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OFFICIAL BULLETIN OF THE
RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA

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SCSQ

Vol 4 Number 2

MAY, 1988



O H NO-O-O!!

Not another 'I want it NOW' request. I have no idea where that file (and 53 other 'lost' files) have gone to. This organisation wastes man years every year trying to find urgently required files.

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FROM THE FEDERAL PRESIDENT

I will devote this message to making, you, the membership of this Association aware of recent events that have been of great disappointment to me.

The Association of Records Managers and Administrators, Inc. (ARMA) has been endeavouring to form a Chapter of that organisation in Australia. While R.M.A.A does not have the right to stop them holding a meeting in this country I am disappointed that ARMA did not see fit to make contact with our Association to discuss their activities and how best we could work together for the betterment of Records Management generally.

It has always been this Association's philosophy to promote records management within our own country and to support other countries who are endeavouring to form their own National Associations. It was with that concept in mind that our representatives to the International Records Management Council (IRMC) were able to have IRMC regulate to the effect that where a National Records Management Association exists then, you must belong to that Association before IRMC will accept you as a member of their Association.

I suggest ARMA should do the same.

I have written to John Moss Smith the President of ARMA expressing my feelings and pointing out the animosity it has caused to his Association by members of our Association. I stated the importance of interaction between our Associations and an example of our professionalism by providing four speakers in the International stream at their National Convention in Anaheim, U.S.A in 1987, all at our own cost.

I sincerely hope that ARMA and R.M.A.A can continue to discuss those matters of concern to us but more importantly promote the formation of Associations in those countries who wish to form them and in so doing keep their National identity.

I urge you as members of the Records Management Association of Australia to promote and support Records Management and your Association in an active and positive way.

Peter.A.Smith M.R.M.A.
Federal President

EDITORIAL NOTES

INFORMAA QUARTERLY is a publication of the Records Management Association of Australia. Members of the Association receive this publication as part of their membership.

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This edition of INFORMAA QUARTERLY has been produced by the Victorian Branch.

THE NEXT EDITION OF INFORMAA QUARTERLY WILL BE PRODUCED BY THE TASMANIAN BRANCH.

NOTIFICATION IS HEREBY GIVEN THAT THE
ANNUAL GENERAL MEETING OF THE
RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA
IS TO BE HELD WEDNESDAY 7TH SEPTEMBER 1988
LAKESIDE INTERNATIONAL HOTEL
LONDON CIRCUIT, CANBERRA
8.30 am

To all Members:

In accordance with the Articles of Association, notice is hereby given of the date and time of the Annual General Meeting of the Association.

Article 57 states;

A member wishing to bring before an Annual General Meeting any motion or business not relating to the ordinary Annual business of the Association or Branch (as the case may be), shall give notice thereof in writing to the Council not less than forty-five days before the day of the meeting and no business or motion other than the business brought forward by such Council shall come before the Meeting unless notice thereof has been so given.

T. Tolhurst A.R.M.A.
Federal Secretary

VOLUME 4 NUMBER 3 : EDITORIAL COMMITTEE

Nigel Patterson Bill Williams
Philip Taylor Gary Omond

TYPESETTING & PRINTING : Industrial
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LAYOUT : Nigel Patterson A.R.M.A.
Assistant Secretary Vic Branch

1987 Covention Papers

Papers from the 1987 4th National
Convention in Melbourne are available
from RMAA Victorian Branch. Contact Bill
Williams (03) 658-9670.

MELBOURNE COLLEGE - GRAD DIP INFO MGT

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I can but only agree with Dr Graham
Pratt when he says "The implications of
this trend for the RMAA are far reaching
and suggest that a number of initiatives
are needed".

What do you the reader think ???

Please write in to the next edition of
Informaa Quarterly with your thoughts or
alternatively to your Branch Secretary.

The Records Manager is like paint
and keeps on keeping on !

LETTERS TO THE EDITOR

It was very refreshing to read the dynamic Vol. 4, No. 1 issue of the Informaa Quarterly produced by the NSW Branch. My compliments to the Editorial Committee daring to raise some issues which have been more or less stale since 1969.

I join in the criticism expressed by Barbara Reed and Tom Lovett. My own experience shows lack of commitment by the RMAA Branch Executive in administrative matters and even worse: some not showing up for meetings which should be run by them without giving an excuse. If the commitment of these members is at such a low level they should not stand for election or resign if their availability changes.

Striving for excellence, as a principle, should be adopted by the Federal Executive, addressing matters which create dissatisfaction amongst the members as expressed in the relevant articles.

I am an archivist and you may ask why I would be interested in and concerned with records management. The creation of a records keeping system, the running of it and control of it whether manual or on computer is of utmost concern to the archivist who is at the end of the cycle. More often than not he/she is involved in the disposal of records i.e. destruction of the ephemera and retention of permanent value records.

Sentencing is easy if the record keeping system was devised and kept in a logical manner. But to be able to sentence an authorised disposal schedule is needed. Any person, while drafting a schedule, becomes aware of all the deficiencies of the system. So does the researcher who tries to find information many years later. These deficiencies arise because of multitude of problems outlined in the NSW publication articles such as lack of management commitment and low standing

of registry action officers. The archivist and the researcher inherit all the problems created by wrong decisions taken by records managers when introducing new systems or perpetuating old problems.

It is up to RMAA to take up the challenge to improve this "status quo" or fold to make way for another, more dynamic organisation. Let us hope it is the former and the RMAA is able to go back to "grass roots" to analyse what it is doing and where it is going.

Guna Kinne, ARMA.
Melbourne

SUBJECT: THE ARTICLES OF ASSOCIATION OF R.M.A.A.

In volume 4 No.1 on page 8, Barbara Reed made the following comment on the Association's Articles of Association:- "The Articles are inflexible. They are fiendishly complicated. We need a set of Articles which can be made available to each member, and which can be altered as required by a mechanism which can be approved or rejected by the newly accessible Annual General Meeting. In this way the Association can respond to alterations in the environment in which it operates. The structures of the information world and the needs of the late 1980's are different from those of the late 1960's."

As the one who drafted the Articles, I feel compelled to reply to her rather controversial comments. In 1974, the then Federal Council made the decision to incorporate the Association. This became essential for a number of reasons, but mainly to give protection to the Councillors and individual

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members of the Association by limiting their personal liability in the event of a financial disaster. Whilst unincorporated, everyone was then liable personally to the extent of their own resources. Another important reason was to give the Association the imprimatur of Government recognition.

After lengthy discussions with other learned bodies, we decided to take the difficult step of seeking the Chief Secretary's agreement to issuing the Association with a (then) Section 24 licence to incorporate.

This involved lengthy negotiations with the Chief Secretary's Department, and it was on their advice that I sought consent from the Institute of Chartered Accountants to base our Articles on theirs. This consent was willingly given.

The lengthy task of conversion was undertaken, especially re-writing the Memorandum of Association which sets out the Association's objectives.

I reject the contention that these articles are inflexible, fiendishly difficult to alter and forbiddingly complicated.

The Memorandum sets out our objectives fully and clearly. The Articles form the legal framework within which we operate.

I had to make two trips to Canberra which resulted in the inclusion of two mandatory articles. We are expressly forbidden to act as a trades union or an employment agency.

These Articles had to meet the stringent requirements of both the Chief Secretary's Department and the Office of the Corporate Affairs Commissioner. In the event we were granted one of the very few Licences to be granted. This exempts us from using PTY. LTD. in our

name and recognises our Association as an educational organisation of value to the community. The granting of the licence gave us unquestioned incorporation by the Companies Office.

Of course the Articles are complicated and couched in legal terminology. We are an incorporated organisation, subject to the same legal requirements as any other company registered in Canberra.

However, within the Articles there is more flexibility to govern than members may realise.

Article 28 gives Federal Councillors (ipso facto, Directors) wide power to make regulations "for the good administration of the Association". This is a wide and flexible power to do anything that is not contrary to the Articles.

These Articles have served the Association well since 1975 (not the 1960's) and I would be loath to see them radically altered. As long as they are legally acceptable and legally enforceable and give each member the protection we require as well as meeting our objectives, I, for one, would require far more cogent and compelling reasons for altering them than those put forward by Ms B.Reed.

The whole purpose in having them in legal terminology is to prevent their being chopped and changed at the whim of a few members whatever their motives. Our energies could well be directed at more pressing matters such as education or the intrusion into Australia of the American Association of Records Managers and Administrators in direct competition with R.M.A.A.

Yours faithfully,
J. Eddis Linton F.R.M.A., CRM
Hon. Life Member.
Sydney

Mrs Pam Camden
Secretary,
R.M.A.A
N.S.W Branch

Dear Pam,

I would like to congratulate the Editorial Committee of "Informaa Quarterly", Volume 4, No. 1, on a splendid edition. It was jam packed with good reading, well set out and easy to read.

I found the "Retrospective - Prospective" articles of great interest and felt that the Association has probably 'come of age' when members can look at it objectively and make criticisms aimed at improvement.

All the articles were of benefit to me, firstly as a continuing student and secondly as a practising Records Manager. I feel that all Records personnel would learn something new from the articles and I hope the majority of members do actually read this bulletin.

Yours sincerely,
Sandra Finn
(Records Manager - Great Lakes Shire Council) N.S.W

Linda Farrell's article "Effectively Motivating a Records Staff" in the November 1987 issue of INFORMAA QUARTERLY made interesting reading. It encapsulated qualities of the successful manager which many of us have experienced.

Were all her comments her own unique observations ? I would doubt it. I would have liked a bibliography outlining her sources. It would also be useful for follow up reading.

Yours sincerely,
K.Smith
Western Australia

The article by Tom Lovett "Towards Excellence in Records Management" in Informaa Quarterly Vol 4 No. 1 deserves a response to the grim picture painted of the past and future of the R.M.A.A.

His essay attempts to convince us that there is a lot wrong with the Association and if matters are not rectified the R.M.A.A is doomed to extinction.

Fortunately, the facts do not match the assertions made by Mr Lovett. If things were as bad as depicted then why is our membership growing strongly, why did 350+ people participate as paying delegates at the last National Convention and why are education courses blooming around Australia ?

To try and measure an organisations performance against a set of criteria made thirteen years ago is like comparing a computerised records management system to a manual system. In the world of information management change is rapid, what was a priority issue ten years ago is not likely to be perceived so today.

The comment is made that more managers are turning to other professions for records management advice but no evidence is produced. If the number of inquiries received by the Victorian Branch seeking information on membership, consultants, and records management systems is any indication; very few people are going anywhere else but to the R.M.A.A - now a recognised authority representing records management.

There is little to be gained in quoting sections of "In Search Of Excellence" which is orientated towards commercial organisations and then attempt to apply the principles to a professional association. How about comparing like with like ? After all the R.M.A.A did not lose money in the recent stock

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exchange crash ! Clearly there is a significant difference between the R.M.A.A and private companies - we are all volunteers giving freely of our time.

The article goes on to claim that the two main roles of the Association are to improve the profession of records management and to improve records management in organisations. no reason is advanced as to why these two objectives are not harmonious. I would contend that indeed they are, the common element is people. People are employed by organisations to work for them, the same people hopefully belong to the R.M.A.A to be professionally recognised and keep up with the latest trends and changes in information technology.

I would have to agree that all is not right within the R.M.A.A and much work remains to be done to improve our performance in many areas, the question of voting rights has been discussed many times. Why do affiliate members baulk at upgrading and being officially recognised ? Maybe this aspect should be better understood rather than rushing in and declaring voting rights for all members at all levels.

Mr Lovett also calls for evidence of the R.M.A.A involvement in public policy concerning records management. I would draw his attention to the submissions placed before two Australian Parliamentary Inquiries into proposed Freedom of Information legislation and the Victorian Branch efforts in lobbying against proposals to change the Victorian Public Records Act which would have wide sweeping adverse effects on public records management practices. The end result was that the R.M.A.A was able to have significant input into the Government's proposals.

No mention is made of the breadth of education courses available in records

management. In Victoria it is possible to study at Certificate, Degree, post Graduate and Masters levels with a major in Records or Information Management at all levels.

There is no doubt that there is still an enormous amount of work to be done. It is clear that the surface has just been scratched, but the comments by Mr Lovett are not accurate and I believe portray the R.M.A.A unfairly.

Yours sincerely,
Philip Taylor, A.R.M.A.
Melbourne

I have read with interest the article entitled RMAA RETROSPECTIVE-PROSPECTIVE. The gauntlet has certainly been thrown down to the Federal Council !

As a Corporate Affiliate who attended the last AGM in Melbourne I must record my concern that I had no voting rights. I understand this issue has been raised previously with little success. Of course affiliates have no voting rights, either, for their own Branch Council.

Am I correct in feeling that the RMAA operates as a closed society ?

I concur with Barbara Reed - at a national forum such as the AGM, one would expect a lively and productive debate. It is rather futile to assemble some hundreds of members from across the nation and then discourage the submission of questions and opinions.

We are working in a dynamic and challenging industry and the Association must, I suggest, adopt a proactive disposition. Our credibility as information managers will surely suffer if it does not !

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I congratulate the authors of RETROSPECTIVE-PROSPECTIVE. Contentious issues were raised which I am sure will stimulate our colleagues one way or another.

Yours faithfully,
Kenneth J. Ridley
Inglewood, WA.

To Mr K.J Ridley and other corporate nominees please turn to Page 45 Col #1
- Ed

It is important, in 1988 twenty years after the beginnings of our Association, that what is written in these pages is historically accurate and tells the full story of the start of our discipline in this country.

First, I must correct an inaccuracy in Vol.3 no.4. page 17. in the Editor's Footnote. The year the Business Archives Council's course was held was 1959 not 1950, and the course was spread over three nights, not four. After such a long period this may seem trifling, but the records must be right.

The impression may have been given in Tom Lovett's article on page 13ff of the same issue that the whole concept of Records Management as a profession originated with him in the late 1960's. It is important that this impression be balanced by some information which may be quite new to our members. The real origins of RM here can be traced to several practising archivists in the 1950's. Foremost amongst these was David Macmillan, Archivist of the University of Sydney, one of the founders and Secretary of the NSW Branch of the Business Archives Council; and

T.E Sparrow, B.Ec., Dip. Archives & Records Management (American University, Washington, D.C.), Archivist of the Commonwealth Bank. This course, run in the MLC Centre at North Sydney between 24-26th November 1959, was given only 3 years after the formation of A.R.M.A. and some 8.5 years before the Crest Hotel meeting. The B.A.C. held regular meetings at Sydney University at which the need for RM was often discussed.

This is not to denigrate or belittle the initiative and enthusiasm of Tom Lovett in the late 1980's, that is a matter of history, but that 1959 course and its published proceedings reached a wider audience over the following years. After I had become President of the BAC we ran a one day seminar in 1966 "The Records Management Crisis", attended by over 40 persons.

It is therefore important to appreciate that the ground had been well and truly cleared, ploughed and fertilized, both in N.S.W. and Victoria by the B.A.C. which enabled the seed planted by the infant RMAA to flourish when planted in 1968/9. We who were in the BAC at this time were well aware that the only way to preserve historical business archives was to install retention schedules in organisations, and this meant the introduction of Records Management which was not the main objective of BAC. By default, there being no RM association, we were forced to devote much of our time to preaching this new discipline. Hence my keen interest in Tom Lovett's idea to form our Association, which I have continued to support as fully as possible to this day.

To learn that he is behind the formation of an ARMA Branch in Australia in direct competition with his own Association came as both a shock and a disappointment, especially after his recent articles in Informaa Quarterly.

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EDUCATION IN RECORDS & INFORMATION MANAGEMENT -

LEARNING FOR THE 1990's

by Philip Taylor, A.R.M.A. Chairman Federal Education Committee

For some time there has been a steady trend towards the formal creation of education courses which placed education in the hands of specialist institutions specifically designed to provide education in schools.

The advent of this phenomena, placing education in the hands of the teaching profession has both positive and negative effects.

On one hand schools, colleges and universities are especially established to cater for teaching. They have the physical resources such as teaching rooms, libraries and the back up support staff to enable teaching to occur. Most importantly though is the fact that specialist teaching institutions have the air of respectability which is attached to such places of learning. The ability to issue awards under the official aspects of teaching institutions is obviously a drawing attraction.

However, the difficulty of establishing courses in teaching institutions should not be overlooked, nor the difficulty in finding people capable and willing to teach, usually in the evenings.

The labyrinth of bureaucracy in the education systems of Australia usually indicates that any attempt to establish courses is a long hard process. It raises the question of whether education courses in records management are really an efficient manner to teach the subject. Do courses really represent the needs of records managers and their staff and do courses end up with a syllabus which is relevant to the work and who teaches these courses.

Of course this is the bad news, the good news is that through perserverance and by properly documenting your case courses of good quality and relevancy can be established.

There are many other ways that people can be trained in records management. On the job training is a valuable tool that enables a task to be taught directly to a person usually within the workplace using real life examples.

Alternatively elements of formal education and on-the-job training can be combined to produce a course which will provide a knowledge of the theories and principles of records management combined with the opportunity to practice those skills in real life situations.

The advantages to formal education training apart from the opportunity to study in a formal setting away from the hussle and bussle of the office is the social contact of mixing with people in records management and other information disciplines. This sharing of experiences and problems is an important element to the education and socialisation processes. Another plus, is the opportunity that students have to hear and see experts in the field. Often courses use guest lecturers and site visits to cover particular areas of interest such as systems in a working environment which are often very different from how they seem in the classroom.

So which is the right way to go ?

Unfortunately there is no clear to that question and really depends on what you

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are looking for in your personal development. The ideal blend is probably a mix of formal class situation with practical on-the-job training. Many technical colleges provide these types of conditions where elective subjects can be chosen from a number of possibilities to learn skills of particular interest to the student.

Other types of institutions such as colleges of advanced education and universities tend to concentrate more on expanding ones knowledge about a variety of topics and issues.

Another type of education is to attend functions and seminars conducted by local state R.M.A.A Branches. These usually provide a good environment in an informal setting to learn about a new topic or listen to a guest speaker. The social contact with other peers is also an important element in this type of learning. Similarly, attendance and

participation at the R.M.A.A Annual Conventions, the next being Canberra September 1988, can certainly broaden the horizons and are increasingly perceived as the premier event for those serious about records management.

Probably the most important question for the prospective learner is to identify what you want to learn. If you want knowledge and skills development TAFE courses are usually the best. If you want to learn more about the wider perspectives or engage in research try a CAE or university. If you want "state of the art" information usually local branch functions and Annual Conventions are the best avenue.

It is clear that the rate of technological change in our field is rapid. It is almost compulsory to continually update and expand our knowledge. Choosing an appropriate education course and field of study is a good start.

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INFORMAA ARTICLES

G.P.O BOX 646 G,
HOBART. 7001
Tasmania.

TO ALL STATE SECRETARIES

The Tasmanian Branch is to produce the AUGUST INFORMAA QUARTERLY and we would like contributions from ALL States.

As the August INFORMAA will be out in time for the 5th R.M.A.A Convention we would like to see all states participate in order to demonstrate that we really are a national body.

Any assistance regarding articles, News and Views, Photographs, etc., are most welcome.

The deadline for contributions is 15th JULY, 1988.

Yours faithfully,

Jackie Elliott ARMA
HONORARY SECRETARY

STATE ORGANISATION	COURSE NAME	DURATION
VIC Prahran TAFE	Certificate of Records Management	2 years Part-time
VIC Melbourne College of Advanced Education	Graduate Diploma in Information Management (Archives & Records)	2 years Part-time
VIC Melbourne College of Advanced Education	Bachelor of Arts (Archives & Records)	6 years Part-time
VIC Monash University	Master of Arts (Archives & Records)	2 years Part-time
VIC Royal Melbourne Institute of Technology	Graduate Diploma in Information Services	
VIC Footscray Institute of Technology	Bachelor of Business (Information and Communications)	3 years Full-time
ACT Canberra CAE	Graduate Diploma in Information & Records Management	4 years Full-time
NSW North Sydney TAFE	Records Management Stage 1	1 year Part-time
NSW TAFE	** Proposed ** Records Management Stage 2	3 years Part-time
NSW Riverina CAE	Bachelor of Arts - Library & Information Science	3 years Full-time, or, 6 years Part-time
NSW University of NSW	Graduate Diploma in Archives Administration	1 year Full-time, or, 2 years Part-time
NSW University of NSW	Master of Archives Administration	
NT - NO COURSES TO DATE -		
QLD Kangaroo Point TAFE	Records Management	2 years Part-time
QLD Institute of Technology	Information Management Major (as part of Bachelor Courses)	3 years Full-time, or, 6 years Part-time
QLD Technical Correspondence School	Records Management (Correspondence)	2 years Part-time
SA Records Management subjects only as part of other courses.		
TAS - NO COURSES TO DATE -		
WA Records Management subjects only as part of other courses.		

GRADUATE DIPLOMA IN INFORMATION MANAGEMENT

MELBOURNE COLLEGE OF ADVANCED EDUCATION

by N.Patterson A.R.M.A.

On Thursday 29th May 1988 I had the pleasure of being a part of the Award Conferring Ceremony conducted by the Melbourne College of Advanced Education in Wilson Hall, Melbourne University.

The occasion marks, to the best of my knowledge, the first group of people to complete a course at Graduate level that involves records management and archives disciplines as an integrated approach.

Mr Gordon Bate, Executive Course Administrator spoke these words :

"Madam Chairman, the Graduate Diploma In Information Management (Archives and Records) course presents its first Graduates tonight. The course was conceived and developed in co-operation with the Australian Society of Archivists and the Records Management Association of Australia, the two professional bodies in the fields of archives and records management.

The Graduate Diploma in Information Management (Archives and Records) is the only course of its type in Australia as it was designed to meet the needs of persons already working in some area of information management. This group of Graduates include staff of the Australian Archives, the Victorian Public Records Office, Government Departments and Instrumentalities, Local Government, a College, and a regional Historical Records Centre.

Madam Chairman, I have the honour to present to you the Graduates who have successfully completed their course of study and who have just been admitted to the Graduate Diploma in Information in Information Management (Archives and Records) award."

I agree with Dr Graham Pratt in his article in this magazine "Records and Information Management - Some Thoughts On The Next Decade" where he says : 'In Australia, we are going to have to do far more at the tertiary level to provide courses that effectively integrate the technical and managerial aspects of information resources'.

I am most encouraged by the foresight of Melbourne College of Advanced Education in providing a lead to the nation in offering the Graduate Diploma in Information Management (Archives and Records Management) and as of this year a Bachelor of Arts (Archives & Records).

Further I believe that much more can yet be achieved by many of our educational institutions in the development and conduct of an integrated information course. Such a course would include records / archives and information management of course, but in the broader application would competently cover the integration of the various disciplines of records management, archives, computer sciences, micrographics and librarianship.

In the integrated information environment such tertiary level courses will help create and nurture the emergence of the information resource manager covering many corporate areas including data processing, records management, printing, archives, forms management, photo-copying, micrographics, library and communications functions. Some large organisations already offer director status to the Manager Information Systems (MIS) though in practice this usually covers EDP only.

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SOLUTIONS AND THEORIES, COMPUTERS AND RECORDS MANAGEMENT

by Mrs B.Rucinski

The following is an assignment submitted by Mrs Betty Ruzcinski, a student at Prahran TAFE College, Victoria. She is currently undertaking a Certificate Of Records Management and is currently employed as Records Officer, Springvale City Council.

"The greatest challenge of Records Management today is to integrate solutions with practical application. The dream of some for a fully integrated technological office, whilst theoretical does not appear practical.

The computer can assist the records manager locate, control and record movements of records. Computers are not a tool for laxity but an aid to assist those who have effective management of records as their main aim."

The greatest challenge of Information and Records Management is the integration of language and meaning. The dream of some for a fully integrated technological office is although theoretically possible, does not appear to be practical. The computer can assist the records manager locate records, control records and record the movement of records. Computer assisted Records Management requires a dedication to Records Management prior to computerisation. It is not a replacement for laxity, but a tool to assist those who have effective management of records in the first place.

There are many advantages to an organisation in using computers and these are:-

- that computers can cope with the volume of information,
- they are accurate,
- they are cheap,
- they remove the tedious tasks from an office,
- they add to the recognition of value of information, and,
- they give a sense of recognition to the area.

machines, shredders, photocopiers, telex machines, letter writing machines, and letter opening machines all form a fully automated office.

Records Management is the planning, controlling, directing, organising, training, promoting and other managerial activities involved with respect to records creation, maintenance, use and disposition. This requires the skill of human managers, machines are only a tool to make the job easier.

Most of the reasons put forward for the use of computers in Records Management are about gaining control over the records. Generally poor systems of storing or under use of post-action examination of files and the lack of management appreciation of the importance for these functions aggravates the problems. The result is that records are often computerised for the wrong reasons, they are committed to check systems that are ineffective within the total context of good Records Management. In consequence to automate a mess achieves an automated mess.

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What makes Records Management different from Data Base Management and Librarianship is the constant changing of the content of records in use. Thus there is a need for a constant audit of the records, to maintain their integrity, accuracy and classification.

Good Records Management principles must be installed prior to the installation of any computer software or hardware in order to effectively control records.

To have computer assisted Records Management assumes that you have good records management in the first place. Records Management is not putting files away, it's getting useful, accurate and timely information out again.

There is talk about our Automated Office, Integrated Office and of integrating technologies we have e.g. Data Base Management, Text Retrieval Systems and File Management Systems of the organisation.

The fully automated system and paperless office go together. But, will there ever be a paperless office?

The answer to this question requires the potential elimination of a basic commodity of life. Can we change the social, political and legal organisations of the human race to eliminate a basic communication commodity that has been with us since the invention of written communication. The simple answer is NO - the paperless office is as practical as the paperless toilet. We may change the product that is now known as paper, as we did the stone tablet to skins to papyrus and then to what we now know as paper to a new medium that still has the same attributes as all the others; portability, individuality and authenticity.

To have a paperless office would be the

same as trying to eliminate the concept of personal transportation and clothing. They have been with us for so long, it is unlikely that they will be totally eliminated.

A major growth area is in paper, this reflects the increasing trend towards greater use of word processors, minicomputers and photocopiers. Photocopiers result in management making only as many copies as required initially and then generating additional copies as needed.

Facts about paper, not only reflect changes in technology but also reflect the users attitudes and habits. The move is towards an electronic office, but this is different to the paperless office.

I think, Management will continue to move closer to both the electronic and paperless offices but both are a long way off.

Approximately 80% of the world's knowledge is stored on paper. The cost of converting this mass of information to digital form is mind blowing. It is simply not economically viable.

To eliminate paper you need very expensive front-end image scanners to record every piece of information entering an organisation. You also need to have everybody sending information such as invoices electronically. Then there is the legal question: what constitutes a legal document and contract when information is sent solely via electronic means ?

What is occurring now is an increasing use of word processors and mini-computers. Despite this, it seems more paper is being used.

Many organisations are looking at the paperless office as a goal but it is a

continued Page 15 Col #1

continued from Page 14 Col #2

long way off for various reasons.

People feel secure in getting hard copy. Also, there is a general mistrust of electronic mail via word processing and computer-based systems; it will be some time before senior executives feel comfortable with them. As well, managers are used to receiving documents with signatures. The legality of electronic mail documents is still open to doubt.

Increasing use of word processors to transfer information readily around the office or between offices certainly reduces paper. But this is largely offset by people taking hard copies of this information. Increasing computerisation has probably resulted in more rather than less paper being used in absolute terms.

For cost-savings, electronic mail is the way to go. Sending documents via the telex and facsimile copying on the phone.

The human element is vitally important in considering whether the paperless office is likely to become a reality. People who started using paper-based systems will probably go on using those systems for the rest of their lives.

Paper is the office passport. Many people carry around pieces of paper as an excuse to talk to other employees. e.g. I receive numerous messages on my computer screen but then print copies to take home or to a meeting.

A particular company may be moving towards increasing use of electronic systems and perhaps less paper. But what needs to be considered are the customers and suppliers and what their objectives are. For the paperless office to become a reality all organisations need to move at approximately the same pace in the same

direction - and they don't.

For many organisations the emphasis has changed from creating sufficient copies of all information as a matter of course to copying on demand. The photocopy is at the hub of this on demand requirement.

There is evidence that many paper systems are becoming part of our self-service society. Organisations are giving customers more information rather than less in order to save likely queries. Given that the biggest cost factor for most businesses is labour, e.g.: local councils. Many local councils are encouraging rate payers to fill out forms allowing the money to be directly transferred from one account to another by the bank.

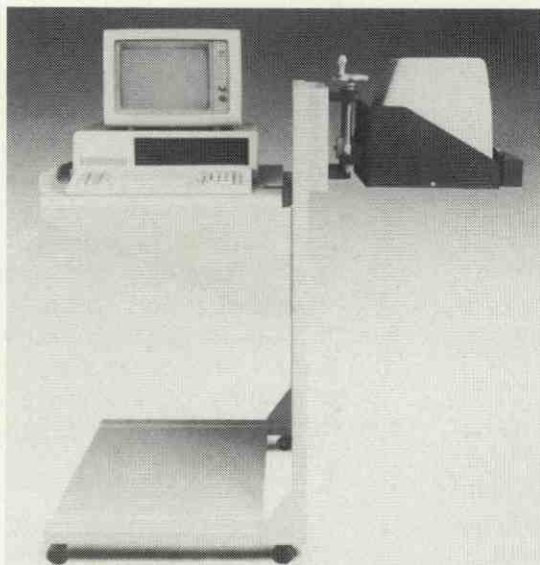
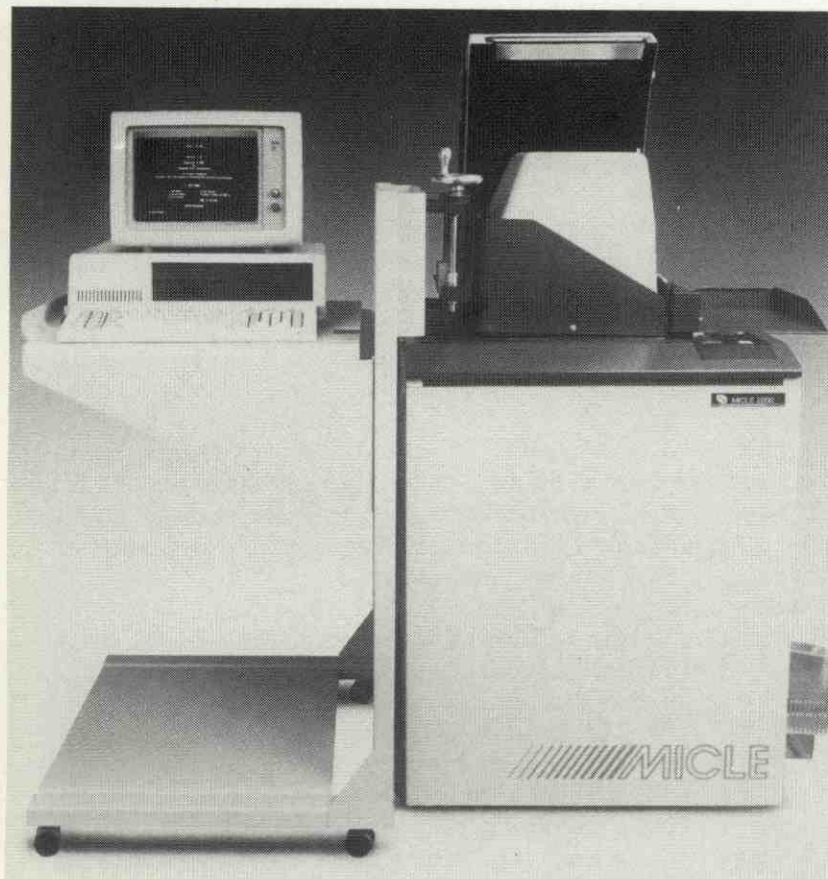
Judging from the amount of paper that comes across my desk everyday and the work around the offices of many companies and organisations that I visit, the concept of a paperless office is indeed a myth. The evidence suggests that rather than getting less we are in fact dealing with more and more pieces of paper.

Experience has shown that almost always the implementation of office automation systems results in an increase in the total amount of information acquired, generated, and processed - including increases in the amounts of paperwork within those organisations. However, while the concept of potential paperless offices may be largely unachievable, there is certainly excellent potential in most organisations to reduce the total amount of information and to move towards less paper offices.

Readers please note the title is editors choice : no title submitted.

FUJI MICLE PC/COM

Computer to microfiche — directly



DIRECT TRANSFER FROM PC to C/P

The Fuji PC/COM (Computer Output Microfilm) permits the direct electronic transfer of computer-based text and data onto microfiche or roll microfilm. An accessory to the Fuji MICLE Camera-Processors, the PC/COM formats word-processing, spreadsheets and other data base information compiled on MS-DOS software, and transmits the information to a CRT where images are formed for microfilming. This direct transfer speeds the generation of microfiche by eliminating the time-consuming and costly steps of interim hardcopy generation and manual microfiche camera/processor operation.

1. FROM FLOPPY OR HARD DISC TO MICROFICHE AT 6 SECONDS A FRAME

Filming throughput speed depends on screen size and exposure time. The average time to transmit, expose and advance one frame is approximately 6 seconds, resulting in an average hourly filming rate of 600 images an hour. A full screen of 132 characters by 66 lines takes approximately 11 seconds.

2. A TOTAL SYSTEM, READY FOR CAMERA-PROCESSOR

The PC/COM consists of proprietary software that can run on any IBM or IBM compatible PC; interface harness, and a cart that permits the system to be wheeled over to the exposure platen of the camera.

3. INTERFACES WITH FUJI MICLE CAMERA-PROCESSORS

The PC/COM sits on and controls any of the Fuji MICLE Camera-Processors: Models 2200 and 2204F. Both produce low-cost, high-quality microfilm, quickly and easily. To regain manual control of the C/P for hardcopying, simply take the PC/COM off-line and raise the CRT from the C/P's platen—without disturbing interconnections.

SPECIFICATIONS:

CRT

Display: 15" CRT data display
1300 lines CRT (center resolution)
Geometric distortion with 1.5%

SOFTWARE

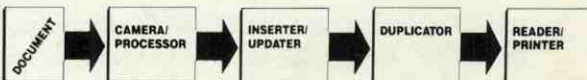
Screen formats (operator selectable): 132 characters x 66 lines (computer printout)
80 characters x 66 lines (8½ x 11" paper)
132 characters x 25 lines (terminal screen)
80 characters x 25 lines (personal computer)

Software Features:

- Menu Driven
- Positive or Negative
- Titling (4 fonts)
- Banner Titling
- Pause
- Frame Numbering

Power: 120/220 vAC, 50/60Hz.

Options: PC Unit w/640K memory, dual drive, keyboard and monochrome monitor



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RECORDS AND INFORMATION MANAGEMENT

SOME THOUGHTS ON THE NEXT DECADE

by Dr Graham PRATT
Managing Director, OPTICON - AUSTRALIA PTY LTD

Making observations about the future is a risky business at any time. Note my caution by referring to observations rather than predictions ! However, one thing I will say is that the next decade will be a period of rapid change in records and information management. It will be a time of opportunity and challenge that concerned practitioners in Australia need to address with a sense of urgency. Otherwise we will fall behind international standards with the associated economic consequences.

Over the last two or three years we have seen the emergence of products that will provide the basis of many records management systems in the years ahead. One prominent example is optical disk technology. The storage capacity of a laser disk still produces feelings of amazement in me. The idea that 50,000 A4 page images can be stored on a single disk represents, in my view, a profound development that we would not have thought possible a few years ago. Recently we have also witnessed the proliferation of the facsimile machine and its ability to rapidly transmit document images around the world. In data processing, the development of powerful low cost personal computers has provided us with a computing resource that we have direct control over. To this list we can add records management systems, with or without text retrieval; bar coded file tracking systems and also optical character (OCR) where printed or handwritten data will be scanned and stored ready for manipulation. This will eventually eliminate much of the tedious and costly process of hand typed data entry.

When we reflect on the developments in image storage and processing, data

processing and communications we soon realise that we now have the ability to provide INTEGRATED information systems. The trend for the next decade clearly lies with providing managers with information packages designed to meet decision making needs. In this environment, there will be far less emphasis on the type of facility where the information was originally stored.

At present our information systems are generally quite separate from one another and it requires a great deal of clerical cost to bring it all together. Paper files are seen to belong to the records manager or registry clerk, computer output is a matter for the data processing manager and books and journal sources are drawn from the library. Often the typical managerial office is crowded with numerous files, a pile of computer print and other reference material ranging from plans and drawings to library material. Even though many managers only occasionally refer to this material they are reluctant to return it to its varied sources, or dispose of it, because experience has taught them that access is only guaranteed by storage in the immediate work environment.

The provision of information from varied and quite separate sources causes managers and their staff a lot of time on the non-productive task of assembling and presenting information in a form that will facilitate decision making. A classic example is found in the federal and state public services where staff at all levels are concerned with the selection and presentation of information for ministerial and government consideration. The cost of this task is enormous.

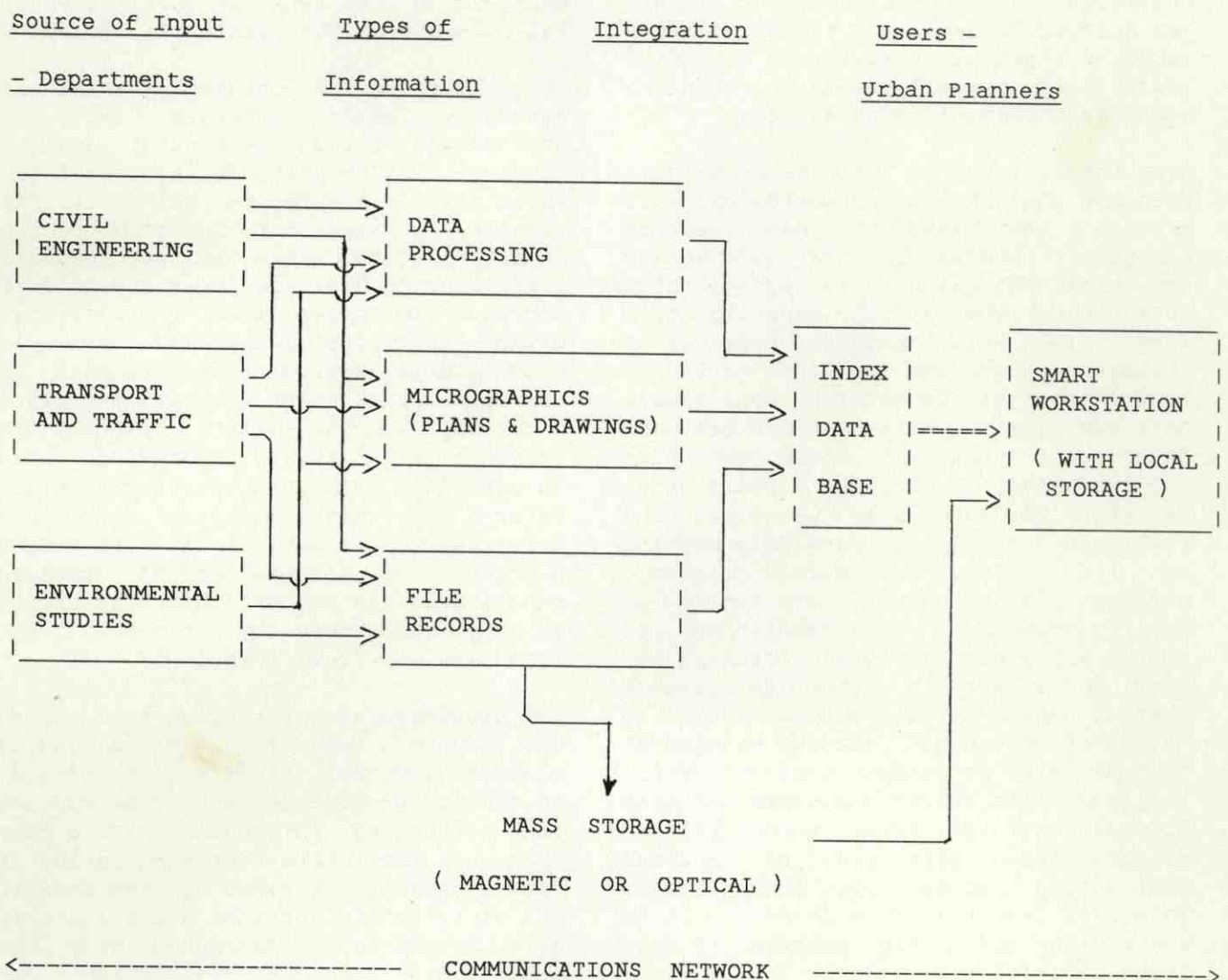
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An integrated information system is one that can select what is required from a number of sources and present it in a manner that avoids sifting and searching by the user. A current example is found in the use of information drawn from personnel appraisal forms. A work station on a manager's desk can provide

on the one screen a history of Mr X's performance appraisal scores drawn from a data base and images of hand written comments from a recent appraisal form. A future example is where an urban planner will search a data base to identify all the source plans and file information relevant to a particular project. The total information package could be drawn from

Figure 1

AN INTEGRATED INFORMATION SYSTEM - AN URBAN PLANNING EXAMPLE



continued Page 19 Col #1

continued from Page 18 Col #2

such areas as civil engineering, transportation, environmental concerns, public health, historical interest, projected usage patterns and so on. This example is illustrated in Figure 1 on the previous page :

In Figure 1 we see that the user can identify all the relevant types of information that is required through the cross referenced data base. Once the different sources have been identified he can then retrieve them, whether they be plans or drawings or records of committee minutes, from the mass storage units (probably optical disk storage and retrieval units). This set of job related information can be held temporarily in the storage unit of the smart workstation.

I will not dwell at length in this short article on the technical details of such workstations except to identify the idea and its place in the work environment of the next decade. In increasing numbers, managers and users generally, are saying to technocrats, boffins and systems designers that what we want is a guarantee of quick access to the information we need to do our job and we want to be able to manipulate it ourselves. We the users want a degree of autonomy and we must avoid the excessive centralisation and autocratic control exercised by many data processing departments over the last ten to fifteen years. we are strongly urging a note of caution regarding big integrated information systems that place all elements of the organisation in a state of total dependence on its reliability. In other words, when the system is down none of us can do any work.

These concerns are soundly based and the smart workstations will be expected to have sufficient storage capacity attached to them to allow the user to hold most day to day information. A further requirement will be to permit

the user to manipulate the information in a manner that is consistent with the functions of any element of an organisation. I am not talking about elegant programming but practical manipulation of information such as that found with personal computer spreadsheets and computer aided drafting (CAD/CAM). There are already several smart workstation products on the market but, unfortunately, they are, at this stage, relatively expensive.

A further factor that will strongly influence these developments is the extent to which the vendors of systems provide a range of options on the size of systems. Many organisations are likely to begin their move to integration on a small scale at first in order to test the system and make adjustments before moving to a large scale system. (I generally endorse such an approach). The market, therefore, needs to provide a number of system options of varying capacity that provide for upgrading and extension in a manner that does not jeopardise the outlay on the initial investment. In this vein, the market is also showing signs, particularly in the United States, of resistance to proprietary (one vendor) based systems.

In the integrated information environment we will also see the emergence of the information resource manager. This role is likely to oversee the data processing, records management, micrographics, library and communications functions. It will be a senior position. There are signs from overseas that information resource managers in large commercial organisations are achieving director status. The implications of this trend for the RMAA are far reaching and suggest that a number of initiatives are needed.

Organisations that attempt to move towards integrated information systems

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without an appropriate management structure will often fail to meet planning targets and increase the potential for lower morale and conflict. The new technology and systems will also change traditional job descriptions with the consequence being a move toward multi-skilling. A likely example is a blurring of the distinction between junior managers and typists/ word processing operators due to a need for all employees to develop basic keyboard and systems skills. These initiatives will require organisations to regularly offer corporate and individual training programmes. In Australia, we are going to have to do far more at the tertiary level to provide courses that effectively integrate the technical and managerial aspects of information resources.

An examination of current products, systems and ideas clearly indicates the

potential that lies in the decade ahead to create a new information environment. It can be an environment where managerial effectiveness is increased by removing the time wasting distractions of searching for information and assembling it in a usable manner. The extent to which we realise this potential will depend on our ability to manage change in a way that avoids both excessive caution and undue haste. One trap that needs to be avoided is to sit back and wait until the ideal technical solution is available at much lower cost. The danger of this approach is that in a constantly changing environment there never will be an ideal solution. Procrastination may save a few dollars in hardware but it will leave the organisation ill prepared and lacking the experiential base to adjust in a gradual way to a changing situation.

There are exciting times ahead for all of us.

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RECORDS MANAGEMENT AND HOW TO GET THAT PAY RISE

by Mr Bill Williams A.R.M.A.
President Victorian Branch

How do you let your superior know your real value and how do you make them pay what you are worth ?

There is no easy answer, but there are right and wrong ways to go about it :-

Negotiating a pay rise has as much to do with presenting the right image as it does with your belief that you deserve more money. The end point is a salary of "X" dollars or a rise of "Y" dollars. It is not how many points you score in the negotiations, the other thing to bear in mind is that you want to remain in the company on good terms and there has to be respect for both parties at the end of the day.

Whether you are negotiating a salary for a new position with a new firm or looking for a rise, "power dressing". Clothes are particularly important, for men a dark blue or black single-breasted suit, no waist coats and probably a red toned tie and subtle shirt. Brown is definitely out for men - its not a power colour and no brown shoes. Women should wear a business suit or stylish but not flamboyant dress. The firm (but not too firm) handshake is a must.

Preparation for meeting the person ultimately responsible for your salary is vital. The most important thing to consider in "the meeting phase" is the other party's point of view. You must identify the other party's likely argument and then take a realistic position to counter it. To form a realistic position the arguments of both parties must be weighed up. This way you can work out the differences in position and how to overcome them "from the beginning even if one thinks he/she is superior or if you think the person you are negotiating with will win and you cannot see yourself acting positively


then I can't see why you are going into negotiation in the first place.

When working on the strategy, it is important to address each of your particular needs. For example, do you want cash or more incentive - based payments, you have to look at who initiated the discussion in the first place and why anyone trying to negotiate a pay rise must be thoroughly familiar with the "core of their case". You have to know your story well. Make sure you have supporting evidence such as what's happened to salaries for other records managers or records management staff or statements of your personal position.

When you actually get to the point of talking to the decision maker you must keep your eyes on the ball. Be acutely aware of the things going on around you. There will be times during the meeting when you are going to have to use tactics. Those are psychological like making sure the telephone does not ring, the way the room is set up, where you choose to sit, the body language and the actual language you may have to counter. If things are not going your way you may have to make a quick shift, however, do not fall into the trap of point scoring being witty and using rhetoric for the sake of it.

The Government supports Employee Participation in the decision making process of technology change and remember, when negotiating for a pay rise that technology has played a major change in the daily work pattern of the modern records manager and staff. New technology has increased the work load - multiplied the skills required, increased responsibility and professional boundaries which need to be

continued Page 38 Col #2



**In 105 A.D., the Chinese
discovered how to make paper.
In 1984, FileNet discovered
how to eliminate it.**

**FileNet does for paper what
computers do for data.**

If your corporation still relies on a 2,000-year-old technology like paper, you can lose your competitive edge.

Paper wastes time. People must go to file cabinets and file rooms to retrieve documents. Paper gets lost, misfiled, buried in out-baskets. So your people wait. Work waits. Customers wait. And business suffers.

This is especially costly in offices where paper volume is high and files are frequently accessed — such as customer service, loan processing, correspondence handling, etc. But there is a solution: FileNet.

FileNet eliminates paper by converting it into digitized document-images.

**Optical disk-based storage and
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FileNet eliminates file cabinets by permanently storing document-images on optical disk. Millions of document-images can be stored in a FileNet system. Users at multiple workstations can retrieve any document-image almost instantly. So FileNet makes high capacity storage cost-efficient. And frequent retrieval fast and easy.

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WorkFlo,[™] FileNet's exclusive software system, automatically integrates, manages and routes the flow of document-images. So people have more time to work. Think. And produce.

**FileNet's users report improved
customer service and productivity
increases as much as 50%.**

Paper in the modern office. It's becoming ancient history.

olivetti FileNet

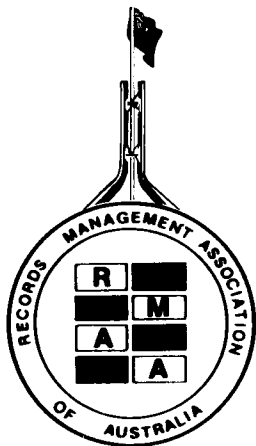
For further information, fill in the coupon below and mail it to:
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Olivetti Australia, GPO Box 3993, Sydney, NSW 2001.
Please rush me further details on FileNet —
The Document Image Management System

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ORGANISATION _____

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RECORDS MANAGEMENT ASSOCIATION OF AUSTRALIA

5th NATIONAL CONVENTION

7 - 9 September 1988

Canberra

Dear Friends,

Thought provoking ... practical ... futuristic. This is the scene set for the 5th National Convention to be held here in Canberra. It will provide a forum for all interested in managing information effectively. You will find the addresses stimulating, and have opportunity for informal discussion.

Reflecting on the past and planning for the future — this theme is evident throughout the Convention. International and Australian specialists will address elements of records management and the control of information. Their relevance to, and impact on, each other will be highlighted.

Not only will our storage media such as optical disks be discussed, but we will also look at how the Aboriginal people protected, stored, retrieved, and transmitted information. Long-term retention of information will be approached, with the views of the Australian Archives considered; we will also look into the future to see what may be ahead so that we can plan more effectively.

Unfortunately, registrations have to be limited. So don't delay, complete the form and register your interest now !

Don't miss this opportunity to '*Capitalise*' on information management.

Yours sincerely,

Kate McCarthy
Convention Chairman

Capitalise on Information
Management
Canberra
ACT

ALL ENQUIRIES TO:
CONVENTION SOLUTIONS,
P.O. Box 11, Torrens
A.C.T. 2607, Australia

Telephone: (062) 861588
Fax No: 823916



RMAA NATIONAL CONVENTION 6-9 SEPTEMBER 1988

PRELIMINARY PROGRAM OF SPEAKERS

(Session topics and content will be contained in full Convention Brochure)

	TUESDAY 6 SEPT	WEDNESDAY 7 SEPT	THURSDAY 8 SEPT	FRIDAY 9 SEPT
8.30 →		Annual General Meeting	Day Registration	Day Registration
9.00 →		Day Registration		
9.30 →		Tea	S2. John Blake Jnr Commercial Information Systems. Kodak, USA	S8. Australian Institute of Aboriginal Studies
10.00 →		Official Opening		
10.30 →		Keynote Address Paul Bergé	Tea	Tea
11.00 →		General Manager, Symbol Technologies Intl, Belgium	S3. Helen Simpson Information Manager BP Oil UK Ltd.	S9. Paul Mullins Director, Facilities Australian Archives
11.30 →		Tea		
12.00 →		S1. Jack Waterford Features Editor The Canberra Times	S4. Maureen Purtell ANU Archives of Business and Labour	S10. TBA
12.30 →		Lunch	Lunch	Lunch
1.00 →	R E G I S T R A T I O N			
1.30 →				
2.00 →				
2.30 →		Trade Display Opening	S5. Mr John Gerrand Manager, Value Added Services, Telecom Aust	S11. Trevor Barr Senior Consultant, The Commission For The Future
3.00 →			Tea	
3.30 →				Closing Address
4.00 →		Tea	S6. Joyce Kirk Kuringai College of Advanced Education	Welcome Perth '89
4.30 →		Trade Display Events		Farewell Function
5.00 →			S7. OPTICAL DISK SPECIAL Pre and Post Implementation Case studies	
5.30 →		Trade Display Cocktails		
6.00 →				
	Welcome Cocktail Party		8.00 pm CONVENTION DINNER	

NOTE: OPTIONS WHICH INCLUDE A MIX OF SESSIONS AND OFFSITE TOURS TO NATIONAL INSTITUTIONS AND COMPANY SITES WILL BE AVAILABLE. SEE REGISTRATION FORM FOR DETAILS. LIMITED NUMBERS APPLY TO TOURS.



Convention Registration

Records Management Association of Australia

Fifth National Convention — 6-9 September 1988

Lakeside International Hotel - Canberra

Section A – Personal Details

Note : Please print clearly, tick boxes where appropriate

Surname	Christian or Given Names	Title (eg, Dr, Mr, etc)
Preferred Name for Lapel Badge	Name and Address of Organisation or Department	
Position in Organisation		
Contact Telephone Number	Mailing Address (If same as above, write "as above")	
Facsimile Number		

Section B – Session Preferences

To assist with seating and transport arrangements, please indicate below which of the concurrent sessions you will be attending. Indicate your preference by ticking the YES box. Please note that off-site visits will be limited to one per delegate. Preference will be given to visiting registrants.

Wednesday 7 September 1988

9.00 am to 12.30 pm	Opening Keynote Address Session 1	All Delegates to Attend
2.00 pm to 5.30 pm	Trade Display and Presentations	

Thursday 8 September 1988

Option 1 <input type="checkbox"/> YES		OR	Option 2 <input type="checkbox"/> YES		OR	Option 3 <input type="checkbox"/> YES	
9.00 am to 12.30 pm	Session 2	9.00 am to 11.00 am	Visit to Wang Manufacturing Division, Bruce	9.00 am to 10.00 am	Session 2		
	Session 3 Session 4		Session 4		Visit to Wang Manufacturing Division, Bruce		
Option 1 <input type="checkbox"/> YES		OR	Option 2 <input type="checkbox"/> YES		OR	Option 3 <input type="checkbox"/> YES	
2.00 pm to 5.30 pm	Session 5	2.00 pm to 4.00 pm	Visit to Australian Archives ACT Regional Office	2.00pm to 3.00 pm	Session 5		
	Session 6 Session 7		Session 7		Visit to Australian Archives ACT Regional Office		

Friday 9 September 1988

Option 1 <input type="checkbox"/> YES		OR	Option 2 <input type="checkbox"/> YES		OR	Option 3 <input type="checkbox"/> YES	
9.00 am to 12.30 pm	Session 8	9.00 am to 11.00 am	Visit to National Library	9.00 am to 10.00 am	Session 8	10.30 am to 12.30 pm	Visit to National Library
	Session 9 Session 10		Session 10				
2.00 pm to 5.30 pm	Session 11 Farewell and 1989 Convention Introduction						All Delegates to Attend

Remove the carbon stub at the foot of this form, turn it over, and complete the other side - do not separate these sheets to do so.

Section C - Accommodation Requirements

Please Note : The daily tariff per room rates indicated below are correct at the time of publication. Please indicate your accommodation preferences by placing the figure 1, 2, or 3 in the appropriate boxes. The conference management will make every endeavour to arrange the accommodation requested, but no guarantees are implied. Accommodation accounts are a personal responsibility and are to be paid when checking out of the Hotel/Motel.

Hotel / Motel	Single Room	Twin Room	Double Room	Triple Room
Lakeside International Hotel	\$115.00 <input type="checkbox"/>	\$115.00 <input type="checkbox"/>	\$115.00 <input type="checkbox"/>	\$125.00 <input type="checkbox"/>
Travelodge	\$103.00 <input type="checkbox"/>	\$103.00 <input type="checkbox"/>	\$103.00 <input type="checkbox"/>	
Canberra Rex Hotel	\$95.00 <input type="checkbox"/>	\$95.00 <input type="checkbox"/>	\$95.00 <input type="checkbox"/>	\$95.00 <input type="checkbox"/>
Canberra Parkroyal	\$90.00 <input type="checkbox"/>	\$90.00 <input type="checkbox"/>	\$90.00 <input type="checkbox"/>	\$90.00 <input type="checkbox"/>
Capital Motor Inn	\$83.00 <input type="checkbox"/>	\$83.00 <input type="checkbox"/>	\$83.00 <input type="checkbox"/>	
Motel Kunzea Lodge	\$64.00 <input type="checkbox"/>	\$64.00 <input type="checkbox"/>	\$64.00 <input type="checkbox"/>	
Down-Town Motel	\$60.00 <input type="checkbox"/>	\$66.00 <input type="checkbox"/>	\$66.00 <input type="checkbox"/>	\$82.00 <input type="checkbox"/>
Please guarantee my reservation for late arrival (after 6.00 pm) <input type="checkbox"/> YES <input type="checkbox"/> NO				

I wish to Twin/Triple-share with :

I will make my own accommodation arrangements ☐

Arrival Date

Annotate here if you have any special requirements (health, diet, disabilities etc)

Departure Date

Section D - Convention Registration Fees

[Please tick boxes as appropriate]

Full registration fees include all luncheons, morning/afternoon teas, welcoming Cocktail Party, Conference Dinner, Farewell Function, a Conference Kit, and copies of all Conference Proceedings.

Full Registrant (RMAA Member)		Full Registrant (Non-Member)		Day Registrant (Limited places Available)		
Fees Received by 30 June 1988	\$395.00 <input type="checkbox"/>	Fees Received by 30 June 1988	\$455.00 <input type="checkbox"/>	Dates	RMAA Member	Non-Member
Fees Received after 30 June 1988	\$440.00 <input type="checkbox"/>	Fees Received after 30 June 1988	\$500.00 <input type="checkbox"/>	Wed 7 Sep	\$160.00 <input type="checkbox"/>	\$200.00 <input type="checkbox"/>
				Thu 8 Sep	\$160.00 <input type="checkbox"/>	\$200.00 <input type="checkbox"/>
				Fri 9 Sep	\$160.00 <input type="checkbox"/>	\$200.00 <input type="checkbox"/>

Section E - Evening and Post-Convention Activities

For all activities, you must indicate your intentions to attend below.

Date	Activity	Cost (No charge to Full Registrants)	Full Registrants	Number of Tickets Required for Non-Registrants
Tuesday 6 September	Cocktail Party	\$20.00 per person	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Thursday 8 September	Conference Dinner	\$50.00 per person	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Friday 9 September	Farewell Function	\$15.00 per person	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Saturday 10 September	Guided Tour of Canberra, including Parliament House	EXTRA \$37.00 per person REQUIRED	<input type="checkbox"/> YES <input type="checkbox"/> NO	

Payment Details

Please Note - Registration will not be confirmed until payment is received.

Record your Convention Registration Fees from Section D :

\$

+

Record your costs for Evening and Post-Convention activities you listed at Section E :

\$

=

Total Fees Payable :

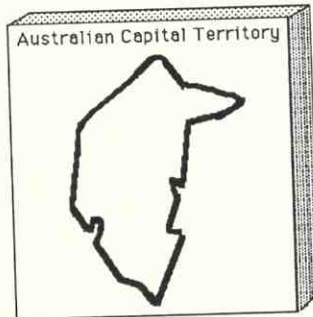
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Please send the WHITE copy of this form, and your cheque, made payable to the "RMAA 5th National Convention" to :

Records Management Convention, Conference Solutions,
PO Box 11, TORRENS ACT 2607 : (062) 86 1588

Send the WHITE copy of this form - you may retain the YELLOW copy for your records.

STATE OF THE STATES



The ACT Branch is busily organising the Associations 5th National Convention, 6-9 September 1988 at Lakeside International Hotel in Canberra.

Further information on the Convention is in the centre pages of this edition.

ADDRESS PO Box E330
Queen Victoria Building
Parks. ACT. 2600

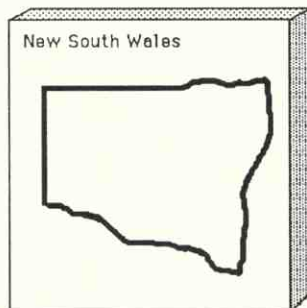
PRESIDENT Mr T.Kaufhold A.R.M.A.

SECRETARY Mr R.Thompson

TELEPHONE (062) 80-7665

Events being organised by the Branch include a workshop on Image Management, a tour of the Canberra Mail Exchange and the Annual Dinner.

Tom Kaufhold A.R.M.A.
Branch President



Membership of the NSW Branch continues to grow, new members have been gained every month of this financial year.

A Seminar "Technology - Master or Slave" was held at the Holyroyd Centre and the Hon. Barry Jones M.P. Minister for Science, Customs and Small Business delivered the Keynote Address. Over 70 people were in attendance, and other subjects covered were : Disposal of records in office automation systems, Structuring data for input and retrieval, The use of project management

ADDRESS PO Box 41
Blacktown. NSW. 2148

PRESIDENT Mr D.Comber A.R.M.A.

SECRETARY Mrs P.Camden A.R.M.A.

TELEPHONE (02) 237-0121

techniques for office automation and Evaluation of Optical Disk Technology : A Case Study.

The Local Government Chapter continues to be active and this has resulted in many of our new members coming from the Local Government sector.

The Keyword Chapter continues to hold meetings which are of interest to its members. This Chapter has not been formed

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long and is still in the formation stage.

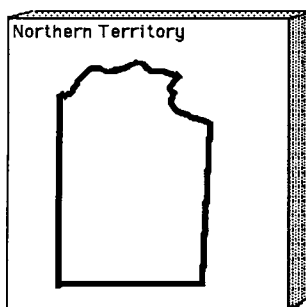
The Hunter Region Chapter is planning to hold a Seminar later in the year. The NSW Branch Council held its December meeting in Newcastle in December of last year, and it has decided to make this an annual event.

On the 2nd of March a presentation night was held for students who successfully completed the TAFE Records Management

Stage 1 course. The students were presented with a certificate from the Association. This was a catered function, and all in attendance really enjoyed the evening.

The Education Committee has been in contact with TAFE, and it is hoped that the 3 year Certificate Course will commence next year.

Pam Camden A.R.M.A.
Branch Secretary



ADDRESS GPO Box 3717
Darwin. NT. 5794

PRESIDENT Mr R.Holswich A.R.M.A.

SECRETARY Ms L.Baulch A.R.M.A.

TELEPHONE (089) 20-2249

An open forum "Introducing the R.M.A.A." was recently conducted in Alice Springs. The aims/objectives of the forum was to form a Chapter of the Association in the Red Centre.

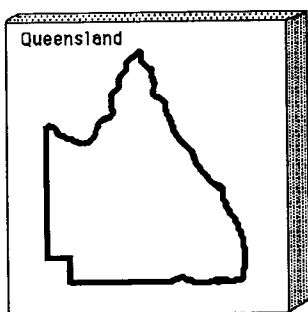
NT Branch Council is encouraged by the interest and enthusiasm displayed by the 19 people who attended. Branch President Ray Holswich reports that a pilot committee will be formed in the Alice and that a close liaison between the two centres will be maintained. Hopefully the Association will have another Branch Chapter within the next few months.

The NT's two Federal Directors Judy

Watts and Ray Holswich are busily collecting information for submission to the Federal Council for the 8th R.M.A.A. National Convention to be held in 1991. Judy and Ray's advice to fellow members is to start planning for your 1991 holiday NOW as the NT will not be beaten in its bid to host the 1991 National Convention in Darwin.

Current membership is 60, and numbers continue to improve. We welcome our two latest members : NT Police, NT Mines and Energy.

Ray Holswich A.R.M.A.
Branch President



Branch Council has two new faces, Peter May (from NSW) and Alan Lowe (from VIC) who have settled in the Sunshine State; and we extend a warm welcome them to them.

The following increase in Branch membership has occurred since February 1988 :

Affiliates - 2
Corporate - 6
Transfers - 3 (2 NSW & 1 VIC)

Workshop attendance has increased greatly with regular numbers around the 35 mark, this is no doubt due to the hard work of our Workshop Convenor and the presentation of topics which members are vitally interested in.

ADDRESS PO Box 361
North Quay. QLD. 4001

PRESIDENT Mr M.Stewart A.R.M.A.

SECRETARY Mr W.Murray A.R.M.A.

TELEPHONE (07) 225-4060

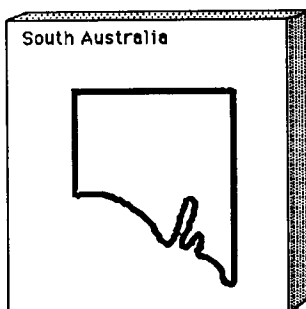
Various themes are being developed to give members a view of the wide applications which reside under the RM umbrella. Some of the areas involved are storage, security and legal implications.

With Expo "88" now open the Queensland Branch would like to have contact with any members whilst they are in Brisbane.

Telephone :-

Murray Stewart 225 - 4060
Russell Fraser 209 - 0252
Wendy Morris 347 - 0263

Murray Stewart A.R.M.A.
Branch President



On June 3rd a half day seminar on "Records In Local Government" was run in conjunction with the Local Government Industry Training Committee. Invitations were sent to Chief Executive Officers /

ADDRESS GPO Box 969
Adelaide. SA. 5001

PRESIDENT Mrs H.Francis A.R.M.A.

SECRETARY Ms H.Onopko A.R.M.A.

TELEPHONE (08)

Town Clerks, Records Managers and Elected Members. Papers were presented by the Local Government Association,

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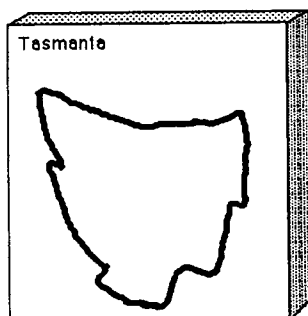
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Institute of Municipal Management, Public Records Office and Peter Smith. Peter will be representing the Records Management Association of Australia.

A further demonstration/seminar is being negotiated with NEC to present "RECFIND" with dates to be confirmed shortly.

The Annual General Meeting will be held at Australian Archives, Derlanger Ave, Collinswood on July 7th at 6.00 pm. Following the meeting an Annual Dinner will be held at the Buckingham Arms Hotel at 7.30 pm. All members are urged to attend both functions.

RSVP to Helen Onopko on 223-1926 by July 1st.



Membership in Tasmania is continuing to grow steadily. 1987 was a most successful year as a new Branch. We hope to consolidate in 1988 and to increase our activities with more workshops and product demonstrations.

Following our formation 12 months ago, there is an increased awareness in Records Management and we are keen to foster this enthusiasm, and see it grow.

The Branch has been appraising all past records, minutes etc. and now has a set of records ready for depositing with the Archives of Business and Labour in Canberra.

RMAA is working closely with the Local Government Industry Training Committee towards conducting a three day training course for Basic Records Management. Dates have yet to be confirmed but names of potential participants are already being received.

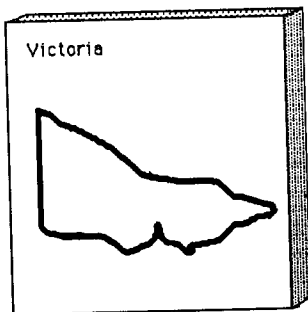
Helen Francis A.R.M.A.
Branch Councillor

ADDRESS	GPO Box 646 G Hobart. TAS. 7001
PRESIDENT	Mr J.Berhans A.R.M.A.
SECRETARY	Ms J.Elliott A.R.M.A.
TELEPHONE	(002) 30-5675

The Branch Council has been actively involved in the organisation of Records Management Seminars on archiving and disposal, basic operations workshops and guest speakers on the computerisation of records systems.

Lindy Mackey A.R.M.A.
Branch Councillor

RECORDS MANAGEMENT DOESN'T COST IT PAYS !!!



ADDRESS GPO Box 2270 U
Melbourne. VIC. 3001

PRESIDENT Mr B.Williams A.R.M.A.

SECRETARY Mr G.Omond A.R.M.A.

TELEPHONE (03) 417-3738

1987/88 has been a good year for Victoria. The Branch has grown from 79 Corporate members and 293 Individual members to 90 Corporate members and 309 Individual members.

I would like to thank all the members of our hard working committee, some of the events that go unnoticed during the year are :

* Guest speakers at the Outer Eastern Municipalities Association attended by 22 local councils. Since that seminar, only 3 councils have not yet joined our Association (but are in the process now).

* Representatives and specialist tutors at courses held by the Education Department, in particular :

Prahran TAFE,
Melbourne CAE,
RMIT.

* The planning of a Local Government Chapter, hopefully this will be formed by September this year.

* The 4th National Convention.
I would like to thank Peter McDonald for all the work he put in to the Convention which turned out to be an outstanding success.

There are sets of convention papers still available for sale, so if you wish to purchase a set, please make cheques payable to RMAA (VIC Branch).

We have purchased a personal computer which will help streamline our membership details and produce a better quality INFORMAA (this publication has been produced using Framework II).

This years Annual General Meeting has been confirmed for Friday 22nd July 1988 at the Windsor Hotel, Melbourne. The AGM will be held in conjunction with an all day seminar (which includes lunch and get together afterwards). One of the topics to be presented will be optical disc systems, specific details will be published in the next Informaa. There are a limited number of seats available so please book early to avoid disappointment.

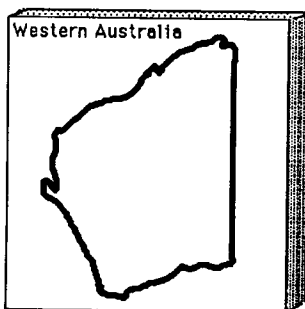
A national advertising campaign has been co-ordinated by the Victorian Branch to make business aware of the RMAA and to recruit new members. Advertisements have so far appeared in :

Financial Review,
Australian,
BRW,
Computer World, and,
Office News & Automation.

The campaign has been an outstanding success.

Hope to see you in Canberra.

Gary Omond A.R.M.A.
Branch Secretary



ADDRESS PO Box 397
Victoria Park. WA. 6100

PRESIDENT M/s M.Medcalf A.R.M.A.

SECRETARY Mr A.Howard

Membership is slowly growing and currently stands at 187. We have a new editor and format for our Branch "INFORMAA" which helps to keep members aware of Branch activities.

The Education Committee has been active in running two seminars on Business Records and Efficiency in September and November 1987 and also in promoting a new certificate course in Records Management being mounted this year by TAFE External Studies College in Perth.

Planning for the joint RMAA / IRMC conference to be held in Perth on 25-27 September 1989 is going ahead. The second day has been offered to the IRMC for their selection of speakers. The

Conference Chairman will be Graham Dudley, to whom our congratulations go also for his recent election as IRMC Area Vice-President, Australia and Oceania.

Branch Council has made a submission both in writing and through representation to the Legislation Subcommittee dealing with the Functional Review of the Library Service of Western Australia. This submission dealt specifically with matters relating to State Archives' responsibility for records management within Government agencies.

Margaret Medcalf A.R.M.A.
Branch President

HEALTH DEP'T USES BARCODES

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while developing RecFind. That's why records management people find the system so easy to use - it works the way they logically think. Records management is more complex than you would first think, especially keeping track of where files have gone to.

"Barcode readers are the heart of the system. Without them the system is really hamstrung. We use the Intermec 9440 barcode readers and have written software to make them work."

"It is too time consuming to log

correspondence with a manual system and most registries don't have the time. If an urgent letter is requested there is no way it can be found. RecFind allows correspondence to be quickly logged so that it can be found later. One of the things we are working on is document scanning which allows whole text to be stored on disk and displayed on the screen. This is especially useful for handwritten forms which are time consuming to enter into a system. WORM drives will be used as mass storage."

GMB have also developed a number of other packages including a library management system and an office automation package.

INTERNATIONAL RECORDS MANAGEMENT COUNCIL

The 1988 location for the International Records Management Council (I.R.M.C) Annual General Business Meeting and Board of Directors Meetings will be in conjunction with XI International Congress on Archives in Paris, France August 22-26, 1988.

If you are interested in attending you can contact :-

Graham Dudley
Executive Vice President,
c/- R.M.A.A
P.O Box 397,
Victoria Park,
Western Australia, 6100

Helen Francis
R.M.A.A Delegate,
c/- G.P.O Box 969,
Adelaide,
South Australia, 5001 or,

Peter Smith
Vice President, Australia and Oceania
106 Coal Point Road,
Coal Point,
N.S.W, 2283

The International Council on Archives (ICA) will be devoting their congress to the theme 'new archival materials' and will deal with the problems facing archivists throughout the world in the preservation and handling of new forms of recorded information, microforms and optical discs, all types of audiovisual materials, machine - readable records, not forgetting oral history.

Three plenary sessions will be devoted to this subject. A fourth plenary session will be concerned with : "The International Council on Archives: Today and Tomorrow". The plenary and formal sessions of the Congress itself as well as meetings of the Executive Committee and Bureau of ICA, regional branches,

commissions, committees, sections and working parties and of the International Conference of the Round Table on Archives will take place in the Palais des Congres: 2, Place de la Porte Maillot, 75017 Paris. An international exhibition on management and exploitation techniques for archives (Archiv '88) will also be mounted in the same place along with a continuous audiovisual programme.

The working languages of the Congress will be English, French, German, Russian and Spanish.

On another subject, I have been working with people in New Zealand in an effort to form a National Records Management Association of New Zealand.

There has been a great deal of interest about records management in Australia from New Zealand and R.M.A.A and I.R.M.C have offered assistance in helping them set up their own Association. They have a lot of enthusiastic people some of whom were present at our '88 Convention in Melbourne and from inquiries I have received I am sure we will have a lot more attending the convention in Canberra this year.

My other long term objective is the formation of an East Asian Group of Records Management Associations for I.R.M.C. To get records and information management people from countries within our region together, to communicate with each other and eventually come together regularly to discuss common problems and new technology, would accomplish much in improvements and understanding in our profession.

Peter.A.Smith M.R.M.A.
Vice President I.R.M.C.
Australia and Oceania

HEALTH DEPARTMENT USES BARCODES TO CURE RECORDS AILMENTS

By GMB RESEARCH & DEVELOPMENT

Q. How do you track pieces of paper on hundreds of desks ?

A. Barcode every desk, every piece of paper and electronically link the pieces of paper to an appropriate file.

The Queensland Department of Health like many other large organisations had difficulty tracking files throughout many offices located on numerous floors in a couple of buildings. The manual records management system was initiated almost 70 years ago and now has 20,000 files (shortly to grow to 30,000), 3000 of which are active at any time. The manual system simply could not keep track of that many files.

A Health Department spokesman said, "Our main problem was locating the files, which could have been anywhere in the building or other sites. Active files are often passed amongst staff members without file transit slips being correctly completed. This can occur a number of times, so that if a particular file was needed, staff would have to go searching for it, thus greatly reducing productivity."

"Our answer was to install RecFind which is developed and supported by GMB Research & Development in Sydney. We are using a Unisys B28 running BTOS with 4 terminals in central registry. However the most revolutionary feature of the new system is the use of portable hand held barcode readers."

Every relevant desk and every file has a barcode attached. Two teams of people go through the buildings at regular intervals and scan the desk, then the files on the desk. The barcode on the desk indicates which action officer it is.

When the teams return to the registry, the information from the readers is down-loaded to the computer and the files are updated. The computer then knows which action officer has which files, so they can be easily located at anytime.

Another useful feature is the "snag" facility. The numbers of files that are urgently required are down-loaded from the computer to the barcode reader. As those files are located the reader beeps and displays a message on its screen. The person with the reader then knows that the file should be taken back to central registry, or if they are carrying the "snag" with them they can attach to the file immediately.

The Health Department calculates that it saves approximately \$ 36,000 per year by eliminating overtime (needed when building searches were done every six weeks to find misplaced files), by reallocating two staff members, and by being able to use less qualified staff. Less tangible savings are in areas of greatly improved productivity and increased speed in processing files.

The spokesman said, "Most of the mundane problems of file handling and retrieval have almost been eliminated. Having a computer in the department makes the job much more interesting. Action officers were getting frustrated by the delay in obtaining urgently needed files. That has been solved now."

General Manager of GMB Research & Development, Frank McKenna said, "It was an obvious problem. If you walk into many government offices, there are piles of files all over the desks. We talked to a lot of records management people

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INDEXING AND CLASSIFICATION

(Finding The Things You Can't)

By Philip Taylor A.R.M.A. Victorian Branch Vice President,
Chairman Federal, Education Committee

Those readers of Informaa Quarterly who collect this publication will face several difficulties when the collection of articles contained within its pages reaches a significant number. The problem is how to find an article that you read some time ago and now wish to retrieve.

You probably know the feeling sitting down flicking through magazines collected over some months or years trying to find the topic you want. It always seems to be in the one you missed or you loaned to a colleague who failed to return it.

In collecting the articles which appear in Informaa Quarterly you are faced with several problems; the principal one being what do you call the article you wish to retrieve. You could opt to call them all records management and prepare a list of all the various topics. However, after a while this would become fairly meaningless and would become a long collection of unrelated headings.

Any person trained in records management techniques would probably undertake a more sophisticated route. This would involve the construction of an index to topics which related like objects together. The advantage of this arrangement is that over time it will be possible to examine the index and locate articles on sought after subjects. It is quick and easy when properly constructed.

In organisations the same problem exists, how to find things easily. The difference is that organisations produce large amounts of material on a wide range of subjects which must be located and retrieved when required. Therefore

the subject of classification and indexing is important to records management. The art of classification and indexing is not new. Librarians were amongst the first to recognise it as a useful tool to retrieve information. The Dewey Decimal System, U.S. Library of Congress and the Universal Decimal Classification System are amongst the better known of library retrieval systems. In some ways librarians have it easy, the author and title of the publication are provided for indexing purposes. It then becomes a matter of classifying the record into the appropriate category.

The records officer doesn't have it so easy. Few of the records he is required to handle are titled and the author is only a component of the detail required for retrieval. The records officer must be able to read and comprehend a wide amount of records and be able to interpret meanings which will provide leads to aid retrieval.

But first it is necessary to examine some of the technical aspects of classification and indexing as applied to records management.

The retrieval of information in the records management context relates more closely to retrieval of information on a subject rather than document basis. The sheer amount of information now produced makes the task of retrieval rather daunting. The information explosion has nearly doubled the amount of published information in the past ten years. With the advent of computers more and more into our lives the use of information takes on a more important role.

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The technique that is used to divide and identify information leads is known as classification.

The point of classification is to divide subjects from one another. Classification can be described as the "tree of knowledge". The process takes the universe of entities which it is desired should be ordered and successively divides it according to divisions. Each division should be generic to avoid cross - classification and should be exhaustive.

The problem of how to control vocabulary now becomes an important point. For failure to do so will result in confusion. Users will not be clear what they are seeking and classifiers will not be consistent in how to exercise their judgements. Unfortunately the English language has developed in such a way that synonyms abound. Thus matters relating to the human heart may be referred to as cardiac.

One of the major functions of the controlled vocabulary is to control synonyms, that is, to specify which of several synonymous expressions is to be used to avoid the separation of identical subjects.

It is here that a Thesaurus of items is an important aid to classification. A thesaurus is essentially a limited vocabulary of terms in alphabetical order that can be used for indexing and searching. It provides control over synonyms, distinguishes homographs and groups related items together.

A typical thesaurus will consist of the main subject, identify its scope, list the items which relate to the subject and exclude those terms which do not relate.

In compiling a thesaurus a fine line is

walked between precisely identifying subjects and making subjects too wide in definition. The greater the specificity of the language the more precisely we can define subjects and the smaller the document classes created. On the other hand, in achieving precision our recall performance tends to be lower due to more categories from which one can choose.

This is an important problem confronting thesaurus constructors in deciding just how specific the vocabulary needs to be. It has to be sufficiently specific to allow the great majority of searches to be constrained to an acceptable level of precision. It is highly unlikely that the thesaurus will ever be fully "correct". It will always require some amendments as situations change.

Lack of specificity in the language can cause problems of either recall or precision. If we fail to identify a unique subject it can become "hidden" amongst others or overlooked completely, and defeat the purpose of controlling vocabulary.

Information retrieval is part of a management information system (MIS). MIS contains data that management uses to plan and make decisions. it encompasses a wide variety of records and could be expected to include personnel records, salary, statistics, computer output, inventories, economic analyses and office correspondence.

It is this last area, that of office correspondence that this paper addresses.

How do we retrieve the information required from the multitude of other information that our databases hold. Two methods are Keyword In Context (KWIC) and Keyword Out of Context (KWOC). Both are important and worth covering.

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Both KWIC and KWOC are computer compatible, that is both systems lend themselves to conversion to computers which aids speed of retrieval, accuracy and makes amendments easier.

Consider the following list of titles, the numbers on the left are for identification :

1876	Electronic Computers and the Law
3048	Legal Aspects of Computers
1498	Computer Processing of Statute Law
6577	Patent Laws Relating to Computer Use
4885	Computer Programs and the Law of Patents

With a KWIC index, each title is repeated several times so that the beginning of each significant word may be found by scanning down a certain column usually located in the centre of the page. If our list of titles were arranged with KWIC it would appear as :

1498	Computer Processing of Statute Law
6577	Patent Laws Relating to Computer Use
4885	Computer Programs and the Law of Patent
1876	Electronic Computers and the Law
3048	Some Legal Aspects of Computers
1876	Electronic Computers and the Law
1498	Computer Processing of Statute Law
4885	Computer Programs and the Law of Patents
6557	The Patent Laws Relating to Computer Use
3048	Some Legal Aspects of Computers
6557	The Patent Laws Relating to Computer Use
4885	Programs and the Law of Patents

1498	Computers	Programs and the Law of Patents
1498	Computers	Processing of Statute Law
6577	Laws Relating to Computer	Use

That section of the KWIC index that contains the centrally placed word is referred to as the "gutter". It is also usual to drop meaningless words such as "the", "a", "of" etcetera.

The main problem with a KWIC index is that it is not easy to use because keywords are placed in the middle of phrases. It is not always easy to spot keywords especially if the search is made quickly. KWIC indexes are not commonly used in correspondence series.

The most frequently seen index is the Keyword Out of Context (KWOC) system. This system isolates certain words in the titles and places them clearly away from the remainder of the phrase.

Using our previous example the following would be the same list in KWOC :

1498	Computers	Processing of Statute Law
6557	Computers	Patent Laws Relating to Use
4885	Computers	Programs and the Law of Patents
1876	Computers	Electronic and the Law
3048	Computers	Legal Aspects
1876	Electronic	Computers and the Law
1876	Law	Electronic Computers
1498	Law	Computer Processing of Statutes
4885	Law	Computer Programs and the Patents
6557	Laws	Patent Relating to Computer Use
3048	Legal	Aspects of Computers
6577	Patent	Laws Relating to Computer Use

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KWOC index lists are much easier to use, the keyword is much more distinct and even non-trained people are able to identify the appropriate word with little difficulty.

Both KWIC and KWOC indexes do have one problem, the ability to grow to enormous sizes. This is especially so if a computer is used to sort the data, as it will select all words in the titles and index them accordingly. It is prudent to exercise some editing to reduce the number of entries to a more manageable level. The use of controlled terms i.e. using only approved words is another method to achieve control over the size of the index and its complexity.

Boolean Searching is another form of searching data bases. A search by this method involves integration by the use of terms to satisfy an expression in terms of Boolean Logic. Common terms used are AND, OR, NOT and NOR (nor is generally treated as being synonymous with OR).

Boolean Search is a good system which if properly used makes good use of all available data. However, it does require some familiarity of use and training to use it properly.

An attempt has been made in this article to outline the principles associated with classification and indexing. These tasks are central to how we manage records. In the day to day operations of any records unit the ability to search a data base to identify and retrieve desired material is of critical importance.

This is especially so in organisations that are undergoing great change. An ability to quickly and accurately retrieve documents is an essential component of organisational structure.

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published in "Informaa" NSW Branch October 1986

RECORDS MGT & HOW TO GET THAT PAY RISE

continued from Page 21 Col #2

clearly defined and skills formation and training programs developed. There is a need now for an ongoing and detailed evaluation of the impact of the new technology in the workplace and its effect on the records manager.

When asking for a pay rise always remember the strategy primarily is a co-operative one in nature. Just because you are being co-operative does not mean you are an easy pushover. You must know very clearly when you are going in, that there will be trade offs. You should want to stay with the company rather than use the negotiations as a tool. You must be positive and active all the way through.

"GOOD LUCK"

NATIONAL AUSTRALIA BANK - "SELECT DOCUMENTS OF THE NINETEENTH CENTURY".

by H W Nunn.

Harry Nunn, B.A., (Hons), C.R.M., F.R.M.A., Formerly Keeper of Public Records, Victoria and Consultant to National Australia Bank on Records Management and Archives. A Life Member and Fellow of the Association, Harry was a signatory to the Articles and Memorandum of Association and has served as Federal President (twice), President of the Victorian Branch Council (thrice) and Vice President Australia and Oceania for I.R.M.F. (twice).

The recently released two volumes "Select Documents of the Nineteenth Century" is the first time an Australian Bank has published its early documents. They give an insight into events which helped shape our modern day economic and banking development. The National Australia Bank in origin, it and the banks with which it has merged all being of colonial origin.

Two editions have been published - one leather bound as a collector's item which has been oversubscribed and the other in an elegant buckram cover with the identical cover design.

These two volumes, Volume One, 1834-1872 and Volume Two, 1872-1900 grew out of the premise that records are preserved to be of use and that the Bank's records of the nineteenth century should be made available to the wider public and at the same time ensure to some degree that they be preserved by a printed copy.

In 1983 following a merger with The Commercial Banking Company of Sydney Limited the Bank appointed a consultant to report on a Records Management and Archival programme for the bank and such a programme has been implemented with relevant Records Management and Archival staffing and, with the provision of modern storage, accommodation for both its operational and archival records.

The publication of the Banks early documents represents a major culmination of the Records Management/Archival work flow where the selection of records for

preservation is, as far as possible, made available to a wider public in a documentary publication. A Records Management and Archival programme is also essential to selecting the vital records of the twentieth century where mass demands perceptive selection of information.

Amongst the documents published on a wide range of financial, currency and banking legislation, land selection and other matters are interesting parallels between economic situations past and now. The depression of the 1840's when the price of sheep fell to a shilling a head gave rise to a new industry - the boiling down of sheep and the production of tallow with exports to London at twenty pounds a tonne, lifting the price of fat sheep to six shillings per head. The recession of the late 1860's highlighted the "intricate embarrassment" of land speculator Hugh Glass, whereas the depression of the 1890's followed the land boom and hit hard on those "stranded on the rock of foolish ambition", mining speculation or on the reliance on "capital import" and overseas borrowing.

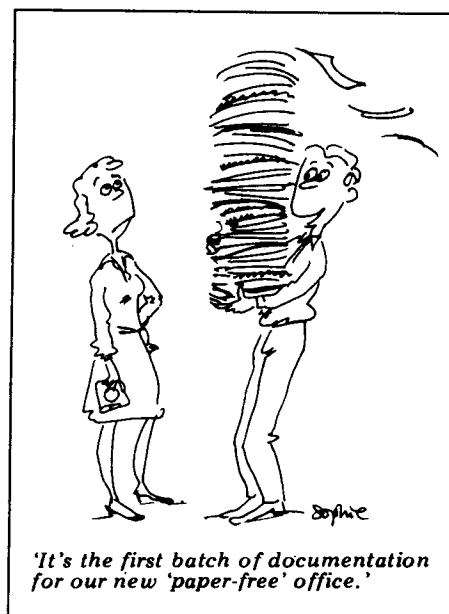
These two volumes include unique perspectives by the great bankers of the day and contribute to understanding the role of the Bank in community and national life.

Today the selection, collection and storage of computer based information

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throw out new challenges to Records Managers and Archivists in preserving the essentials of the twentieth century for the twenty-first century of administrators, writers and editors in providing precedents and knowledge for legislation, government, economic and community life.



ASC PERSONNEL PLACEMENT

Archival Systems Consultants is now offering personnel placement and recruitment for:

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THE FUTURE OF INFORMATION CONSULTANCY

by Judith A. Ellis B.A (Hons), ARMA, AIMM
Director of Archival Systems Consultants Pty Ltd

After spending four years with the Australian Archives and one year overseas, I asked myself, "Is there life after the public service ?" To my relief and surprise I found there was. I became a consultant archivist.

The small one person consultancy that started in a corner of my lounge room in 1981 is now a busy company with ten employees and four different lines of business.

Other consultants in the "information services" field have similar stories, many who have been in business longer than I. The information revolution of the past ten years has allowed specialists and generalists in the information fields to capitalise on the needs of government and industry.

Records managers, archivists, librarians, systems analysts and others all have a vital role in objectively assessing the information needs and management of any organisation. A number of factors have created more and more opportunities over the past few years for information consultants to provide this role :

- * increased emphasis in government on efficiency/effectiveness improvements
- * increased reporting demands in all types of organisations
- * influence of Freedom of Information Acts
- * more sophisticated and complex data collection and retrieval needs arising out of greater specialisation
- * Sesquicentennial and Bicentennial fever

- * emphasis on increased accountability in meeting statutory or corporate objectives

Organisations are turning to consultants for help in these areas. This may be because :

- * they do not have the internal expertise themselves
- * for a number of reasons they do not want to dedicate internal expertise to such projects on a full time basis
- * an "objective" viewpoint is needed

This has meant that the scope for information consultants to provide their services has increased. There are a number of consultants in Victoria, each with their own area of specialisation, and there is room for them all. I am also sure that more consultants will enter the fray, as specialists look for a change of circumstance.

One word of warning however. While consultancy is a popular thing to try, it is not just a case of hanging out your shingle and "voila" instant success. There are many who are, and who will attempt to consult without proper expertise or commitment. Their success is short lived and reinforces the bad name so often ascribed to consultants.

From experience I can only suggest :

- * know your service/product
- * be committed to your clients

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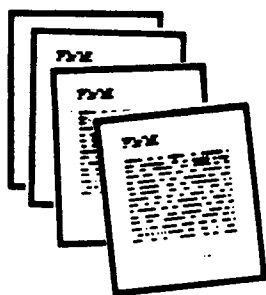
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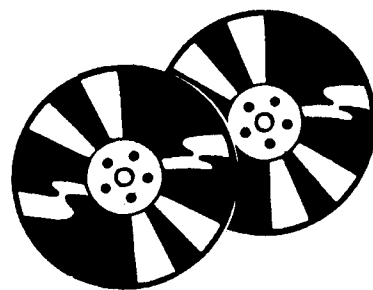
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THE PUBLIC RECORD OFFICE, VICTORIA, AND RECORDS MANAGEMENT

by Harry Nunn, B.A., (Hons), C.R.M., F.R.M.A.

The Victorian Public Records Act of 1972, amongst other matters, calls upon "officers in charge of public offices" to "cause to be made full and accurate records of the business of the office" and to "be responsible with the advice and assistance of the Keeper of Public Records for the carrying out within the office of a programme of records management". For the first time in Australia, the importance of records management was recognised in legislation. The word "record" is defined in the Act as "any document within the meaning of the Evidence Act, which is basically carrying information by any means whatsoever".

The first disposal schedule (a selection procedure) was created in 1957 by then Senior Archivist of the State Library (H.W Nunn) in conjunction with the Chief Clerk and Organisation and Methods Officer of the Public Service Board and subsequently using the same kind of team, schedules were developed for local Government (Brighton and Wangaratta), Education Department and several other departments: statutory bodies, such as the Melbourne and Metropolitan Board of Works, across the board schedules for hospital medical records, transport, stores, personnel and financially accountable records (in conjunction with the Auditor-General's Department).

After an overseas tour to inspect archival institutions and records management programmes in U.S.A., Canada, England, Scotland, France, The Netherlands, Bonn and Italy, in July 1976 at the request of the Keeper of Public Records (formerly the Chief Archivist of the State Library) the Under Secretary, Chief Secretary's Department sought the Public Service Board's approval for the establishment

of a task force which would review the steps necessary for the most effective implementation of the Public Record Act to departmental records. This was established in February of 1977, with terms of reference being the development of an effective records management function in departments, consistent with the requirements of the Public Records Act and the introduction of personnel management practices which will ensure that departments are staffed to capably perform the records management function.

The definition of Records Management adopted by the task force was derived from the United States Federal Records Act (Federal Law 94-575).

Amongst some 18 recommendations were that "records management be accorded managerial attention and expertise similar to that given to the management of other services" and the "introduction of specific and appropriately classified positions of records management within the administration officer structure". Other matters dealt with career opportunities, training, further implementation of the disposal scheduling programme, micrographics and computerisation.

In November 1979, the Public Records Office, with the assistance of the Public Service Board, presented a ten day intensive series of seminars and discussions on the "Management of Information in the 1980's". Two internationally recognised and experienced information managers, Artel Ricks and Ed Johnson were brought from America to lecture and discuss with public officers developing concepts and techniques of information management. It is with great pleasure to learn that

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recently both have been honoured by the Records Management profession in the U.S.A.

Artel Ricks, CRM, has been awarded the prestigious EMMETT LEAHY AWARD for 1987.

Mr. Ricks, former Regional Commissioner for the National Archives and Records Service, is currently an international records management consultant. He was President of ARMA 1976-77.

The Leahy Award is considered the highest recognition given to a professional in the records and information field. Only 17 managers have received it since its inception in 1967. The award honors the memory of Emmett J. Leahy, a pioneer in the development of modern records management theory and techniques.

Artel is known internationally as a "giant" in the field of records management. As an innovator and conceptualist, he has left his indelible mark on every major functional area of the profession, ranging from records disposition to sophisticated automated recording, storage and retrieval applications.

Two of Mr. Ricks' outstanding accomplishments for the Federal Government's records management programme were the development of the NARS records management handbook series and the initiation of the complementary workshop programme. Aside from the positive impact the handbooks and training have had on the successful implementation of effective records management practices in the Federal establishment, these products were quickly adopted by State and Local Governments and by business.

A popular speaker and lecturer, Artel has appeared in nearly all of the States and several foreign countries. As a

writer, teacher, administrator, consultant and theorist, he has greatly influenced the scope and content of records management as we know it today.

As well as being a past recipient of the Leahy award, Ed Johnson was recently honoured by Florida's Secretary of State, George Firestone. Ed was presented with a walnut wall plaque which bore a cast replica of the Great Seal of the State of Florida and a bronze plate suitably inscribed and signed by the Secretary of State. He is the first former employee of the Department of State to receive such an honour.

ARMA CONFERENCE

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I was proud to be representing RMAA at this ARMA Conference. I hope that this international sharing of information can continue to the betterment of both national associations. If the RMAA, as the national association of Australia, upholds the philosophy of the Association "... to strive to attain

the highest standards of professional development through an ethical approach to accreditation of education, the sharing of information throughout the membership and other professional bodies and the advancement of the Records Management Profession", we will succeed, both at home and abroad.

If any members are interested in obtaining copies of the papers, please write to :

RMAA (SA)
GPO Box 969
Adelaide, SA. 5001 or phone
Helen Francis on (08) 218-7334

ARE YOU A CORPORATE MEMBER ?

DO YOU WISH TO HAVE YOUR PROFESSIONAL EXPERTISE RECOGNISED ?

DOES MANAGEMENT ONLY RECOGNISE "LETTERS" AFTER YOUR NAME ?

The Records Management Association of Australia has over five hundred Corporate Members encompassing some twelve hundred and fifty or more nominees. Relatively few nominees hold any professional status, though interestingly those who do are "Associate" level almost without exception. The Council is aware of the many professional efforts made by so many of our Corporate nominees and we wish to encourage YOU to be recognised for your efforts.

This article is therefore to encourage YOU to upgrade your professional status and gain recognition for your efforts.

1. Will my professional recognition cost my employer more in registration fees ?
2. What levels of professional membership are there ?
3. How do I become a professional member ?

To answer the above questions in order.

1. Your (presumably) successful application for professional recognition does NOT cost your employer any extra in membership fees.

Further it enhances your firm's credibility as an employer who values information as a corporate resource and the successful management of information.

2. Associate - A.R.M.A

Works in a records / information management area and makes continuing efforts in the field of records management.

Member - M.R.M.A

Often is a leader in records management in the firm where employed, usually responsible for the development of a sophisticated records or information management program, or, is actively involved in the development and promotion of records management in the wider sphere.

Fellow - F.R.M.A

Is a leader in records management and represents the pinnacle of professional achievement.

3. To upgrade or apply for professional status please write to :

The Registrar
Records Management Association of
Australia in your state
(for address see
"State of the States")

RECORDS MANAGEMENT DOESN'T COST
IT PAYS.

ARMA CONFERENCE

by Helen Francis A.R.M.A.
RMAA Delegate to IRMC

The 32nd Annual Conference of the Association of Records Managers and Administrators was held at the Anaheim Convention Centre, California, USA, from 19-22 October 1987. A Trade Exposition was held in conjunction with the conference and attracted 140 exhibitors. IRMC and RMAA shared a booth at the Exposition and largely due to a group of Australians conducting language classes and distributing highly prized badges, booklets, scarves, Qantas kangaroos etc. always had the largest group of delegates at any one booth. Seriously, as a result of the hard work IRMC/RMAA received over 400 indications of intent to attend the next World Congress.

The ARMA Conference ran 7 tracks to cater for approximately 1500 delegates. Now before everyone goes "wow, wouldn't it be nice to have attendance like that to one of the RMAA conferences", here's a few facts and figures. The attendance at this conference was up 66% on the 1986 conference. ARMA has a membership of approximately 9,00 from USA, Canada and 18 other countries. Considering the population of America is more than 210,000,000 and the population of Australia is approximately 16,000,000, I think an attendance of 450 at an RMAA conference is exceptional and our own membership figures of 1600 speak for themselves.

Now, getting back to 7 tracks. IRMC sponsored 11 sessions, with papers being presented from USA, Canada, Norway, Japan, England and Australia. Peter Smith presented a paper titled "Dirt Roads, Dunnies and All" - A controversial look at Australian Local Government Records; Laurie Varendorff's paper was entitled "Graphic C.O.M. - Is It Possible ? Well, Yes !" (Laurie is the Managing Director of Microform from Perth, WA).

Unfortunately Rosemary Longhurst was unable to attend the conference, so Graham Dudley kindly presented the prepared paper, "Information Management - A Wider Perspective". Carl Newton from England was also unable to attend to present his paper "Records Management as a Strategic Approach to Information" so after some winking and eye raising from Stan Gordon, Yours Truly offered to present the paper. The papers from other tracks covered the same subjects as presented at Australian conferences, some papers advanced and some papers not yet up to the same standard as Australia. The sessions were aimed at levels of experience, specifically beginning, intermediate or advanced.

The Trade Exposition had displays ranging from micrographics, file housings, forms design, ergonomics, records management software, optical disk systems, temporary RM personnel, computer hardware etc. I did not see any products that were not already available in Australia. The exhibition was well arranged with a good directory enabling easy access to any numbered booth. Some companies ran business card competitions with prizes ranging from computers to file housings. The exhibition was opened on the Monday evening with a special wine and cheese reception.

Another function that was rather different is the "Hospitality Party". These gatherings were hosted by different regions (a region being a number of states e.g Arizona, California, Hawaii, Nevada, Utah) with the cost of food and drink being borne by the hosting region. Believe me, a rather mind and body destroying experience !!

Yes, Australia, the conferences we host

continued Page 47 Col #1

are as good as the American conferences. The old statement that America is more advanced than Australia is a fallacy. I believe the Australian Records Management practices are as good if not better, than American practices. Like Australia, America has Federal legislation covering Federal records but when local government practices are discussed..., both countries are striving to obtain uniform practices within this level of government, and in a lot of cases, I suspect, without the support of executive management.

The conference satchels contained advertising material, program, invitations to Region parties, conference newspaper (3 issues produced covering each day of the conference) and the conference papers. The ARMA Conference Daily was a good production with articles covering speakers, the

trade exhibition and functions. (Maybe an idea for our own convention ?). Notice boards were maintained in both the conference hotel and the Convention Centre for delegates to advertise employment vacancies, notify other delegates of intended meetings, major functions etc. These boards were well used.

Overall the conference was very well organised and a rewarding experience. If a delegate to the conference had a particular area of interest he or she would almost have certainly found a session catering for that interest. I was glad of the opportunity to present a paper (even though it had been written by another delegate). The conference also provided the opportunity to renew old friendships and to make new ones.

continued Page 44 Col #2

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IRISH CONVICT DATABASE ON VIEW IN AUSTRALIA

The year was 1810 when the gates of the grim prison tower of Dublin's medieval castle finally closed on the last of the many Irish convicts who over the years had spent their final days in Ireland within the tower awaiting shipment to Australia. But the convictions and the shipments went on and on.

The tower meanwhile became a repository for state papers which were labouriously hauled up the stair well in a basket at the end of a long rope. The basket is still there but not in use.

Ironically, among the records now stored in former prison cells are 15 volumes of "Transportation Registers" with the names, ages, origins, convictions and sentences of all who were sentenced between 1836 and 1856 to transportation or capital punishment. There, too, can be found the volumes of Prisoner's Petitions and Cases dating from 1788 to 1836 and Convict Reference Files from 1836-1856.

The yellowing pages and fading ink tell of poverty, misery and harsh justice.

In March 1835, for example, brothers Edmond and William Browne were convicted at Tralee Assizes of assault and stealing a piece of corduroy worth a few shillings.

The sentence handed down by the court for this crime was transportation to Australia for life. Shortly afterward Edmond and William began the almost year - long journey to New South Wales in the overcrowded and disease ridden convict ship, 'The Hive'. Their mother, Mary, a widow who lived in Henn Street, Kilarney, petitioned Earl Mulgrave, Lord Lieutenant General and General Governor of Ireland, for a free pardon.

Now, thanks to the Irish Government's Bicentennial gift of microfilm files

containing the 40,000 records of convict transportations, it will be possible to inspect in Australia, Mary Brown's plea written over 150 years ago.

IBM Australia and IBM Ireland aim to make anyone's search of the microfilm files easier.

IBM staff worked in the Dublin Castle tower with the cooperation of the Irish State Paper Office to transcribe the data from the Registers, in abridged form, into computer storage using computer programs developed for this purpose in Australia.

IBM is providing computers and software to display this data on request in Australia, including the convict's names, counties where they were charged, crimes, the ships they travelled on and the date they arrived.

The public will have access to the computers in several museums and libraries around Australia. Anyone interested in finding out if they have an ancestor listed in the Irish microfilm will be able to check first with the computers by entering clues such as forebear's name, initials and likely year of arrival. The system is designed to help both the casually interested and genealogist. The microfilm of the Convict Registers will be officially handed over to Australia's Prime Minister by the Irish Prime Minister at the Australian National Library in Canberra in July.

- IBM Quarterly
Autumn 1988

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The long hours and professional approach to your industry go hand in hand with this.

The opportunities have expanded considerably for my company and other enterprises over the last five to ten years. With even further sophistication in information technology, and increased information collection and retrieval needs, the demand for consultancy services will continue to increase. We are part of a growing industry.

continued from Page 8 Col #2

I trust this sets some of the record straight.

Yours faithfully,
J. Eddis Linton F.R.M.A., CRM
Hon. Life Member.
Sydney

A large amount of correspondence was received concerning Tom Lovett's article "Retrospective - Perspective". The letters reproduced are a sample of the correspondence received

- Ed.

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We frequently hear of confidential records being found in the street or on a dump – medical records, tax returns, company reports. And if your competitors – or the media – were to find a pile of your papers or magnetic tapes on a rubbish tip, they'd have a field day at your expense.

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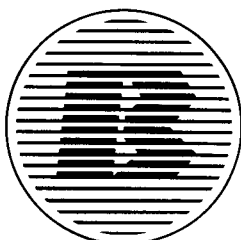
Which is why scheduled security destruction of information – particularly confidential information – is a vital part of good records management.

Existing shredding and disposal practices are

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