

Governance and Recordkeeping Around the World, an online newsletter published regularly by Library and Archives Canada (LAC), highlights issues pertaining to government and recordkeeping practices in the public and private sectors.

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Section 1 – News

General News – Overview: Quick Links

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General News

Country – Canada

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Alberta – Sturgeon County

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Headline: Amendment to records policy will better protect sensitive information

Sturgeon County had no policy or procedure that directed staff or the County's elected officials on handling information on storage devices, including Universal Serial Bus (USB) drives.

In response, an amendment to the County's Records and Information Management Policy was enacted that provides direction to County employees who have custody of official County records and/or technical infrastructure that could contain sensitive or confidential information.

A spokesperson says "We just see this policy as another progressive step in our records management policy."

Source: <http://morinvillenews.com/2010/09/14/amendment-to-records-policy-will-better-protect-sensitive-information/>

Federal Government – Office of the Information Commissioner

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Headline: OIC: Federal departments should regularly post incoming access requests on their websites

The Office of the Information Commissioner (OIC) is urging the government to revive a central registry for access-to-information requests that it receives.

Known as CAIRS (Coordination of Access to Information Requests System), this tool was used to assist individuals and public interest groups to monitor requests on various topics and determine whether an agency may have already disclosed records on a subject of interest.

Treasury Board President Stockwell Day indicated he would "consult federal institutions and assess the associated resource implications."

Source: <http://www.ctv.ca/CTVNews/Canada/20101110/watchdog-calls-for-reinstatement-of-online-access-listings-101110/>

Audio Interview with Information Commissioner: <http://www.cbc.ca/politics/insidepolitics/2010/12/hold-the-applause-some-federal-government-departments-are-posting-access-to-information-requests-onl.html>

Federal Government – Supreme Court

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Headline: Supreme Court to rule if Prime Minister's agenda books should be released

The Supreme Court of Canada has heard arguments regarding requests to release the daily agenda books of former Prime Minister Jean Chretien.

A key argument advanced by federal lawyers is that, when the government made changes to the Access to Information Act in 2006, it did not include specific access to ministerial records and, by its silence, meant to exclude them.

The Federal Court had previously ruled in favour of the government stating that the documents were under the control of the Prime Minister's Office and they would only have to be released if there was a reasonable expectation they would be shared, upon request, with any government institution that, by law, must publicly surrender information.

Source: <http://www.montrealgazette.com/news/court+asked+open+records/3642404/story.html>

Previous Article: <http://www.globalnews.ca/court+rule+privacy+agendas/2352584/story.html>

Country – Australia

1. **Headline:** Cultural change biggest challenge for Government 2.0

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According to the Australian Government Information Management Office (AGIMO), Government 2.0 is progressing rapidly, but cultural change remains the biggest barrier to its widespread adoption.

AGIMO Assistant Secretary of the Online Services Branch, Peter Alexander, said the technical side of implementing Government 2.0 was relatively easy, but the change management associated with a Government 2.0 culture remains difficult to overcome.

“It is the biggest challenge we have. We can build technology to consult with people, release data sets technically—those things are manageable—but the challenge is culture and building people up to be comfortable with the community and building the community to be comfortable [to] engage with us.”

AGIMO also plans to release a “Gov 2.0 primer” for agencies and departments to explain Government 2.0 to all Australian public servants who, to date, have had limited experience and exposure to the initiative.

Source:

http://www.computerworld.com.au/article/366534/cultural_change_biggest_challenge_gov_2_0_agimo/

Link to Gov 2.0 Primer: <http://agimo.govspace.gov.au/2010/12/02/the-agimo-government-2-0-primer>

2. **Headline:** Final government data repository to facilitate FOI changes

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Freedom of information (FOI) requests to the federal government could soon be streamlined when the Australian Government Information Management Office (AGIMO) releases the final version of its data.australia.gov.au dataset repository.

Assistant Secretary of AGIMO’s online services branch, Peter Alexander, could not confirm whether his office would make freedom of information requests available on behalf of the user requesting the dataset, but said the new feature would provide greater transparency as to what data would be made available, freely accessible and under open license.

Source:

http://www.computerworld.com.au/article/367142/final_govt_data_repository_facilitate_foi_changes/

Europe

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Headline: Cloud Computing encounters problems in Europe

Cloud computing allows organizations to tap enormous computing power via the Internet without having to invest in their own infrastructure.

Cloud computing faces a formidable obstacle in Europe because strict privacy laws place rigid limits on the movement of information beyond the borders of the 27 member countries of the European Union.

Facing legal obstacles in Europe, businesses in the United States are lobbying lawmakers to loosen restrictions on cross-border data transfers. Alternatively, some are developing new methods to make cloud computing work within Europe’s complicated legal landscape.

Source: http://www.nytimes.com/2010/09/20/technology/20cloud.html?_r=2&th&emc=th

Country – Ghana

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Headline: Recordkeeping is a huge challenge in efforts to pass FOI bill

Deputy Minister for Information, Samuel Okudzeto Ablakwa, has said that “recordkeeping remains a huge challenge facing the country” in efforts towards the passage of the Freedom of Information Bill (FOI).

Discussions are ongoing to raise enough resources to put the country’s recordkeeping in good shape in readiness for the FOI Bill.

Source: http://www.ghana.gov.gh/index.php?option=com_content&view=article&id=3348:record-keeping-a-huge-challenge&catid=28:general-news&Itemid=162

Country – India

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Headline: Professionals to help strengthen government cultural organizations

The government has approved a proposal to hire professionals to fill in the gaps in the organizational structures of cultural institutions. This move will help to strengthen, upgrade and modernize these organizations, such as the National Library and National Archives.

The knowledge and expertise of professionals will help these organizations achieve equity with their international counterparts, and will bring in the best international practices, such as digitization of records.

Source: <http://www.zeenews.com/news661140.html>

Country – Jamaica

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Headline: Bill to establish autonomous National Library tabled in Parliament

The National Library of Jamaica Act 2010, which creates the legislative framework for establishing a fully autonomous National Library, has been tabled in Parliament.

The Act would establish the National Library of Jamaica, the appointment of a national librarian and other officers, and a central system of coordination for information services.

It would also provide for the collection and preservation of materials, which are of cultural, scientific, technological, historical and national interest; the development, modernization and maintenance of the National Library and information services; and the provision of a research library and information service.

Source: http://www.jis.gov.jm/parliament/html/20101021T100000-0500_25690_JIS_BILL_TO_ESTABLISH_AUTONOMOUS_NATIONAL_LIBRARY_TABLED_IN_PARLIAMENT.asp

Link to Act:

http://www.japarliament.gov.jm/attachments/339_The%20National%20Library%20of%20Jamaica%20Act,%202010.pdf

Country – Scotland

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Headline: National Archives of Scotland and General Register Office to merge

The National Archives of Scotland and the General Register Office for Scotland will merge permitting further integration and improvement of public services.

Source: <http://www.gro-scotland.gov.uk/files2/about-us/merger-of-nas-and-gros.pdf>

Country – Singapore

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Headline: Public Service urged to embrace social networking tools

Peter Ho, Head of the Civil Service, says that the role of the public servant is changing as new technologies open them to increased scrutiny and to an empowered public that no longer adheres to the notion of “Government knows best.”

Mr. Ho says that social networking media has caused a shift in the balance of knowledge between government and citizens and this shift calls for a “fundamental re-think” of how government makes and implements policies.

Source:

<http://mis-asia.com/news/articles/singapore-introduces-its-new-e-government-strategy>

Country – United Kingdom

1. **Headline:** Emerging fungal mould threat to historical film archives

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A record of British life on film could be at risk because of a fungal mould that destroys this type of media.

Mark Bodner is responsible for conservation and preservation of the collections at the North West Film Archive and says that the situation is getting worse.

Researchers hope to develop special sensors to detect the presence of fungal mould on film before it does serious damage.

Source: <http://www.bbc.co.uk/news/science-environment-11202019>

2. **Headline:** British Library considers archiving social media

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The British Library is considering whether to preserve Twitter, Facebook and blog entries in the same way it archives print.

“How far should you think about collecting and preserving social media, such as Twitter, blogs and forms we have not yet even discovered?” asks Dame Lynne Brindley, Chief Executive of the British Library.

The question has become all the more pressing following the decision by the U.S. Library of Congress to archive all public Twitter feeds.

Source: <http://www.newstatesman.com/digital/2010/09/british-library-public-twitter>

Link to Article by Dame Lynne Brindley, Chief Executive of the British Library:

<http://www.telegraph.co.uk/technology/internet/8065521/Our-libraries-must-branch-out-into-a-world-of-tweets-and-blogs.html>

Country – Wales

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Headline: Library creates head of digital archive role

A university chair in digital collections will be appointed to head the technological development at the National Library of Wales in Aberystwyth. It is believed to be the first of its kind anywhere in the world.

Arwel Jones, director of public services at the National Library of Wales, says “This pioneering new post sees Wales leading the world in the fast developing field of digitisation.”

Source: <http://www.walesonline.co.uk/news/education-news/2010/07/29/library-creates-role-at-head-of-digital-archive-91466-26951379/>

Update:

[http://www.llgc.org.uk/index.php?id=1514&no_cache=1&tx_ttnews\[tt_news\]=3849&cHash=4547253a3eac5a553a1cecd8079c5335](http://www.llgc.org.uk/index.php?id=1514&no_cache=1&tx_ttnews[tt_news]=3849&cHash=4547253a3eac5a553a1cecd8079c5335)

Country – United States

Federal Government

1. **Headline:** Electronic Records Archive scheduled to be completed by September 2011

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The National Archives and Records Administration (NARA) expects to complete its \$995 million electronic archive by September 2011.

NARA began developing and testing the Electronic Records Archive program in 2005 to upload and store trillions of official electronic documents, including presidential email messages.

Although the archive is still under development, it has been operational since 2008 and currently holds 82 terabytes of records, mostly presidential records.

Source: <http://fcw.com/articles/2010/08/26/white-house-nudges-electronic-archives-to-completion-by-september-2011.aspx>

2. Headline: The Reducing Over-Classification Act is signed into law

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The Reducing Over-Classification Act will decrease over-classification and promote information sharing across the federal government and with state, local, tribal and private sector entities.

Source: <http://www.whitehouse.gov/blog/2010/10/07/president-signs-hr-553-reducing-over-classification-act>

Link to Act: http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111_cong_bills&docid=f:h553enr.txt.pdf

Message from the National Archivist of the United States:
http://www.oah.org/news/20100913_archivist.html

3. Headline: Google cloud-computing applications get certification for federal government use [Back](#)

Google has earned federal certification for its cloud-based email, calendar and other collaboration applications.

David Mihalchik, Google's federal business development executive says "...federal employees are clamoring for the same technology [at work that] they have at home."

Source: <http://www.washingtonpost.com/wp-dyn/content/article/2010/07/30/AR2010073005660.html>

State Government

Tennessee

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Headline: Saving wet and frozen historical documents

Knowing the proper procedures has saved wet and frozen records from destruction.

"Once a document is wet you only have hours—less than 100—to stabilize it. The only way to stabilize it is to blast freeze it. ... That's taking it to minus 20 degrees," says Steve Richards, owner of a records-recovery company, who goes on to explain the procedures in detail.

Source: <http://www.johnsoncitypress.com/News/article.php?ID=80031>

Washington

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Headline: Washington Supreme Court ruling: Metadata is a public record

In a public records case, with significant implications for government management and storage of electronic data, the Washington Supreme Court has ruled that metadata, the "hidden information about electronic documents created by software programs," can be a public record and subject to disclosure under that State's Public Records Act.

The ruling notifies public records officers and other employees that emails and other electronic documents may need to be maintained in their original electronic forms to preserve metadata; paper copies will no longer be sufficient for preservation and may not adequately address some requests.

Source: [http://www.localopengovernment.com/2010/10/articles/public-records/washington-supreme-court-finds-metadata-is-a-public-record/?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed%3A+LocalOpenGovernmentBlog+\(Local+Open+Government+Blog\)](http://www.localopengovernment.com/2010/10/articles/public-records/washington-supreme-court-finds-metadata-is-a-public-record/?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed%3A+LocalOpenGovernmentBlog+(Local+Open+Government+Blog))

Global

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Headline: Web 2.0 and cloud computing to dominate in 2011

A wave of technologies based on Web 2.0 are set to dominate the technology scene in 2011 with Gartner predicting that social collaboration tools will be among the top 10 strategic technologies for 2011.

Source: http://www.computerworld.com.au/article/365105/web_2_0_cloud_set_dominat_2011_gartner/

Section 2 – Events

Annual Meetings and Conferences

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International

1. The 2011 AIIM International Exposition and Conference

Host: AIIM

When: 21–24 March 2011

Where: Washington, D.C., United States

Programme and Registration: <http://www.aiimexpo.com/>

2. Information and Records Management Society Conference 2011

Host: Information and Records Management Society

When: 3–5 April 2011

Where: Brighton, England

Programme and Registration: <http://www.irmsconference.org.uk/>

3. 12th Annual International Conference on Digital Government

Theme: Digital Government Innovation in Challenging Times

Host: The Digital Government Society of North America

When: 12–15 June 2011

Where: College Park, Maryland, United States

Summary: The conference is an established forum for the presentation, discussion and demonstration of interdisciplinary digital government research, technology innovation, applications and practice.

Programme and Registration: <http://dgo2011.dgsna.org/>

4. Joint Conference on Digital Libraries 2011

Theme: Bringing Together Scholars, Scholarship and Research Data

Host: University of Ottawa

When: 13–17 June 2011

Where: Ottawa, Ontario, Canada

Summary: Publishing models are changing, along with the breadth of digital material that must be managed coherently, in the context of users forcing the move from information silos to a landscape of interconnected systems supporting scholarship for both research and education.

Programme and Registration: <http://www.jcdl2011.org/node/1>

5. The American Library Association 2011 Annual Conference

Host: American Library Association

When: 23–27 June 2011

Where: New Orleans, Louisiana, United States

Summary: Details to follow.

Programme and Registration: <http://www.ala.org/ala/conferencesevents/upcoming/annual/index.cfm>

National

1. Public Sector Social Media 2011: Increasing Participation and Collaboration with Web 2.0

Host: The Conference Board of Canada

When: 29–30 March 2011

Where: Ottawa, Ontario, Canada

Summary: Deployment of new technology and approaches causes anxiety, and organizational and personal privacy are major considerations for online tools in the public sector. This is particularly true with social media, where comfort levels and experience vary greatly, and new and unforeseen ways to work will disrupt long-established practices.

Learn from the experts how to capitalize on this interactive revolution to improve employee and citizen engagement, accelerate projects, access knowledge, enable collaboration and manage major change initiatives.

Programme and Registration: <http://www.conferenceboard.ca/conf/11-0062/default.aspx>

2. Archives Association of British Columbia Conference 2011

Theme: “Networks and Archives/Networks in Archives”

Host: Archives Association of British Columbia

When: 29–30 April 2011

Where: Vancouver, British Columbia, Canada

Summary: The conference will explore the development and use of networks of all kinds by memory institutions and the people who work with them.

Programme and Registration: Website to be launched

3. Association of Canadian Archivists 36th Annual Conference

Theme: "Back to Basics??"

Host: Association of Canadian Archivists

When: 2–4 June 2011

Where: Toronto, Ontario, Canada

Summary: Details to follow.

Programme and Registration (to follow): <http://archivists.ca/content/annual-conference>

4. 2011 ARMA Canada Conference

Host: Association of Records Managers and Administrators

When: 5–8 June 2011

Where: Charlottetown, Prince Edward Island, Canada

Summary: The conference will feature more than 45 education sessions, case studies, lectures, poster sessions and workshops.

Programme and Registration: <http://armacanadaconference.org/>

Forums

1. DigCCurr Professional Institute: Curation Practices for the Digital Object Lifecycle

Host: DigCCurr Professional Institute

When: 15–20 May 2011 and 4–5 January 2012

Where: Chapel Hill, North Carolina, United States

Summary: The forum is designed to foster skills, knowledge and community-building among professionals responsible for the curation of digital materials.

Programme and Registration: <http://ils.unc.edu/digccurr/institute.html>

Seminars

No seminars listed at this time.

Workshops

No workshops listed at this time.

Campaigns

No campaigns listed at this time.

Section 3 – Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Australia

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Topic/Title: Government 2.0 govdex Forum

Summary: The Australian Government Information Management Office has moved to increase online collaboration between public servants with the launch of a new online forum, Government 2.0 govdex.

The forum provides a resource for public servants to discuss Government 2.0 projects and the lessons learned from implementing them.

Source: http://www.computerworld.com.au/article/363852/agimo_pushes_public_servant_collaboration/

Latvia – National Library

Topic/Title: Digital Library of Latvia – Part 2 Project

Summary: The first part of the project involved scanning the collections. Part 2 will focus on segmenting records so that electronically processed library material will be compatible with search options.

Source: <http://www.lnb.lv/en/home/learn-more-about-the-new-nll/201cccs-software-and-services201d-helps-national-library-of-latvia-in-mass-digitization-project>

Scotland

Topic/Title: Ask Scotland

Summary: Ask Scotland is an online reference service staffed with qualified librarians who answer questions received via an online enquiry form within a 48 hour timeframe. A live chat option for asking questions in real time is also available.

Source: <http://web.resourceshelf.com/go/resourceblog/60041>

Home Page: <http://www.askscotland.org.uk/>

United Arab Emirates

Topic/Title: UAE Government Portal (government.ae)

Summary: The new federal e-government portal adopts many Web 2.0 features, providing a variety of interactive channels between the government and the public.

Users can participate in different opinion polls and rate various existing and suggested services, facilities or policies using the “Rate by Pearls” feature. In addition, users can evaluate individual services and voice their opinions and concerns directly to decision makers to help improve services.

Source: <http://www.emirates247.com/news/government/federal-e-government-portal-launched-at-gitex-2010-10-18-1.305489>

United Kingdom – British Library and Institute of Historical Research

Topic/Title: Advisory Panel of Historians: Developing Web Archiving Policy

Summary: A new advisory panel of historians will work with the British Library in developing Web archiving policy. It will consider both online representations of the distant past and those parts of the Web that will, in time, become the primary sources for future generations of historians.

Source: <http://www.history.ac.uk/news/2010-09-10/new-web-archiving-partnership-british-library>

Summary of First Meeting: <http://ihr-history.blogspot.com/2010/12/british-libraryihr-web-archiving-group.html>

United Kingdom – National Archives

Topic/Title: Government Web Archive Semantic Knowledge Base

Summary: The goal of this project is to bring new methods of searching, navigating and information modeling to the National Archives to make the Web archive a more valuable and popular resource.

Publicly available linked data and open-source text mining technology will be brought together in a system, which is easy to understand and can be managed and extended in a predictable and cost-effective manner.

Source: <http://www.itnewsonline.com/news/Ontotext-Contracted-by-The-National-Archives-of-Great-Britain/20077/8/3>

United States – California Digital Library

Topic/Title: Video: The Story of the Digital Book

Summary: The bookless library. University of California libraries are digitizing millions of books from their collections, coordinated by the California Digital Library. This video shows the digitization process.

Video: http://www.cdlib.org/services/collections/massdig/massdig_video.html

United States – Library of Congress

Topic/Title: Video: Why Digital Preservation is Important for You

Summary: This video describes the preservation strategy, steps and best practices to follow to ensure that your digital information is properly managed and archived.

Video: http://www.digitalpreservation.gov/videos/personal_archiving/index.html

United States – Michigan State University

Topic/Title: Spartan Archive: An Electronic Records Archive

Summary: This project will develop an electronic records archive for the university's born-digital records and publications.

A proof-of-concept approach will be used to test the sustainability of an archival solution for the long-term access and preservation of three large electronic record series, with the end goal of archiving all of the university's official records.

The project is set to be one of the first digital archives and a "superb case study" for future databases, says Keith Donohue, a spokesman at the National Historical Publications and Records Commission.

Source: http://www.archives.msu.edu/about/spartan_archive.php
http://www.statenews.com/index.php/article/2010/07/msu_continuing_update_of_digital_archives

United States – Microsoft

Topic/Title: Gov2Social

Summary: Gov2Social is a social media directory website for state and local governments.

The site brings together social media links for government officials and the public, and helps state and local governments connect with each other to navigate the social media environment.

Increasing numbers of state and local government agencies are interested in adopting Web 2.0 tools, according to Kristin Bockius, State and Local Government Social Media Marketing Manager for Microsoft.

Source: <http://gcn.com/articles/2010/04/29/social-media-directory-for-government-debuts.aspx>

United States – National Archives Office of the Inspector General (OIG)

Topic/Title: Archival Recovery Team Facebook Page

Summary: This Facebook page urges the public to assist the OIG's Archival Recovery Team in identifying and recovering missing federal records.

National Archives Inspector General Paul Brachfeld says "Federal public records tell the story of the American experience. Our Facebook page features a number of missing items that are of significance in telling our great American story. We need the public's help in locating and restoring these National Treasures to their rightful place."

Source: <http://www.prnewswire.com/news-releases/national-archives-office-of-the-inspector-general-launches-facebook-page-94584844.html>

Global

Topic/Title: World e-Government Organization (WEGO)

Summary: The organization was established to reduce the information gap among the member cities and to promote a common prosperity.

Mayors and IT experts from some 50 cities met to draw up the organization's basic bylaws.

"The e-government system has become a crucial goal for all cities around the world," says Seoul Mayor and first WEGO Chairman, Oh Se-hoon.

Source: <http://www.koreaherald.com/national/Detail.jsp?newsMLId=20100907000939>

Products and Tools from Around the World

Canada – Nova Scotia Government

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Product/Tool: Government Social Media Policy

Summary: The policy includes **(1)** A policy statement **(2)** Definitions **(3)** Policy Objectives **(4)** Accountability **(5)** Monitoring.

Source: <http://www.gov.ns.ca/cns/policies-social-media.asp>

Canada – TAB

Product/Tool: 7 Tips for Developing and Applying a Functional Classification System

Summary: Most organizations generate a variety of records for a lot of different processes, departments and collections. Keeping these records organized is critical to successful day-to-day operations, and using a functional classification system creates a process for effectively and systematically categorizing all of an organization's various types of records.

Source: <http://www.tab.ca/ecms.aspx/RM-NLca-FunctionalClassificationTips-sep2010.htm?company=tab&email=steve.gerley@lac-bac.gc.ca&campaign=10&fwKeyword=2010+Canada+Newsletters&emailID=169&jobID=9615>

A Definition of Function: <http://www.collectionscanada.gc.ca/government/disposition/007007-1032-e.html>

Note: The document is free but must be downloaded.

Australia

1. **Product/Tool:** e-Learning Modules for Records Management

Summary: New South Wales (NSW) State Records has produced 6 e-learning modules that cover a range of topics including **(1)** Recordkeeping and digital recordkeeping concepts **(2)** Framework for recordkeeping in the NSW public sector **(3)** Managing email **(4)** Role of the Nominated Senior Officer.

Source: <http://www.records.nsw.gov.au/recordkeeping/news/new-records-management-online-learning-modules>

2. **Product/Tool:** Developing a recordkeeping policy

Summary: The Queensland government has issued a public records brief on developing a recordkeeping policy that includes **(1)** Components of a recordkeeping policy **(2)** A basic recordkeeping policy checklist.

Source: <http://www.archives.qld.gov.au/publications/PublicRecordsBriefs/10%203337%20%20Public%20Records%20Brief%20developing%20a%20records%20management%20policy%20February%202010.pdf>

Australia – National Archives

Product/Tool: AGLS Metadata Standard

Summary: The AGLS Metadata Standard is a set of descriptive properties to improve visibility and availability of online resources and provides a set of metadata properties and associated usage guidelines to improve the visibility, manageability and interoperability of online information and services.

Source: <http://www.agls.gov.au/>

New Zealand – National Archives

Product/Tool: Digital Recordkeeping Standard

Summary: The Digital Recordkeeping Standard establishes principles and good practice requirements for creating and managing records in digital systems, in accordance with the Public Records Act 2005.

Source: <http://archives.govt.nz/digital-recordkeeping-standard>

United Kingdom – National Archives

Product/Tool: Digital preservation FAQs

Summary: The National Archives of the United Kingdom has developed answers to a number of frequently asked questions (FAQs) about digital preservation from archive services. The FAQs are the first in a series of questions designed to assist archives in understanding the basic principles and processes of digital preservation.

Source: <http://www.nationalarchives.gov.uk/information-management/projects-and-work/digital-preservation-faqs.htm>

United States – Department of Justice Office of Information Policy

Product/Tool: Privasoft's AccessPro Suite

Summary: This processing software allows Freedom of Information (FOIA) officers to utilize a centralized automated FOIA response system.

The suite captures, analyzes, tracks, processes and reports on case work related to managing requests for information under such laws as FOIA, the Canadian Access to Information and Privacy (ATIP) Act, and other public records legislation. It also includes a specially designed Annual Report Generator.

Source: <http://www.prweb.com/releases/2010/07/prweb4315134.htm>

United States Department of Justice Guide to the Freedom of Information Act:

http://www.justice.gov/oip/foia_guide09.htm

United States – National Archives and Records Administration (NARA)

1. Product/Tool: Guidance on Managing Records in Web 2.0/Social Media Platforms

Summary: This guidance includes managing records produced when federal agencies use web 2.0/social media platforms for federal business.

Open and transparent government increasingly relies on the use of these technologies. As agencies adopt these tools, they must comply with all records-management laws, regulations and policies.

Source: <http://www.archives.gov/records-mgmt/bulletins/2011/2011-02.html>

National Archivists Blog: <http://blogs.archives.gov/aotus/?p=1853>

2. Product/Tool: Guidance on Managing Records in Cloud Computing Environments

Summary: This guidance defines and outlines cloud computing technology, deployment models and service models. It addresses records-management considerations in cloud computing environments and is a formal articulation of NARA's view of agencies' records-management responsibilities.

Source: <http://www.archives.gov/records-mgmt/bulletins/2010/2010-05.html>

Press Release: <http://www.archives.gov/press/press-releases/2010/nr10-148.html>

United States – RecMan Inc.

Product/Tool: RecMan for Google Apps™

Summary: This is a Web-based compliance and records-management software designed to ensure policy and regulation compliance for millions of Google Apps™ users.

“By adding records management and compliance features to Google Apps, corporations, government and organizations of any size now have the ability to centrally apply document access control, retention and disposition policies,” says Richard Roberts, President and CEO of RecMan, Inc.

Source: <http://www.prlog.org/10943233-recman-releases-worlds-first-compliance-and-records-management-software-for-google-apps.html>

United States – Symantec

Product/Tool: Enterprise Vault 9.0

Summary: Enterprise Vault 9.0 leverages a hybrid approach to cloud computing and allows organizations to keep an on-site archive of Microsoft Exchange email systems hosted in the cloud, and a Discovery Accelerator 9.0 module with deduplication that eliminates redundant data from the archive.

Source: <http://www.ctoedge.com/content/symantec-takes-hybrid-approach-archiving>

United States – Venio Systems

Product/Tool: Venio FPR™ 3.2.5

Summary: Venio FPR™ 3.2.5 manages the growing demand for an integrated one-stop solution of Early Case Assessment, Processing, Analytics and First Pass review for the e-discovery industry.

This tool supports all major file formats for assessment and review of cases, and with a flexible platform that scales to process terabytes of data per day via an intuitive Web-based interface, law firms and vendors can quickly process, host, search, cull, review and export data.

Source: <http://www.prweb.com/releases/2010/11/prweb4722314.htm>

Studies and Surveys

Canada and the United States

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Title of Survey: Taking Our Pulse: The OCLC Research Survey of Special Collections and Archives

Date: October 2010

Survey Conducted By: OCLC Research

Survey Participants: Five academic and research library organizations in Canada and the United States.

Purpose: To determine norms across the community and provide data to support decision making and priority setting.

Findings include:

- 1) The top three “most challenging issues” in managing special collections are space, born-digital materials, and digitization.
- 2) Far too many rare and unique materials remain “hidden.”
- 3) The size of collections is growing rapidly.
- 4) Most institutions report increased numbers of on-site users.
- 5) Staffing generally remains stable.
- 6) The extent to which materials appear in online catalogues varies widely by format: **85 percent** of printed volumes, **50 percent** of archival materials, **42 percent** of maps, and **25 percent** of visual materials are accessible online.
- 7) Progress has been made with archival finding aids: **52 percent** of Association of Research Libraries collection guides are now accessible online, up from **16 percent** in 1998.

Across the entire population, the figure is **44 percent**, which would increase to **74 percent** if all extant finding aids available locally were converted. The other **26 percent** reveals the archival processing backlogs that remain.

Source: <http://newsbreaks.infotoday.com/Digest/OCLC-Research-Survey-of-Special-Collections-and-Archives-71075.asp>

Link to Survey: <http://www.oclc.org/research/publications/library/2010/2010-11.pdf>

Link to Slides and Recordings of OCLC Research Webinar on the Survey:

<http://creightonbarrett.com/archivology/2010/11/links-to-slides-and-recording-of-oclc-research-webinar-on-survey-of-special-collections-and-archives/>

Managing Federal Government Information Resources in the Age of Social Media

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Social media and Web 2.0 use many technologies including RSS feeds, blogs, micro-blogging, wikis, social networking and podcasts.

Increasing focus is being placed on the connection between social media tools and technologies and the management of federal government information resources.

An increased number of information resources created by federal government departments using social media tools and technologies has created new challenges, issues and questions to address.

Two recently published documents address managing federal government records in the age of social media and raise questions, challenges and issues.

Questions include **(1)** What is the definition and value of a Web 2.0 record? **(2)** What mechanisms are to be put in place to capture and manage these records? **(3)** What records should be kept? **(4)** What are the appropriate time frames for long-term preservation? **(5)** How can limited resources best be used to deal with increasingly limitless online content?

New challenges and issues include **(1)** Managing Web 2.0 records while adhering to laws and regulations **(2)** As the complexity of social media becomes greater, the ability to capture and preserve content will also become more complex **(3)** Concern about deleting public comments that will affect storage of information **(4)** Integrating the management of records into federal department social media policy.

The first document is a report by Patricia C. Franks, Associate Professor of the School of Library & Information Science at San Jose State University in California.

Her report addresses the challenges of federal recordkeeping in the age of social media with best practices and recommendations for improving social media records management.

It is titled “**How Federal Agencies Can Effectively Manage Records Created Using New Social Media Tools.**”

The second document is a study issued by the National Archives and Records Administration (NARA) entitled “**A Report on Federal Web 2.0 Use and Record Value.**”

The study addresses how agencies are using Web 2.0 tools to conduct business, create and share information and identify characteristics that may affect the value of information created and shared in Web 2.0 formats. Recommendations are included.

1) “How Federal Agencies Can Effectively Manage Records Created Using New Social Media Tools”

Source:

<http://www.businessofgovernment.org/sites/default/files/How%20Federal%20Agencies%20Can%20Effectively%20Manage%20Records%20Created%20Using%20New%20Social%20Media%20Tools.pdf>

Audio Interview with Patricia C. Franks:

<http://www.federalnewsradio.com/index.php?nid=15&sid=2127775>

2) “A Report on Federal Web 2.0 Use and Record Value”

Source: <http://www.archives.gov/records-mgmt/resources/web2.0-use.pdf>

On July 22, 2010, the Information Policy, Census and National Archives Subcommittee of the House Oversight and Government Reform Committee held a hearing on federal agency use of Web 2.0 technologies and the resulting records management implications. Below is the link to this testimony.

http://republicans.oversight.house.gov/index.php?option=com_content&view=article&id=803%3A06-24-2010-information-policy-ggovernment-20-how-federal-agencies-use-social-media-and-other-web-20-technologiesq&catid=14&Itemid=1

Section 4 – Selected Readings

Articles, White Papers, Presentations, Reports

Canada

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1. **Topic/Title:** LAC Thought Papers on the Use and Impact of Web 2.0 on Recordkeeping

Type of Document: Thought Papers

Summary: Library and Archives Canada (LAC) has developed four Thought Papers to address the use and impact of Web 2.0 on recordkeeping and archival functions in the Government of Canada (GC).

The goal is to begin a dialogue on how to create a new set of digital practices to help LAC succeed in a rapidly changing digital environment and remain relevant as the continuing memory of the GC.

Announcement: <http://collectionscanada.gc.ca/whats-new/013-485-e.html>

Thought Papers: <http://collectionscanada.gc.ca/digital-initiatives/012018-3400-e.html>

2. **Topic/Title:** Presentations from “IM Emerging Issues & Technologies” Conference

Summary: A series of presentations are available from the “IM Emerging Issues & Technologies” Conference entitled **(1)** RIM and e-Discovery—A New Partnership **(2)** HP Trim Software V7—Faster Transparent RM **(3)** Sharepoint 2010 Implications for IM **(4)** Managing IM Careers 2010 **(5)** Managing Your Email.

Source: <http://www.armaterranova.org/news.htm>

3. **Topic/Title:** The Role of Archives in a Democracy

Type of Document: Audio Interview

Participants: Terry Cook worked for more than 20 years at the National Archives of Canada, and recently retired as a professor with the University of Manitoba Archival Studies program in Winnipeg.

Wendy Smith is working on a master’s degree at the University of Manitoba, which focuses on the efforts of Vermont and South Africa to incorporate the voices of citizens into official government records.

Summary: More and more, archivists are looking to include the voices of citizens in official government records and this interview addresses what role government archives play in a democracy.

Source: http://www.vpr.net/news_detail/89046/

Asia

Topic/Title: Cloud Computing: Can You Retrieve Your Data?

Type of Document: Article

Author: Carol Ko, *Asia Cloud Forum* featured in *CFO innovation ASIA*

Summary: Topics discussed include **(1)** Demand for e-discovery in Asia **(2)** How e-discovery is being conducted in a cloud computing facility **(3)** How organizations can achieve forensically sound e-discovery **(4)** Privacy issues.

Source: <http://www.cfoinnovation.com/content/cloud-computing-can-you-retrieve-your-data>

Australia

Topic/Title: The information commissioner's fight: Government 2.0

Type of Document: Podcast

Summary: In this podcast, Australia's new Information Commissioner speaks about various subjects including **(1)** Embracing a pro disclosure environment **(2)** Key challenges and changes including the need for government to move towards technological recordkeeping and making data available in open machine readable formats **(3)** What to expect in the future.

Source: <http://www.zdnet.com.au/the-info-commissioner-s-fight-govt-2-0-339307088.htm?feed=rss>

Issues Paper: Towards An Australian Government Information Policy

http://www.oaic.gov.au/publications/papers/issues_paper1_towards_australian_government_information_policy.pdf

Norway

Title of Presentation: Can We Trust Digital Records? The role of the archivist in building a trustworthy framework for managing digital records

Presenter: Ivar Fønnes, Director General, National Archives of Norway

Summary: This presentation was given at the CITRA 2010 conference held in Oslo, Norway.

The topics of the presentation include **(1)** Measures to control the risk of damaged authenticity **(2)** What is the role of archivists and archival institutions **(3)** Building a trustworthy framework in Norway.

Source:

http://www.google.com/url?sa=X&q=http://www.citra2010oslo.no/CITRA_presentasjoner/Tuesday/Ivar_Fonnes.ppt&ct=ga&cad=:s7:f2:v0:d1:i1:lt:e3:p1:t1287174990:&cd=k2jkuDioXEM&usg=AFQjCNGXNQPrq7DlpzcB5iXZg8YsOIQXNQ

Scotland

Title of Strategy: National Strategy for Business Archives in Scotland

Authors: David Powell, Business Archives Council of Scotland Surveying Officer and Kiara King, Ballast Trust, Archivist, Ballast Trust

Date Published: July 2010

Summary: This five-year strategy has defined four goals **(1)** To raise awareness among businesses of the value of archives and to provide guidance and support **(2)** To increase the number of collections that are publicly accessible **(3)** To raise the profile of business archives with the public **(4)** To raise standards in their care.

Source: <http://businessarchivesscotland.blogspot.com/2010/08/strategy-is-now-available.html>

Link to Strategy: [click](#)

Home Page: <http://www.scoarch.org.uk/what-we-do/businessarchives>

Video: <http://businessarchivesscotland.blogspot.com/2010/09/university-of-glasgow-archive-services.html>

United Kingdom

Topic/Title: British Library: 2020 Vision

Type of Document: Vision Document

Date of Publication: 2010

Summary: The vision document outlines the likely key trends and opportunities over the next 10 years.

Source: <http://www.bl.uk/2020vision>

Article: <http://www.kable.co.uk/british-library-2020-vision-predictions-20sep10>

Vision Document: <http://www.bl.uk/aboutus/stratpolprog/2020vision/2020A3.pdf>

United States

1. **Topic/Title:** Value of Academic Libraries: A Comprehensive Research Review and Report

Author: Prepared by Dr. Megan Oakleaf, Syracuse University for the Association of College and Research Libraries

Date of Publication: September 2010

Summary: This is a review of the quantitative and qualitative literature, methodologies and best practices currently in place for demonstrating the value of academic libraries.

The primary objective is to provide academic librarians with a clearer understanding of what research about the performance of academic libraries already exists and where gaps in this research occur, and to identify the most promising best practices and measures correlated to performance.

Source: <http://www.acrl.ala.org/value/>

Full Report: http://www.ala.org/ala/mgrps/divs/acrl/issues/value/val_report.pdf

Executive Summary: http://www.ala.org/ala/mgrps/divs/acrl/issues/value/val_summary.pdf

2. **Topic/Title:** Five Tips for Meeting the e-Discovery Challenge

Type of Document: Article

Author: Greg Arnette, founder of Chief Technical Officer of Sonian featured in *Tech Republic*

Summary: The five tips are **(1)** Know your regulations **(2)** Create an internal policy that specifies what information needs to be retained to comply with regulatory and e-Discovery requirements **(3)** Ensure that information can be retrieved quickly **(4)** Implement an archive not just for email but also for instant messages and social media **(5)** Ensure that employees are aware of their organization's internal retention policy.

Source: <http://blogs.techrepublic.com.com/five-tips/?p=318>

3. **Topic/Title:** Information Governance

Type of Document: Question and Answer (Q&A)

Author: Liz Kofsky has specific expertise in enterprise records management and is a product manager at Open Text, where she has worldwide responsibility for Open Text's records management and content lifecycle management solutions.

Summary: Information governance is about striking a balance between the *risk*, *cost* and *value* in the creation and storage of information and bringing, not just consistency, but also scale, to the retention, management, and destruction of truly massive volumes of electronic information.

In this Q&A session, Liz Kofsky points out that **(1)** It is extremely important to have a measured and consistent means of managing every piece of corporate data **(2)** Information governance practices are critical to gain control of storage costs and to continue to provide value to the organization.

Kofsky describes **(1)** The type of content that poses the greatest risk to organizations and **(2)** What successful organizations are doing right and wrong in regard to information governance.

Source: <http://content.ama.org/IMM/online/AsktheExpert/AsktheExpert3LizKofsky.aspx>

Global

Topic/Title: Born digital

Type of Document: Article

Author: Featured in *The Economist*

Summary: A group of national libraries has started saving what Google has not digitized; however, these libraries are facing the challenge of being able to preserve the ever-increasing amount of data being created on the Web.

So, national libraries have decided to split the task. Each has taken responsibility for the digital works in its national top-level domain (Web address suffixes, such as ".uk" or ".fr").

In countries with larger domains, such as Britain and the United States, curators cannot hope to save everything. Therefore, they are concentrating on material of national interest, such as elections, news sites and citizen journalism or innovative uses of the Web.

Source: http://www.economist.com/world/international/displaystory.cfm?story_id=17306104

Books

Selected Readings

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1. ARMA International, *Website Records Management*, 2009.

Website Records Management explores how information posted on websites may constitute records. It offers records and information management advice and best practices recommendations for managing website records.

Source:

https://www.arma.org/eweb/DynamicPage.aspx?Action=Add&site=ARMAI&ObjectKeyFrom=1A83491A-9853-4C87-86A4-F7D95601C2E2&WebCode=ARMAIProdDetailAdd&DoNotSave=yes&ParentObject=CentralizedOrderEntry&ParentDataObject=Invoice%20Detail&ivd_formkey=69202792-63d7-4ba2-bf4e-a0da41270555&ivd_cst_key=00000000-0000-0000-0000-000000000000&ivd_prc_prd_key=c252fec7-b9b3-4aa5-a32b-e1b635ab5735

2. Gloria J. Leckie, Lisa M. Given and John E. Buschman, *Critical Theory for Library and Information Science: Exploring the Social from Across the Disciplines*, 2010.

Critical theory is present but relatively underdeveloped in the field of library and information science. The success of scholarly learning and information science as a whole depends on library specialists who understand the value of applying critical theoretical perspectives to real-world challenges.

Source: <http://www.amazon.com/Critical-Theory-Library-Information-Science/dp/159158938X>

3. V. Gautrais and P. Trudel. *Circulation des renseignements personnels et Web 2.0*, Montréal, Éditions Thémis, 2010, 231 pp.

The subject of this book is the management and protection of private information in Web 2.0 environments. The authors strive to explain the new situations that have emerged in relation to these new media and to describe the roles and responsibilities falling to users and intermediaries. In their view, laws respecting the confidentiality of personal information can, if properly interpreted, provide a genuine protection of privacy without also restricting the circulation of data.

Source : <http://www.editionsthemis.com/livres/livre-4788-circulation-des-renseignements-personnels-et-web-2-0.html>

(Available in French only)