely electronically store the digital images we wanted to retain. Both assumptions are wrong, says Jim McGee, publisher of American online photography magazine *Vividlight*. Here, he discusses a huge problem confronting photographers, the media, and archivists the world over.

I received an email this week from a reader who'd lost over four years worth of images to a hard drive crash. Now my first reaction was why hadn't he backed up? I even asked him so in an email.

"I did," he said. He'd backed up to CDs, albeit not religiously. He still figured he had most of his images. That is until he tried to read them on his new computer. For some unknown reason the new machine wouldn't read his old disks. Not one.

He was frustrated when he called tech support at the huge PC company who had sold him a new computer. He'd been through four or five calls on the issue, each call more worthless than the previous call. I won't even get into his frustration dealing with language issues and an overseas call centre. Such is the state of tech support in the PC industry. He'd written us in desperation after a co-worker had recommended our site. Was there anything we could do to help?

I suggested he pull the drive out of his old computer and try installing it into his new computer. Sometimes problem disks can be read on the drive used to create them. Unfortunately the old computer had already gone out in the trash and was long gone. Besides he said, installing a drive was beyond his abilities.

Now before you start smirking, take a moment and take inventory of your own families. In general our readers are pretty tech savvy (judging by the questions they ask and the surveys we've done).

That means many are the person who gets called when someone in the family is buying a new computer or a digital camera. They're also the person who gets called when something goes wrong with one of those gadgets. As a group we take technology for granted. But if we look at the population as a whole we're the exception not the rule. Marketing folks call us early adopters. To us the idea of not backing up is as alien as neglecting personal hygiene.

But as I've said in the past I wonder about the security of our digital images five, ten or twenty years from now as more and more people switch to digital photography.

'The Incriminating shot of OJ in his Bruno Magli shoes and the shot of Bill Clinton hugging Monica both came from photographers still shooting film'

Evidently I'm not the only one. Several people have written about a recent article in another publication discussing the role film has played in the media in recent years. Professional digital photographers are ruthless about discarding images that won't be used for the assignment at hand. They capture so many images that it would take massive hard drives to keep everything.

What's interesting is that the incriminating shot of OJ in his Bruno Magli shoes and the shot of Bill Clinton hugging Monica both came from photographers still shooting film!

In both cases those photographers remembered shots sitting in their slide libraries when the stories broke. Many other photographers may have been kicking themselves as these potentially lucrative images had been deleted from their files.

In another column a historian was quoted as lamenting the fact that today we have images from the Civil war, but 100 years hence we're unlikely to have images from the 1990's. They'll all be lost to due to impermanent storage and an inability to read current technologies 100 years from now.

Truth be told I think our historian friend is a bit off the mark. Our culture is so deluged by images and video that it would be foolish to think that none will survive. But we're sure to lose a lot.

Lennie Rue was telling me recently that a lot of the wildlife footage he originally shot on Beta is now gone. No one ever told him how short the life would be on those tapes. Some are gone completely. Others now suffer from dropouts to the point where they could never be used commercially. The concept of copying thousands of hours of video is daunting both in terms of dollars and time. Lennie is just one guy. What about the massive tape libraries kept at the networks?

Another reason we'll lose a lot of images is because the value of the individual image is diminished in a society drowning in visuals. I did a Google image search for the image of Bill hugging Monica. This is an image (taken by *Time* photographer Dirke Halstead) we were being hammered with just four years ago.

At the time the image appeared in virtually every magazine and newspaper. Those publications are now archived on the Web. You would think there would

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be hundreds of copies of Bill and Monica floating around. It was only four years ago right?

Wrong.

A search only turned up four copies of the image on the Web. Two in the BBC archives, one on a satire site, and one on the Web site for Country Joe and the Fish. Yep the same Country Joe and the Fish that played at Woodstock. It was a doctored image that showed Country Joe next to Monica during "the hug". If this historically significant image has all but disappeared in only four years maybe our historian friend has given us something to think about after all.

On a Personal Level

Lennie is a model of organisation. Everything is catalogued and cross-referenced as a good photographer's library should be. I never had to rely on stock to make my living so my own files are, shall we say, less than perfect. All my negatives and slides are stored in archival boxes and Printfile pages. But they're simply organized by assignment.

In a couple of seconds I can lay my hands on all the rolls I shot in Ireland, Zion or Old San Juan. But individual images aren't organised and cross-referenced by keywords such as Cathedral, Rain Forest or Mule Deer and in most cases the throw away shots are mixed in with the shots that made it into the articles generated by those trips. Ask for a shot from a particular location and I'll start flipping through 30 or so rolls worth of slides.

Actually it's amazing how many times I'm working on a column or an idea and I remember a shot from an old assignment that fits today's topic and even with my "loose" filing system I can usually find it in a few minutes.

Those trips into my old files often turn up other images that, while they might not have fit the article I was working on at the time, have value in their own right. One example was an article on Long-Handheld Exposures. What normally would have been throwaway shots became the topic of an article.

When I first started shooting digital I had a tendency to treat my digital images like my slides. I grouped everything by assignment and kept all my images good and bad.

But as time went on I started deleting more and more images in the field and being more and more choosy about what made it onto my hard drive back at the office. That drive is backed up regularly and culling images keeps the size of the archive manageable.

But as I sit here now and think back, some of my favourite images haven't necessarily been images that had any bearing on what I was working on at the time. Some were things that caught my eye at the time and were "rediscovered" later when I wasn't so focused on making a deadline.

How many of those personal images, captured digitally, have I discarded without a second thought because they didn't fit the assignment at hand?

For me it's not a matter of discarding history - but a matter of discarding memories. Those images that bring a smile, that bring back memories when you stumble on them six or seven years later.

Back to Those CDs

I suggested the gentleman try reading his CDs in other computers. He did find a PC that would read some of his disks but not many. At least he was able to save something.

All of us know the value of backing up. But has this digital photography made us too ruthless with our images? Do we cull too much? Or are we simply shooting so many more images now that we still end up with more images than we'd have had with film?

Talk to me in ten years. Maybe then I'll have the answer.

The Author

This is an edited version of an article which first appeared in *Vividlight* online photography magazine earlier this year, and is reprinted in *IQ* with the author's permission. Jim McGee is a professional writer and photographer and publisher of the Philadephia-based *Vividlight*. You can log onto the magazine at www.vividlight.com, and you can contact Jim at mcgee@vividlight.com

THE WORLDWIDE IMPACT OF ISO 15489

By Mike Steemson, ARMA

The International Standards Organisation's Records Management Standard, ISO 15489, is achieving worldwide importance and acceptance. Most English-speaking nations have adopted it or its tenets and around the world it is being or has been translated into upwards of a dozen other languages. With, three years after its publication, ISO's authoring sub-committee beginning a revision review, and with the standard featuring in discussion at the RMAA's international convention in September, Michael Steemson reviews the impact of 15489.

Toward the end of 2003, the Americans and the Arabs were discussing and agreeing about something, for a change. It had nothing or perhaps everything to do with their political differences. The subject was the international records management standard, ISO 15489, the world's guide to saving, caring for and using the information that every organisation, business, urban authority or national government relies on to carry out its functions.

The two were not actually talking with each other about the Standard, but toward the end of the year both declared its colossal importance.

In the USA, after lengthy, some would say tortuous examination, the National Archives and Records Administration was nailing the ISO 15489 standard to its mast.

In his Strategic Directions: Guidance and Regulations, United States Archivist John W Carlin boldly went where the American National Standards Institute was still unwilling to go and announced: "We will base our approach to records management on the ISO Records Management Standard 15489".

At the same time, a critical symposium was being prepared in the United Arab Emirates port of Dubai. It was, said the President of the Arab Regional Branch of the International Council on Archives, Dr Abdulla El Reyes, to "show our full commitment towards upgrading the level of expertise in the area of archiving, traditional and electronic in the Arab world".

The first concern of the symposium was: 'International standards (ISO 15489) attached to the organisation of archives in governmental and private establishments.'

The juxtaposition of these events, a coincidence I am sure, was a striking illustration of the escalating worldwide uptake of the standard. Still less than three years old, this global standard for records management, the organisation's 15,489th work of standard setting, has swept the world. It is one of the International Standards Organisation's (ISO) most successful publications since its 9000 series of quality codes in the 1990's.

It has been or is being translated into a dozen or so languages as more and more nations come on line. Interest has been so intense that the standard's authoring sub-committee, ISO TC46/SC11, has already begun a review process aiming to provide an up-dated version in time for its fifth birthday in 2006. Late this year, the sub-committee will complete its ISO 23081 Metadata for Records Standard, early drafts for which are in circulation for comment.

Review Survey Launched

In May, SC11 launched the worldwide review consultation process and survey of opinion to update ISO 15489. It approaches the task without pre-conceptions of what world recordkeeping communities will seek.

One of the biggest differences it will have to consider is the world's widening awareness and acceptance of records management, a change significantly advanced by the creation and existence of the international standard itself.

When preparing the standard, SC11 sought to avoid offending existing national archival and information management protocols and sensitivities. Some delegations wanted to make the standard prescriptive ... more 'must' and less 'may' directives.

But, quite correctly, the committee agreed a more delicate approach offering guidance and advice towards records management best practice. Now, though, the 'mays' and 'coulds' might well become 'musts' and 'shoulds' as the standard is given more teeth.

The sub-committee has prepared a survey on the Web, to, as Australian chairman David Moldrich, MRMA, put it, "establish the parameters and directions of what will be included as part of the review". The 10 to 15-minute survey is on-line available at http://isotc.iso.ch/webquest/tc46sc11/index.html.

'This is how the world does records management'

The Great Leap Forward

It will be a big leap from those last months of the 20th Century when SC11 was putting final touches to the original document.

Immediately after the Standard's October 2001 launch at the ARMA International Montreal, Canada, conference, Australia adopted it as its national standard, AS ISO 15489, replacing its original 1996 ground-breaking guide, AS4390, on which the international code was founded. [*See reference to the influence of AS4390 in the article Professional Development in the Electronic Environment: The Northumbria Model, in this issue of IQ.*]

Then, the British Standards Institution (BSI) issued it as BS ISO 15489 and created workbooks to help organisations fit it to the British way, a three-part "public

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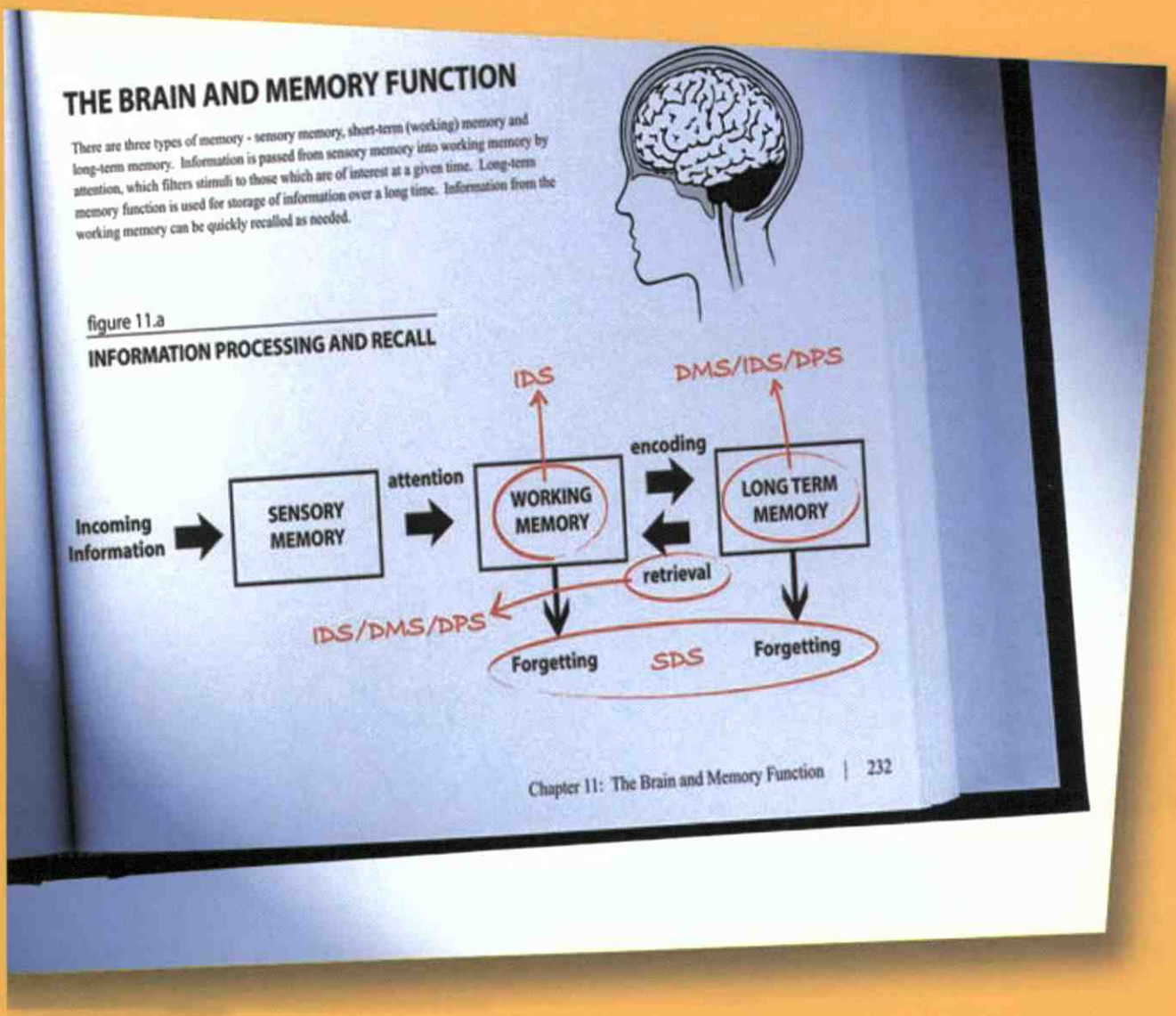

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The Worldwide Impact of ISO 15489, Continued from page 16

document" (PD) guide to the standard, PD 0025 Effective records management.

Swiftly, the French, German and Dutch national standards authorities provided translations in their own languages. Standards and archiving journals all over Europe published articles about the standard, many written by members of SC11 in German, French, Dutch and Croatian.

The Nordic nations have picked up the work. The Swedish standards institution and records managers from its Civil Aviation Authority were foundation members of SC11. As a result, the country's Agency for Public Management, the Statskontoret, which guides government agency administration practice, includes it in its procedures. The little North Atlantic island nation, Iceland, is translating the work.

Federal Spanish standards authorities have been slower to react, but in Barcelona, the government of the province of Catalonia last year held a seminar on the standard and has translated it into the Catalan language. The Catalonian Research and Information Society Department (DURSI) is developing and implementing public sector record management procedures based on the international code.

Eastern Europe Joins

The former USSR satellite Baltic states, Estonia, Latvia and Lithuania, have all worked on the standard. The National Archives of Estonia earlier this year completed work on an Estonian language version that has been adopted by the standards authority Eesti Standardikeskus as the national standard, *EVS-ISO 15482004 Informatsioon ja Dokumentatsioon: Dokumendihaldus*.

The Lithuanian Standardisation Department expects to approve ISO 15489 as its official standard this year and has already created regulations in accordance with the international principles.

Latvian Standards' (*Latvijas standarts*) Museums, Archives and Libraries Standardisation committee made the decision on February 28 to finish its work on translating the standard. The committee hopes to report the job done to the second International Conference on the History of Records and Archives (I-CHORA 2), Archival Affinities: Adapting and Adopting Archival Cultures, at Amsterdam in September 2005.

The National Archives of Croatia has translated the standard and distributed it around the other countries of the former state of Yugoslavia. The Czech Republic has issued its own guide to the standard, e-CH-0002 .

China has an unofficial but important translation created by the dynamic staff and students of the School of Information Resources Management (until earlier this year called the Archives College) of Beijing's Renmin University. That change of name, incidentally, is a perfect example of how global attitudes towards recordkeeping are changing.

The Irish consultancy, Eneclann, a campus company of the republic's big tertiary institution, Trinity College, recommends the standard. The Irish National Archives supports it.

New Zealand's the national archives, Archives New Zealand, uses the Standard as the basis for its Government recordkeeping programme, *Continuum, create and maintain*.

Kenya Shows the Way

In Africa, the National Archives and Records Service of South Africa has endorsed the Standard, while the Kenyan National Archives is showing its sub-Saharan neighbours the way with its own Records and Archives Management Standard based on ISO 15489 and the ICA's standard for archives description.

In the Caribbean, the University of the West Indies has introduced the Standard to its administration.

A number of Canadian provincial legislatures, notably the western prairie

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province of Alberta, have absorbed ISO 15489 into their information management regulation and the Canadian National Archives *Information Management Capacity Check* tool and the Canadian General Standards Board's standard *CGSB 72.34 Electronic Records as Documentary Evidence*, to be published this year, have the international standard as their bases.

The International Council on Archives plans ISO 15489 implementation guidance sessions at its annual congress in Vienna, Austria, next August. The congress will see, for the first time, the ICA's Workbook on Electronic Records, a document produced by its Committee on Current Records in an Electronic Environment comprising 25 members from around the world. The workbook's principle reference point is ISO 15489.

The list of participating nations grows day by day. ISO 15489 is a weapon of mass instruction in the armoury of information managers. It adds power to the elbows of recordkeepers fighting their corner for greater support and recognition for both their systems and themselves.

With ISO 15489 in hand, recordkeepers may encourage employers with promises like: 'This is how the world does records management. We can learn from the world.'

Paper On Line

A fuller version of this paper is on-line on the website of the author's company, The Caldeson Consultancy, at http://www.caldeson.com/1548904.html.

The Author

Michael Steemson heads the New Zealand-based Caldeson Consultancy in business information management after 35 years in London journalism. In the 1990's, he was for two years chairman of the Records Management Society of Great Britain and chaired a London-based consortium of IT consultants, vendors and academics that created the British Standards Institution's 1996 code of practice for the legal admissibility of electronic documents, PD0008.

He was a member of the Australia delegation on ISO's authoring sub-committee that created ISO15489 and on the RMAA's New Zealand Branch Council. In 2002, he was appointed technical writer to the DigiCULT Forum of the European Commissions' Information Society directorate. He has spoken at information conferences in London, Edinburgh, Vienna, Istanbul, China, Singapore, Sweden, the Netherlands, Australia and New Zealand.

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ARE ACCESS SCHEDULES THE ANSWER TO RECORDS SECURITY?

By Stephen Bedford

The author believes that records security is a neglected topic. In this article, he analyses security issues and options, citing examples from his time with New South Wales State Archives and the NSW Department of Education & Training, and puts a case for the use of access schedules, in the hope of stimulating debate on the topic.

Organisations (rather than the records managers who work for them) are largely interested in two records management issues – disposal and security. Of these, they are more interested in the former rather than the latter. And yet, we have very well thought out and formalised disposal schedules but no similar documentation for internal access to information.

Why Not Access Schedules?

First let me clarify. When I say 'access', I am referring to internal access to information by staff and contractors working for an organisation. I do not mean external access by members of the public through privacy, FOI or archival legislation. And by 'classification' I mean business classification linking the record to the business activity that created it, not its security level, ie I mean 'Fleet Management – Acquisition' not 'Secret'.

My thoughts are based on the opinion that the Records classification should be the basis of what sort of security and access should be applied to each record, and in most cases should produce a default security value.

Despite recommendations within the International Standard on Records Management that the business activity classification scheme should be the basis for developing an access and security regime, there are few guidelines on how this can be achieved.

Those who implement recordkeeping systems often adopt broad-based frameworks, issued by agencies responsible for the development of whole-of-government security regimes. (For NSW government agencies, an example of this is the OIT Information Management Guidelines, Commonwealth Protective Security Manual, etc)

Digression I - Records Security

Traditional records security is vertical. In other words, the higher you are in an organisation, the more records you can access.

'Height' may be grading or ranking, or status based, or based on the nature of your job and the material you need to access. For example, most records managers would be middle ranked in organisations in terms of pay and status, but would have the highest possible security - as they cannot 'manage' what they cannot see.

A good example of a hierarchical security scheme is that contained in the Commonwealth Security Manual. I believe that in the vast majority of organisations this model is outdated.

A much more sophisticated security regime is horizontal or group based. This sort of security identifies different groups of people who can see different types of restricted records, and no group is 'higher' than any other.

The example of workers compensation records illustrates the superiority of horizontal security. HR staff need to see workers compensation records to do their work. Under a vertical scheme, the records would be given a security level - let's say it's 'Secret,' and 'Secret' is the second highest level.

The problem with this is, HR staff would be able to see all 'Secret' records and all records with a lower level of security. As well, all staff with a 'Secret' or higher security classification would be able to see sensitive personal information relating to individual workers' compensation claims, irrespective of whether that would be appropriate or not.

Security is much more important in an EDRMS. In a manual system, the records staff retrieving a record can perform a 'common sense' check as a last back up, eg: "Why do you need to see this plan of our security vault? You are our staff trainer". This is not possible in an automated system.

What Would an Access Schedule Look Like?

Part I

Despite my whinging about disposal schedules, they would serve as quite a good model for what an access schedule would look like.

It would be a hierarchical representation of the records classification scheme .

Each level of the scheme that records are actually created with would be assigned a security "class" or group. An example may be:

Classification	Security class/group
OH&S – Cases	HR Rehabilitation coordination group
OH&S – Consultation – Meetings	All staff
OH&S – Planning	HR General group

Are Access Schedules the Answer to Records Security, Continued from page 20

Why Do We Need Access Schedules?

If you think about what I've written, most of the information which would comprise an access schedule is actually configured into our records management systems. So why do we need yet another document that we have to develop?

I can see two main reasons. The first is a 'best practice' argument. It is desirable to have the whole security setup for the entire organisation in the one document as part of a formal approval process.

It would ensure consistency across the organisation, and eliminate capricious reasoning behind paranoid decisions - as well as justify seemingly capricious and paranoid decisions which are actually valid.

The second reason is a practical one to help everyday users. If users do a search and get less than expected or no records, they could check the published access schedule to see what classifications they do not have access to.

They could then check with the relevant 'owner' of the information whether the reason for their search was valid, and if "Yes", then get their security upgraded or have the search done on their behalf by a person with adequate security.

Problems

There are some problems with my nice, neat approach of having security determined by classification and embodied in an access schedule.

The Problem of Time

Sensitivity changes over time, and it usually decays. When I worked for the NSW State Archives, I had a hard time convincing the NSW Privacy Commission of this, but it is true.

Similarly, sensitivity of information in an organisation also decays, and at varying rates. On the long end of the scale, personal information contained in a workers compensation claim definitely remains sensitive while the employee is still employed, probably remains sensitive until they die, and could conceivably (although I personally don't think so) remain sensitive until the death of relatives.

On the short end, many projects are extremely sensitive until approved, when they become common knowledge in an organisation. How do we handle change in security status over time?

The Problem of Individual Relationships

When I worked for the NSW Department of Education and Training, I did the preliminary work for introducing workflow to track ministerial correspondence. We had massive security issues.

Each director did not want the other directors to see the ministerials that they were dealing with. The issue there was not information security but job paranoia. They did not want another director saying, "I see you've still got 26 late ministerials".

'Sensitivity changes over time, and it usually decays'

Again, disposal schedules provide a useful model. After all, they deal with changing disposal status over time - current, off site/line, archival storage or destruction.

Some may say that the access equivalent of a retention period (a restriction period?) would be an arbitrary decision based on intangible factors. How is that different to a disposal schedule?

Once you have examined and satisfied the relevant legislation, recordkeeping requirements, and business needs, you are still left to guess, if there is no clear direction from these requirements. Indeed, you would follow a similar process when determining restriction periods.

I suspect that the triggers may be a bit more complex in an access schedule – eg: 'Release to Finance group one month after project approval process complete'.

There are also many more possible 'states' in an access schedule. As mentioned above, there are four possible states in a disposal schedule. In an access schedule, there is no potential limit to the number of states – Day 1, Release to Group A; Day 3, Release to Group B; After One Month, Release to Groups C and D, etc.

Ah, that was an evil place to work, and there was the time that John Aqualina's toilet leaked on my desk...

We were using an old version of TRIM at the time, which was limited to twenty 'caveats' - a form of horizontal security group. To assign each director's branch a separate group for their ministerials would have used up fourteen of these groups, leaving only another six for the use of all the records of the Department of 140,000 staff. Not an ideal situation.

They eventually got around the problem by having a different ministerial record type for each branch, and introduced another horizontal security group based on record type. Not a very elegant solution – they very soon ended up with hundreds of record types.

Perhaps I should have started this section with a simpler example. (But that would not have given me the chance to sling off at the Department of Education and Training).

A number of organisations have performance agreements between an employee and their supervisor, setting out goals and targets, and reporting against

Are Access Schedules the Answer to Records Security, Continued from page 21

these. In some cases this agreement is confidential, and no one else in the organisation can see them.

A simple 'performance agreement' group would not work, because everyone would be able to see everyone else's. You could conceivably have a two-person security group – but you would need one of those for every employee in an organisation, a most inelegant solution.

This is a doozey, and does not sit within my neat model of one-to-one relationship between classification and security group. I do not really have a definitive solution for this problem. The closest I can come is to wave a magic wand and say that perhaps there can be a special sort of security limited only to those individuals named in a workflow. I have no idea whether this is technically feasible or not. Software developers take note!

The Problem of Exceptions

When confronted with the concept of records classification determining security, most people would say, "What about the exceptions, those few documents that are out of the ordinary?"

This is quite a simple problem, for which there are two easy solutions, the gutless and the brave.

The gutless solution. The security determined by the classification is only a default value that can be changed at any time if need be.

The brave solution. Say to the person, "Oh, grow up". If they persist, and if they have a good reason, reclassify the record. Because, in your wonderfully designed classification scheme, the security must always be right. and if it's not, that's probably because the wrong classification was chosen in the first place.

Yes, yes, I know that I would never actually use the brave solution. But I'd want to!

What Would An Access Schedule Look Like? Part 2

Taking in to account the above problems, particularly the problem of time, our access schedule looks even more like a disposal schedule. (*See box below.*) There is probably a more elegant way of expressing the schedule. But this will do.

Currently records management and EDM systems do not have the functionality to implement this approach. The change in security over time is very similar to the change in disposal status over time, so it should be possible to modify software products to handle this.

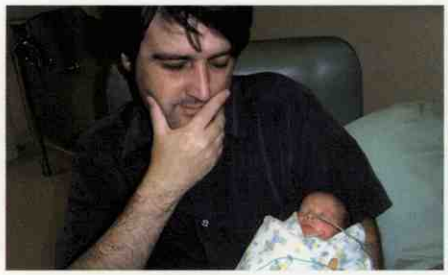
If today's advanced workflow can actually change records metadata (such as, say, security group), then it may be possible to configure existing software without reprogramming.

Come to think of it, this approach could automate some of the 'trickier' disposal triggers that involve record and process content, eg: 'Two years after contract expires' – if one of the workflow steps is 'Sign contract', and the contract is fixed term, the system should then be able to automatically calculate the correct disposal date.

As I've already stated, I do not have a neat solution for the problem of individual relationships.

I have no real conclusion to this discussion, other than to say these are preliminary thoughts on a neglected area. So, let's start thinking about it!

(*To express your thoughts on the subject, write to* editor.iq@rmaa.com.au)



Stephen Bedford and his daughter Cally contemplate the lack of guidance on records security

The Author

Stephen Bedford is Manager, Records and Information Resource Services with the Australian Broadcasting Authority. He is currently also the chair of the Standards Australia IT 21-09 Records Management Classification subcommittee. He says that rather than reading through the voluminous comments received on that committee's discussion paper, he became distracted and wrote this *IQ* article instead. He says he's worried that if he continues to write in such an impertinent manner he will be mistaken for Glenn Sanders!

Classification	Security class/group
Personnel – Performance Management – Awards	Restricted to HR Group and Corporate Governance Group until granted, then open to all staff
Personnel – Counselling	Restricted to individual employee and their supervisor
Personnel – Tendering	Restrict to HR Manager Group and Finance Manager Group until request for tender, then release to Finance group. Release to HR group after tender awarded. Release to all staff 1 year after tender awarded.

EDRMS: WHAT INTEGRATION?

By Duncan Holt

This office at the City of Charles Sturt holds the secret of a black art

After Duncan Holt introduced a new EDRMS system at South Australia's City of Charles Sturt earlier this year, he was besieged with phone calls from far and wide. For a time he couldn't work out why there was so much interest, couldn't fathom what he'd done that was different. And then it dawned on him.

Since installing an electronic document and records management system for the City of Charles Sturt the level of industry interest has been overwhelming. In March 2004 a fully integrated EDRMS commenced operation for all of the City's records. Within weeks, enquiries on how this was done had come from all over Australia and New Zealand.*

The number of enquiries, combined with the relatively short time that the system has been in operation, surprised me. Of the many information systems installed over a career spanning many industries, never before had I seen such interest. The obvious question, of why, began to puzzle me.

So, when talking to an organisation that already had the same EDRMS as the City of Charles Sturt, and also had one of the same primary business systems, I thought it was time to explore this question. The answer, it turned out, was simple. In one word, integration.

Integration is the result you get when you are using one application and seamlessly access data from another system, or if required navigate to it. This is not to be confused with creating interfaces, which run each hour, or overnight, to transfer information from one island to another.

You see, as I have learned, integration is the black art of records systems. Subsequent to this discovery, I have asked questions around this subject at every opportunity. The anecdotal evidence seems to support this finding. The primary question of both new and existing businesses using, or looking to use, an EDRMS, is, 'How do we incorporate it with our other systems?'

Everyone knows that their record system is a central component of their business. What they don't seem to know is how to make it connect to other corporate systems without introducing additional business process steps. My experience to date has shown that while recognition of the need to maintain all business records in a central EDRMS is well accepted, if it takes more than two clicks of the mouse then it's quite likely to be rejected by the people who use it.

Electronic record management systems are a new business application. Most information systems professionals have never installed one before. Sure, you can find a wealth of people who have changed finance or email systems, but how about records systems?

What Did We Do Right?

What did the City of Charles Sturt do to go with a fully integrated EDRMS?

Firstly, planning. Recognise from the start that you are implementing an integrated system. Do not plan to implement it then integrate it. If you have already implemented the EDRMS be prepared for some substantial redesign of record types, metadata, classification plans, etc.

Next, get the right people. Build a core group of people from a mixture of internal and external experts. Ensure you have strong project management, records knowledge, information systems skills and business experience. All of the people you use need to be able to work together, and compromise, when necessary.

EDRMS: What Integration? Continued from page 23

Design your system and integration up front. Don't design an ideal records systems and then figure out how you want to integrate it. Take the time to discover and document business processes before starting on the first part of your metadata requirements or records structure.

After all, the design of these things should be driven by the business requirements, not the other way around. Also, be prepared to forget the way you used to do things. Certain types of files and series may simply no longer be required.

'Integration is the black art of records systems'

Communicate the process to the entire business from day one, and then for ever more. Don't try to flood people with information, just keep them informed as to what has happened, what is planned to happen, and when. Communication is a core tool for removing the fear that the rest of your organisation is feeling about using a fully integrated EDRMS.

Finally drive your plans through on time and on target. Resist those who doubt or want to dilute the design. If you find technical staff who say 'it can't be done,' get them some more help. If your design is sound, a good information systems practitioner will be able to make it work. After all, they should have helped design it in the first place.

By following the above philosophy (*Plan, People, Design, Communicate, and Drive*), the City Of Charles Sturt successfully implemented TRIM for 350 staff in 15 locations with full scanning and OCRing of all documents in a six month period. Those staff now register over 14,000 documents per month and have real time navigation and integration with both core and desktop applications.

* The origins of the enquiries Duncan received were, roughly, 50% local government, 20% state government, 20% federal government, and 10% corporate.

The Author

Duncan Holt has been Manager Information Systems with the City of Charles Sturt for the past three years. A corporate member of the RMAA, he holds a Masters in Business Administration (MBA). He has previously worked in IT service and distribution and manufacturing with organisations including Coles Myer, Wendy's and Transax, and has run his own business solutions firm.

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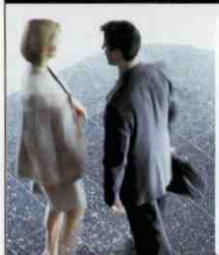

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MAP 5055

GRM MESHES ARCHIVE STORAGE SOLUTION WITH NEW TECHNOLOGY

By Ronnie O'Hagan

Michael Hyland, GRM's General manager, at the new Campbelltown records storage facility

Grace Records Management, one of Australia's longest running document storage businesses, has recently completed the construction of a new 9240m2 records storage facility at Campbelltown, in Sydney's South-West, featuring the first large scale application of a new, specially-designed wire MantaMESH deck for archive document storage.

The MantaMESH deck, in conjunction with an early suppression fast response (ESFR) sprinkler system, gives GRM what it believes is a world's best practice fire safety system which complies with increasingly stringent insurance requirements concerning fire safety in high density document storage facilities.

The use of wire mesh decking in storage systems has expanded substantially in recent years, largely due to its better fire safety performance than historically supplied particleboard shelving. Wire mesh decking enables the radiant heat from a fire to activate roof-mounted sprinkler systems quickly. With particleboard shelving, fire can spread rapidly throughout the lower levels of a storage system before sprinklers are activated.

Once activated, roof-mounted sprinklers can also work a lot more effectively with wire mesh decking than particleboard shelving. Not only does it restrict the flow of water from effectively penetrating lower levels, once on fire, particleboard also quickly loses strength presenting the additional risk of goods falling through the storage system.

Because of these issues, increasing numbers of insurers are insisting wire mesh decking be used in storage applications, unless more extensive in-rack sprinkler systems are employed.

GRM's new facility is the first of a three stage expansion project slated for the 21,000m2 site. GRM's property plan enables the consolidation of its operations from a number of smaller facilities in Sydney, and provides much needed capacity for growth. GRM's General Manager, Michael Hyland, told *IQ* that bringing its Sydney businesses under the one roof will deliver significant cost and operational efficiencies.

Despite electronic data being used throughout all types of business, records management is a growing business. Major users of document storage services include financial institutions, the legal and insurance professions, accountants and government authorities. Increasing numbers of SOHO operators and small businesses with limited space for storage are also making use of GRM's services.

"We can have records here for several years that no-one ever touches," GRM's Michael Hyland told *IQ*, "but the day a customer decides they need access to a particular document, they usually need it fairly quickly.

"Our quality-based processes and powerful tracking systems allow accurate document handling, by a single file or the entire contents of the carton, enabling them to be returned in a timely manner."

The company offers two levels of service for customers. Documents are normally delivered within four hours of placing an order, while GRM's premium service aims to deliver within two hours from point of receiving the order, with a large number of orders for document retrievals and pickup being received via the company's Web-based system.

When considering the design of the storage system and materials handling for the new facility, GRM carefully evaluated two main options: high-rise, longspan shelving accessed by narrow aisle Stockpickers; or a multi-tiered mezzanine structure with manual access.

"While the mezzanine option gives a higher storage density of around 13%

GRM Meshes Archives Storage Solution, Continued from page 25

more archive cartons per square metre footprint," said Mr Hyland, "compared to the high-rise, longspan option, we felt it would adversely impact efficiency and make materials handling a much more demanding task.

"Our aisles are 110 metres long. Walking up and down a mezzanine configuration all day retrieving documents would be too tiring for our workforce. It's not as if we can locate all of our active cartons in one area like you can in a normal warehouse. Our carton locations are random, and you never know from one day to the next where you are going to be asked to retrieve a carton or file from within the warehouse."

Once GRM had decided to utilise high-rise, longspan shelving, the next major decision was whether to use traditional particleboard shelving or wire mesh decking.

"Had we wanted particleboard shelving," Mr Hyland commented, "this would have necessitated the use of a much more comprehensive sprinkler system, with in-rack sprinklers and the like, the cost of which would have been prohibitive. We've been trialling wire mesh decking in our other facilities for the past couple of years and have been impressed by its functionality."

MantaMESH representative Stephen Eddowes explained that the standard wire mesh decking used in conventional warehouse applications had proved unsuitable for archive storage.

"The apertures between the wires are too large for carton storage and this creates two problems," Mr Eddowes said. "The base of heavy cartons can become embedded into the wires, and sliding the cartons in and out can be problematic, with the corners catching on the edge of cross wires.

"Working in conjunction with GRM, we developed a new type of wire mesh decking to overcome these issues. Our MantaMESH archive storage deck features twice as many longitudinal wires as normal decking. This stops the edges of cartons from catching or snagging on cross wires, and also distributes the load from the carton over a greater area, eliminating any problems with the carton embedding into the wires."

GRM's Michael Hyland said he was very happy with the performance of the custom-built MantaMESH decking. "Our people find it easy to slide cartons on and off the wire decking, and their open design means that dirt and dust doesn't build up over time."

The completed initial storage system provides GRM with the capacity to store more than one million cartons, with cartons typically stored three deep and three high.

Access is via Stockpickers equipped with wire guidance technology. The operator simply aligns the Stockpicker at the start of the aisle and the Stockpicker's electronic control locks itself onto the guide wire in the concrete floor, eliminating the need for steering within the aisles.

"We have got more than 2.6km of wire embedded within the warehouse floor," said Mr Hyland, "but we believe the safety and operational benefits are well worth the expense."

The latest technology is employed in managing various aspects of the new GRM archive storage facility. For example, each file, carton and location is barcoded. Every time a carton or file is handled, it is scanned – from rack to truck to point of delivery. And GRM runs an audit trail every day and immediately investigate any exceptions. The Campbelltown facility is also equipped with state-of-the art electrified security fencing and surveillance systems.

In addition to storing documents in all Australian capital cities and many key regional centres, GRM also provides a number of value-added services including scheduled document destruction and climate-controlled environments for storage of sensitive items and a wide range of merchandise products such as file sleeves.

MantaMESH manufactures wire mesh decking for a wide range of retail and warehouse storage applications, with accessories including a new clip-on divider system to create binning for small parts order picking.

Further information:
MantaMESH, 32 Regent Crescent, Moorebank, NSW 1875. Tel: (02) 9734 6700. Fax: (02) 9734 6711. Web: www.mantamesh.com.au

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The interior of GRM's Blacktown facility

SPOTLIGHT ON PROFESSIONAL DEVELOPMENT

In this *IQ* special feature, we look at a variety of different aspects of professional development. We see how the UK's Northumbria University tackled the need for professional development in the age of electronic records. We look at an off-campus PD alternative, update you on the RMAA's Continuing Professional Development Program, and explore the subject of training to improve emotional competencies to improve managerial skills.

What is professional development? Ask any number of people that question and you may receive any number of answers. One person's professional development can be another's poison.

But no one can argue that PD isn't a massive industry. For many publishing houses, for example, professional development titles make them more money than fiction. You only have to look at the list of top-selling PD books to realise that the demand for professional development information and inspiration will always exist and will always generate new ways to deliver old truisms.

Learning and development gurus will tell you that professional development today encompasses a range of categories additional to traditional skills enhancement programs, ranging across time management, change management, project management, stress management... in fact, if it needs to be managed, you can find a course to help you improve the way you do it.

A poll of 230 Australian employers in business and government recently conducted by HR firm Adecco found that 74% of employees had completed a training course within the previous six months. This covered all levels of management, from senior managers through middle management to operations and administration staff.

"This is a fantastic result," says Adecco CEO Jo-Anne Collier, "particularly since learning and development programs in the past were only offered to senior management. Today, companies are seeing the benefits of developing staff at all levels."

Adecco CEO Jo-Anne Collier

'Employees are not involved in setting their training plan'

Adecco's quarterly JobWatch survey found that learning and development programs currently on offer can be broken down as follows:
Skill or role specific – 29%
OHS – 23%
Operational
(eg, technology upgrades) – 22%
Employee induction – 23%
Non work related (eg, art classes) – 2%
Other – 1%

But when Adecco asked who initiates professional development within organisations today, they found that while 94% of managers are pro learning and development, only 16% of their subordinates decide what programs they themselves will take up.

"Employees are not involved in setting their training plan when it comes to their development needs," says a disappointed Adecco CEO Jo-Anne Collier.

This suggests that managers must be more inclusive when it comes to professional development planning for their staff, and employees must be more vocal in expressing their professional development needs and aspirations.

It's not that professional development is necessarily a hard sell. According to the Adecco poll, 97% of employers surveyed think that learning and development programs help employees to perform better.

What seems to be lacking is a widespread awareness of the need to create a professional development path for employees, or for employees to create that path for themselves. In 76% of cases surveyed by Adecco, learning and development programs were undertaken on a 'needs basis' rather than on a structured basis.

It would seem that the most critical need for any professional today, be it in the records management industry or any other, is the need to create and follow a continuing professional development program, as opposed to signing up for ad hoc programs on a 'needs basis.' For, in this ever changing world, our need to learn, update and improve is continuing, as it will be throughout our careers.

In an article a little later in this issue, RMAA CEO Kate Walker addresses the progress made on implementing the Association's own continuing professional development program.

TOP 5 BESTSELLERS, PROFESSIONAL DEVELOPMENT BOOKS (Australia, 2004)

1. GOOD TO GREAT,
Jim Collins, Random House
2. MASTER'S MARKET,
Anthony Hughes, John Wiley & Sons
3. WHO MOVED MY CHEESE,
Spencer Johnson, Random House
4. SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE, Stephen Covey, Gallin
5. THE PRESENT,
Spencer Johnson, Random House

List courtesy of Dymocks Booksellers, Sydney, July 2004

SPOTLIGHT ON PROFESSIONAL DEVELOPMENT 2

PROFESSIONAL DEVELOPMENT IN THE ELECTRONIC ENVIRONMENT: THE NORTHUMBRIA MODEL

By Julie McLeod, Catherine Hare and Rusnah Johare

Managing records in the electronic environment is not only a major challenge but also increasingly a strategic issue for organisations in both the public and private sectors. A key factor is the provision of education and/or training for employees and potential employees. This article evaluates some of the most recent initiatives undertaken in the School of Informatics at Northumbria University, Newcastle upon Tyne, England in the search for a best practice model for education and training in electronic records management.

Probably the single biggest development in records management in a global context in recent years has been the publication of ISO 15489 (ISP 2001), the first ever international standard on records management.

Using the Australian Standard AS4390:1-6 Records Management as its starting point, it was developed through the work of participating records professionals around the world and represents a consensus of best practice for records management.

It is written to be used by anyone within an organisation, be they a records or other information professional or not, a manager or not. The standard contains two clauses which are particularly relevant in the context of education and training – responsibilities and training.

The clause on training is extremely brief, but it does say that any organisation adopting the standard should 'establish an ongoing programme of records training.' [It goes on:] 'Programmes of training in requirements for records management and specific practices should encompass the roles and responsibilities of, and be addressed to, all members of management, employees, contractors, volunteers and any other individuals responsible for the whole or part of a business activity of an organisation in making records during their work and capturing those records into records systems.'

From this scenario it then becomes clear that catering for the education and training of these different roles requires a variety of approaches.

Northumbria Initiatives

Over the past decade the School of Informatics at Northumbria University has been involved in a number of initiatives which cover a range of these different approaches.

First, as an academic department specialising in vocational education, the then Department of Information and Library Management at Newcastle polytechnic introduced a conversion Masters in Information and Records Management (IRM).

It was a sister course to a Masters in Information and Library Management but ran for a limited period between 1993 and 1998. This was because records management had not succeeded in establishing itself as a career choice for newly qualified undergraduates at a time when the job market for records managers outside London was small.

It did, however, identify the need for a masters level course for records specialists already practicing but who were seeking to consolidate their professional status by acquiring a professional qualification in their own field, while continuing their professional activity.

Distance Learning

A new course by distance learning was developed specifically and exclusively for records specialists from any organisation and potentially from any country. They meet at an annual residential school and subsequently keep in touch by email or discussion boards, sharing knowledge about their own organisations and about practice and completing coursework assignments relating to their own workplace.

The power of applying and testing their learning in this way and as a result, either raising their status within their own organisation or moving to promoted posts elsewhere, highlights the power of contextualised and shared learning, which is a strength of this approach.

With students at a distance, the challenge and sometimes the failure to keep all of the group on track because of the varying levels of support at work and at home, however, is an issue and a potential threat/weakness of this approach.

Counter balancing this is the testimony of the networks established during the course that survive well after the studies are complete, often facilitated and sustained by heavy reliance on ICTs.

The course has been running since 1996 and is now attracting practitioners who are active at both the strategic and tactical levels. And in recent intakes we are seeing students who are making records management a first career choice on leaving university.

The rm3 Partnership

The rm3 partnership is another distance learning programme aimed at a different level of staff and particularly within the government sector.

Resulting from a successful bid to tender for an education and training programme proposal by the [UK] Public Records Office, the course brings together staff from Liverpool University Centre for Archives Studies and the School of Informatics at Northumbria University, so combining the archival and information management perspectives on records management.

To inform their understanding of current recordkeeping practice, the teaching staff

The Northumbria Model, Continued from page 28

visited a series of government departments. The model is different, with a day-long workshop for each module, which can also be followed as a standalone training day, combined with learning materials. Students come from different levels of recordkeeping responsibility across central government departments of greatly varies size and culture.

As with the masters distance learning course a community of learning is formed within and across departments and agencies, with again the opportunity and often requirement to apply learning to the individual's work activities. As an undergraduate qualification, the course has attracted mainly supervisory and some operational staff.

Work-based Learning at the BBC

From distance learning provided for a single sector the next logical step is to take the education and training into the workplace.

A lifelong learning award, devised for staff in Document Archives at the BBC, brought together in their work location principally operational and some supervisory staff. The study pattern comprised face-to-face workshops followed by directed learning and work-based projects. Initially there was input from managers in Document Archives at the BBC to provide a broader organisational context than that with which the teaching staff from Northumbria were familiar.

A module on Managing Own Learning helped the staff, whose normal focus was operational, to reflect on their practice and actively capture and consolidate their learning. The outcome here has been a raising of the profile and status of staff previously considered as the 'filing boys and girls' and a revolution in the records management function from an operational service to a strategic leader. A full evaluation of the programme has been published elsewhere (Hare and McLeod, 2001, and McLeod and Hare, 2002).

The NVQs Work-Based Model

In contrast, another model of work-based learning was provided by NVQs (National Vocational Qualifications) in Records Services and Records Management, which provide qualifications based on competency standards at the operations, (Level 2), supervisory (Level 3) and strategic (Level 4) levels. (Dakers and Hare, 1996).

The model of providing evidence of achieving work-based competencies, validated by a functional and occupational map, has great potential for continuing professional development and a continuous improvement approach, by using the standards as a benchmark for training and development measurement.

However the NVQs failed to attract candidates, principally because specialist records staff worked in units which were not large enough to have the assessors and internal verifiers with the necessary professional competence nor were any of the large records management services prepared to take on the role. The then School of Information Studies at Northumbria University acted as an assessment centre for external candidates but faced the same problem of lack of assessors and internal verifiers.

The NVQ system however has worked very well for information and library services where the work units were big enough.

The e-Term Experience and Experiment

Drawing on experience from these initiatives several further approaches have been tested.

First there was the e-Term (Education and Training for Electronic Records Management) project funded under the EU's Leonardo programme, which brought together archives and records management academics and practitioners from the United Kingdom (Northumbria University and University College London

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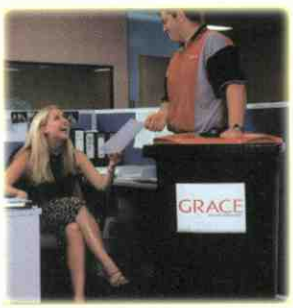

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Service Without Compromise

The Northumbria Model, Continued from page 29

- UCL, Holland, (National Archiefschool, Amsterdam), Germany (Fachhochsshule, Potsdam), Portugal (University of Oporto), and Italy.

Taking the European-wide curriculum developed by the RECPRO project (Valtonen et al, 1998) and combining it with the Dutch seminar cycle (based on a series of workshops for staff working in archives or records services delivered over a number of weeks with directed study in-between) the British, Dutch and German partners tested different permutations of elements, covering target groups, mode of delivery and breadth and depth of content.

The UK approach took the form of a pilot one-week intensive seminar covering, at a macro level, the full conceptual framework of electronic records management. The participants were from public and private organisations and were from the three stakeholder groups, ie IT, administration and records management, at tactical and strategic levels. The aim was to have a representative from each group from the same organisation.

The trainers from Northumbria and UCL brought the dual perspective of information management and archives management to the continuum of records management.

The pilot was very successful and demonstrated the power of bringing together the different players, who all confirmed the benefits and value of sharing, not only expertise, but also concerns.

The fact was that, at various points in the programme, the different stakeholders were able to demonstrate and have their expertise acknowledged, meant that an environment of mutual respect developed. This seemed to be a key factor in creating a productive and active learning situation.

Records Management Training Within the Context of Freedom of Information – The Irish Project

The second project has involved developing and delivering workshops on managing records effectively to staff working in Irish Universities. The training programme, driven not by records managers but by management, emerged from a sectoral requirement within the context of the Freedom of Information (FOI) Act in Irleland, which came into force for Irish universities in October 2001.

'What was previously more of a set of adminstrative and operational tasks has, in the electronic environment, become as much a strategic issue as managing the other assets of the organisation'

All of the universities involved have taken the approach of improving records management understanding and practice, using FOI legislation as a driver but also as a means for heightening awareness rather than the end.

Although aimed principally at administrative staff working at the supervisory or operational level, the workshops also attracted staff from systems, the library, some academics and importantly some managers.

The workshops have been successful due to a number of factors.

JISC Records Management Initiative

This experiment, completed in December 2003, (detailed results can be found at http://online.northumbria.ac.uk/faculties/art/information_studies/Imri/rarea/rm/style3.htm), involved a project to design and test a training package on electronic records management for all staff in all tertiary institutions in England, Wales, Scotland and Northern Ireland.

On 26 November 2002 JISC mailed out Circular 9/02 *Supporting Institutional Records Management* inviting organisations to tender for this and other bids relating to embedding good records management practice in higher education and further education institutions.

The specific drivers were the implementation of the UK FOI Act in universities in 2005 and the JISC's own Continuing Access and Digital Preservation Strategy 2002-2005 which is providing the funding.

The philosophy of the training package is that all staff will undertake top level awareness training in key records management principles and practice and will establish their initial understanding of records management by a self assessment exercise.

To meet the varied needs and levels of training required the project used a modular based approach allowing each group to follow the pathway tailored to meet their individual needs, based on the outcome of the initial self assessment.

The training uses an e-learning platform complemented by materials to support face to face training for delivery by both records managers and non-specialists. The outcomes of each individual's learning were tested by a series of exercises and problem solving tasks in the context of scenarios and case examples.

After testing, the training materials were made available for staff in all tertiary institutions. This project focused on a single sector which has a certain homogeneity.

The Strategic Implications

This series of initiatives and experiments has resulted from, on the one hand, a proactive research and development programme to investigate and provide a range of education and training opportunities for records workers (see

The Northumbria Model, Continued from page 30

McLeod, 1995, and King, 1996) and, on the other hand, responding to specific requirements/demands for education and training.

Underpinned by the Race theory of learning (Race, 1984), they have addressed the dimensions of records responsibility, level of activity within the organisation, content, in terms of coverage and detail, and delivery, by matching these elements to the needs of the people being trained or educated.

This has resulted in a process of evolution through practice and evaluation which, in fact, mirrors the development of the discipline of records management itself. But what was previously more of a set of administrative and operational tasks has, in the electronic environment, become as a much a strategic issue as managing the other assets of the organisation.
This has major implications for the education and training of the stakeholders in the activity.

The Authors

This article is an edited and updated extract from a paper, 'Education and Training for Records Management in the Electronic Environment – the (Re)search for an Appropriate Model,' which first appeared in the online journal *Information Research*, (Vol 9 No 3), April 2004.

Northumbria University's Julie McLeod

The authors are Dr Julie McLeod, Programme Leader, Information Management Research Institute, School of Informatics, Northumbria University, Newcastle upon Tyne, UK, with Catherine Hare and researcher Rusnah Johare. The article appears in *IQ* with the permission of the authors and of *Information Research's* Professor Tom Wilson, Sheffield University, UK.

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SPOTLIGHT ON PROFESSIONAL DEVELOPMENT 3

NEW FIGURES: GRADUATES TURN TO VET FOR PROFESSIONAL DEVELOPMENT

By Phill Bevan

A new study shows that tens of thousands of university graduates are undertaking vocational education and training courses in an attempt to become more employable.

Contrary to popular belief, many more university graduates go on to enroll in the publicly funded vocational education and training system than vice versa.

Statistics cited in a recent paper by the National Centre for Vocational Education Research—Australia's Tertiary Education Sector—show that in 2002, 88,500 students studying in the publicly funded vocational education and training system had a bachelor degree or higher.

The paper says a 'large' number of higher education students go on to do vocational education and training, whereas only 15,000 first year university students had vocational education and training qualifications. In all age groups there was a growing trend for people to hold both university and vocational education and training qualifications.

The Director of Holmesglen Institute of TAFE, Bruce Mackenzie, says he expects the number of university graduates undertaking vocational education and training courses to rise.

"A lot of these people find that whilst they have a university degree, it is so removed from the labour market requirements or the field they want to go into that they come back to do an applied vocational education and training course."

Mr Mackenzie says some students who have completed expensive university degrees such as law were now finding an oversupply of job seekers in their fields. He says Holmesglen, Victoria's biggest TAFE institute, has seen an increasing number of university students enrolling in the past few years.

Jill Blackmore, Professor of Education at Deakin University, commented that it is often graduates from generalist degrees such as arts who seek job-specific skills.

For more information on this subject see 'VET Qualifications for the Records Management Profession,' *IQ*, February, 2004, page 43, and visit www.ncver.edu.au/pubs/confs/CEETpaper.pdf

THE AUTHOR

PHILL BEVAN is Operations Manager of training provider Esset Australia, which is RMAA accredited for its Recordkeeping qualifications.

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SPOTLIGHT ON PROFESSIONAL DEVELOPMENT 4

EQ VERSUS IQ. WHY BRILLIANT MINDS DON'T NECESSARILY MAKE BRILLIANT MANAGERS

Professional development doesn't have to be all about updating product knowledge or upgrading technical skills. In this article, international human resources consultants Drake Executive argue that while a person's IQ can't be changed their EQ or emotional competencies can be improved through training.

How many times have you seen a new manager or CEO come into the workplace, briefly check out the situation, and immediately implement a new strategy to 'turn the place around'? He or she carefully explains the strategy with charts and presentations and then wonders why the department or organisation is just not enthusiastic.

The team has not been won over and reacts by paying lip service only. There's almost a 'working to rule' situation verging on sullen mutterings. Time goes by and after a few token changes, things gradually return to the way they were before and the status quo is maintained.

What went wrong? The new leader simply didn't get 'buy in' or involvement from the people who would make the new strategy work. The figures were there, the results charted. Plenty of logic. No emotion.

The new leader didn't take the time to think things through. 'How would I feel if I were part of this team faced with this new strategy? What would help me want to make it work? What would be the end results and how would it affect me and my career plans?'

This manager was totally lacking in social awareness and relationships management skills. He simply 'powered through' to meet his own objectives instead of considering how the team could achieve both his objectives and their own.

Emotional Intelligence – A Critical Success Factor

In its purest sense, emotional intelligence is being intelligent about emotions. This is the basis of what is called 'Emotional Intelligence' or EI, also known as EQ (Emotional Quotient) as compared with IQ (Intelligence Quotient).

'Workplace competencies based on emotional intelligence are more critical to optimum performance than intellect or technical skill'

While IQ is about how smart you are, EI or EQ is about how emotionally mature you are. There are four main areas of emotional intelligence development, each of them interlinked:

- self-awareness
- self-management
- social awareness, and
- relationship management.

Where did EQ originate? Although the term isn't new, US psychologist Daniel Goleman popularised it with his books, notably Working with Emotional Intelligence, in which he suggested that workplace competencies based on emotional intelligence are more critical to optimum performance than intellect or technical skill.

Brilliant Minds v Brilliant Managers

Another type of manager who may have challenges in managing high EQ teams is the techno-genius. Academic brilliance and high IQs are low on the value scale when we're evaluating EQ.

You've heard of absorbed academics or triple-degree IT graduates who have no idea how to manage members of their team. Quite a challenge when they're responsible for other people's results – brilliant minds don't necessarily make brilliant managers.

Again, this type of manager could have strong self-awareness and possibly self-management, but limited social awareness or relationship management skills.

There are few good managers or leaders with very low EQ. They may have survived in the traditional autocratic management days but today's companies and the marketplace have changed, with increased competition, globalisation, flatter organisational structures etc.

Of course, a manager with low EQ can

EQ v IQ, Continued from page 33

sometimes be disguised for a while by a high EQ team. It's certainly true that a high EQ team can 'manage' a low EQ manager – many of us have seen that happen.

It's usually done by the team deciding that there are some things it's better for the manager not to know, so they simply manipulate the unsuspecting manager and go their own way – for a short while. Eventually, cracks generally develop in this kind of arrangement and it all falls apart.

So there's no escaping the fact that as managers, the EQ buck stops with you. You are the one who needs to use EQ to manage yourself and your team.

The Effect on the Team

What happens when you have an entire team with a low emotional intelligence? Answer: the problem is multiplied by the number of team members. Low EQ manager + low EQ team = chaos.

One organisation planned to restructure the service department to improve efficiencies, which meant the original department members would have to change their client listings. The restructure was a promotion for the team with increased responsibility and increased remuneration.

But the team was furious. They resisted all change and were openly territorial and obstructive with the new people 'honing in' on what they regarded as 'their clients.' Result: anarchy and chaos.

The team was being promoted with increased remuneration but because they had to change their client listings they almost mutinied. Eventually, the entire project had to be stopped while the team were re-assessed and reviewed.

This team had never examined its own emotional intelligence before and was fascinated to discover that almost all the members did not feel adequately prepared for the added responsibilities. Money was not the problem, training was.

Managing Your Own EQ

Managing your own EQ means:

- Further developing motivational levels to achieve.
- Developing persistence in the face of overwhelming odds as well as petty frustrations.
- Regulating your own moods so that external situations don't influence your ability to think clearly.
- Controlling impulses and delaying instant gratification for the sake of the more important result.
- Empathising, communicating, and being perceptive.
- Being positive and constructive.
- Thinking about other people's feelings.
- Working on and enjoying your relationships with other people.

If EQ rather than IQ can make the difference between 'success' and 'failure' in life or productivity in the workplace, imagine the extraordinary results an entire team with highly developed EQ could achieve.

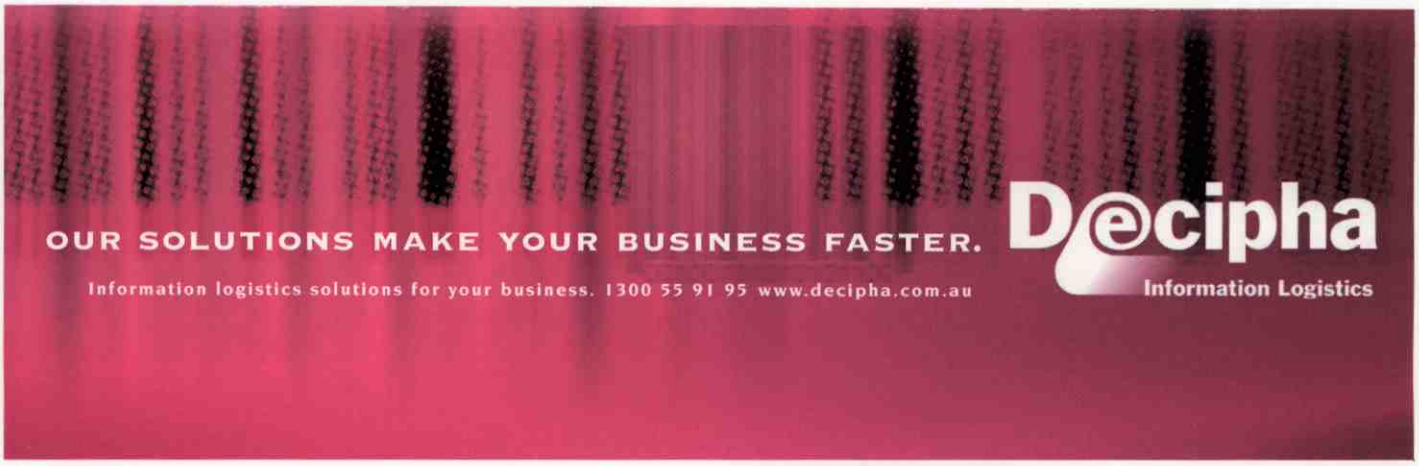
For More Information

For more information on this subject and to learn how Drake Executive's EQ technologies can be applied to your business, please contact Drake Executive as follows:

Lauren Sharples
(02) 9273-0609
lsharples@au.drakeintl.com

Source

This article is an edited extract from the White Paper *Emotional Intelligence - A Critical Success Factor*, and is reproduced with the permission of Drake Executive.



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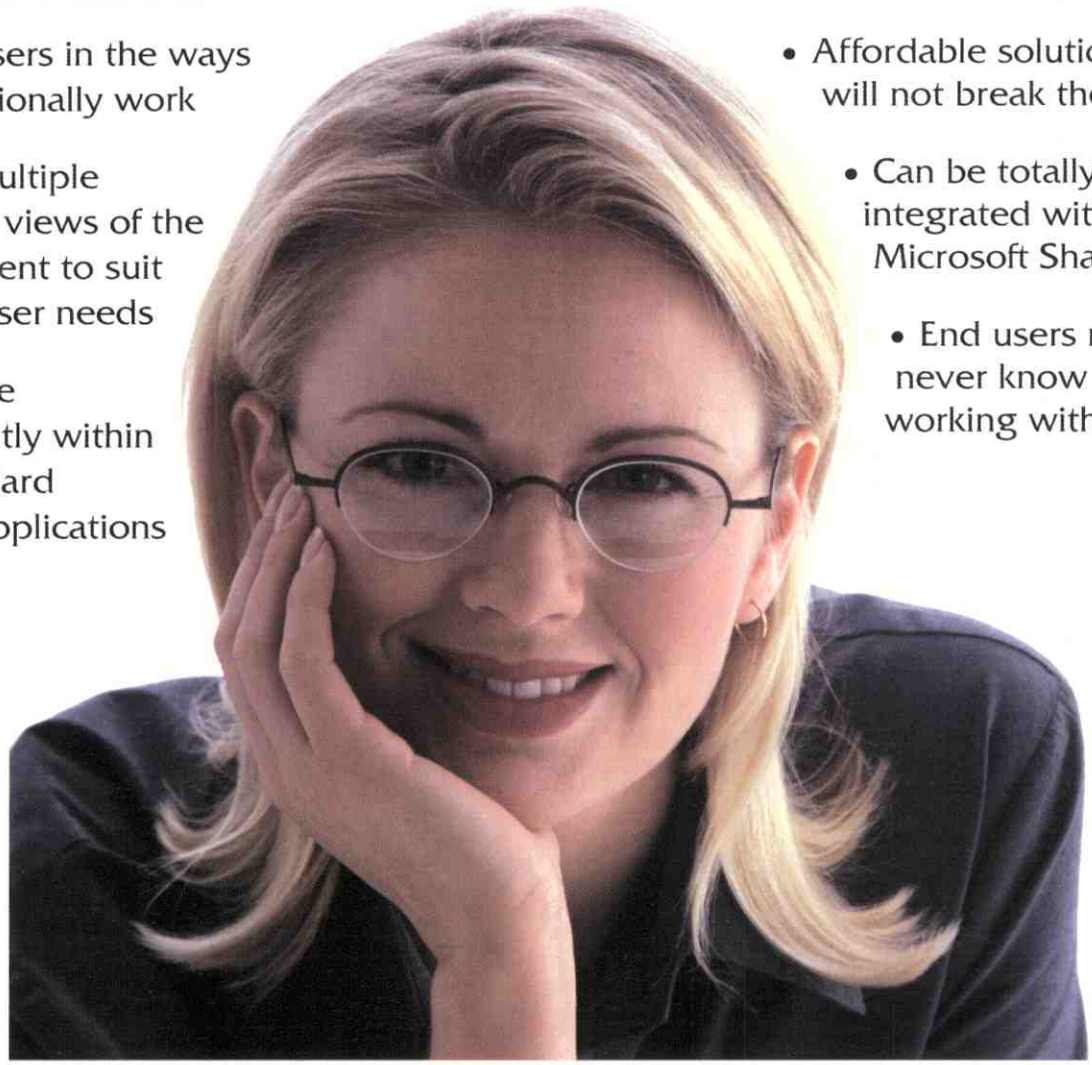

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SPOTLIGHT ON PROFESSIONAL DEVELOPMENT 5

RMAA PROMOTES CPD PROGRAM

By Kate Walker, MRMA

In this ever changing technological environment, the RMAA believes it is vital that its Professional Members remain up-to-date in the dynamic field of information management. This goes well beyond initial qualification. Today, it is essential to embrace continuing professional development (CPD). In this article, the RMAA's CEO details the CPD program being implemented by the Association for its members.

Constant technological change places a requirement on us to maintain, and where necessary, update and improve our skills. With this in mind, the National Training Board under its policies and guidelines is encouraging competency-based training and incorporates principles of upskilling and broad skilling to produce a better-trained workforce.

In the professional sphere, this approach to ongoing skills enhancement is known as Continuing Professional Development. CPD is defined as: 'The systematic maintenance, improvement and broadening of knowledge and skill, and the development of personal qualities necessary for the competent execution of professional and technical duties throughout a professional's working life'.

While CPD stands for Continuing Professional Development, the 'P' could equally stand for 'Personal' or 'Performance', depending on how you interpret and apply your learning and development. CPD is about planned self-development which embraces both personal and professional aims, and, in many cases, is intended to impact on performance.

A personal development plan or 'learning log' results from establishing what you want to achieve or where you want to go, in the short or long-term, and identifying the need for enhanced skills, knowledge or competence. Planning might consist of:

- Short-term targets - to achieve specific goals to improve skills
- Mid-term planning - to set the short-term in a development framework toward an improved or new capability, level or job, or to create a desired impact in the workplace
- Long-term - to think about how best to achieve satisfaction, as well as career progression.

The RMAA's CPD Program

This year, the RMAA established a CPD program to ensure its Professional Members:

- Maintain professional competence;
- Update existing knowledge and skills
- Attain new or additional knowledge and skills.

The Association's CPD Scheme operates over a three-year period called a triennium, beginning on July 1, with input through a Log Schedule compiled by Professional members with the status of Member or Fellow and lodged on an annual basis.

There is one triennium operating in the Scheme as follows: 2003-2006, 2006-2009, 2009-2012 etc. A Professional Membership Certificate will be awarded at the end of the triennium to those who attain the required point score.

Maintenance of CPD is a requirement for Professional members with the status of Member or Fellow of the RMAA; however, it is optional for the remaining type of Professional members, Associate.

Why is CPD So Important?

Managers can no longer rely on their initial training or qualifications to carry them through employment, or on their employer to provide everything they need to develop skills and experience - the old security, if it ever existed, has gone.

Increasingly, managers are taking responsibility for their own lifelong, continuing development - the bottom line is that it is down to the individual. The new security consists of loyalty to oneself, to one's own skills and career progression. This is maximised when individual development needs and goals are aligned with those of the employing organisation.

CPD is a hallmark of professionalism - one of the keys to employability.

What Are the Benefits of the Association's Scheme?

The RMAA CPD scheme is only available to Association members. It:

- Offers you a Personal Development Profile (CPD Profile) to record all aspects of your learning and development.
- Enables you to discover new learning opportunities.
- Provides recognition of learning and development outcomes through the award of a CPD Certificate.
- Recognises the results of significant CPD activity with the potential to become a Certified Member.

Who Is the CPD Scheme Aimed At?

The CPD scheme is structured to accommodate four types of users:

1. Those professional Member and Fellows who are required to maintain their CPD to retain their level of accreditation.
2. Those members actively engaged in CPD to assist in their learning and development and to record it in their own confidential account.
3. Those members who wish to gain recognition for their CPD with the award of a CPD Certificate.
4. Those members who wish to work towards the award of Certified Professional Member of the RMAA.

The RMAA CPD Certificate

The Records Management Association of Australasia now awards a CPD Certificate to those who have engaged with the Association's CPD scheme and met certain assessment requirements.

As an Association member you can request to be formally assessed for the award of a CPD Certificate. An assessor will view your CPD Submission and Evidence and make a judgement on the extent to which the records meet the assessment requirements.

You will receive feedback from the assessment, explaining any further action that may be necessary, or confirming that a

RMAA Promotes CPD Program, Continued from page 36

CPD Certificate has been awarded.

The RMAA's CPD Certificate is proof of professional management credibility, demonstrating:

- Continuing learning and development
- Development of management knowledge and skills
- Commitment to the improvement of information management practice.

The Assessment Criteria

You are awarded a CPD Certificate, valid for three years, when you have satisfactorily demonstrated to the Assessor that you:

1. Have completed the CPD Submission reporting what you set out to learn and why, what you learned, how you applied this learning in the workplace, and what you intend to do next to develop as a manager.
2. Have developed as a manager in at least one of the six areas of the Chartered Manager Skills.
3. Provided evidence that this learning and development has taken place.

Certified Professional Member

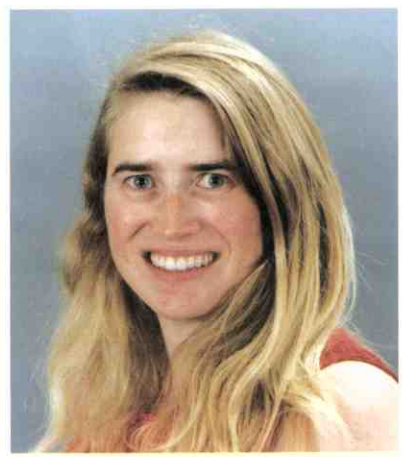
The Association is working to establish the award of Certified Member as a hallmark of current competence and professionalism. The award of Certified Member provides information professionals, and their employers, with independent confirmation of their information management skills and the positive impact they are having in the workplace. No other award can claim this.

The status of Certified Member brings:

- An independent benchmark of your quality as an information management professional.
- Improved reputation and credibility with colleagues and external partners.
- Enhanced prospects for career progression.
- Increased confidence in your information management skills and leadership abilities in the workplace.
- Validation of the currency of your skills.
- Accreditation of your ability to create significant impact on organisational performance.

For More Information...

More information is available from kate.walker@rmaa.com.au and will be delivered to all Member and Fellow members shortly. The CPD scheme will also be placed on the RMAA website, www.rmaa.com.au and a session on CPD for Branch Councils will be undertaken at the September International Convention in Canberra at a Professional Development Portfolio meeting on 12 September 2004.



The Author

Kate Walker, MRMA is the Chief Executive Officer of the Records Management Association of Australasia.

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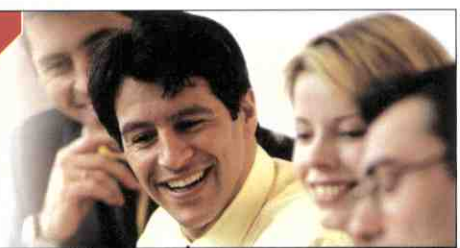

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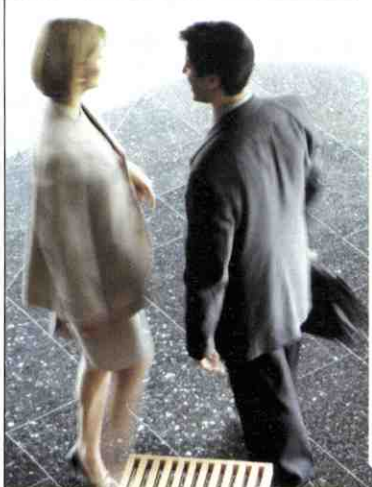

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RMAA INTRODUCES *IQ* ARTICLE OF THE YEAR AWARD

Kristen Keley, RMAA's Marketing Director and National Vice President

As mentioned in the CEO's report earlier in this issue, to encourage high quality contributions to *InfoRMAA Quarterly*, to reward consistent contributors, to further elevate the status of the magazine as a professional journal, and to lift the Association's industry and public profile, at its June meeting the National Board of the Records Management Association of Australasia agreed to introduce an annual award for what will be adjudged the best *InfoRMAA Quarterly* article of the preceding year.

The RMAA's Director of Marketing and National Vice President Kristen Keley said that all articles by Association members published in *IQ* over four quarters will be automatically eligible for the annual award.

The winner of the IQ Article of the Year Award will be announced and presented at each annual RMAA international convention, starting with the September 2005 convention in Perth, Western Australia.

With all published articles by RMAA members for the preceding twelve months eligible for consideration, no entries or nominations will be sought. The Editor of *IQ* will select a shortlist of up to twelve articles which will then be considered by a judging panel made up of the Editor, an RMAA National Board member, who will not be eligible to be considered for the award, and, if appropriate, a representative from an award sponsor.

A single winner will be chosen, based on the following criteria:

1. The winning article must be the author's own work, although attributed quotations and footnotes will be permitted.

2. The winning article should be pertinent to the records management industry, although it need not be devoted to records management as such. It can be of any length and may cover any subject matter. Content can be technical or light, as long as it meets all the other judging criteria.

3. It should display originality of concept.

4. It should indicate a thorough grasp of the subject matter.

5. It should make a contribution to the understanding or discussion of the subject it covers.

6. It should be written in an involving, readable style.

For the inaugural 2004-2005 award articles which appear in the May, August and November 2004 and the February, May and August 2005 issues of *InfoRMAA Quarterly* will be eligible. In subsequent years, articles from the preceding November, February, May and August issues will be considered.

Kristen Keley said that the winner of each award will be featured in a story in the subsequent November issue of *IQ*, in which their winning article will be reprinted. The announcement of each award win will also be circulated to the general media.

In addition to an award certificate, it is intended that the winner will also receive an appropriate prize, and discussions with potential prize sponsors are under way.

Kristen added that the award is expected to garner significant prestige for its winners, and it will certainly sit well on any CV. At the same time, it will serve as an effective publicity tool for both *IQ* and the RMAA, and is sure to attract new authors to the magazine's pages and create healthy competition between its contributors.

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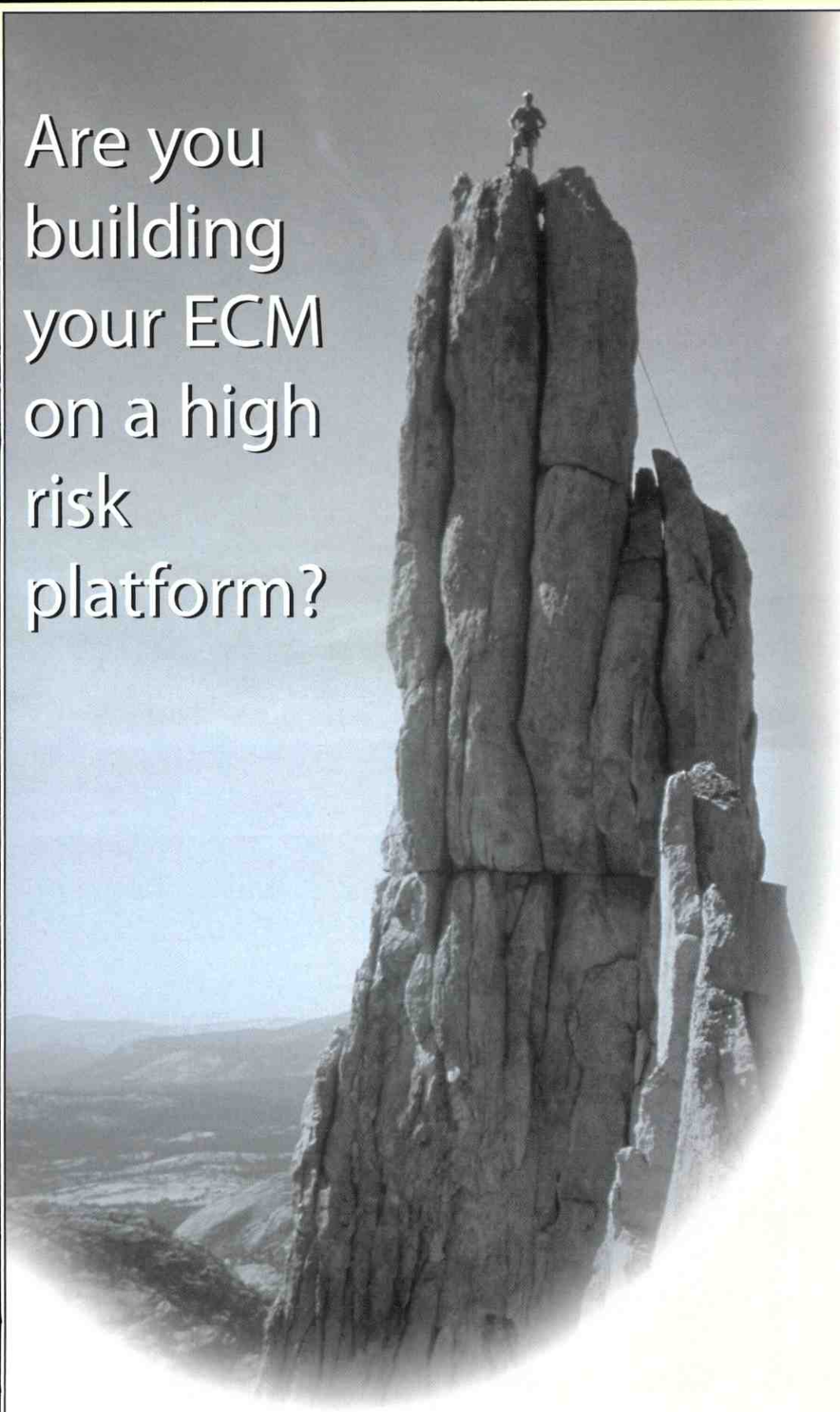

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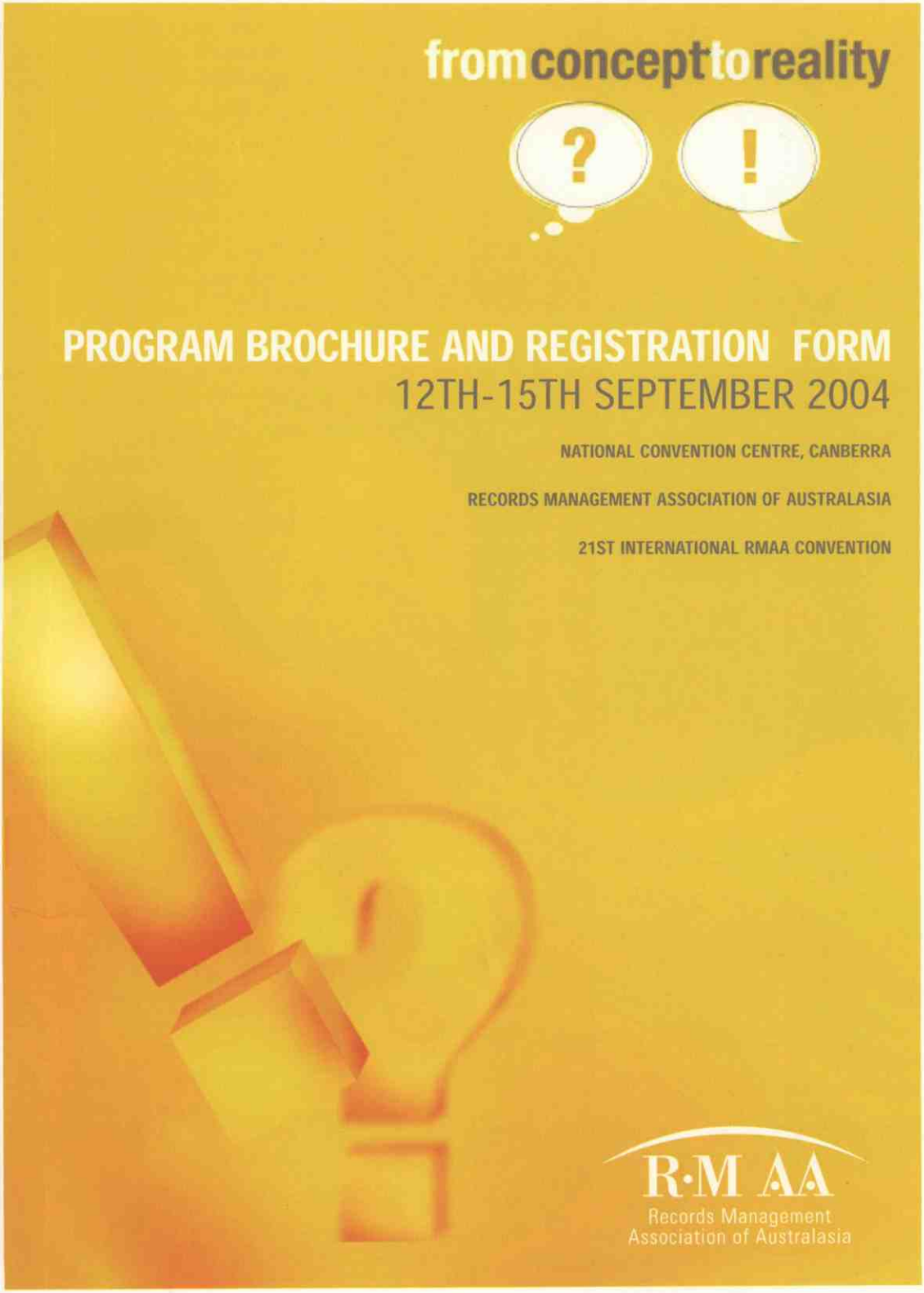
CAPITAL CAPERS:
A PREVIEW OF THE 21st RMAA INTERNATIONAL CONVENTION



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Email:
atkinsoncci@bigpond.com

Website:
www.rmaa.com.au

YOU'RE INVITED!

I am thrilled to extend an invitation for you to become a delegate to the 21st International Convention of the RMAA in Canberra.

The Canberra Convention Committee has worked hard to provide a program which is both topical and thought provoking in the context of changing technologies, systems and practices in a turbulent environment.

Being held in the National Convention Centre from September 12-15, the convention has the theme of 'From Concept to Reality,' recognising the gap that has been emerging of 'what could be done' to 'what can be done' in the management of information and records in a setting which is rapidly changing.

Speakers will discuss the theme in three streams which will concentrate on business, standards and practices, and the human factor aspects of record management.

I am confident that the presentations and debate that will come out of the Convention will shed new light on issues and explode some of the myths that are around.

The Trade Exhibition has now been completely sold out, and will feature some 50 vendors. There will be a vast range of products and services on display, and the convention program provides a special time on Tuesday, September 14 for delegates to interact with our business partners the vendors. I am positive that in addition to the vendor sessions already booked for that time, vendors will provide something special and innovative for delegates to enjoy and discover.

So, join us on our journey, network with old colleagues, and meet new friends. Enjoy Canberra's hospitality in the spring time, and enjoy the commencement of the Floriade Festival.

Stephanie Ciempka
Convention Chairperson

THE TOP 5 REASONS TO ATTEND

1. NETWORKING

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2.EXHIBITION

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3. PROGRAM

There are 35 sessions made up of keynote, plenary, concurrent and workshop sessions. While every session will be interesting, informative and most importantly relevant, of particular note are the keynote sessions of Dr Luciana Duranti (Canada) and Lois Dickey (USA) whom you may not see in Australia again for many years.

4. COST

At the non-early bird members price of $1,000 and the non-members price of $1,300 the RMAA National Convention represents excellent value for money. Delegates receive 3 full days of sessions, access to the trade displays, attendance at all social functions, multiple networking opportunities, morning tea, lunch and afternoon tea on all 3 days, a delegate satchel and a copy of the proceedings. We ask you to compare this to some of the seminars and conferences available through the year which cost upward of $2,500 for two days, without many of the additional features or advantages we offer.

5. EXTRA CURRICULAR ACTIVITIES

While in the nation's capital, take advantage of the opportunity to broaden your knowledge. Visit the National Museum, National Library of Australia, National Archives, Australian War Memorial, Parliament House or Screensound Australia (National Sound and Screen Archive). (*Details of Canberra's September attractions are featured over the page*). There are plenty of interesting activities and places to visit in Canberra in September for both you and your family, not to mention the convention's great Social Program.

CAPITAL CAPERS: KEYNOTE CONVENTION SPEAKERS 2004

The 2004 RMAA International Convention will feature the following keynote speakers.

CHAIR - SUSIE ELELMAN

Radio, TV and corporate presenter Susie Elelman has been described by Bert Newton as 'the most versatile, informed and professional person in Australian media today'. Tom Cruise, Whoopi Goldberg, Audrey Hepburn, Kylie Minogue and George Clooney are just some of the celebrities Susie has interviewed. She is also a weekly contributor to *Who* magazine's Style Council.

JON STANHOPE, MLA, ACT Chief Minister & Attorney General

A Law graduate of Australian National University, Mr Stanhope has been Deputy Administrator and Official Secretary of Norfolk Island, Senior Adviser and Chief of Staff for the Federal Attorney General, Michael Lavarch, and an adviser on native title to Federal Opposition Leader, Kim Beazley. In 1998 Mr Stanhope entered the ACT Legislative Assembly as Member for Ginninderra and was elected Opposition Leader by the Labor Caucus.

DR PETER SHERGOLD, Secretary of the Department of Prime Minister and Cabinet

A graduate of the University of Hull, Dr Shergold obtained an MA at the University of Illinois and a PhD from the London School of Economics. He has lectured at the University of Illinois, Southampton University, London School of Economics and Pennsylvania State University and has twice been a Fulbright Scholar. After an extensive career with the Australian Public Service he received his current appointment in 2003.

ANTHONY WILLIS, Senior Partner, Phillips Fox Lawyers, Canberra

Anthony is a highly experienced government, commercial and IP/IT lawyer. He has advised Commonwealth departments and agencies and major commercial organisations for many years on complex tendering and contracting, outsourcing, IT, IP, internet, and information law matters and related corporate management, governance and accountability issues.

LUCIANA DURANTI, Chair and Professor, Master of Archival Studies, University of British Columbia, Vancouver BC, Canada

Luciana Duranti has taught at the University of British Columbia since 1987. She has been the President of the Society of American Archivists, presents numerous papers and workshops in several countries, and publishes widely on archival history and theory, and on diplomatics.

LOIS DICKEY, Vice President, Science Applications International Corporation, USA

A Corporate Vice President at SAIC, Ms Dickey has overseen the development and implementation of numerous document processing systems employing OCR technology. She has managed large (200 person) software development organisations, one of which was certified SEI Level III, a rarity for document imaging technology development groups. She was awarded the AIIM Master of Information Technologies in 1997 and the AIIM Laureate of Information Technologies in 2000.

JACK WATERFORD, Editor in Chief, Canberra Times

A journalist for 31 years, Mr Waterford was born on a sheep station in Western NSW and educated at boarding schools in Sydney, receiving a law degree from the Australian National University. He is a regular columnist with *Eureka Street*, a writer for other journals, and a commentator on politics for ABC radio. In 1998 he was appointed an Adjunct Professor at the School of Journalism at the University of Queensland.

MADELINE CAMPBELL, Principal Legal Advisor, Australian Government Solicitor

Madeline has been a Public Defender in Papua New Guinea, Director of the Australian Legal Aid Office for Western Australia, and a private practitioner in Queensland. She is an internationally recognised expert in information access law (freedom of information, privacy and archives), on which has provided advice to the UK, Canadian, Irish and South African Governments. In her renowned seminars on administrative law and records management Madeline explains complex legal concepts clearly in non-legal language.

ADRIAN CUNNINGHAM, Director, Recordkeeping Standards and Policy, National Archives of Australia

Adrian has policy and R&D oversight of the NAA's work on metadata standards and related modern recordkeeping initiatives. He is also Secretary of the International Council on Archives Committee on Descriptive Standards, Convenor of the Australian Society of Archivists Descriptive Standards Committee, Chair of the AGLS Metadata Working Group and a member of Standards Australia's Committee IT/21, Records Management.

DR JOHN TICKELL

Dr Tickell, a medically qualified doctor who played AFL football with Hawthorn in the 60's, developed the Hyatt Coolum on the Sunshine Coast and with Jack Nicklaus designed Heritage Gold and Country Resort in the Yarra Valley. Over the past decade Dr Tickell has changed the lives of thousands with his brilliantly effective program 'Stress and Success Beyond 2000'. His book Laughter, Sex, Vegetables and Fish is a run-away best seller.

CAPITAL CAPERS: OVERVIEW OF 2004 CONVENTION STREAMS

The 2004 convention theme 'From Concept to Reality' reflects the necessities and demands now being placed on organisations in a volatile global and national economic climate.

Organisations increasingly require a working environment that allows rapid access to vital knowledge and authentic business information. This working environment must also enable organisations to respond to demands for compliance to standards for the management of their business information.

The three streams of the RMAA's Canberra convention have been designed with these criteria in mind.

Business Focus Stream

Organisations in both the public and private sector are required to perform in an environment of significant and instant change, with fewer resources.

The workforce has become more mobile and the retention of corporate knowledge is now a real focus for any organisation. The diversity of information and communication technologies now available and the complexities resulting from the use of these technologies requires close attention. The question is, where do records figure in all this?

What strategies are needed for organisations to adequately manage their records to ensure corporate accountability and transparency, to meet stakeholder and customer expectations and to sustain the competitive edge?

This convention stream will examine, at a strategic level, how organisations can better manage these challenges through the implementation of planning frameworks and systems, which enable rapid access to vital knowledge, information and authentic records to provide evidence of business transactions.

Standards and Practices Stream

The governance of organisations has become a hot topic, with a number of high profile corporate collapses. The aim of this stream is to look in a practical way at how international and national standards and best practice for records management can help protect the interests of stakeholders, both within and outside organisations, from mismanagement and corruption.

It will explore how records and information management practices underpin democracy, accountability, the rule of law and services to the community.

There are many standards and a range of legislation that impact on an organisation's recordkeeping environment, including the International Records Management Standard AS ISO 15489. Are these standards the panacea? Have they lived up to expectations? And if not, why not? Sessions in this stream will be asking hard questions, and, hopefully, providing answers.

The Human Factor Stream

Organisations are now expected to be more creative and innovative, to capitalise on emerging information and communication technologies, and to capture the know-how of an organisation's greatest asset, it's people. They can have the best technology, standards and practices, but it takes people to make it all come together and work.

In order for an organisation to adapt effectively, it needs to help its people move through change in a planned and systematic way. This stream will examine the fantasies about change, and discuss strategies that can be used to handle the processing and implementation of organisational and cultural change whilst taking into consideration the people who make the change happen.

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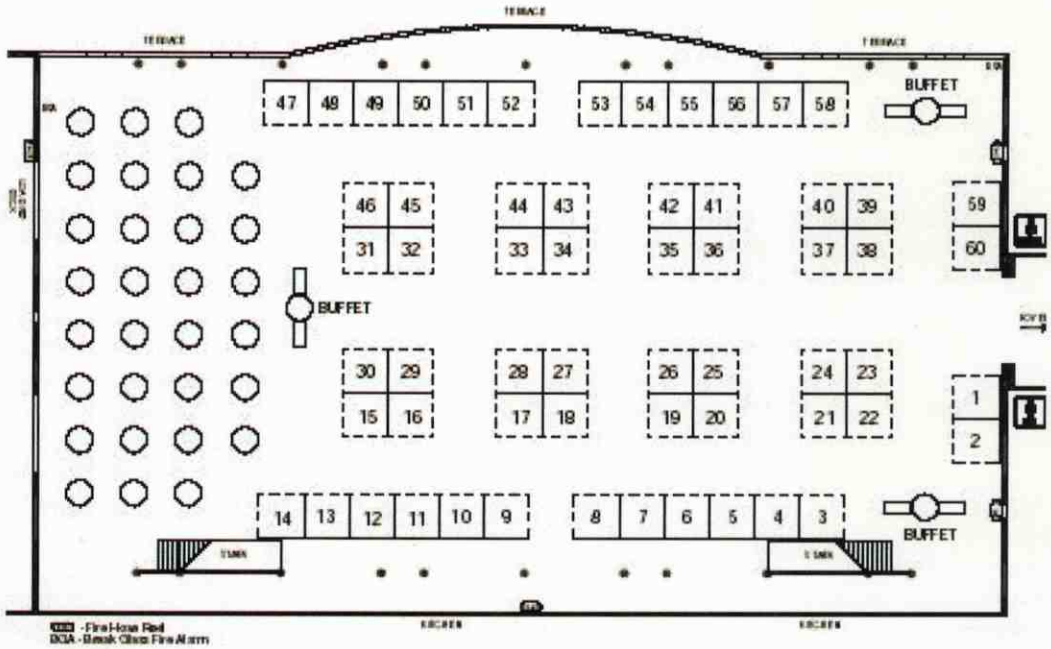
CAPITAL CAPERS: RMAA 2004 INTERNATIONAL CONVENTION VENDOR EXHIBITION

A high technology Vendor Exhibition is being held in conjunction with the Convention at the National Convention Centre, Canberra.

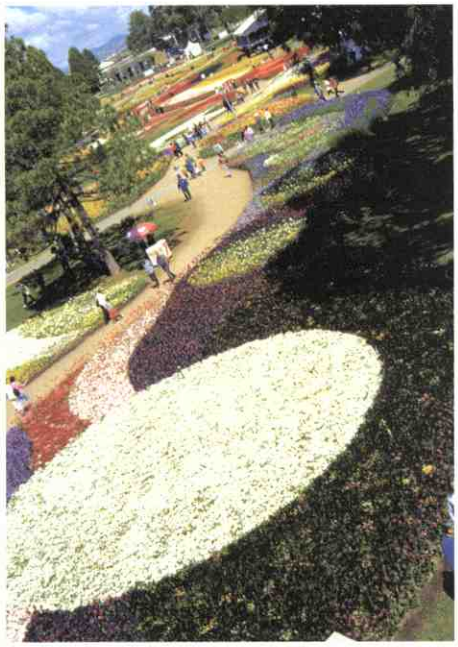
The Vendor Exhibition will display and communicate information in a visual form. Delegates will be provided with the latest technology and data information to improve their business practice and training programs. Models for collaboration, and research presentations, will provide excellent networking opportunities for vendors and delegates to improve skills and knowledge.



Booth Number	Organisation	Booth Number	Organisation	Booth Number	Organisation
1	National Archives of Australia	24	Recall Total Information Management	47	Kodak (A'asia) Pty Ltd
2	National Archives of Australia	25	Grace Records Management	48	ACA Pacific
3	Codafile	26	Grace Records Management	49	ACA Pacific
4	Codafile	27	ProLong Archival Products	50	Canon Australia
5	Anuva Corporation	28	ProLong Archival Products	51	FileNet Corporation Pty Ltd
6	Logica CMG	29	AlphaWest	52	Robert Barnett and Associates Pty Ltd
7	Hummingbird Australia	30	Zetta Florence	53	Albox Australia Pty Ltd
8	Hummingbird Australia	31	Tower Software	54	The Westbourne Group
9	McDonald Printing Group	32	Tower Software	55	Web Wombat
10	Pitney Bowes	33	Objective Corporation Ltd	56	Resource Options
11	Intercept Information Solution	34	Objective Corporation Ltd	57	Fuji Xerox Australia
12	Rivett Group	35	Netcat Enterprise Pacific	58	Fuji Xerox Australia
13	Tower Technology	36	Records Solutions Pty Ltd	59	Synercon Management Consulting P/L
14	Tower Technology	37	Pickfords	60	Rolls Filing Systems
15	PowderSafe	38	InfoVision Technology Pty Ltd	61	RMAA 22nd Convention Perth
16	AlphaWest	39	InfoVision Technology Pty Ltd	62	Records Management Association of Australasia (RMAA)
17	ProLong Archival Products	40	Decipha		
18	ProLong Archival Products	41	Advanced Document Systems		
19	Converga Pty Ltd	42	Netcat Enterprise Pacific		
20	Interwoven	43	DocBanq Pty Ltd		(Latter two stands located outside exhibition entrance)
21	GBC	44	80-20 Software Pty Ltd		
22	GBC	45	Tower Software		
23	Recall Total Information Management	46	Tower Software		

CAPITAL CAPERS:
SEE YOURSELF IN CANBERRA IN THE SPRING

Canberra explodes with colour in September, when the whole city is in flower and skies are brilliantly blue.



See yourself amongst the blooms at Floriade or in the many beautiful parks and gardens. Savour delicious food and wine, tour heritage sites or browse great exhibitions and shopping districts.

Drive through Canberra's inner suburbs to see the glorious floral displays or take a walk through the blossoms in the many parks around Lake Burley Griffin.

Millions of bulbs turn Commonwealth Park on the lake's edge into Floriade, Australia's celebration of spring. Take a walk around the stunning displays, try the tasty food, visit the Craftsman's Corner, or watch the performances and gardening demonstrations. Floriade is free, and runs from 18 September to 17 October. So linger longer after the convention to enjoy the spectacle.

Many of Canberra's top attractions feature beautiful gardens. Visit the Sculpture Garden at the National Gallery of Australia, or spend an hour strolling through Parliament House's 23 hectare native garden or the beautiful Formal Gardens. At the Australian National Botanic Gardens, see some of the 90,000 plants representing 5,500 species.

See Yourself In Gourmet Heaven

Canberra offers delicious restaurants and award winning wines to delight the senses. Dine at Blue Rock on the edge of the beautiful pond in the National Gallery's sculpture gardens and let the fog sculpture drift over you.

At the National Museum of Australia, eat on the balcony at Axis overlooking Lake Burley Griffin, or dine at Waters Edge at Commonwealth Place on the shore of the lake.

Step back in time with High Tea on Sunday at Hyatt Hotel Canberra. Browse the Old Bus Depot Markets every Sunday in Kingston for local and regional food and wine produce.

The Canberra region boasts 33 wineries, many with restaurants offering delicious meals and beautiful gardens. Most cellar doors are only 25 minutes from the city.

See Yourself in Vogue

Spring is the season of style in Canberra. Find top designer labels in the café-filled streets of Manuka and Kingston, browse eclectic boutiques in Lonsdale Street, Braddon, or discover vintage treasures at Gorman House Markets on Saturdays.

At the Old Bus Depot Markets each Sunday, indulge in a wide range of handmade fashion, art and craft.

See Yourself Exploring Our Heritage

Not far from the city centre, visit Blundells Cottage, one of the only hands-on historic homes in Australia, or Calthorpes' House, built in 1927 and retaining the original furnishings, household appliances and photos.

Take a leisurely drive out to Lanyon, one of Australia's most historic grazing properties. Nearby, view important works by Sir Sidney Nolan at the Nolan Gallery.

See Great Exhibitions in September

1. *The Petrov Affair* at Old Parliament House.

2. *Sunken Treasures of Brunei Darussalam*, National Museum of Australia.

3. *No Ordinary Place: The Art of David Malangi* , National Gallery of Australia.

4. *Printed Light: Photographic Vision and the Modern Print*, National Library of Australia.

5. *Striking by Night*, Australian War Memorial.

There are so many good reasons to be in Canberra in September. It will be a great convention, at a great time of year. See you there.

For more visitor information: 1300 554 114 or visitcanberra.com.au

Spring in Canberra
Photographs by Cameron Harvey

RMAA'S NEW 'BADGE OF HONOUR' RELEASED

RMAA Professional and Life members have often commented that they have nothing to show that they are 'special' when they attend events. As part of the RMAA's drive to recognise our Professional members, a series of professional and life membership badges were designed earlier this year and then presented at Branch AGM's in July.

Each pin is clearly recognisable with its own unique characteristics. While Life membership is not a form of professional membership, it was felt that achieving this status was a great achievement and one that deserved to be honoured.

In some instances we have Professional Members who also hold Life Membership, and in this case they received both badges.

Associate

Associate status is the first level of Professional membership. You must be at least an Associate member to hold office at State or National level in the RMAA, or to vote on RMAA business.

The Associate badge, in blue and white enamel with gold trim, features the RMAA logo and the word 'Associate'.

Member

Member status is the middle level of Professional membership and applies to people who have demonstrated considerable experience and contribution to the records management industry.

Matt and glossy silver, the Member badge features the RMAA logo and the word 'Member'.

Fellow

Fellow status is the highest level of Professional membership. Members who have achieved this level have demonstrated extensive experience at a high level within the records management industry.

The matt and glossy gold Fellow badge features the RMAA logo and the word 'Fellow'.

Life

Life membership is an honorary status bestowed on individual members of the RMAA in recognition of their long term service and commitment to both the RMAA and the records management industry (regardless of type of membership).

With a matt silver background and glossy gold edge and wording, the Life badge features the RMAA logo and the word 'Life'.

If you have received an RMAA badge, the Association urges you to wear it with pride. And if someone asks you what the handsome badge is for, tell them that it recognises your level of expertise and contribution to the records management industry and the RMAA.

If you have not yet received your Professional badge please contact your Branch Secretary.

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INDUSTRY NEWS

Three Nations Unite to Unclog Spam

WASHINGTON: The US Federal Trade Commission announced in July that it had reached agreement with the governments of Australia and the United Kingdom to jointly fight 'spam' email.

Law enforcement officers from the three countries would work together, said the FTC, to track down rogue email marketers who sent their unwanted messages across national borders to avoid prosecution.

Many spammers operate out of the US but route their junk messages through overseas computers to prevent detection. One estimate suggests that spam accounts for up to 83 per cent of all email traffic.

Asia-Pacific Nations Link for Archives Education

BEIJING: Nine Pacific-Asian nations have pledged to work together to grow opportunities for archival education in the region. The agreement came at the end of the two-day Asia and Pacific Conference on Archival Education (APCAE).

The nine nations - Australia, Germany, China, Japan, East Timor, New Zealand, the Philippines, the United Kingdom and the United States of America - met in April at the Chinese capital's Renmin University School of Information Resource Management, formerly the Archives College, at the conference organised for the International Council on Archives' section on Archives Education and Training (ICA/SAE).

Executive Organiser of the conference, Mrs Wang Jian, (pictured), an associate professor at the school, said later, "Proposals for enhancing communication and co-operation on archival education in the Asia-Pacific region were set out English, Japanese and Chinese languages.

"All delegates agreed on the proposal and expressed the hope that further APCAE events would be held to help smoother communications, offer abundant opportunities for co-operation and, thereby, benefit archivists greatly."

The conference, entitled 'Communication, Co-operation and Cross-influences: Developing Archival Education in the Asia-Pacific Region in the 21st Century', discussed the interaction of teaching, research and application, and international co-operation on archival education and training. It heard case studies on curriculum development, teaching methodology and computer-aided teaching.

In opening the event, Dr Feng Huiling, Vice-president of Renmin University and Dean of the Information Resource Management School, said: "In the 21st century, archival work needs to be innovative and to develop swiftly. The most significant element to archival progress is the education and training of archivists."

Other speakers included Mr Mao Fumin, the Director General of State Archives Administration of China (SAAC), Dr Karen Anderson, President of ICA/SAE, and Mr Michael Hoyle, President of PARBICA.

Further information is available on the conference pages at the Renmin University website, http://www.acruc.net/apcae/index.html or by emailing Mrs Wang Jian at wj@acruc.net.

World Recordkeepers Campaign for Italian Archivists

ROME: International records and archives managers are protesting to the Italian Government over its continued run-down of central government sector recordkeepers.

The International Council of Archives Section of Records Management and Archival Professional Associations (ICA/SPA) has warned Rome: "Since 1984 there has been no recruitment of professional archivists in the State sector. This time bomb will lead to a total lack of professional archivists when the current generation faces retirement in 12-15 years time."

President of the ICA/SPA, Margaret Turner, has told Cultural Minister Guiliano Urbani, "This continued crisis is undermining the morale of Italian archivists. Professional archivists in the state sector are a necessity not a luxury."

In Italy, as in many European states, archivists and records managers are not identified separately.

Seeking support from international recordkeepers, Ms Turner said, "Previous campaigns in support of Italian archivists have had some success, so we encourage professional colleagues to write letters or faxes in support of this statement."

Messages can be sent to the Italian Cultural Minister at the following addresses: Mr Guiliano Urbani, Ministero per i Beni e le Attivita Culturali, Via del Collegio, Romano 27, 00186 Rome, Italia. Fax: +39 (0)6 678 3328; email: seggab@beniculturali.it

Draft NZ Digital Strategy Out for Feedback

WELLINGTON: The first public draft of the New Zealand

Government's Digital Strategy has been released for stakeholder and public feedback.

The document comes in response to the government's desire to "create a society where information and communication technology empowers everyone to create, access, utilise and share information and knowledge," commented NZ's Associate Minister for Communication, David Cuncliffe.

The Ministry of Economic Development has overall responsibility for the strategy and, with the National Library, Department of Labour, Archives New Zealand and the Ministry of Education, is coordinating feedback from various sectors of Kiwi society.

The Library and Information Association of NZ (LIANZA) is holding meetings across the country to provide a forum for discussion, and individuals can make their own submissions directly to the National Library, which is coordinating submissions from libraries, archives, records, museums and cultural heritage sectors.

Archives New Zealand is coordinating responses from records and archives management sources.

For further information: NZ Ministry of Economic Development www.med.govt.nz/pbt/infotech/digital-strategy/index.html; National Library natlib.govt.nz/en/digital/1digitalstrategy.html; LIANZA, http://www.lianza.org.nz/newsevents/digstrategymeetings.shtml.

COFSTA Becomes CAARA as Archives NZ Joins

DARWIN: Australia's Council of Federal, State and Territory Archives (COFSTA) has changed its name as Archives New Zealand joins and the organisation beefs up its recordkeeping focus. The organisation is now the Council of Australasian Archives and Records Authorities (CAARA).

In a statement to the Aus-archivists listserver, CAARA Executive Officer Suzanna Emison reported from the council's April meeting in the Northern Territory capital, "The new name reflects the inclusion of Archives New Zealand and recognises the Council's active role in both archives and records management issues."

A feature of the meeting was the launch of the council's statement on access to records of indigenous Australians by the Administrator of the Northern Territory, Mr Ted Egan. Members of the Northern Territory Archives Aboriginal Advisory Group attended the launch at the Territory's Government House.

Suzanna Emison commented, "The statement will assist indigenous Australians to access records in government archives by providing a framework for referring enquiries between (the council's) institutions."

The Director-General of the National Archives of Australia, Ross Gibbs, was elected the council's Convenor, a post he will hold for two years after which it will pass to Tony Caravella, Director of the State Records Office of Western Australia.

For further information, contact Suzanna Emison, CAARA Executive Officer, at execoff@naa.gov.au.

Objective Awarded US Defence Certification

SYDNEY: Leading enterprise content management (ECM) company Objective Corporation has announced that its records management application has been tested and certified by the US Department of Defence (DOD) against the military records management specification US DOD 5016.2-STD.

Where compliance with DOD 5015.2 is mandatory for RMAs in US defence organisations, the standard is increasingly being adopted throughout government generally and by private sector companies in the United States.

Objective's CEO Asia Pacific, Tony Walls, told *IQ*, "The achievement of this certification is an illustration of Objective's commitment to customers operating in high security environments in defence, law enforcement and intelligence agencies."

This is the second time that Objective has achieved DOD 5015.2 certification, after initial certification in 2000.

Indexers Conference for Victoria

SYDNEY: The Australian Society of Indexers has announced that it will hold its next international conference at Richmond, Victoria, on March 18 and 19, 2005.

Papers at the conference to be entitled "Indexing: engage, enlighten, enrich", will cover, in addition to information management subjects, matters such as 'back of book indexing', a subject frequently and irritatingly skimped by publishers.

Established in 1976, the Australian Society of Indexers has its National Executive in Sydney while its archives are lodged in the Archives Section of the State Library of Victoria. Membership is open to Australia and New Zealand practitioners.

The society, which has adopted the acronym and web domain "AusSI", is calling for papers for the 2005 conference.

For further information, contact Jenny Restarick, tel/fax +61 (0)3 9528 2539; email: jenny.restarick@enquiries.csiro.au. The society's website is www.aussie.org.

Objective Signs Up SA Premier & Cabinet

ADELAIDE: The South Australian Department of Premier and Cabinet (DPC) has decided to introduce an EDRMS from Objective Corporation.

The South Australian Government's lead portfolio, the DPC comprises five core divisions – Cabinet Office, Social Inclusion Unit, Strategic Projects, Corporate & State Services Division and Arts SA, plus the office of the Commissioner for Public Employment. The department also oversees numerous statutory authorities and independent agencies.

The DPC required a solution that would improve the speed and efficiency of managing correspondence and documentation processes and that would help it meet legislative requirements of the State Records Act 1997, the Freedom of Information Act 1991, and the Electronic Transactions Act 2000.

Darryl Treasure, General Manager, State Services, DPC, said that Objective Corporation was selected after an exhaustive tender and evaluation process. The enterprise implementation of the EDRMS will underpin the majority of the DPC's business processes.

"The ability of people to share documents across divisions and maintain uniformity of corporate documentation is essential to being able to deliver high quality services throughout the department," said Mr Treasure.

Local Company to Sell Leading Canadian Records Management System

BRISBANE: Australian organisations will have local access to an industry-leading records management software system from September when Australian information management services company Resource Options launches the product here as the Australian distributor.

Jenny Hale

Resource Options has secured the right to sell the OmniRIM® modular software suite, claimed to be the most advanced software system of its type for physical media and the flagship of premier records management software developer, OmniRIM Solutions Inc. based in Canada.

The OmniRIM® suite is a single enterprise system for active file management, inactive records centre management, and retention schedule development. It has a user-friendly interface to manage and track all files, boxes, documents and other media from creation to destruction.

Resource Options Managing Director, Jenny Hale, (pictured), believes OmniRIM® is one of the most compelling products for records management in today's marketplace.

"The OmniRIM® product suite is a very comprehensive solution. The developers focus solely on records management for physical media and are leading the way with superior applications of the technology," she told *IQ*.

OmniRIM® offers powerful indexing and search facilities, bring-forward capabilities for records accountability, total record centres management, cost centre charge-back and highly advanced barcode technology. It is flexible and customisable, scalable, fully Web functional, and integrates with an organisation's host systems.

The product's utilities toolkit gives the power to tailor it to meet user needs without custom programming. Users can add up to 80 user-defined fields, change field names to reflect in-house terminology and edit the 'Help' file to suit workplace users.

Jenny Hale says the unique OmniRIM® 'homescreen' design means users can search, request, run reports, generate labels and do the majority of their work from one intuitive screen.

The product's three-tier architecture is designed to accommodate high user and record volumes without straining the network, and keeping the cost of rollout to a minimum. This means the product can 'grow' with an organisation, and its full Web functionality allows users to administer, add, edit, update, transfer, request and search for information online and to easily transfer information between offices.

"This product also enables compliance with legal and regulatory record keeping requirements," says Hale, "and it increases accountability by supporting the development and control of records policy and inventory."

OmniRIM® is available in four editions: Workgroup, Professional, Enterprise (in Web-based or 32-bit Windows® versions) and Hosted.

Records managers who already have different electronic document management systems in their organisations are able to use OmniRIM Solutions' RIMConnector™ and OmniRIM® to provide a complete records solution. This brings records management functionality to systems such as Documentum®, FileNet®, and LaserFiche®.

Resource Options believes OmniRIM® is especially suited to public services, pharmaceuticals, financial services, insurance, real estate and property management, higher education, telecommunications, oil and gas and natural resources, utilities, and transportation, but is highly configurable to meet other market needs.

Says Hale, "The Enterprise Web Edition will suit larger, more complex businesses that want to streamline complex records management processes with a single Web-based solution they can rapidly deploy across multiple departments without installing software on the work station.

"The Professional version is a hugely successful product for organisations that want to use industry-standard RDBMS, but have only small record volumes and user numbers and no need for integration with another line of business systems.

"The Workgroup version of the Web Edition offers all the features of the other two versions but uses the lower cost MS Access database. It's great for organisations that want the best in features but have limited budget and only small volumes of users and records," she said.

Hale believes the OmniRIM® Hosted Solution is an exciting new option for organisations that need top quality records management software but don't have the budget to buy it or the technical staff to support it.

Hale said Resource Options, which has its head office in Brisbane and an office in Melbourne, is certified by OmniRIM Solutions to sell, install and provide training in the product to Australian users.

"OmniRIM Solutions recognises Australia as a very important market for its product and believes Resource Options has the experience and knowledge to support its mix of customers."

Resource Options will launch OmniRIM® in Brisbane, Sydney and Melbourne from 1–10 September, 2004.

For more information about OmniRIM® or Resource Options, contact Jenny Hale in the Brisbane office on 07 3391 3499 or email info@resource-options.com.au

APPOINTMENTS

South Africa's 'Archives Subversive' Joins Mandela

BRAAMFONTEIN: South African History Archive's controversial director, Verne Harris, has resigned his three-year office to take up the 'dream posting' of archivist to the new republic's founding father, former president Nelson Mandela.

Announcing his new job recently, Verne Harris, (pictured), told *IQ*: "I'll be seeing Mr Mandela tomorrow, a little dream for me while I contemplate what is coming (up) for me."

Harris was a keynote speaker at the joint RMAA-ASA annual conference in Hobart in 2001. The cheerful, self-confessed 'archives subversive' has fought in a series of information freedom battles with South Africa bureaucracy. (See 'Meaningful Challenge of Power and its Abuse,' *IQ* May, 2004.)

Harris and the SA History Archive (SAHA) have helped the Nelson Mandela Foundation set up the archives project on the life and work of its founder.

"Now it's crunch time," said Harris, "and they've persuaded me to come in on a fulltime basis to turn the dreams into reality, to do the groundwork for a centre of memory around the great man."

Replacing Harris as SAHA's Director is Sello Hatang, described by Harris as "the very best of South Africa's new generation of activist archivists."

Harris remarked, "For over two years now he (Hatang) has been the Deputy Director and has worked with me and a growing staff complement in turning SAHA into a vigorous and sustainable human rights NGO. I have no doubt that SAHA will be in safe hands."

New ScreenSound Boss Blows Away Fears for Australian Movie Collection

CANBERRA: New Italian-born boss of the Australian Film Commission's ScreenSound Archive, Paolo Cherchi Usai, blew into the institution in mid-June and blew away a bunch of staff and industry fears.

Appointment of the US-based film buff, archivist, author and conservator was announced on June 9. One week later, Cherchi Usai had anxious ScreenSound staff cheering as he told them he would press for more finance and mandatory film deposit laws, and take on critical politicians.

Australian Film Review quoted him assuring staff: "I fully expect to have to deal with political components of the job but I am here to run an archive." AFR reported: 'He received roaring applause.'

The new man began his career as a film and arts critic and writer in Italy. He progressed to preservation officer in Belgium's Royal

Film Archive and founder and director of an Italian silent film festival.

In the US, he become a professor of film at the New York State's University of Rochester, and in 1994 won his current senior curator's position with the Motion Picture Department at the film museum George Eastman House, the former home of the inventor and founder of the Kodak empire.

Cherchi Usai is author of a number of film books and, earlier this year, was knighted by the French Government as Chevalier des Arts et des Lettres for his contribution to film culture.

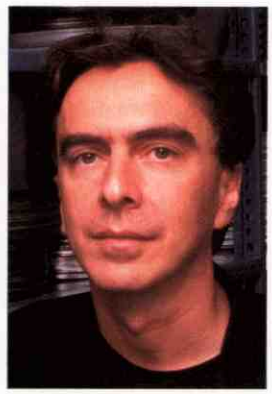
ScreenSound started life in 1935 as the National Historical Film and Speaking Record Library, part of the then Commonwealth National Library. The re-named National Film and Sound Archive became independent 1984 and changed its name again to ScreenSound Australia in 1999.

Public and professional concern rose after the then director, Ron Brent, left in May 2003 and the unit was absorbed by the Australian Film Commission (AFC) two months later. Speculation quickly mounted over staff cuts, possible re-location to Melbourne or Sydney, and radical operations overhaul.

Reaction to the ScreenSound appointment was mixed. The showbiz magazine *Variety* cheerfully declared: "Archive guy gets Oz gig". *The Australian Film Review* headlined: "Director's cut above the rest".

But Australian Archives Forum Secretary Ray Edmondson, cautioned: "Constituents still await responses to more than 140 submissions to the Australian Film Commission in which (ScreenSound's) institutional integrity, autonomy and legal status loomed as the major issues."

And Australian Federal shadow arts minister Kate Lundy was most unhappy with the decision coming just ahead



Paolo Cherchi Usai, new head of the AFC's ScreenSound Archive

Photo reproduced courtesy of George Eastman House, International Museum of Photography & Film, Rochester, New York

of Federal elections and in the face of Australian Labor Party plans to establish ScreenSound as a statutory authority. She commented: "As a result of this untimely decision, Cherchi Usai now faces enormous challenges."

AFC Chief Executive Kim Dalton said: "We undertook a rigorous campaign to develop a job brief and international search that reflected the importance of this role and organisation and our selection panel of highly eminent Australian and international people are delighted with this result."

When the youthful, grey-eyed Cherchi Usai swept into Canberra he comforted ScreenSound archivists, administrators, technicians and researchers with the story of his own, long-held determination to enjoy at least fifty per cent of his working day and a promise to help them do so, too.

He revealed that he had not, at first, been interested in the job. "I am happy at George Eastman House, whereas I knew the Australian archives had gone through a great deal of turbulence. But a series of conversations with colleagues both in and outside the field gave me the feeling of a wonderful challenge here."

He was specific on many of the staff and industry concerns. On archive digitisation: "Digital is being presented as the holy grail of audio-visual culture. This is a misperception encouraged by the industry. There are certain things for which digital is great - that is, access and restoration - and there are things where digital is not a solution, [including] long-term conservation of audio-visual heritage."

On mandatory film deposit: "There is a lot to be done in terms of acquisition and development of the collection. I intend to press for a legislation change. I think there should be a copy of every Australian film and video in the collection."

On Finances: "More money is always better for an archive. Having said this, I have not had an opportunity to undertake a detailed budgetary analysis so it would be way premature to give an answer to that question."

On Public image: "ScreenSound makes the archive look like a commercial company. Not only that, it makes the archive be ashamed of being an archive."

Cherchi Usai takes charge at ScreenSound in September.

For further information see: Australian Archives Forum's position paper at www.afiresearch.rmit.edu.au/archiveforum
ScreenSound media release at www.screensound.gov.au/
George Eastman House biography at www.geh.org
Australian Film Commission at www.afc.gov.au.

Stately New Boss for SA State Library

ADELAIDE: South Australia's State Library has a new Director, Alan Smith, the former Director of Adelaide's stately home and garden, Carrick Hill.

The state's Executive Director, Arts, Greg Mackie, announced the appointment in June saying the new man brought "excellent people skills and strong marketing flair developed over several years in management positions."

Alan Smith holds a Bachelor of Arts (History and English) degree from La Trobe University, Melbourne, a Graduate Diploma in Librarianship from Royal Melbourne Institute of Technology (RMIT) and a Graduate Diploma in Museum Studies.

Objective Appoints Aussie as MD Europe

SYDNEY: Australian ECM software company Objective Corporation has appointed Australian-born Damian Hyland as its Managing Director-Europe.

For the past ten years Damian Hyland has held posts across the Asia Pacific, North America and Europe with Tower Technology, including six years as their MD Europe.

Hyland told *IQ* that he was excited to be joining an organisation currently experiencing significant growth and challenging international market leaders in the UK and Europe.

"The company's heritage in developing world-class software and its success in the UK to date provide a solid foundation for Objective to take advantage of increasing European demand for ECM solutions," he said.

Heritage Groups Unite Against Bush Nominee for US Archivist

WASHINGTON: Historians, archivists, librarians, information managers and economists have united in fierce condemnation of President George W Bush's unheralded nomination of historian Professor Allen Weinstein as the next Archivist of the United States.

The initial announcement, in early April, came as the President was preparing his campaign for a second term in the White House and only months before the first batch of records from the first George Bush Senior presidency are due to be released in January 2005. This 'politicising of the archives' was quickly highlighted by some commentators.

Professor Weinstein is the founder, President and Chief Executive of the right-wing US Center for Democracy whose directors include the Presidential aide, Dr Henry Kissinger. According to Washington watchers, the professor has close ties with Republicans in the US Congress.

The incumbent US Archivist, John W Carlin, was appointed by President Clinton in 1995. The post is open ended. He is not required automatically to resign with a change in White House administration.

Last December, Mr Carlin confirmed to the President that he planned to retire at his 65th birthday in July 2005 on completion of his 10-year strategic plan for the National Archives and Records Administration (NARA). But, after the April 'fast-track' announcement, Mr Carlin pointedly told his staff and the White House that he would not resign until Professor Weinstein's nomination had been confirmed by the US Congress.

Following the protests by almost a score of archival and historical institutions, that confirmation seems far from certain. The protesters urged Congress's Senate Committee on Governmental Affairs "to schedule open hearings on this nomination in order to explore more fully 1) the reasons why the Archivist is being replaced and 2) Professor Weinstein's qualifications to become Archivist of the United States".

A Senate spokesman was quoted by New York's *The Nation* newspaper as saying that the hearings will be held 'in the coming weeks'. At the time of writing, they had not been scheduled. *The Los Angeles Times* reported that representatives of the protesting societies 'will almost certainly speak against (the nomination) at Senate hearings'.

Professor Weinstein has a controversial history involving charges of excessive secrecy and alleged ethical violations. The challenges centre on issues involving access to research materials Weinstein used to write two books about Soviet spying in the USA.

Other historians have not been permitted to see his documents and interviews, which violates the standards of the American Historical Association and the Society of American Archivists, two of the leading protagonists in the nomination row.

Other campaigners include the Organisation of American Historians, The American Library Association and National Association of Government Archives and Records Administrators (NAGARA).

Additional concern surrounds President Bush's earlier executive order amending the US Presidential Records Act (PRA) allegedly to prevent release by the NARA of Ronald Reagan administration records that might contain damaging information on George Bush Senior's role in matters such as the Iran-Contra arms to oil affair when Vice President.

Critics suggest that the White House nominee may be more amenable to further PRA suppression demands from the Chief Executive.

A contributing editor for *The Nation*, Jon Weiner, a history professor at the University of California, remarked that many people speculate that George W Bush and his father think the President may lose the election, and so they want

their man in control of their archives before that happens.

The Archivist would have to deal with access to the papers of the 9/11 Commission after it closed in August, Jon Weiner wrote, and the releases of the Reagan and Bush Senior papers. He added: "If Bush Junior does lose the election, the new archivist would have a third new task: appointing a director for the Bush Junior presidential archives."

IN MEMORIAM

Bob Neale, First Director, Australian Archives

CANBERRA: The first head of Australian Archives, Professor Bob Neale, died at his Canberra, ACT, home in May after a long illness. An emeritus history professor at the University of Queensland, he was appointed Federal Government official historian and editor of historical documents in 1970.

In 1975, Professor Neale was commissioned by Prime Minister Gough Whitlam to investigate how Australia became involved in the Vietnam War. He revealed that it was US Government pressure not a response to South East Asia Treaty Organisation (SEATO) protocols that prompted the Menzies Government commitment.

Professor Neale was appointed Director-General of Archives Australia in 1975. He held the post until 1985 during which time he achieved wider scope for public access to the national archives.

Brisbane's daily newspaper, the *Courier-Mail*, in its obituary about the professor, described him as 'a modest and unassuming man of delightful and often acerbic wit'.

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RMAA BRANCH REPORTS

TAS

Wow....what a fabulous ARM Week Seminar Tassie had! We had speakers who told us RM was sexy and was fun, it had private clubs, it was a critical part of an organisation, it was coming of age, and they told us how important communication was. And that was only the start.

We then went on to education for records management which gave us all some encouragement to get moving on this issue.

We had a marvellous look over records management as it has evolved thanks to a humorous presentation by our own Jill Saunders (who has recently retired) which left us all laughing and brought some memories and some good blackmailing material to light.

We had case studies by the gorgeous Matt O'Mara (sorry, Matt – couldn't help that!), a product demonstration by Merit Technologies, we learnt how to market our little old records department and we also saw how record management fits in with GIS systems.

Finally, to try something a little bit different, we organised a panel with senior executives from local government, legal, Treasury, Police, our electricity provider and Primary Industries and put a series of hypothetical questions to them.

This session was light hearted and strove to expand understanding of the records management industry and highlighted the risk that poor records management brings. It generated a lot of interaction from both panel and registrants and there were lots of great suggestions and comments that evolved from the session.....so good in fact, that we are holding another session just to work through some of the issues that were raised.

Tasmanian ARM Week Seminar panelists, (left to right), Paul Oxley, company secretary Transend Networks Pty Ltd, Peter Joyce, senior partner Butler, McIntyre & Butler, Andrew Koerbin, project manager LGAT-LOGONS, Rob Valentine, Lord Mayor of Hobart, Rick Inglis, divisional director State Treasury, Michele Moseley, deputy secretary DPIWE, and Frank Ogle, Tasmania Police corporate services director.

To give you an example of some of the questions.....

Hypothetical #1

Staff at a Tasmanian Government department suspect that an employee is logging onto other people's accounts and deleting corporate emails that are of value to the organisation.

Panel member A, word has just filtered into your office regarding the staff member's alleged behaviour. What necessary steps do you see need to be put into place to ensure this doesn't continue to happen? What is the value of email to your organisation?

Panel member B, you are often working on Whole of Government policies. Should there be a Whole of Government Policy put in place to corporately manage all emails? As a user of the government network how would you react to being told that all emails you send and receive are owned by the Tasmanian Government and, also, that the Government has decided to implement an archiving solution to keep ALL emails sent and received by ALL government employees?

Hypothetical #2

After years of collecting every piece of paper that has ever come into or been sent out of the office (including printing out all business related emails) you suddenly realise that a single fire in the building could destroy the entire history of your organisation.

A software vendor just happens to walk in the same day and offers you the ultimate solution - SCAN THE LOT!

Panel member C, as the CEO of this organisation, what is your initial reaction?

Panel member D, you're the organisation's chief project manager and panel member C has just approached you to solve this problem and suggests that scanning everything looks like a pretty good alternative - what is your initial reaction? Will you still maintain all the paper? Where?

Hypothetical #3

Panel member E – you are involved in quite a progressive organisation; you implemented a Records and Document Management System a number of years back and this included

Members of the absorbed audience at Tassie's ARM Week Seminar

imaging countless numbers of incoming documents. How is it going? How have senior management reacted to the requirement to electronically manage information in a corporate wide system? Has it been well received?

There were five hypothetical's in all and we didn't get everything covered in the 90 minutes we had allocated.

We intend to continue working on these issues and then invite the same people back and put our case back to them on how we can address their issues/concerns/statements.

If anyone is interested in getting all the hypotheticals, or discussing this with me further, please do not hesitate to contact me.

On another note, I would like to congratulate our newest Professional Members who all obtained their Associate status recently…..Nicholas Fripp, Cathy Fyfe and Doris Mamerow.

One more thing…our own Jill Saunders retired just recently, and on behalf of the Branch I just want to acknowledge all of Jill's efforts and contributions over the years (I won't say how many) – without people like Jill, the profession would not have had the drive to move forward the way it did. Thank you Jill.

Kate Walker, MRMA
Tasmania Branch President

QLD

The 2004 Queensland State Conference was well supported by members and guests.

The conference addressed a number of issues such as records management standards, EDRMS, records disposal, education, running a records management program, and the attributes of a records professional. The feedback was very positive.

The branch also recognised Records Management Week with, apart from the State Conference, a breakfast presentation which was also well supported.

The branch professional development program is again in full swing. Our monthly seminars on a variety of topics of interest to the records professional are being well attended.

Recent seminars have been on change management in records management, and information security. In the coming months the topics include appraisal of records, on-the-job training and business continuity planning.

The Queensland Branch AGM is being held on the 29 July. We are sorry to not have Steve Renouf, Sophie Fletcher and Russell Fraser standing again. We thank them for their solid support and work on Branch Council.

The Local Government Chapter recently held a meeting. The chapter has a number of activities planned for the year for members to enjoy.

Philip Taylor, MRMA
Queensland Branch President

NSW

At the time of writing this report the Branch Annual General Meeting is fast approaching.

My thanks to the councillors who have served over the last year. It is with regret that I report Joy Siller has advised she is not continuing on council. The branch is enormously grateful to Joy for her work over many years on council and the assistance she has provided.

At our Annual General Meeting the topic for our speaker is the link between Knowledge Management and Records Management, a subject of great interest to those of us in the profession. Our thanks to Rowena Crossman of State Records NSW, who is doing her masters in the field.

The NSW Branch's main contribution to Archives and Records Management Week was the Vendor Showcase, with case studies followed by a reception where the recipients of the Peter A Smith Award were announced. Peter was unable to be present for personal reasons.

My thanks to those on council involved with organising the event and making sure it went smoothly. A major plus for our branch has been the willingness of people to share the load; not only those on council but other members and friends of the Association.

I also thank the vendors for their willingness to contribute to the day with displays, demonstrations and showcases. Also thank-you to the vendors for their willingness to contribute in sponsoring events.

In June while on holiday I again had the opportunity to meet with friends at the National Archives of Singapore. They are very interested in what we are doing in Australia with records management and appreciate what input we can provide.

We have now determined the venue for our branch Christmas party and are looking forward to the annual convention of the association in Canberra. I look forward to catching up with many of you.

I trust 2004 is good to you and our paths will cross somewhere.

Geoff Smith, ARMA
NSW Branch President

SA

As another three months flies by quicker than the latest computer virus can destroy a hard drive, I find myself coming to the end of my fifth term as Branch President and writing my last branch report for *IQ*, (well for a couple of years anyway).

I want to take this opportunity to thank the SA members for their support and the branch council for their commitment. I am proud to say that we currently have the strongest and most well represented branch in South Australia in ten years.

The South Australia Branch had a quiet but successful ARM week in May with a half-day presentation by Gail Murphy on Records Management in the Private Sector, which was attended by around thirty people.

An upgrade workshop saw seven new Associate members and we have already managed to influence some of them to become involved on Branch Council. Congratulations to Bonita Kennedy, Karen Jonas, Frances Wharton, Wendy Fewsdale, Deborah Curtis, Sue Farrimond and Marilyn Howes.

The Branch AGM was held on 14th July at the Wakefield Tavern followed by our traditional 'farewell the old and welcome the new' dinner which was attended by around twenty people.

On 18th August we are holding a breakfast session at the Next Generation (in the city), 'Issues Surrounding Implementing EDMS'. The speaker is Gwen Lally from Tower Software, whose experiences include working in the UK.

Kristen Keley, ARMA
South Australia Branch President

NT

The NT enjoyed the activities provided for Archives and Records Management week. The events were very well attended by members and non members.

Our thanks go to our guest speakers Terry Foster, Tina Lambert and to Kym Muller for organising a very interesting Repository tour.

We also enjoyed meeting the Federal Board in June. It was nice to finally put the faces to names.

A very interesting and timely recordkeeping seminar was presented by Judith Ellis in June.

My thanks and appreciation continue to go to our small but hard working committee for their ongoing commitment.

Pat Parry-Jones, ARMA
Northern Territory Branch President

ACT

As reported in the last *IQ*, the ACT Branch is entrenched in this year's convention organisation. We are in the final stage now as we head to September.

The program arranged for the convention is excellent and already registrations are streaming in. So we look like having a very successful convention. Please check out all the details in this edition of *IQ*. I hope to see you all in September and look forward to meeting and greeting you into Canberra in the Spring.

On the local level the ACT Branch participated in ARM Week with lots of cooperation from National Archives of Australia and the Territory Records Office, ACT. Three successful activities were held to celebrate records and archives activities on a national level.

Firstly, members were invited to attend a case study hosted by the Department of Education, Science and Training (DEST) on the rollout of TRIM Context to all staff.

Secondly, we were invited to the launch of the National Archives digitisation initiative. And finally our members met the Territory Records Advisory Council members and viewed some very early records about the ACT landmarks of early years. A special thank you to all who hosted or organised activities, it was most appreciated.

Congratulations to Marian Hoy who has received her professional membership status as Member in June 2004. Marian has worked tirelessly to obtain various qualifications such as Bachelor of Arts (Honours) Degree from ANU and a Graduate Diploma in Archive Administration from the University of Wales, UK, and more recently she has obtained a Masters in Educational Leadership from the University of Canberra.

Marian presented a paper in her application that was part of her course, entitled 'A proposal to develop a professional development initiative for the Australian Society of Archivists to facilitate an understanding of the recordkeeping competency framework.'

Marian also spoke at our General Meeting on 28 July, together with Kate Walker, our Chief Executive Officer, RMAA.

Veronica Pumpa, ARMA
ACT Branch President

NZ

The New Zealand Branch was set up in November 2002 and in the past 18 months we have achieved significant levels of activity. In the next 12 months we intend to do even better.

Our 2004 Annual General Meeting was held in Wellington on July 13, accompanied by a three-expert seminar, Strategies for Making Records and Archives Management more Relevant. Our AGM seminar subject was lifted from an excellent event run by the Victoria Branch in March. Thanks for the idea, Victoria President David Moldrich and his team.

This report is based largely on my report to the AGM.

Membership

We have 160 members of whom 19 have professional status. During the year we increased our professional members by two Associate Members (ARMA) and one MRMA.

Members' lunchtime meetings, held in Wellington every second Tuesday of the month except in January, are really the core business of the branch. In December we joined with the Archives and Records Association of NZ (ARANZ) in a Christmas celebration. These events are ably organised by programme convenor Michael Steemson, ARMA.

Subjects in the past year included:
- Archives NZ's recordkeeping programme
- IT for Recordkeepers. The Do's, Don'ts and Maybes
- NZ e-Government portal
- NZ Electronic Transaction Act
- Project Management as a Tool for Records Management
- Feedback on the Melbourne Convention
- Automated document capture and storage.
- Wellington City Council's information management standard.
- Qualifying for the Realistic and Practical Information Management Industry.

Archives and Records Week 2004

The Branch led the NZ Archives and Records Week campaign in March 2004 with the Archives and Records Association of NZ (ARANZ), Archives NZ and other organizations throughout New Zealand. Events included:
- Map-keeping seminar, co-ordinated by Branch Vice-President, Micky Stevens, ARMA
- RecordkeepingVendors Showcase that attracted 20 vendors, 200 delegates and was applauded by both vendors and delegates.
- Assisted with Maori information Management workshop at Archives NZ.
- Auckland Chapter Recordkeeping seminar.
- ARANZ sponsored and organised a lecture entitled 'Justice and the Ahmed Zaoui Records', and seminars in other centers.
- Open days and exhibitions at archives and museums in Christchurch and Dunedin.

The week included events in all main centres and some provincial towns. (*See the May 2004 issue of IQ for a detailed review of NZ's 2004 A&R Week.*) We have the skeleton of the 2005 week mapped

out, so watch out for another exciting event in March 2005.

Already established are another RecordkeepingVendor Showcase, in Auckland this time, timed for March 17 at the Ellerslie Convention Centre, and a Wellington 'Kiwi song fest' concert on March 12 of archived, 19th and early 20th Century New Zealand music, most of it unheard in living memory. (Contact joint program coordinator Michael Steemson for more details of the song fest, at mike.steemson@xtra.co.nz, or telephone +64(0)4 380-9323.)

ARANZ has again teamed up with us for A&R Week 2005, along with the Wellington Sole Archivists Group, Archives NZ, the NZ Film Archive, the National Library of New Zealand and the NZ Television Archive.

Membership Roadshow, Auckland

All the Kiwi speakers from the 2003 RMAA National Convention (Helen Hancox, Rebecca Fordyce, Matt O'Mara, Trish O'Kane and Amanda Cossham) went to Auckland to present to members and others who did not attend the Melbourne event. We took the opportunity to promote the RMAA and recruit members.

Electronic Transactions Act 2004 (ETA)

The branch ran seminars to discuss the ETA, in both Hamilton and Wellington. Speakers included RMAA members Deirdre Wogan, ARMA, Trish O'Kane, ARMA, Archive NZ manager, Mary Neazor, and Ministry of Economic Development's Andrew McCallum.

Environment Waikato Document Management Advisor, Jean Cavaney, organised the Hamilton seminar and presented a case study. Both centres had good attendance and generated much discussion. We were impressed with how far participants had travelled for the Hamilton seminar

Chapters & Representation

Auckland Chapter is active. It has held members meetings in the Auckland Town Hall Civic Chamber. Subjects included the ETA and a variety of record keeping subjects. We are still working on setting up the Southern Chapter in the South Island.

General Consultative Group for Archives NZ - the RMAA is ably represented on this group by Deirdre Wogan and Michael Steemson.

The NZ Digital Forum - RMAA attends these meetings.
Education

We have taken a lead in the project to create a practicum (workplace experience) for Records/Archives. This will be progressed by Auckland Chapter President, David Pryde, ARMA.

Thank you

My thanks and that of all Branch members goes to Branch Treasurer Christine Edney, ARMA. Christine has been involved with the New Zealand Branch since its inception. Prior to that she kept the books for the Wellington Chapter of ARMA International. We are grateful for her work in this area.

Thanks, too, goes to the Councillors who have retired during the year: Gillian Ratcliffe, ARMA, Robert Hynson, ARMA, and Matt O'Mara, ARMA.

Helen Hancox, ARMA
New Zealand Branch President

VIC

Before I get into what has happened in Victoria, I would like to mention two important issues.

Firstly, for those of you in Victoria who have not booked for the National Convention in Canberra, I urge you to do so as soon as possible. I hope that we (Victorians) will be able to get together for a Branch meal during the Convention, and I would love to see you all there.

Secondly, please keep your eyes scanned for our next State Seminar, which will be held at Nillumbik on Tuesday, 23 November 2004. The theme for this one is 'The day after tomorrow', and although final presentation topics have not been locked down, suggestions thus far include; Disaster Planning, Digital Archive, Risk Mitigation, Corporate Governance, etc....

So now, what has been happening in Victoria over the past few months? Well for those of you unfortunate to have missed ARM week in Victoria...as they say in the classics, what a week it was (24–27 May, 2004). We had four action packed days that saw in excess of 200 official delegates and another 200+ people attend various individual events and functions.

In addition, we managed to secure the sponsorship (which ensured that the whole of ARM week was cost neutral) of eight vendors. I would like to acknowledge: **Enterprise Solutions, Records Solutions, One Umbrella, Fuji Xerox, Infovision, Objective, Rolls Filing Systems,** and **Alphawest**.

In recapping what took place, I am borrowing heavily from Catherine Worn, Project Officer: Regulation and Compliance, Public Record Office Victoria. Although there was a coordinating committee, much of the work fell to Cathy who did a fantastic job. Thanks Cathy!!

DAY ONE - Future Directions in Education and Employment

The first speaker was Prof. Sue McKemmish from Monash University. Prof McKemmish spoke about the tertiary education sector, the impacts of government funding and deregulation,

the impact on professional education programs, current courses aligning to archives and records management, research, partnerships, and course recognition.

Next came Dr Bonna Jones, recently appointed to RMIT as Coordinator of the RMIT Bachelor of Business (Information and Knowledge Management) and the Graduate Diploma in Information Management. Dr Jones spoke about various aspects of tertiary education from an Information Management perspective, and incorporated some comments about librarianship vs information and knowledge management, similarities and differences and the impact on courses currently being offered.

David Moldrich, President of the RMAA (Vic branch) gave a short insight into the benefits of joining a professional association and actively encouraged attendees to consider the networking possibilities of being actively involved in a professional organisation.

An employer panel, consisting of Judith Ellis from Enterprise Knowledge, Greg Stevens from Records Solutions and Susannah Vaughan from One Umbrella, where each panellist gave a short presentation on starting out in the industry, skills and qualifications required, career paths and options. The discussion that followed generated many questions from all attendees.

The day concluded with a network lunch and opportunities for attendees to speak with vendors about their products and services. After lunch, PROV hosted a tour conducted by Charlie Farrugia of the VAC building.

DAY TWO - Session 1: Local Government and Records Management

David Brown from PROV led off with: A perspective on the appraisal of particular instance records at PROV. His presentation included topics such as The Problem, The Background, Evidence: for whom?, Information: for whom?, Routineness/closeness of control of business process v Comparative value of the record.

The second speaker was Bruce Smith, since 1990 a partner in Archive Research Consultancy, a small archives and records management consultancy and training business. Bruce's presentation, On the Job - A Guide to Sentencing, covered topics such as: The DA for Local Government Records, Back to Basics, Information about records in relation to Where, What and Who are the Records, the Age and Function of the Records.

David, Bruce and Debbie Maggs of Whittlesea Council then engaged in a panel discussion about issues that local government and smaller agencies are experiencing in Records Management and discussed ways to resolve some of the issues. During the lunch break, attendees were encouraged to network with others and to speak to vendors about products and services.

After lunch, the local government chapter meeting was held and attendance at this meeting was very high, and many local government issues were discussed and resolved.

Session 2: Developing and Implementing Classification Schemes

The first speaker was Emma Savage from Enterprise Knowledge. Emma presented on the topic: Developing Information Control Systems. Some of the headings covered by Emma related to Classification Schemes, Thesaurus/Controlled Vocabulary, Retention/Disposal Schedules, Subject Index, Filing System/ Sequence, Records Inventory and Security and Access Protocols.

Tamara Puli from Monash University then presented LOCATE – Issues faced in developing a University Classification scheme. Topics included an Overview of Monash University, Project Definition – What is Locate? And Why do we need it?, Project Plan, Project Status, Issues Faced, Where to from here?

Next, Karuna Bhoday from the National Archives of Australia spoke on the topic of the DIRKS approach to classification. The session's fourth speaker was Nicole Schlesinger from Liberty Victoria. Nicole gave an insightful presentation into the real world-view of a not-for-profit organisation dealing with a major records management identity crisis, and how change played a major role in implementing a positive business process for the future.

The final speaker was Tamara Puli. In this presentation, Tamara gave an insight into an agreed national classification standard based on the report by the sub-committee IT21-9 Committee on Records Management Classification. Topics included: About IT 21-9, Committee composition, Work of the committee, Output – a discussion paper, Future – a new Standard? The afternoon closed with questions for all speakers.

DAY THREE - Online Access and Archives

Bruce Smith presented an online working project called Australian Trade Union Archives, dealing with a Gateway to locating the extant archives of Trade Unions, Employer Bodies and their respective peak bodies.

Robyn Eastley, Senior Archivist (Reference Services), Archives Office of Tasmania, then covered Tasmanian Archives Online, Photographs and films, Indexes and Genealogical resources: Colonial Tasmanian Family Link, Convict applications for permission to marry, Wills and Letters of Administration, Naturalisations, Census, Tasmanian Divorces 1860–1920.

The third speaker was Cate Elkner from PROV, who gave an interesting presentation on Developing a finding aid for the Italian Historical Society with reference to The Santospirito Collection Project.

Daniel Wilksch, Manager Online Projects PROV, presented Finding Archival Data Online – the PROV perspective, before Shauna Hicks, the final speaker, coordinated a panel discussion with all of the presenters to answer any questions that participants had about the topics of the afternoon session.

DAY FOUR - Archives, History and Indigenous Memory - the intersection of oral and written history

This session was held at the Koorie Cultural Centre and hosted

by the Koorie Heritage Trust.
Robyn Eastley of the Archives Office of Tasmania began the day with a presentation on Documentary Evidence and Oral Histories in the Tasmanian ATSIC Election Process.

The second speaker (and a surprise inclusion) was Genevieve Grieves from the Koorie Heritage Trust (KHT). Genevieve gave a passionate insight into preserving oral memory and the importance this process for the Koorie Community.

Shannon Faulkhead, a student at Monash University, followed on from Genevieve in presenting her perspective of the value and commitment of the KHT and its importance in the Koorie Community.

Professor Lynette Russell from the Centre for Australian Indigenous Studies at Monash University then spoke of searching archival information and discovering her link to her past and the Koorie community and the impact this has had on her life.

Following a short panel discussion enabling all speakers to answer any question, David Moldrich officially closed ARM week after thanking sponsors and participants for their valuable time and effort in making ARM week the success it was.

Following the close, many people stayed to attend the launch of Koorie Heritage Trust as an official PROV Place of Reference, and the Monash/PROV project Trust & Technology: Building archival systems for indigenous memory.

So that was ARM week in Victoria, and as I said at the beginning... what a week it was!!!

In conclusion, I would like to thank the RMAA, ASA, IIM, PROV, the sponsors and in particular, Debbie Prout, David Brown, Cathy Worn, Rachael Uren and anyone else that I may have left out, in ensuring that this was one of the most successful ARM weeks that we have celebrated thus far.

David Moldrich, FRMA
Victoria Branch President

WA

No report received.

COMING UP IN THE NOVEMBER ISSUE OF *IQ*...

- CAPITAL CAPERS, THE WEEK THAT WAS:
  A review of the RMAA's 21st International Convention in Canberra
- CONVENTION PAPERS: Selected papers from the Canberra Convention
- 2004 AWARDS: Details of awards presented at the Convention
- SCRABBLE ANYONE? A fraught tale from the Top End
- WHEN IS A FILE NOT A FILE?
- EDMS: Log It, or Lose It. A Story of Why and How
- AND MUCH MORE

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HELPING YOU PROTECT, ACCESS AND MANAGE BUSINESS CRITICAL DATA.

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Since 1996, OmniRIM has been single-mindedly focusing on providing records information management solutions to solve the problems of today's fast-paced, and tomorrow's data-intensive business environments.

We can help you develop, implement and utilize a comprehensive solution for the systematic lifecycle management of your organization's vital business information, meeting regulatory compliance and operating objectives.

TAILORED SOLUTIONS

Each OmniRIM solution is uniquely designed following a thorough understanding of your records information needs,

- based on a detailed assessment of your records information flows,
- focused on understanding your performance management objectives,
- reflecting your organization's capabilities to implement and utilize the solution.

OUTSTANDING CUSTOMER SUPPORT

OmniRIM's industry leading customer support and services team provide a comprehensive technical support program that ensures your solution runs smoothly everyday. A full range of flexible training options, project management and consulting services is available to ensure your success.

A TRUSTED BUSINESS PARTNER

OmniRIM's demonstrated record of innovation and industry leadership is best represented by our growing, satisfied OmniRIM client base. We have earned the reputation as a solutions provider that can be trusted.

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Australian Partner and Distributor of OmniRIM software

Resource Options
Successfully delivering quality information management

SECURELY MANAGING YOUR MOST VALUABLE ASSET:

INFORMATION

National Suppliers of:

- Secure document management, storage and retrieval
- Active file management
- Magnetic media management and storage
- Cataloguing, indexing and sentencing
- Web based order management and reporting
- Document imaging, OCR/ICR and e-Forms
- Integrated mailroom solutions
- Web based hosting and retrieval of documents
- Secure document and media destruction

Quality System

Quality Endorsed Company

ISO 9002 Lic 5550 Standards Australia

QUALITY ENDORSED SUPPLIER TO GOVERNMENT AND INDUSTRY

PICKFORDS 1800 181 800

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