'THE informaa' Quarterly

$5·00

SCSQ

Vol 1 Number 6

BRANCH ADDRESSES

Queensland Branch,
P.O. Box 361,
North Quay,
BRISBANE. 4000

N.S.W. Branch
P.O. Box R53
Royal Exchange,
SYDNEY. 2001

A.C.T. Branch
P.O. Box E330,
Queen Victoria Tce,
A.C.T. 2600

Victoria Branch,
G.P.O. Box 2270U,
MELBOURNE. 3001

Western Australian
Branch,
P.O. Box 397,
Victoria Park,
WEST. AUSTRALIA. 6100
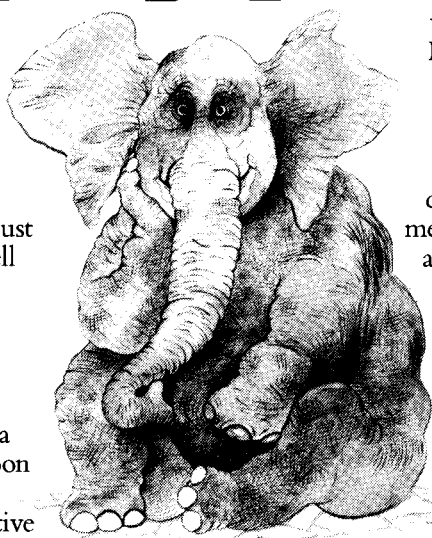
South Australian
Branch,
G.P.O Box 969,
ADELAIDE. 5001

CONTENTS

EDITOR'S NOTES

This edition of INFORMAA QUARTERLY has been produced by the Australian Capital Territory Branch.

Future issues : May 1986 - Queensland Branch.

FROM THE FEDERAL PRESIDENT

A brief report on the First International Records Management Congress held in Manila, Philippines, 18-22 November 1985.

Two terms sum up this Congress. "Manila Magic" and "The Friendly Filipinos".

My purpose in attending the First International Records Management Congress was two-fold, firstly to promote and make other nations aware of the Australian Association and secondly to make contact with people who have a common interest in Records and Information Management.

I was fortunate to be offered a proxy by Harry Nunn, Vice President, Australasia and Oceania for the International Records Management Council (I.R.M.C.), who was unable to attend the Congress due to ill health. The proxy allowed me a place on the International Records Management Council Executive Board. This experience alone, was worth the trip to Manila.

I do not intend in this report to make detailed reference to the papers presented at the Congress, suffice to say that four Australians presented papers; Eddis Linton, Mike Leigh, Tom Lovett and Professor Bob Neale. I will dwell on the organisation of the Congress, the Council meeting and my hopes and interest in promoting liaison with our nearer neighbours.

CONGRESS ORGANISATION

The moment we stepped from the plane, organisation was a feature of our stay in Manila.

We were given V.I.P. treatment through customs, and our luggage collected for us, and greeted in a most warm friendly manner.

The venue, the Manila Hotel, was magnificent, with service plus.

The Congress planning had been thorough, with minimal fuss, although there were some last minute changes to speakers and subject matter.

I was impressed with the genuine attempt of the organising committee to be of assistance at all times, and the friendliness of the Filipino people.

THE INTERNATIONAL RECORDS MANAGEMENT COUNCIL EXECUTIVE BOARD MEETING

The board meeting was scheduled as a three hour meeting but it became obvious from the outset that the time allowed would not be sufficient. By having early starts and breakfast meetings before the Congress each day and on the Friday afternoon, we were able to work through the agenda.

As I stated earlier in this report, this experience alone made the trip worthwhile for me.

I must admit that I went to this meeting with some very definite ideas as to I.R.M.C.'s function in the international hierarchy, also R.M.A.A.'s position and objectives.

The pleasing thing from R.M.A.A.'s position is that we were able to get clear understanding that I.R.M.C. will not in future accept members at large, in countries where there is a National Records Management body, unless the individual first belongs to that national body, and that means the individual cannot belong to any other country's association only its own and I.R.M.C.

This is something I personally have been fighting to achieve for a long time and I know all R.M.A.A. Directors feel the same way.

Other motions of importance and interest were:-

(1) That the next I.R.M.C. Executive Board meeting will be held at Alice Springs in conjunction with R.M.A.A.'s National Convention in 1986.

(2) That R.M.A.A.'s (Western Australian Branch) bid to hold the Third International Records Management Congress in Perth in conjunction with the R.M.A.A. National Convention in 1989 has been accepted.

(3) The Second Congress to be held in California, U.S.A. in 1987 if it can be arranged to coincide with the American Records Management Association (A.R.M.A.) Conference.

(4) The Fourth Congress to be held in London, England in 1991.

(5) I.R.M.C. Quarterly Bulletin

The editor Eves Perrin (America) and Mike Leigh, Public Relations (Australia) would like articles (old or new) that would be appreciable to the bulletin. It is hoped to upgrade it progressively to be similar to the A.R.M.A. Journal.

CO-OPERATION WITH DEVELOPING COUNTRIES

I feel we have laid foundations for continued good relations, contact and communications, with the Philippines Records Management Association.

Mel de la Cruz (President P.R.M.A. and I.R.M.C. President) and I had several discussions about the concept of an East Asian Regional Group of Records Management Associations (or interested countries).

I am confident we can promote this and strengthen records and information management within the region.

This to me is an exciting concept and I am sure would strengthen I.R.M.C. and be of considerable value to those associations who commit themselves to an interchange of ideas and dialogue.

PROMOTION OF THE THIRD NATIONAL CONVENTION IN ALICE SPRINGS - 1986

Helen (Alice in '86) Francis worked extremely hard promoting our 3rd National Convention at Alice Springs in 1986. She handed out brochures and information to every overseas delegate and the majority of the Filipino delegates.

The interest shown and questions asked were positive and encouraging.

Several overseas delegates made firm commitments to attend and also offered to present papers.

This with the I.R.M.C. Executive Meeting to be held in Alice Springs augurs well for a very successful convention.

GENERAL COMMENTS

The lack of international delegates was disappointing, particularly for the organisers otherwise this congress can be claimed to be very successful.

Meeting people of different cultures with a common interest and common goal, the promotion and advancement of records management by the sharing of experiences and knowledge that relates to records and information management was an experience I will long remember.

The respect given to R.M.A.A. and the interest shown in our Association was surprising as well as gratifying. We are respected internationally for our professionalism, our technical knowledge and our forthrightness.

R.M.A.A. gained respect and a lot of friends by our participation at Manila. This has been assisted in no small way be Graham Dudley and Helen Francis.

The Australian contingent at the congress was the largest on any from overseas.

I am sure this Association will become more involved with Records Management internationally, particularly promoting records and information management in developing countries.

PETER A SMITH

FEDERAL PRESIDENT

A WORD FROM THE BRANCH PRESIDENT ....

I am delighted to report that the A.C.T. Branch has been extremely active during the past twelve months.

The sub committee formed to produce this edition of INFORMAA QUARTERLY has been working for nearly twelve months to ensure the quality and quantity of information was up to scratch.

In addition, we have a very active Convention committee which is planning the Fifth National Convention, to be held in Canberra, in 1988.

On the local scene, the Branch has held regular monthly Branch Council meetings followed by some type of seminar or workshop session. It has now become traditional to follow these sessions with refreshments which provide the members and guests with ample opportunity to discuss Records Management matters of mutual interest.

It was very pleasing to see such a large contingent of A.C.T. delegates attend the Second National Convention in Sydney last September. I hope that all these delegates and more can attend the third National Convention in September 1986.

<u>SEE YOU IN ALICE</u>

Terry Tolhurst, A.R.M.A.
President ACT Branch

ADVANCED RECORDS MANAGEMENT
There's a <u>new</u> system – Computer Power's <u>RMS</u>

RMS integrates all Records Management functions into one comprehensive system. It has been designed for use by professional records staff as well as providing catalogue information for other users. RMS offers:

IMPROVED USE OF INFORMATION
RMS enables staff to use the information within the organisation more efficiently. With RMS you know what information is available and where it is.

ADVANCED FREE TEXT STORAGE AND RETRIEVAL
RMS incorporates the advanced text retrieval system STATUS. This means staff can easily find all files relating to a particular subject using natural language questions.

FASTER RESPONSE TO QUERIES
All enquiries are made directly to the computer records; answers are available immediately.

FAST, RELIABLE LOCATION OF FILES
RMS keeps track of where files are — who has them now, who had them last. **Barcode technology** keeps this information up to date and provides for easy, regular auditing.

EXTENSIVE SECURITY FACILITIES
Either a basic user registration security system or a tightly controlled hierarchical security system is possible with RMS.

PORTABILITY ACROSS A WIDE RANGE OF EQUIPMENT
RMS is available for a wide range of computer equipment.

For further information about RMS, contact:
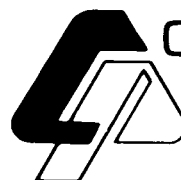
COMPUTER POWER

Melbourne (03) 520 5333, Sydney (02) 265 7888, Canberra (062) 47 2555, Adelaide (08) 212 2900, Perth (09) 481 0488, Darwin (089) 81 1444

0307

LETTERS TO THE EDITOR

Dear Sir/Madam

With reference to the letter written by Marita D. Hoo R.M.A.A. W.A. branch and published in the November, INFORMAA Quarterly I would like to make the following comments.

I disagree that the papers of the Second National Convention were aimed at people with limited experience in the field of Records Management. The convention committee tried very hard to keep an even balance in selecting the session topics, bearing in mind the need to be as different as possible from the First National Convention.

Without knowing too much about A.R.M.A. (American Records Management Association) I can only assume that their expertise in running conventions is a well established fact. I am sure that when they first started they would have had many kinks which needed to be ironed out. I really don't believe our Association is big enough to have the type of session gradings written about at conventions.

Records Management in Australia is slowly being recognised and I am sure continuing national conventions will help to accelerate this recognition.

I sincerely hope the convention hosted by the Adelaide branch is bigger and better than those which preceded it. This can only lead to further enhancement of Records Management.

I firmly believe that constructive criticism can only be of benefit and hope that when the Western Australia branch hosts the National Convention all the organisational hiccups will have stopped.

As stated by Helen Francis in the same INFORMAA Quarterly "Organising a convention is not easy, in fact it's a lot of hard work". This is a true statement, however the satisfaction one gets from a job well done makes all the hard work worth it.

I for one am looking forward to the Third National Convention and wish Adelaide Branch every success in their hosting of it.

Yours faithfully

Peter Camden, A.R.M.A.

R.M.A.A., N.S.W. Branch

TARO AUSTRALIA PTY LTD

219 NORTHBOURNE AVENUE

TURNER ACT 2601

Tel. (062) 480616

SYSTEMS CONSULTANCY

Analysis of information processing requirements

Development of ADP Strategic Plans

Feasibility studies

Product evaluation

Implementation support

Production of procedural and technical documentation

BUREAU SERVICES

Word Processing - WANG - IBM

- reports/manuals
- mail lists/standard letters
- library catalogue cards
- file lists/disposal schedules

Laser Printing

- consistent high quality printing
- fast turnaround on large print jobs
- incorporation of graphics

Forms Production/Maintenance Service

Publication Service

Optical Character Reader (OCR) Service

- Using Remington DEST OCR
- From 30c to $1 per page
- Wang or IBM output

Diskette conversions

SOFTWARE DEVELOPMENT

Customised PC software
- information systems
- graphics
- device drivers

Hardware/software interfacing

Development/Support for
- database
- spreadsheet
- business graphics
- word processing

SPECIAL

FORMS DESIGN

I invite you to trial our locally developed forms software and join the group of clients working with us on its further development. Ring the number above for further information.

Taro is able to offer a comprehensive range of services, from assessment of requirements to implementation support. Taro is not aligned with any particular hardware supplier and takes pride in its ability to offer impartial and independent advice.

THE BEST DEFENCE

'We are still swimming in paper', says Peter Hanlin, Executive Officer in charge of the Department of Defence's Central Registry, 'but the beach is in sight'.

Just as well, for Central Registry oversees an awesome total of around one million files in its Russell and Campbell Park complexes in Canberra. And over a thousand new files are added each week.

And there's no such thing as the odd 'spring clean'. Under existing legislation, files must be kept until archived or until Australian Archives authorises their destruction.

At the same time, Central Registry is responsible for all incoming Defence mail at Russell. There, an operation the size of a small post office handles around 10,000 items a day, from interstate memos to Foreign Affairs bags arriving from overseas. Electric trolleys whisk mail around the Defence complex, while an IBM terminal logs especially important correspondence.

Defence has a total staff, both service and civilian, of well over 110,000. Of those around 7,000 man the Russell complex and its complementary organisation in Campbell Park - a massive building that's the first you see, backed by Mt Ainslie, as you drive into town from Canberra airport.

Russell is more central, and as far as leading-edge computer applications go, it's where the action is. For this is where Central Registry has its new $1 million file registry system, CENREG.

For the Defence Department's Administrative Services Branch, which runs Central Registry, the system has not only become vital but also a resounding success.

Installed in mid-1983, CENREG has drawn steadily increasing attention from other Government departments, faced with the problems which Central Registry faced: a relatively tiny budget, limited resources, a big job and not much time in which to put its plans into effect.

'Now', says Max Beveridge, Assistant Secretary of the Admin. Services Branch, 'we're being inundated by people from other departments who want to see the system and talk about it'.

What visitors enthuse about is fairly straightforward: An IBM 4341 L10 Model with four megabytes of memory and 2.5 gigabytes of disk storage on five IBM 3370 drives. The operating system, IBM's VM/CMS, gives each user the impression he or she has all the power of the central computer exclusively available on command.

Reproduced from the IBM Quarterley curtesy of IBM and the Department of Defence.

Yet, this certainly isn't Canberra's biggest computer installation, not by a long shot. The CPU hums along by itself, 24 hours a day, every day of the year, without even an operator. Programmers/Analysts number exactly two.

In software terms, the system's raison d'etre is an IBM package called STAIRS whose name, Storage and Text and Information Retrieval System, explains just what it does.

CENREG staff use STAIRS to:

- *create new files and part-files;*
- *identify files on specific subjects;*
- *process important incoming correspondence;*
- *locate files, and*
- *monitor their clearance and distribution.*

Officers known as Information Analysts now use IBM terminals to call up a ten-item menu, in plain English, from which they can select jobs such as:

- FILE INQUIRY.   *Search the File database, register new files and new file parts, alter file details, mark out files, add correspondence to files;*
- CORRESPONDENCE INQUIRY. *Search the Correspondence database, register new correspondence and alter correspondence details; or*
- PRINT A REPORT.   *Either census, file register or indexed title report.*

Of the million-odd files in Central Registry's vaults, about 410,000 have been created since 1974, when the separate services departments integrated into the Department of Defence. These 'new' files have now been put on-line - or at least their identification details have been.

Each file now sports a tag with a swag of such details, including its title, the name of originator, security classification, history of movements, data for archiving, index terms (for cross-referencing), location, file number, and an alpha prefix for retrieval.

'STAIRS was a software package we found which would enable us to retrieve a file through a key word', Mr Beveridge says. 'That was of crucial importance'.

'The system's ability to cross-reference subjects has proved a great boon', he adds.

'In the past if you wanted to retrieve information on a subject such as Housing, for example, you'd probably find refences under Accommodation, Property, Works, Finance, Married Quarters

and so on, and so on. You virtually had to go through every file card and handwrite all the references and their location'. Automation has now made subject lookup and file location the work of a few moments.

The file cards to which Mr Beveridge referred were manually produced and numbers were crammed into rotating drum-type holders. There used to be up to 40 of these holders, and as many as 12 staff who spend all their time searching through cards. Now only two drums remain for reference purposes and three or four staff handle file location through terminals as only part of their duties.

Peter Hanlin, the officer in charge at Central Registry, recalls 'cards would be illegible, they'd be misfiled, or they would simply disappear. If a Branch came to us and asked for a list of all the files marked out to them, we literally had to go through a million cards to find out.

'But now we have a much greater cross-referencing ability, we can tell instantly which files are out to people so there's much less danger of file loss, and the computer flags us when certain files are due to be taken out for archiving'.

The system even helps pick up keying errors. For instance, if an analyst is looking for a file on Telecommunications and can't find it because the word has been misspelt, one simply keys in "tele$" and the screen shows every reference beginning with "tele" - even the misspelt ones.

'So', Mr Hanlin sums up, 'all together we're getting much greater control, speed and accuracy'.

It sometimes took several days, he notes, to raise a new file. Now it takes at most 24 hours, 'and we're handling with ease the 60,000 or so new files we create in a year'.

The aim, he says is a 'womb tomb' system for automating file information. New files would have their lifespan determined at birth so that they would not hang on grimly to life forever, clogging the storage vaults with ageing information of little relevance.

Regrettably, the contents of the files must remain on paper. Although Central Registry would naturally like to create a paperless office, as Mr Beveridge points out: 'The data base would need to be enormous, so there's a big dollar sign stopping us. And we are restrained by legislation, freedom of information requirements and archiving regulations'.

Even so, he points to a host of major benefits from the CENREG system, from greater control over file movements to reduction in file duplication, consistency of information and faster access to records.

And there has been an unexpected bonus.

'Working in Central Registry used to be considered the pits in terms of job satisfaction', Mr Beveridge recalls. 'But this system has elevated its status because staff are acquiring new skills and becoming more involved in the work of other Divisions.

'Employment turnover has dropped, and it's pretty obvious our staff are happier to work here now. They know they're working on what is for the Public Service a leading-edge system, and that people have now come to expect speedy service from us.

'There has been a change in emphasis in the way the system is operated. We now have a staff of mostly young people who understand and enjoy working with the technology. And the technology itself creates the expectation that things will keep improving'.

The system currently has 35 terminals on-line in five Defence Department buildings, with an extra 19 screens and/or printers stated to extend real-time processing to a total of 15 buildings in the near future.

On-line 'satellites' will raise their own files and have their own Information Analysts, but all information will be kept on the system. 'While this will be a decentralised situation, it will not involve distributed processing', Mr Beveridge explains. 'We'll have senior analysts to help the users, in an Information Centre kind of way, but for control reasons all the data will be kept together'.

The next phase is to extend on-line links to Divisional Branches in Canberra beyond the Russell/Campbell Park complexes, possibly giving other States - where there are smaller file repositories - access to the Canberra data bases.

Melbourne's central registry, in fact, has taken note of the benefits Russell now enjoys and has submitted a proposal for a matching system.

'It's easy for them to duplicate CENREG because it's a standalone system', Mr Beveridge says. 'It doesn't depend on the central computing resources of the Defence Department's Computer Services Division'.

Mr Beveridge and his staff decided they couldn't afford to wait in a queue at Computer Services for their project to obtain priority recognition for that Division's technical expertise, which is heavily committed to meet is own computing requirements and so they pushed for their own, independent system - 'one of the most successful such systems in Defence'.

Central Registry's internal, glowing assessment has been borne out by an independent review audit which concluded that 'CENREG is an efficient reliable, user-developed EDPO system which is providing indispensable support to the users and is meeting most, if not all, of the users' present requirements'. Put another way, to paraphrase the words of Peter Hanlin: For all those at Central Registry struggling in the paper surf, CENREG has become a lifeline.
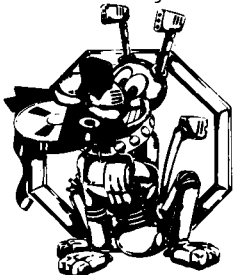
-12-

ANU ARCHIVES OF BUSINESS AND LABOUR

Soon after work began in the Economics Department in the Research School of Social Sciences in 1952 - in the very new Australian National University, it became very clear to the staff notably (Professor) Noel Butlin and (Dr.) Alan Bannard, that there was little archived material available for the research they wished to do on the post-Gold Rush Australian economy.

With the co-operation of a number of pastoral and building/finance companies in Sydney and Melbourne, records were brought to Canberra so that detailed research could be undertaken. These collections became the core of the modern Archives of Business and Labour. (ABL)

The companies now represented in the collection include the major pastoral houses, Elders, Dalgetys, Goldsbrough, AML & F, Australian Estates and the Australian Agricultural Company. Other major firms include CSR, AdSteam, Humes Pipes and Tooths Brewery and a number of much smaller firms mainly from Sydney and Melbourne.

Within a few years the collection was widened to include trade unions and deposits include, besides the ACTU, a comprehensive range of large and small, growing and declining, industry based and skilled craft unions and associations.

In more recent years the collecting base has widened again - with the general business and labour guideline - to take in a number of employer organisations and also Friendly Societies - most notably Manchester Unity-Victoria. A <u>List of Holdings</u> (Oct. 1985) is available from the Archives.

The main purpose of the collection is to make archives available for academic research. Most of the Archives' users are from tertiary institutions, academic staff writing articles and books, PhD. and Masters candidates and undergraduates writing semester essays. They come from all states though the ACT is particularly well represented amongst undergraduates (ANU/CCAE).

In the great majority of cases the records in the Archives remain the property of the organisation which deposits them and the Archives provides a reference service to the depositor as required. In recent years there has been an increasing use of the Archives by members of the public, undertaking family and local history research. These enquiries, usually by main, are confined to a small number of deposits notably the AACo., Tooths and AdSteam.

Access is generally available to bona fide researchers attached to a tertiary institution providing the researcher signs an access agreement under the terms of which any work - book, article or thesis - substantially based on the records deposited in the Archives shall be forwarded to the Archives for submission to the owner of the records <u>before</u> publication.

In a small number of cases the records are held in 'restricted access' and all publications for use have to be referred to the depositor. Almost all applications for access by the public have to be referred to the depositor.

In the best of all possible worlds archives should be looked after in-house as happens with the banks, BHP and a slowly growing number of other organisations - part of, or in conjunction with, records management operations. Institutions such as the ABL could then concentrate on defunct organisations or those too small to undertake the work.

But many organisations are unwilling or unable to care for their archival records and often see no administrative or public relations value in them until they are organised and made available by other means - such as ABL.

Many of the Archives' visits to new depositors - either as a part of the Archives overall collecting policy, or at the suggestion of a researcher can take on the nature of a rescue mission, into attics and basements and the backs of cupboards - even wool bales.

As the relationship develops with a depositor the Archives seeks to establish a more regular system of deposit - identifying archival series for transfer at appropriate intervals.

When records arrive in Canberra, packed by the depositor or members of the archives staff they are sorted into series (records that are similar in form or function), cleaned and boxed. When the archivist is arranging the records he retains them in their administrative context and maintains the original order of series.

The series list drawn up by the archives describes collectively each series and also lists each item within the series. The list is preceded by a general administrative note about the creating agency.

While the series lists are the main finding aid produced by the Archives there are also specialized indexes which are compiled during the processing procedure. These include a general index, indexes to photographs and station records and a catalogue of printed material found in the records. In the future we hope to use the computer to store series lists and ways to achieve this are being investigated at the moment. The computer is being used to catalogue our extensive map collection.

The Archives, which is a Unit of the Research School of Social Sciences, has a staff of 8, 6 professional archives, a clerk and secretary - and occasional temporary help. Operating expenses are born by the University but a recent appeal to some of the larger depositors brought several considerable donations to the Archives' proposed conservation work.

The Archives is situated at Acton Underhill, 12 Balmain Crescent on the ANU campus. The structure was originally intended as a car park above the Molonglo Arterial 'Tunnel'. The lower floor of the car park was converted in 1980/1 to provide office and repository space for the Archives.

-15-

ORIGINS OF THE INTERNATIONAL RECORDS MANAGEMENT COUNCIL

AND NOTES ON PERIOD IN OFFICE*

Tom Lovett, Chairman, I.R.M.F.** Steering Committee
First President I.R.M.F. 1970-1972

FIRST CONTACT WITH ARMA 1967

First Australian contact with the American Records Management Association (now the Association of Records Managers and Administrators) was early in 1967 while seeking information for a series on records management for the Australian office magazine, Modern Office, and for seminars I was planning to conduct in Australia. A.R.M.A. generously responded and became a member-at-large. Bill Benedon as editor invited me to contribute to the A.R.M.A. journal, Records Management Quarterly, an article, "Paperwork - An International Problem-, a study of efficient records management in three Australian companies. The article, published in R.M.Q. October 1968, was made into a slide-tape presentation for A.R.M.A.'s 13th annual conference in Cleveland 1968 and I received positive feedback. This success, encouragement and contact with A.R.M.A. increased my motivation to work for the extension of the profession of records management in Australia.

The first seminar in Australia conducted with support of a records management association, was held at the Crest Hotel, Kings Cross, Sydney in March 1968. Its success and the knowledge of the existence and activities of the A.R.M.A. motivated the participants "...to form themselves into a pilot group to establish the Australian Records Management Association in affiliation with the American Records Management Association". This motion was moved by G. Worldon, records officer for the State Planning Authority of N.S.W. and seconded by Joan Hatharell, records supervisor for Mercantile and General Reinsurance Co. Pty. Ltd. The pilot committee for the association comprised Ken Nicholl, second-in-charge of records, Prospect County Council, Joan Hatharell, Eddis Linton, secretary, A.M.L. & F. Co. Ltd. - Eddis was not a seminar participant but his company's records management program had been one of those I studied and reported on in "Paperwork - An International Problem" and I invited him to join the pilot committee) and myself. I was elected chairman of the committee. Eddis later held office as president of the N.S.W. branch and president of Federal Council.

As editor of Modern Office I was able to publicise the proposed new Australian association in conjunction with the series of articles on records management, and gathered the names of interested persons throughout Australia, New Zealand and Papua New

---

Guinea. On a writing assignment in Melbourne I convened a meeting of interested Victorians who formed the pilot committee for the Victorian branch.

I invited Mike Leigh and he was elected to chair the group. He was later elected the first president of the Victorian Branch and has since held the offices of federal president of R.M.A.A. and president of I.R.M.F. (now I.R.M.C.). Mike worked for the association from the earliest days and made important contributions to records management in Australia and internationally. He is currently publications and public relations chairperson for I.R.M.C.

These were hectic times. The New South Wales state pilot committee was involved in the formation of the N.S.W. and Victorian branches, drafting a constitution, publishing newsletters, promoting membership, developing administrative procedures, planning the education course at Sydney Technical College, planning the inaugural meeting, corresponding with over 200 people interested in the association and coordinating activities with the Victorian pilot committee.

On behalf of the pilot committees I canvassed the concept of affiliation of R.M.A.A. with A.R.M.A. with Bruce C. Harding, president A.R.M.A. 1968/1969 and we commenced exchanging newsletters. Bruce wrote to A.R.M.A. directors and chapters, "With the creation of the Records Management Association of Australia, the affiliation of the Toronto and Montreal chapters with the A.R.M.A. and enquiries as to how records management could be promoted in Japan, Brazil, Israel and other nations one begins to wonder if an international federation of these interests should be organized. This idea was further fertilized in a letter written to me by Tom Lovett of R.M.A.A.. While he suggested that R.M.A.A. and A.R.M.A. join together in research studies, exchange of publications, and other activities which could develop the profession in both nations, the same cooperative efforts could be instituted on a world wide basis". A.R.M.A.'s Board at St. Louis on October 23rd 1969 proposed that I "...pursue the formation of an International Records Management Federation and request whatever liaison may be necessary with A.R.M.A.. If possible, official launching of such a Federation to be announced at the October 1970 A.R.M.A. Conference in Los Angeles".

R.M.A.A. LAUNCHED 1969

The Victorian and New South Wales branches of R.M.A.A. were successfully launched in March and June 1969 and the Federal Council was formed in December 1969. Seventy-four people signed the register of membership at the inaugural meeting of the N.S.W. Branch. Being elected president of the N.S.W. branch and of the Federal Council, and having the full support and encouragement of the branches and the Federal Council I was able to officially promote the formation of an international federation on behalf of R.M.A.A. as well as A.R.M.A..

I.R.M.F. STEERING COMMITTEE FORMED 1970

In February 1970 A.R.M.A. and R.M.A.A. each elected three members to the Steering Committee for the International Records Management
Federation and the South African Records Management Association was invited to nominate a liaison team. Therefore at the beginning of 1970 the I.R.M.F. Steering Committee comprised the six-members:

A.R.M.A. members:	R.M.A.A. members:
Charles MacBeth	Ken Tall (New Zealand)
John D. Culton	Jacqueline Wadey (Australia)
Bill Benedon	Tom Lovett (Australia)

and a three-member liaison team was appointed by the South African Records Management Association:

SARMA liaison team:
Thelma Perrow
Eric Lowe
William D. Osburn.

The aim of the Steering Committee was to form the Federation of existing national associations. We issued a bulletin containing the main points of agreement established by the committee to interested people in nine countries and its contents were published in the newsletters of the associations. The main points of agreement were:

1. The name of the organization would be the International Records Management Federation.

2. The major concern of the I.R.M.F. would be developing new records management associations in countries where there were interested groups or individuals, by supplying information and promotion material to approved persons. It was agreed that the I.R.M.F. may provide benefits of membership for individuals in countries where there were no organized associations. We felt that when records management was promoted internationally the profession would be upgraded and knowledge would increase.

3. An equally important concern of the I.R.M.F. would be education and interchange of information and ideas through the publication of international educational periodicals and the organization of conferences and seminars.

4. The committee also felt that the I.R.M.F. should be involved in the development of professional qualifications for records managers.

INAUGURATION OF I.R.M.F. AT LOS ANGELES OCTOBER 1970

The following is the text of a joint press release dated October 22, 1970:

"A.R.M.A. & R.M.A.A. ANNOUNCE FORMATION OF INTERNATIONAL RECORDS MANAGEMENT ASSOCIATION

At a luncheon meeting of the 15th Annual Conference of the American Records Management Association held at the Century Plaza, Los Angeles, the formation of the International Records Management Federation (I.R.M.F.) was announced. Announcement was made jointly by Donald F. Evans, National President of A.R.M.A. and Thomas R. Lovett, President of the Records Management Association of Australia.

The federation was formed jointly by the American Records Management Association, the Records Management Association of Australia and the Records Management Association of South Africa. It will be open for individual membership in those countries where there are no organized associations.

The primary goal of the new federation is to promote the records management profession internationally. Secondly I.R.M.F. should be concerned with the education and interchange of information through the publication of international periodicals. Thirdly would be development and upgrading of members through the international federation.

The President of the new federation will be Thomas R. Lovett of Sydney, Australia, Vice President, William Benedon, Burbank; Secretariat, Charles Macbeth of San Marino., and the Treasurer, Ken Tall of New Zealand."

The first officers elected to the federation were

President, Thomas R. Lovett, Principal, Lovett Vickery and Associates, Sydney, Australia,

Vice President, William Benedon, Corporate Records Manager, Lockhead Aircraft Corp, Burbank, California,

Secretariet, Charles N. MacBeth, Corporate Records Manager, Hughes Aircraft Corp, Los Angeles,

Treasurer, Ken Tall, Inspector Registries, State Services Commission, Wellington, New Zealand.

I.R.M.F. ACTIVITIES DURING 1970-72

The first major tasks of the executive in these formative years were the development of a constitution and administrative procedures, promotion of membership and new associations, development of arrangements for the exchange of educational material and publications and publishing I.R.M.F. news. Through the good offices of the A.R.M.A. and its editor, Bill Benedon, an international section was featured in the Records Management Quarterly. Charles MacBeth coordinated the design and printing of the I.R.M.F. logo and stationery and drafted the constitution.

I had discussions with Bob Claus and Ofre Core of the United Nations, New York and corresponded with U.N.E.S.C.O. and Australian authorities promoting the idea of a conference or seminar on records management for developing countries. Bill, Charles, Ken and I pooled the international contacts of the associations and developed a mailing list. In New Zealand, following my conference with Ken Tall and Justin Small about affiliation of N.Z.R.M.A. members with
I.R.M.F., it was agreed that New Zealand should form its own association. A steering committee was formed and strenuous efforts were made to form the New Zealand association. In my president's report of September 1971, (see R.M.Q. January 1972) I stated the I.R.M.F. comprised:

American Records Management Association Records Management,

Association of Australia South African Records Management,

Association New Zealand Records Management Association (Steering Committee),

individual members in Israel, Papua New Guinea and Thailand,

and that approaches regarding affiliation had been made to the following associations:

Records Management Association of The Philippines British Records Association,

and individuals in Holland, The Bahamas, Japan, Brazil, Puerto Rico.

In the president's report at the end of the first year of the I.R.M.F. I suggested our objectives were an enormous challenge, requiring hard work and could be considered in four levels of complexity. On the first level was the dissemination of elementary knowledge of records management. The most complex levels were the development of ethical and legislative standards. I proposed a four-tier program for I.R.M.F.:

1. *To develop guidelines for records and information management, programs, systems, equipment.*

2. *To develop guidelines for records and information managers' qualifications.*

3. *To develop guidelines for the professional ethics of management of records and information.*

4. *To develop guidelines for legislation controlling records and information use and management.*

(See <u>Records Management Quarterly</u>, January 1972 for the text of the report.)

As we had found in Australia during the formative period of the R.M.A.A., the A.R.M.A. was very helpful in supplying information. Thanks to the efforts of my colleagues the I.R.M.F. constitution was drafted and ratified, membership grew from our small beginnings and we had correspondence with interested people in twelve countries, we exchanged publications, ideas and plans for increasing activities in all directions, including an international seminar in cooperation with U.N.E.S.C.O. I am gratified that the I.R.M.C. was finally able to realise this long ambition by conducting the First International Records Management Congress in the Philippines in November 1985. The one outstanding objective yet to be realised is the <u>I.R.M.F. Book Project</u> which I proposed in 1972 prior to the conclusion of my term of office. Perhaps the Congress will supply the motivation and some of the material needed to bring that project to fruition.

In these first two years of I.R.M.F.'s existence teething problems were many and the goodwill of the members of my council and the executives of the affiliated assocations made our achievements possible. I was able to hand on a rapidly developing embryo with unlimited potential to the second I.R.M.F. president, Bill Benedon.

As an Australian I am proud of the fact that our Association was instrumental in forming the International Records Mangagement Council. We are indeed pleased to join with our friends and colleagues in the profession throughout the world to promote good records management. The First International Congress in Manilla has made a very important contribution to the development of records management internationally and to the achievement of I.R.M.F.'s original objectives.

Tom Lovett
Member-at-Large, A.R.M.A., 1967-1970
Chairman R.M.A.A. (N.S.W. Branch) Pilot Committee 1968-1969
President R.M.A.A. (N.S.W. Branch) 1969/1970
President A.R.M.A. (Federal Council) 1969-1971
Chairman I.R.M.F. Steering Committee 1969/70
Education Committee Chairman, R.M.A.A. (N.S.W. Branch) 1969-1975
President I.R.M.F. 1970-1972
Secretary R.M.A.A. (N.S.W. Branch) 1970/1971
Teacher-in-Charge, Records Management Course,
 Sydney Technical College 1971-1978
Chairman I.R.M.F. Task Force on Records Management for Developing Countries 1976-1983
Author, <u>Records Management Manual</u>, 1969
 <u>Local Government Records Management Manual</u> 1979
Principal, Lovett Vickery and Associates

RECMAN
(RECORDS MANAGEMENT SYSTEM)

INFOMAN* Information Management Systems now bring you RECMAN

RECMAN is much more than a file registration and movement control system. After all, your biggest resource, your greatest asset, is your organisation's information.

RECMAN gives you full file, document and correspondence control, plus archive and disposal control. It also provides powerful Thesaurus and authority list controls and a free-format enquiry system.

RECMAN parameters let you customise file descriptions and access points to fit your organisation's needs.

RECMAN can be fully integrated (through INFOMAN) to other information resources in your organisation – the library, for example
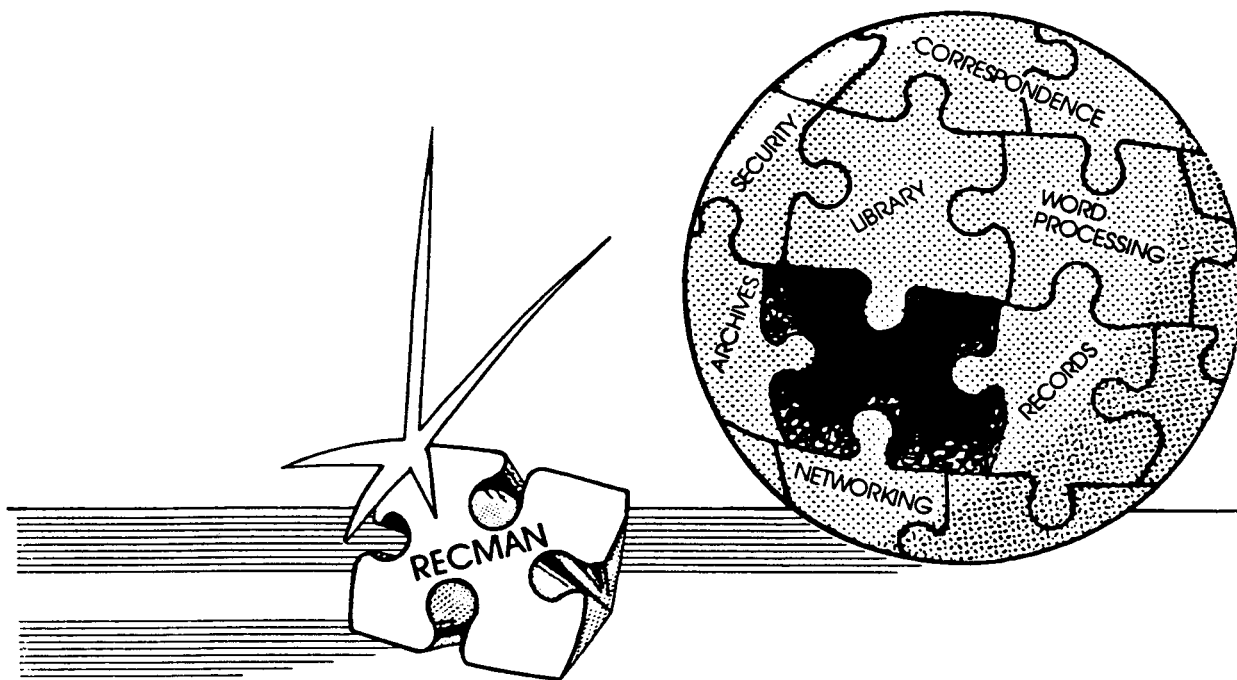
user-defined indexes # network and security control # enquiries features # powerful Boolean word-searching # integrated information resource management # transaction processing # on-line public access features # full reporting to user specifications # multiple databases per machine.

RECMAN – Records Management System

LIBMAN – Library Management System (to full MARC standard)

(* sorry, only available on **WANG** computer systems)

Contact VTEC PTY LTD
    5th Floor
    20 Ash Street
    Sydney 2000
    Ph. (02) 223 1822

CAN LIBRARY AND REGISTRY FUNCTIONS BE INTEGRATED?

- EXPERIENCE OF THE DEPARTMENT OF TRADE.

The Department of Trade re-organised its information services in 1978, and amalgamating the registry, outpost and library functions staff and information holdings. The Information Management Section (IMS) (Headed by a Director) includes a central indexing group, central collection and reference units for material for general use, and Divisional Information Units (DIU) which store and control file, periodical and monograph holdings relevant to each Division.

Although there are two Librarian and several Library Officer positions, the traditional library heirarchy was absorbed into a clerical structure. The new structure provided a broader range of positions and variety of work to which officers could aspire, thus offering an improved career structure. It was recognised ·that the lower need for specialised library expertise could influence officers with inspirations to traditional library careers to spend less time in Trade and look to other libraries.

Cataloguing & Indexing

A result of the reduced emphasis on library skills has been a decline in cataloguing expertise. In abandoning Dewey and similar classifications, there is a lower possibility of finding useful material by browsing amongst library shelves. However, the indexing system (see below) is easy to learn, and indexing skills can be applied to the different types of material held. This enables DIU staff to be placed in the Central Indexing area and exposed to indexing techniques and procedures and staff from the indexing area can be placed in DIU's to meet high workloads or staff absences.

Indexers (dealing with files, monographs, periodicals) are able to help each other with difficult indexing or retrieval problems as they use the same indexing techniques and a common trade - oriented Thesaurus which has been developed within the section. The annual running number systems for monographs and periodicals are also similar to that for files.

This has resulted in a more positive group image with improved morale and has decreased the barriers which traditionally exist between library and registry officers.

DTRINDEX

An integral part of the indexing scheme is the Master Index (DTRINDEX) which is an on-line database with a separate reference

Thesaurus. Indexing is centralised, but access to the data is decentralised as there are terminals in each DIU to allow Divisional officers as well as DIU staff to retrieve information as needed. DTRINDEX contains records for all material indexed in IMS, so that a single subject search can retrieve citations regardless of the type of material. IMS has quality control over the input and editing functions via password control on "write" access. The data base uses STATUS software on a FACOM mainframe computer. On-line access is also provided for the Department's Regional Offices to the Thesaurus and to DTREGION which is the index used and updated by these Offices.

Decentralisation of Information Holdings

The information holdings of the Department have been decentralised so that the information needed by officers is readily available in a nearby location. Except when in actual use by officers in a Division, the information is held and controlled by IMS staff and is, therefore, available for external loan or loan to other parts of the Department.

Following the re-organisation and the decentralisation of information holdings, a schism emerged between central and divisional staff, similar to that previously between library and registry. However, this has been reduced over time by movement of staff between Divisional and Central units.

Important Lessons

1. Staff resources are stretched when the number of locations to be serviced increases. Staff absences can be difficult to cover by redeployment from other areas. A major consideration must be that the number of locations to be serviced is limited by the available staff resources. Related to this is the need for adequate suitable accommodation for staff, shelves, compact uses (which may require re-inforced flooring).

2. User resistance is inevitable to any change to an existing system. It is important to involve officers in the decision-making process, both from the information section and from the department as a whole. Interaction between users (in general) and implementors of a system will promote early user understanding and acceptance, and reduce later criticism.

3. Planning for automation of information records should take account of possible medium and long range needs as well as short term priorities. For example, the

index or catalogue may be the immediate aim, but acquisitions, loans and other functions may be desirable at a later date. If possible, an integrated approach should be taken to systems design.

Similarly, the design of the database should be based on the expected range of ways in which users will seek to retrieve information. Room should be allowed in each entry for expansion of the type and quantity of information, and formatting should be easy to follow.

4. Adequate training is essential for all staff who will be using the database, since lack of well-trained staff hinders officer acceptance of the system as a whole. A training strategy which includes both information staff and divisional officers should be implemented. An indexing supervisor should be appointed to maintain quality control and provide ongoing training.

Conclusion

As more departmental officers have been trained in using DTRINDEX, it has become more widely accepted. Officers who become skilled in retrieval should be able to browse on the terminal, which partly compensates for the diminished library self browsing facility. For files and periodicals, in particular, decentralised holdings have become an important part of the department's structure, and suggestions of a return to centralised registry and library structure have been, in general, unfavourably received.

In summary, the re-organisation has been a success, qualified because of the pressure on staff resources resulting from continuing restrictions on public sector staffing levels.

Let Kodak Support Your Next Presentation or Training Session!

We live in a visual world – television, movies and magazines are all part of our everyday lives. Visual images are one of the most important communication aids available to help your audience understand a subject. Through Kodak, presenters have the choice of a wide selection of audiovisual products to meet individual requirements, budgets and specific needs.

The Kodak Ektagraphic Audio-Viewer Sound/Slide Projector offers a choice of two viewing methods – to best suit the size of the audience.
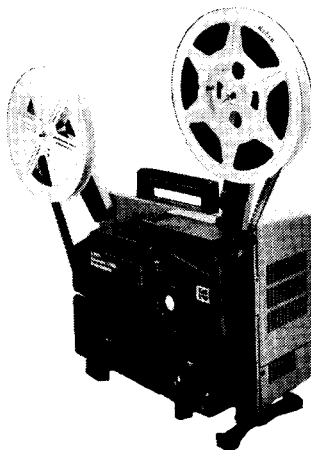
If you are looking for a 16mm projector that is simple to set up and handy to use, you can't go past the Kodak Ektagraphic CT1100 16mm Projector.
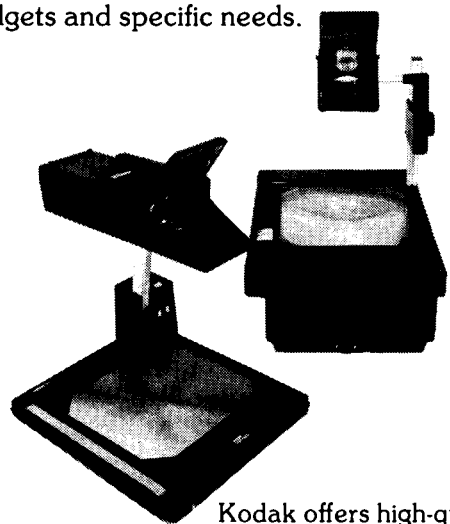
Kodak offers high-quality overhead projectors to meet the needs of quality, portability and reliability.

The Kodak Carousel Slide Projectors are designed to meet the requirements of a variety of applications.
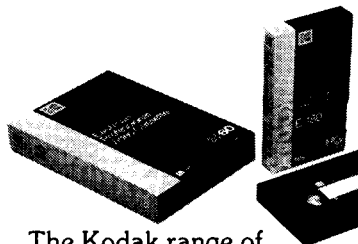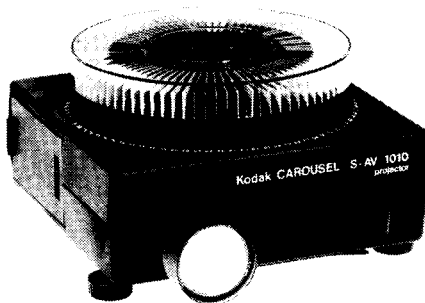
The Kodak range of professional Video Tapes maintains the reputation for innovative product development quality and reliability.

The Arion range of Programming Equipment offers high technology systems for professional multi-image presentations.

Support your presentations with a medium that is simple and clear – visual images, from Kodak!

"MICROF1LM OR NOT"

Introduction:
My name is Leo Krikmann and I represent the Micrographics Association here in Canberra.

If I were to borrow the words of the late John F. Kennedy "Some people look at things and say WHY? I look and say WHY NOT?".

Today you will hear differing opinions. - Some look at microfilm from a point of view of production, others from a service side, yet others from an opposite point of view.

As well as being with the Micrographics Association I am by profession a salesman. My job is to assist people embrace the modern and advanced systems which have been developed in the microfilm industry over the past years.

So I will endeavour to lay aside my apparent one eyed bias and present a hopefully practical and useful outlook on the application of microfilm. It would go against my fibre to present the negative so bear with me while I present the pro's.

1.   Firstly when using the term microfilm I cover all formats: microfilm, microfiche and if applicable aperature card microfilm (used in drawing office environments as plan mini-reproduceables).

For my part I will not address the subject of COM which is "Computer Output Microfilm". This relates specifically to computer based data being off loaded or dumped, onto a more manageable, (not maniputable), low cost storage medium of microfilm. COM is rapidly becoming an integral part of the business office environment and no wonder when you consider the cost effectiveness. Reams of printout can be reduced to a single microfilm sheet.

COM addressess itself to data while today I would like to mainly refer to source documentation or non-computer based information. The back-up documents to the data. Documents such as correspondence, Registry files, Accounting documents, personnel records, newspaper clippings, bills of lading, financial documents, cheques, titles, script records, purchase orders ..... the list goes on and on.

This is a summary of a presentation to a joint meeting of the ACT Branch of ARMA and the Micrographics Association on
12 November 1985. Reproduced here by curtesy Leo Krikmann.

2. Paper itself in the office environment has absolutely no value. It is the <u>information</u> on it that creates value. Paper is only a means of transmitting and storing information. For many years it has been the best medium available even though it is bulky, can be lost or damaged, easily misfiled.

In addition paper takes up too much space, is difficult and time consuming to work with and is now very expensive.

3. Microfilm is merely a more efficient substitute for paper that enables the user to overcome the problems caused by our modern paper explosion and thereby overcome our information and records handling problems.

Information must be stored for later retrieval and use. This has not been changed by the advent of computer, because computers deal in <u>extracted</u> <u>data</u>. Only the written record can supply the <u>full</u> story - hard evidence in words, figures and signatures.

In todays competitive, cost conscious business climate, the high cost of maintaining traditional paper filing systems is a major component in office overheads, which can and should be reduced. Even more important is the increase in "white collar" productivity achieved when information is more quickly and easily accessible to the information user.

A fundamental new aporoach to filing objectives and the manner in which they are achieved is a vital first step to increasing your office productivity and protecting your organisations overall profit on curbing departments overall expenditure, particularly within spending restrictions.

4. The Computer age has if anything increased the need for more efficient document filing, as stated earlier, electronic media deal in extracted <u>data</u> - the full record must still be preserved as evidence.

Today I will <u>not</u> address the subject of legality of microfilm. It is too complex a subject to be covered in a paragraph. ... Only to say that where appropriate legislation exists ... it exists for <u>you</u> (the user) TO TAKE ADVANTAGE OF, <u>not</u> to find loop holes.

Further research should be undertaken for your particular requirement.

Microfilm equipment is available for batch processing of computer related documents which can then be possibly discarded.

Microprocessor technology has also been incorporated in the microfilm area to provide faster finding and link-up of documents in high volume applications. Computers and microfilm filing are <u>parallel</u>, <u>complementary</u> technologies, both of which can be applied to increase your office productivity.

5. The key to embarking on a course of microfilming lies with the level of confidence you get from talking to the <u>experts</u>.

    Lets face it .... we all know the common joke about "What is an 'expert' .....?" but regardless the user base <u>demands</u> sound practical advice and is calling out for assistance from those with experience and <u>expertise</u>.

    I am glad to report that from the Micrographics Association here in Canberra we have an accumulated total of <u>years</u> (if not a decade of two) of experience in the industry both from a supplier and <u>end user</u> point of view. It is with that base, including the people of the panel today, that we can confidently advise some of the best possible solutions to your records management needs.

6. Objectivity is an important key. Microfilm is <u>NOT</u> everyones solution. Nor do we pretend that it is or should be.

    However, we propose that there are many applications, for which microfilm has not yet been seriously considered, or should be re-considered. Places where other technologies and medium are ill-suited or not able to be justified.

    Justification is the key to choosing alternatives.

7. Realistically we should consider the <u>tangibles</u> only. However how many of us put insurance policies on the things we consider valuable due to the "in case ofs". These are somewhat intangible: RISK, LOSS, SECURITY, DAMAGE. Hard to equate to operating dollars but never the less real concerns in many records managers and executives minds.

8. Microfilm and its application is only as good as the level of awareness that exists in the market place. This is where organisations and associations are endeavouring to educate.

    The format selected (film, fiche, etc) will vary with your need and existing paperwork procedure as well as scale of operation.

Each system needs to be tailor made to suit the application, however as the suppliers begin to conform to broad standards of direction it should be, in one sense, easier to choose alternatives.

Yes microfilm has been known in its concept for many years, however our aim is to make people aware that within the microfilm industry there are dynamic and advanced systems. It is not as some may think a "dying" technology.

For example... "Computer Assisted Retrieval" (CAR) Your computer, along with microfilm capability, reduces paperwork to manageable proportions; but more than that, it is storage and retrieval technology that can improve your cash flow and make your organisation more profitable and efficient.

A "CAR" system combines the space saving benefits of microfilm with the speed and accuracy of a computer. Its an efficient storage system and a way to access and handle stored information instantaneously. CAR is an extension of modern office automation equipment.

10. Another area of concern is the permanence of microfilm. Some call it "archival" status.

Again others could answer that from a technical point of view.

The terms permanence and durability are preferred and are appropriate to International Standards requirements.

The only way I would address this subject is: that provided common sense procedures and controls are adhered to such as backing up microfilm with copies (or duplicates), the permanence and durability of microfilm will outlast other forms of image processing technologies currently available.

11. One final point - the future - what does it hold.

Let me first ask a thought provoking question "What kind of future is there in the paper based system?"

If you are a user of microfilm, or work with a paper based system you are probably intrigued by the promise of increased productivity somehow available to you because of optical disk technology.

If you are confused as to how this is possible you are certainly not alone. If you have a thorough understanding of all that is connoted by the literary aura that surrounds optical disk technology, you are in the minority group.

Will you want to keep every single document "on-line"? ie. immediately accessible to any remote retrieval station. If so you have a real problem. On the other hand, if you are quite content to store documents off line, while they are inactive, and store them on-line when they are, or later become active, then you need cost effective off-line storage. The combined requirements of archiveability and low cost (low-volume) storage mandate that <u>microfilm be used today</u>.

Microfilm will, for some time to come, be the off-line storage media of choice. Optical disk and microfilm can co-exist, but will serve different purposes.

12. Potential customers for electronic document image systems will have to do their homework too. Image systems can and will be cost justified, once the <u>real</u> cost of todays manual documents filing system is identified and understood. An additional benefit of customer self analysis is often the identification of procedures, policies, and habits which have become ingrained over the years, and which may be totally unnecessary in an all electronic environment.

CONCLUSION

In summary, the stepping stones are laid out. The bonus is on you as records managers to now <u>investigate the alternatives</u> for your application and see whether microfilm fits or not.

If it does not and you have looked at the alternatives with both eyes open, no one should argue otherwise. However, if you have not realistically evaluated what a <u>known</u> and <u>proven</u> technology can do for you then it may be that change is well overdue and your organisation may unknowingly in fact be widening the gap between your present system of paper and the bridging technologies to the future.

YOUR PLACE OR OURS?

Brambles Records Management offers secure offsite document storage and retrieval at rates that are designed to minimise your administration costs. In addition, vault storage protected by a halon gas fire suppressant system ensures that irreplaceable computer tapes/discs are maintained in a climate-controlled environment and, whilst in transit, in our purpose-built air-conditioned courier vehicles.

Offsite Computer Media Storage

- ☐ 24-hour, 7 days per week service
- ☐ Scheduled or demand collection or delivery
- ☐ Climate-controlled halon gas fire protection vault storage
- ☐ Security cleared staff
- ☐ Air-conditioned fully alarmed delivery vehicles
- ☐ Unique security storage coding system

Document Storage

- ☐ Modern warehouse facilities
- ☐ Fire and theft security
- ☐ Fast retrieval service
- ☐ Coded security system
- ☐ Storage boxes/containers for office use

Security Destruction

- ☐ Collection of confidential material
- ☐ Sealed bags/containers for transport
- ☐ Fully enclosed security vehicles
- ☐ Selection of destruction method
- ☐ Supervised destruction under security conditions

BRAMBLES RECORDS MANAGEMENT

A DIVISION OF BRAMBLES HOLDINGS LIMITED (INCORPORATED IN N.S.W.)

Sydney 519 3877; **Melbourne** 544 4299; **Brisbane** 52 7816; **Adelaide** 371 0222; **Perth** 328 9533; **Canberra** 80 6926.

SURVEY OF RECORDS MANAGEMENT EFFECTIVENESS

London - Australia - Manila
1980 - 1985

Tom Lovett*

1. THE SURVEY INSTRUMENT

The questionnaire, compiled to enable executives to quickly assess the effectiveness of records management in their organisations, was published in Modern Office magazine and Records Management Manual* in 1969. It was tested in their organisations by many mature students of Records Management at Sydney Technical College, 1971-1978, and by numerous seminar and workshop participants throughout Australia, 1979-1982. The questionnaire was used in the seminar on Records Management in Developing Countries at the IXth International Congress on Archives, London 1980, and in the special session, "Job Enrichment in Records Management" at the 1st International Congress on Records Management, Manila, 1985.

The ten questions are:

"HOW GOOD IS YOUR RECORDS MANAGEMENT?

	YES	NO
1. Is there one central authority for all records creation, flow and storage?	[]	[]
2. Is there a "Records Control and Filing Procedures" manual with copies for all records users?	[]	[]
3. Are staff, using files, conversant with regulations in the manual and properly trained in the rules and procedures for filing	[]	[]
4. Is the morale of filing personnel or those who most frequently operate the files, as high as the average morale of other employees?.	[]	[]
5. Are the records classified - Vital, Important, Useful, Non-Useful - and are your Vital and Important records protected against fire and deterioration?.	[]	[]
6. Is there a planned transfer schedule in operation to remove obsolete material? . . .	[]	[]
7. Are files conveniently located in centralised work stations?	[]	[]
8. Throughout the organisation have you standardised on equipment and system?	[]	[]
9. Answer "Yes" if papers or files seldom become misplaced or lost. Answer "No" if searches for such papers or files frequently occur.	[]	[]
10. Do you always receive the paper or file you want when you want it and is the file complete when you receive it?	[]	[]

TOTAL: YES: NO: "

2. SURVEY RESULTS

OVERALL: This graph shows the mean positive scores of all respondents in the four studies. The average of all mean scores in the right hand column is 4.89 'Yes' answers out of the possible ten. That is, records management in all respondents' organisations averages 48.9% effective.
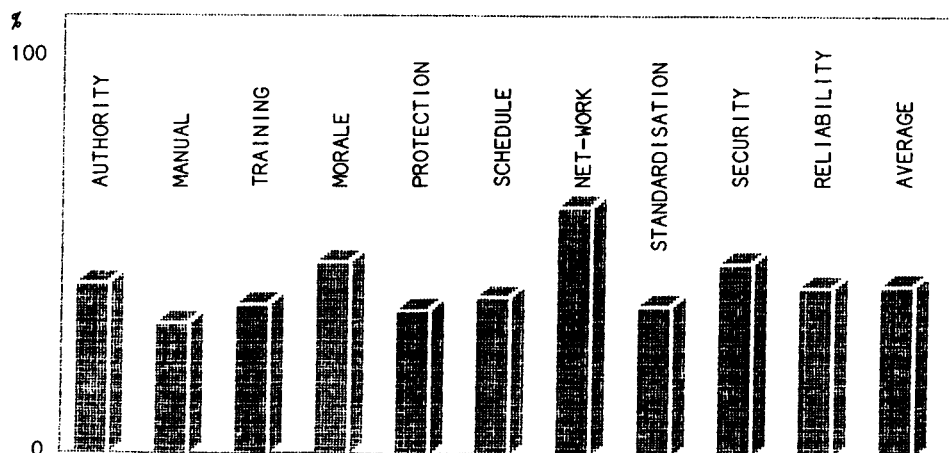
Graph of overall result from the 167 respondents in London, Australia and Manila. If all respondents had answered 'Yes' the graph column would equal 100%

2. THE SURVEY RESULTS - CONTINUED

The total questionnaires in this survey is 167. Forty five were completed by delegates at London in 1980, eighty five were completed by workshop participants in Australia in 1981-1982 and thirty seven were completed by delegates at the Manila Congress in 1985.

These results are intended to represent an approximation of the effectiveness of records management in the respective areas. Each question is given equal weighting. Results are affected by respondents' understanding of the questions. Where an individual has answered negatively to a question an investigation as to why and how serious it may be to the organisational performance and security should be carried out.

In the respondents' organisations overall, records management is less than fifty percent (48.9%) effective according to the results of this random survey. The Manila delegates' organisations' records management effectiveness averages 65.9%. The average for Filipino organisations was marginally better than that for overseas organisations represented at Manila, i.e. 66.3% compared to 64.3%. This compares with the averages for Australian organisations of 34.6% and developing countries of 29.6%.

The results of this random survey provide interesting comparisons. Large business and government organisations in Australia tend to report a higher number of 'Yes' answers (4+) than small business (2+). The worst case reported in Manila was 1 'Yes' answer and the best was ten 'Yes' answers. The results also can be compared over time to assess national improvements, if any. Australian reponses have varied very little between 1969 and 1982.

Overall, the least number of 'Yes' answers was reported to Question 2, "Is there a ... manual with copies for all... users?" Only 37.3% of organisations have made records management manuals available to users. The highest overall 'Yes' score was for Question 7, 71.5% of organisations have "... files conveniently located in centralised work stations".

In London the least number of 'Yes' answers was reported to Question 5. Only 11.1% of the organisations represented have classified their records for protection and have their vital and important records protected against fire and deterioration. The highest 'Yes' score also was for Question 7.

In Australia the least number of 'Yes' answers was reported to Question 3. In only 12.9% of organisations represented is records management staff training adequate. The highest 'Yes' score, 65.88%, also was for Question 7.

The Filipinos at the Manila Congress gave the least number of 'Yes' answers to Question 8. Only 36.66% of organisations represented have standardised equipment and system. Again the highest positive response, 83.3%, was for question 7.

The overseas delegates at the Manila Congress gave the least number of 'Yes' answers to question 8. Only 42.8% of organisations represented have standardised equipment and system. The highest positive response, 87.5%, was for question 7 once more.

3. CONCLUSION

This survey indicates massive effort is needed to upgrade all aspects of records management, particularly in Australia and in the developing countries represented at London. The survey indicates that the mean positive score for Question 1 and the average of the positive scores for all questions, overall as well as in each individual study, may be strongly correlated. This suggests that the effectiveness of records management in an organisation depends on the appointment of an authority for records management in the organisation.

To obtain a broad assessment of the efectiveness of records management in an organisation refer to the Rating provided at the end of this article.

% HOW GOOD IS YOUR RECORDS MANAGEMENT - SURVEY
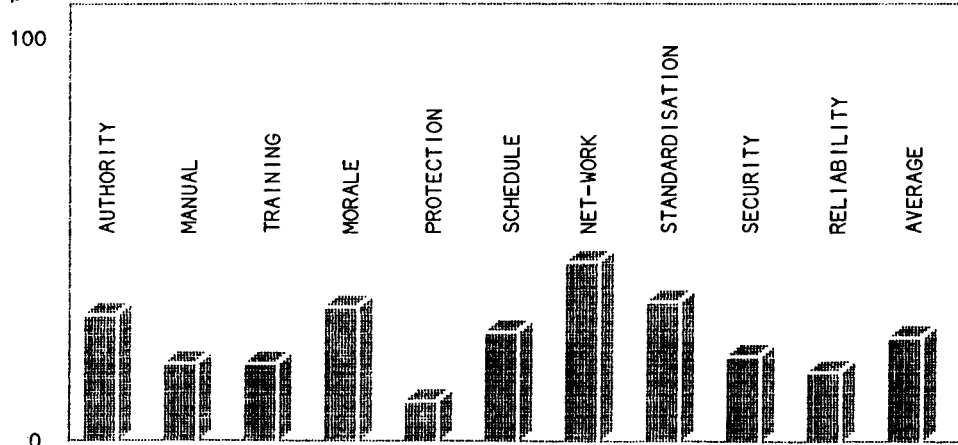
LONDON 1980: DEVELOPING COUNTRIES DELEGATES

If all respondents answered 'yes' to a question the graph column would equal 100% for that question. The graphs show results of surveys conducted at:

1. At London 9th International Congress on Archives, 1980, during the seminar on Records Management for Developing Countries, 45 participants respondended.
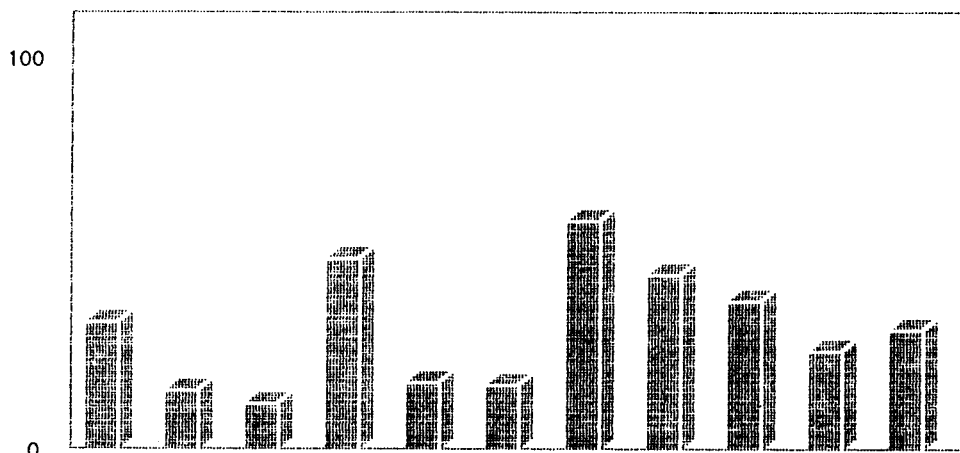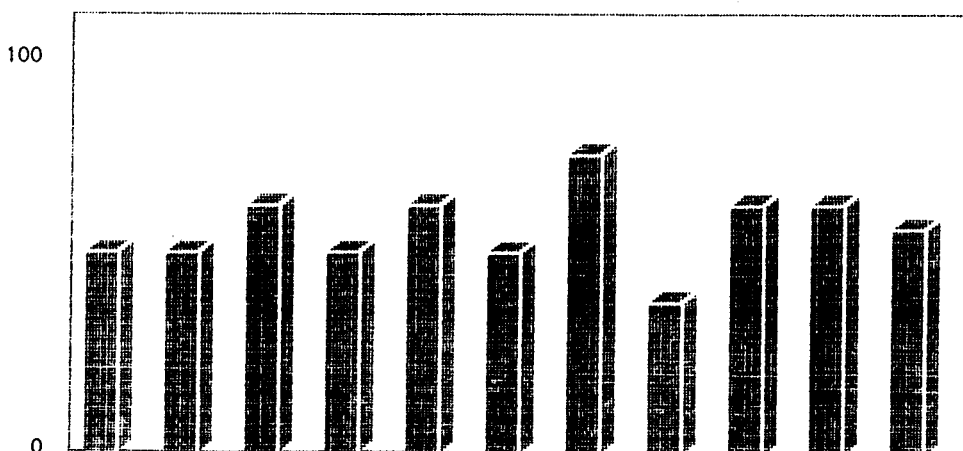

AUSTRALIA 1981-82:COURSE PARTICIPANTS

2. At records management courses in Australian cities and regional centres in 1981 and 1982, 85 participants responded.
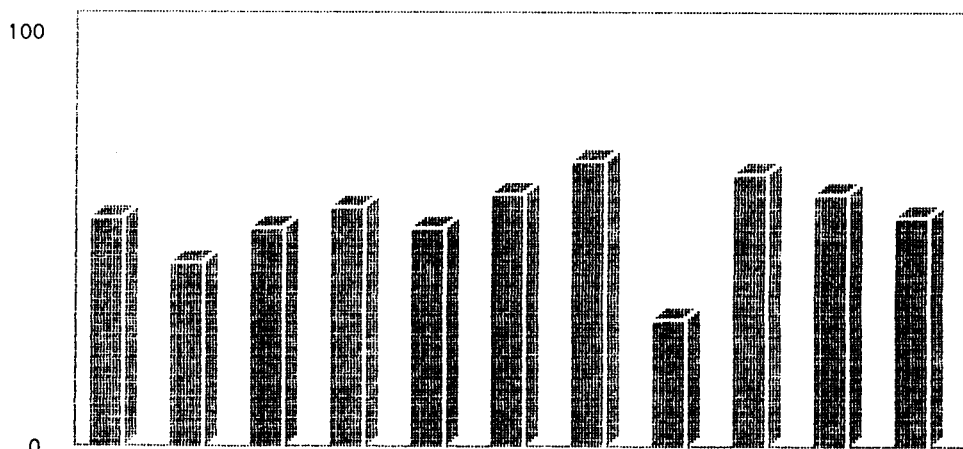
MANILA 1985: FILIPINO DELEGATES

3. At the first International Records Management Congress, Manila, 1985, Special Session Number 8, "Job Enrichment in Records Management", 30 Filipino delegates responded.

MANILA 1985: OVERSEAS DELEGATES

4. At the 1st International Records Management Congress, Manila, 1985, Special Session Number 8, 7 overseas delegates responded.

4. DATA

Questions	'Yes' Responses				
	Overall Mean (%) (1)	Developing Countries Delegates London 1980 (2)	Course Participants Australia 1981-82 (3)	Filipino Delegates Manila 1985 (4)	Overseas Delegates Manila 1985 (5)
1 Authority	48.95	16	31	20	4
2 Manual	37.30	10	14	16	4
3 Training	42.48	10	11	19	5
4 Morale	55.05	17	47	21	4
5 Protection	41.18	5	16	19	5
6 Schedule	44.95	14	15.5	22	4
7 Net-Work	71.50	23	56	25	6
8 Standard'n	42.53	18	43	11	3
9 Security	54.70	11	36.5	24	5
10 Reliability	48.25	9	24	22	5
Total	486.88	133	294	199	45
No. of Respondents	167	45	85	30	7
Ave.No. of 'Yes'answers	4.9	2.9	3.46	6.63	6.43

The overall average number of 'Yes' answers is 4.89 out of 10.

(1) Mean scores are calculated.on the average scores for each study.

(2) Questionnaires were completed by forty five participants attending the seminar on Records Management for Developing Countries conducted by the author as chairman of the I.R.M.F. Task Force on Records Management for Developing Countries, at the IXth International Congress on Archives, London 1980.

(3) Questionnaires were completed by eighty five participants attending records management workshops in Australian capital cities and regional centres in 1981 and 1982, conducted by the author following the publication of the Local Government Records Management Manual*.

(4) Questionnaires were completed by thirty Filipino delegates attending Special Session No. 8, "Job Enrichment in Records Management" conducted by the author at the First International Records Management Congress, Manila, 1985.

(5) Questionnaires were completed by seven overseas delegates attending Special Session No. 8 at the First I.R.M.C., Manila, 1985.

5. RATING

8 - 10 'YES' ANSWERS: Your records management is excellent. But be on guard where you have answered 'No'.

6 - 7 'YES' ANSWERS: Your records management is good but you are at a disadvantage and effort to improve efficiency is warranted.

5 OR LESS 'YES' ANSWERS: Your files are a bottleneck and your records management needs immediate overhauling and re-organisation. (From Records Management Manual*)

---

*Tom Lovett M.B.A., M.R.M.A., is principal of Lovett Vickery and Associates, records management consultants of Sydney, Australia, and author of Records Management Manual (Infoman Press, Sydney, 1969) and The Local Government Records Management Manual (Infoman Press, Sydney, 1979). He was the chairman of the steering committee (1969-1970) and first president (1970-1972) of the International Records Management Federation (now Council) and chairman of the I.R.M.F. Task Force on Records Management for Developing Countries (1976-1983). He was pilot committee chairman (1968-1969) and first president of the Records Management Association of Australia, N.S.W. Branch, and first president of the R.M.A.A. Federal Council.