Governance and Recordkeeping Around the World

Recordkeeping: Managing information is everybody's responsibility

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.

The content of the newsletter is intended for information purposes only and does not necessarily reflect the views and opinions of Library and Archives Canada.

Some links in this document lead to sources which are not subject to the Official Languages Act and are available in the language in which they were written.

Please note that, after a period of time, links to certain articles in the newsletter may become inactive.

The newsletter Home Page is at: http://www.collectionscanada.gc.ca/government/news-events/007001-1000-e.html

Comments may be sent to the following address:
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General News

Country – Canada

University of Calgary

Headline: New digital library to open in 2010

When it opens in 2010, the University of Calgary's new digital library will be the most technologically advanced student library in Canada, combining traditional resources such as printed books and periodicals with modern media, including digital video, e-books and touch-screen information kiosks.

Industry minister Tony Clement says "This certainly fits into my vision of Canada being the number 1 digital economy in the world. I believe that is part of how we are going to be productive and competitive and innovative in this society in the years and decades ahead."
Source: http://www.calgaryherald.com/news/moving+next+level+with+digital+library/1815353/story.html

Vancouver

Headline: Vancouver moves to "open source" government

Vancouver City Council is working on a plan that would place city information and statistics online in a form that people could access and use in their own computer programs.

"The city collects and records a phenomenal amount of data. If we want the city to run well, people need access to it," says Vancouver Councillor Andrea Reimer, who is working on an initiative that would radically alter the course of the city's information-technology department to promote what is called "open-source government."
Source (Originally published in the *Globe and Mail*): http://www.bcvote.ca/?p=4590
Related article: http://fcw.com/articles/2009/08/03/canada-open-government.aspx
Reimer's Initiative: http://vancouver.ca/ctyclerk/cclerk/20090519/documents/motionb2.pdf

Africa

Headline: Africa e-Governance academy opens

The goal of the academy is to encourage citizens to participate in the decision-making process and to make government more accountable, transparent and effective.
Source: http://www.modernghana.com/news2/227965/1/africa-e-governance-academy-opens.html

Country – Australia

Headline: Federal government CIO: Web 2.0 technologies will be the focus

Acting on the recommendations of the Gershon Report, the government will be adopting more advanced technologies around Web 2.0, security, information sharing and green IT, according to federal government CIO Ann Steward.

Steward says that 10 "enabling projects" have already been delivered and more are in progress adding "We want to ensure we can have the flexibility to expand and contract our needs and are looking at that at a holistic level."
Source: http://news.idg.no/cw/art.cfm?id=3AF3D3B7-1A64-67EA-E4B62B46830BBF01
Link to the Gershon Report: http://www.financeminister.gov.au/media/2008/mr_322008.html

Europe

Headline: World's first treaty on access to information

Twelve European countries have signed the world's first treaty on access to information, which incorporates a minimum standard on the right of access to information.

In addition, the treaty establishes a right for anyone to request "official documents" - all information held by public authorities - at no charge and establishes optional provisions such as whether judicial and legislative bodies will be fully subject to the right to request and receive information.
Source: http://www.ifex.org/europe_central_asia/2009/06/24/access_info_treaty/

Country – New Zealand

Headline: Records Act audits to aid organizations

The Public Records Act audits of more than 2,000 organizations, to begin in 2010, are expected to focus not on past failures but on ways to improve.

Under the 2005 Act, fines of up to $10,000 can be imposed for non-compliance, but Archives New Zealand acting chief executive and chief archivist Greg Goulding says the first round of audits will be looking at what organizations are doing well and where they could direct their efforts to be most productive.
Source: http://www.odt.co.nz/news/national/64512/records-act-audits-aid-groups

Country – Sweden

Headline: Swedish court: Politicians' text messages "public documents"

A Swedish court has ruled that text messages sent to or from politicians can be considered public documents.

According to the court, what must be taken into account in determining whether the text messages are considered public documents is the content of the messages themselves.
Source: http://www.thelocal.se/19288/20090506/

Country – United Arab Emirates

Headline: Creation of e-Government department

A new e-Government department has been established that will be responsible for defining e-Government strategy, overseeing the conversion of e-processes and providing leadership, guidance and supervision of the electronic transformation at governmental levels.

In addition, strategic initiatives will be implemented to integrate government procedures and promote the development of a digital society.
Source:
http://www.zawya.com/Story.cfm/sidZAWYA20090312044243/UAE:%20Mohammed%20sets%20up%20e-government%20department/

Country – United Kingdom

Headline: Appointment of Director of Digital Engagement

The Cabinet Office has appointed Andrew Stott to the new role of Director of Digital Engagement, a position created to take the Power of Information agenda forward and to encourage, support and challenge government departments in moving from communicating to citizens on the Web to conversing and collaborating with them through digital technology.
Source: http://www.mattwardman.com/blog/2009/05/13/cabinet-office-names-andrew-stott-as-director-of-digital-engagement/

Country – United States

Federal Government

1. Headline: Libraries urge Senate to support digitization of legacy documents   Back

The American Library Association (ALA) and the Association of Research Libraries (ARL) are urging the United States Senate to support a Government Printing Office project to digitize the legacy documents collection consisting of over 2.2 million documents.

The ALA and ARL say this project will enable the public to better understand their culture and history in new, meaningful ways and encourage greater civic engagement.
Source: http://www.resourceshelf.com/2009/05/06/arl-ala-support-gpo-project-to-digitize-legacy-documents/

2. Headline: Legislation to protect access to historical records introduced   Back

A bill has been introduced in Congress that would authorize $50 million annually for preservation activities to safeguard American historical records and make them more accessible to the public.

Key components of the Historical Record Act (H.R. 2256) include **(1)** the creation of a wide variety of access tools, including archival finding aids **(2)** preservation actions to protect historical records from harm, prolong their life, and preserve them for public use.
Source: http://www.arma.org/news/policybrief/index.cfm?BriefID=3627&Type=W

3. Headline: President Obama seeks input on classification of records   Back

On May 27, 2009, President Obama issued a memorandum directing national security advisers to recommend ways to improve the rules by which records are classified and later opened to the public.

Now the President wants to include citizens in the policy-making process including librarians, archivists and other record-management experts whom government officials would not otherwise consult.
Source: http://www.washingtonpost.com/wp-dyn/content/article/2009/06/26/AR2009062604101.html
http://historycoalition.org/2009/05/30/obama-administration-to-review-declassification-and-cui-policies/
Summaries of Public Comments: http://blog.ostp.gov/category/declass/
Link to Audio Interviews: http://www.federalnewsradio.com/?nid=35&sid=1717380

State Government

Maryland   Back

Headline: Electronic system to assist in e-discovery requirements

In July 2008, Maryland rules of law were broadened, requiring prosecutors to provide far more information to the defence before trial, including statements, photographs, documents and recordings.

As a result the Frederick County State Attorney's Office is using its electronic management system to review case documents by computer, allowing the prosecutor's office to provide e-discovery to the defence, a first in Maryland.
Source: http://www.fredericknewspost.com/sections/news/display.htm?StoryID=90861

Private Sector

IBM

Headline: IBM helps companies make use of data

IBM has introduced a new service that focuses on managing unstructured data and features benefits such as reduced compliance costs. The service works with text in email, call centre notes, videos, chat transcripts, and Web pages.

Ambuj Goyal, IBM's general manager of information management says "Enterprises are handling more information than ever before, but are actually using less of that information for strategic insight since it is often difficult to effectively capture and manage."
Source: http://www.internetnews.com/dev-news/article.php/3822676/IBM+Helps+Companies+Make+Use+of+Data.htm

Section 2 – Events

Annual Meetings and Conferences

International

1. 2nd International Conference: The Future of Information Sciences (INFuture 2009): "Digital Resources and Knowledge Sharing"

Host: Department of Information Sciences, Faculty of Humanities and Social Sciences

When: 4–6 November 2009

Where: Zagreb, Croatia

Summary: The objective of the conference is to provide a platform for discussing both theoretical and practical issues in information organization and information integration. INFuture explores how developments in information and communication technology influence the future of the field of information studies.

LAC Speakers: To be determined

Programme and Registration: http://infoz.ffzg.hr/INFuture/

2. XXIX Annual Charleston Conference 2009

Theme: Issues in Book and Serial Acquisition

Host: The Charleston Information Group

When: 4–7 November 2009

Where: Charleston, South Carolina, United States

Summary: The Charleston Conference is an informal annual gathering of librarians, publishers, electronic resource managers, consultants, and vendors of library materials to discuss issues of importance.

LAC Speakers: To be determined

Programme and Registration: http://www.katina.info/conference/generalinfo.php

3. 37th Annual Museum Computer Network Conference

Theme: "Museum Information, Museum Efficiency: Doing More with Less!"

Host: Museum Computer Network

When: 11–14 November 2009

Where: Portland, Oregon, United States

Summary: Topics include **(1)** Digital Convergence: Archives, Libraries, and Museums
(2) Digital Readiness, Digital Accomplishments, Digital Accountability **(3)** Technology and Information Management Serving the Institutional Bottom Line **(4)** Social Media

LAC Speakers: To be determined

Programme and Registration: http://www.mcn.edu/conferences/index.asp
http://www.mcn.edu/conferences/index.asp?subkey=2266

4. 2009 National Digital Forum

Theme: Being online now: Culture, creativity and community

Host: National Digital Forum

When: 23–24 November 2009

Where: Wellington, New Zealand

Summary: The conference will explore opportunities for the creative and cultural sectors to cross traditional boundaries and collaborate on solutions to issues facing communities being online now.

LAC Speakers: To be determined

Programme and Registration: http://ndf.natlib.govt.nz/about/2009-conference.htm

5. 5th International Digital Curation Conference

Theme: "Moving to Multi-Scale Science: Managing Complexity and Diversity"

Host: Digital Curation Centre

When: 2–4 December 2009

Where: London, England

Summary: The conference will address the concept of a data-driven infrastructure for science looking at the wide range of scale, discipline, skills, sectors, and funding. In addition, the conference will focus on practitioner approaches, solutions and models, with peer-reviewed papers in themed parallel sessions.

LAC Speakers: To be determined

Programme and Registration: http://www.dcc.ac.uk/events/dcc-2009/

National

1. Public Sector Transformation 2009: Mastering Complex Change for High Performance

Host: The Conference Board of Canada

When: 23–24 November 2009

Where: Ottawa, Ontario, Canada

Summary: Increasing transparency and accountability demands, new technologies, and changing demographics and citizen expectations are just some of the common public sector change challenges. Now, as budgets come under increased scrutiny, there is pressure to focus on transformation for higher performance. The conference will discuss the latest strategies and techniques to improve public sector performance with effective change management.

LAC Speakers: To be determined

Programme and Registration: http://www.conferenceboard.ca/conf/09-0169/default.aspx

2. Archives & You! 5th National Conference

Theme: Everything You Wanted To Know About Archives. But Were Afraid To Ask.

Host: Canadian Council of Archives

When: 27–28 November 2009

Where: Gatineau, Québec, Canada

Summary: Archives and You! is Canada's only national conference for genealogists, researchers, teachers, librarians, historians, students, curators, volunteers, and anyone interested in Canada's documentary heritage.

LAC Speakers: To be determined

Programme and Registration: http://www.archivesconference.ca/en_index.html

3. Ontario Library Association's 2010 Super Conference

Host: Ontario Library Association (OLA)

When: 24–27 February 2010

Where: Toronto, Ontario, Canada

Summary: The Super Conference is Canada's largest continuing education event in librarianship.

LAC Speakers: To be determined

Programme and Registration:
http://www.accessola.com/ola/bins/content_page.asp?cid=5

Forums

1. Armchair Discussion - The Recordkeeping Directive: Explained and Framed

Date: 10 September 2009

Summary: Explore how recordkeeping will establish the ways and means for organizations to capitalize on information as a key business asset in support of decision-making. Recordkeeping can also document business activity in order to satisfy stewardship, accountability and legal requirements. This session is aimed at IM functional specialists, and presents the development of the IM policy suite. Participants will learn where the new Directive on Recordkeeping fits within the IM policy structure, and how it affects the future work of the IM community.

LAC Speaker: Geneviève Allard, Government Operations Division Director, Library and Archives Canada

The Webcast is scheduled to be posted on the Canada School of Public Service's Website in early 2010. In the meantime, DVD's are available through Interlibrary Loans. For further information please contact 613-943-5599.

2. Government Recordkeeping Forums in 2009

Host: National Archives of New Zealand

When: There will be four forums held in 2009:

    4 March 2009
    3 June 2009
    2 September 2009
    2 December 2009

Summary: Programmes and online registration forms will be posted on the website (http://continuum.archives.govt.nz/government-recordkeeping-forums.html-0) in the month before each forum.
Programme and Registration: For further information please contact:
rkforum@archives.govt.nz

Seminars

No seminars listed at this time.

Workshops

1. SOIMA 2009: Safeguarding sound and image collections

Host: International Centre for the Study of the Preservation and Restoration of Cultural Property

When: 17 November to 11 December 2009

Where: New Delhi, India, with study visits to other cities in India

Summary: The course will provide an overview of issues related to the preservation and access of sound and image materials, e.g., photographs, films, video and audiotapes, and digital materials. It will discuss the value, meaning, selection and use of sound and image collections in various institutional contexts, exploring the potential of sound and image media in transmitting knowledge and cultural traditions.

Programme and Registration:
http://www.iccrom.org/eng/01train_en/announce_en/2009_11SoimaIND_en.shtml

Campaigns

1. Archive Awareness Campaign 2009

Theme: "Take Flight!"

Hosts: The National Council on Archives, The National Archives of the United Kingdom and Museums Libraries Archives Council

When: November 2009

Where: To be determined

Summary: This theme is open to interpretation and lends itself to many areas of archival work, whether in economic and industrial history, the impact of movement of peoples, innovation and ideas or engineering and science. The theme is designed to be as inclusive as possible, to bring in archives from across all sectors and thus enable more engagement with various user groups.

Source: http://www.archiveawareness.com/contributors/nationalcampaign/whats_happening

Section 3 – Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Canada – Federal Government – Library and Archives Canada

Topic/Title: Modernizing Federal Laboratories

Summary: The federal government will provide funding that will enable Library and Archives Canada (LAC) to modernize its Preservation Centre and Place de la Cité building as part of a governmental program to modernize federal laboratories.

"Modernizing our laboratories will allow us to improve digital access and enhance the preservation of important Canadian documentary heritage," says Daniel J. Caron, Librarian and Archivist of Canada.

Source: http://www.dcnonl.com/nw/11806

Canada – University of Calgary

Topic/Title: Imagine

Summary: Imagine is a multi-faceted project that will transform the University of Calgary's approach to document management streamlining key business processes and document workflows by increasing the use of digital documents.

Source and Video: http://www.netthrowpc.com/information-management/xerox-global-services-makes-the-grade-at-university-of-calgary

Bahrain

Topic/Title: e-Government Blog

Summary: The blog is part of government directives to implement all modern trends in e-Governance and include direct interaction with the general public via blogs and other channels.

Source: http://www.gulf-daily-news.com/NewsDetails.aspx?storyid=255796

Europe

Topic/Title: IMProving ACcess to Text (IMPACT Project)

Summary: IMPACT is a four-year project that aims to share expertise from across Europe and establish international best practice guidelines with a view to accelerating mass digitization and standardizing and enhancing its quality through establishing a Centre of Competence for text-based digitization.

Source: http://www.ukoln.ac.uk/projects/impact/

France

Topic/Title: « Contribution commune pour le développement de l'économie numérique »

Summary: France is lagging behind in the use of information and communications technologies, which are essential to competitiveness, innovation and economic vitality.

Nine groups representing this technological sector have joined forces to recommend thirteen courses of action in four priority areas, in an effort to raise public awareness about the importance of the digital economy, which is a true lever for economic growth in the 21st century.

Source: http://www.gfii.asso.fr/article.php3?id_article=3034

France – National Archives

Topic/Title: Portail Internet « Salle des inventaires virtuelle »

Summary: In early 2013, 7 million documents in France's national archives, some of which date back to over two hundred years ago, will be digitized and made available to the general public, who will be able to view them in the "virtual inventory room".

Logica, a computer services company and Klee Group, a physical and electronic records software publisher will team up to build the future information system for France's national archives, which will allow it to store all of its inventories and post them online.

Source: http://www.lefigaro.fr/hightech/2009/07/11/01007-20090711ARTFIG00554-revolution-numerique-aux-archives-nationales-.php?mode=imprimer

Greece

Topic/Title: National Portal of Public Administration

Summary: The National Portal of Public Administration Portal, also known as the Hermes Portal, ensures the interoperability between the computer systems of public services, as well as the secure transaction of public information.

Source: http://www.arma.org/news/policybrief/index.cfm?BriefID=3671

Portugal

Topic/Title: Innovation and Strategic Projects Office (DSIPE)

Summary: DSIPE is responsible for the development of studies and projects on electronic government which may contribute to the preservation of the digital archive heritage.

This includes the development of standards, technical guidance and the participation in international projects in the fields of management and preservation of digital records and archives.

Source: http://archivists.wordpress.com/2009/04/02/the-innovation-and-strategic-projects-office-dsipe-from-the-general-head-office-of-archives-dgarq-as-a-key-element-to-the-administrative-modernization-of-the-public-services/

Scotland – National Archives

Topic/Title: Scottish Archives Online Project

Summary: This project will provide a means by which all archive offices in Scotland will have detailed searchable information about their holdings online.

Source: http://scottisharchivesonline.blogspot.com/

South Korea

Topic/Title: National Digital Library

Summary: The National Digital Library is the first such repository in the world with more than 380,000 digitized books and 116 million pieces of digital content.

Source: http://www.koreatimes.co.kr/www/news/nation/2009/05/113_45292.html

United Kingdom

Topic/Title: National Museum Online Learning Project

Summary: This project brings together the digitized collections of nine museums and galleries to form a set of unified learning tools using established Internet technologies.

Source and Video: http://www.silicon.com/retailandleisure/0,3800011842,39430293,00.htm

United Kingdom – British Library

Topic/Title: 19th Century British Library Newspaper Website

Summary: For the first time, users can explore over two million pages of newspapers from 49 national and regional UK titles at the click of a button.

Simon Fowler, Editor, *Ancestors Magazine*, says "This new service really does open up a major new resource for family historians. Realistically for the first time it is possible to use newspapers to complement other records to build up a rounder portrait of our ancestors, with information that would not be possible to obtain elsewhere."

Source and Webcast: http://www.prweb.com/releases/genealogy/The_British_Library/prweb2535394.htm
http://www.youtube.com/watch?v=dE-E8SSRHcY
http://www.jisc.ac.uk/news/stories/2009/06/blnewspapers.aspx

United States – National Archives and Records Administration (NARA)

Topic/Title: Transcontinental Persistent Archives Prototype Project (TPAP)

Summary: This project addresses key challenges in safeguarding, preserving and providing access to authentic electronic records as the nation's information becomes increasingly digital.

"The goal is to identify the basic preservation rules and procedures that automate the management of authentic archives over decades or longer," says Reagan Moore, professor and principal investigator of the research project."

Source: http://www.hpcwire.com/topic/storage/TPAP-Project-Preserves-Fragile-Digital-Data-39808107.html

Global

Topic/Title: World Archives Project

Summary: This project will digitally preserve millions of the world's historical records making them available online and including approximately 35 million documents in 2009.

"Because digitizing historical records and making them available online is both costly and time consuming, many governments and libraries don't have the budget to do so." says Tim Sullivan, CEO of The Generations Network, Inc.

Source: http://pressrelated.com/press-release-video-ancestrycom-launches-world-archives-project-to-help-digitally-preserve-millions-of-historical.html

Products and Tools from Around the World

Canada – Ontario Government

Product/Tool: Enterprise Content Management Solutions

Summary: The solutions will provide the foundation for the Ontario government's enterprise information management strategy across all ministries, agencies and crown corporations.

"Governments have some of the most complex information management challenges, given their size, multiple agencies and responsibility to serve the public," says John Shackleton, President and Chief Executive Officer of Open Text. "The Ontario Government is getting out in front of these challenges by taking a strategic view of the way they manage information, finding the important connections between content, processes and the productivity of employees across the organization."

Source: http://news.prnewswire.com/DisplayReleaseContent.aspx?ACCT=104&STORY=/www/story/05-27-2009/0005033145&EDATE=

Brazil

Product/Tool: Marco do Acesso

Summary: Marco do Acesso is a website that "seeks to empower users to take advantage of existing legal mechanisms to demand information from public bodies and to raise citizen awareness about their right to information."

The website will enable individuals to find data on Brazilian legal provisions on access to information and will be regularly updated to include information on access to information laws worldwide.

Source: http://www.editorsweblog.org/multimedia/2009/03/website_facilitates_access_to_informatio.php

France

Product/Tool: eXo Document Management System (DMS) 2.5

Summary: The interface for the eXo Document Management System (DMS) has been redesigned and is now available. It is better than the Documentum and SharePoint programs, which only allow you to navigate to shared folders. A user-friendly and intuitive program with a short learning curve, it offers improved flexibility in terms of user solutions.

Source: http://www.zetta.fr/eXo-ameliore-la-productivite-et-l-experience-utilisateur-de-son-systeme-de-gestion-documentaire_a609.html

Japan

Product/Tool: Automated Discovery service and Interstage® Business Process Manager

Summary: This tool reconstructs real-world processes based on factual information creating a dynamic diagram that can move from high level to detail and can be especially useful to organizations that are focusing on improving their processes and governance initiatives.

Source: http://www.marketwire.com/press-release/Fujitsu-Computer-Systems-TSE-6702-964522.html

United Kingdom – National Archives

Product/Tool: Information Management Value Model (IMVM)

Summary: IMVM quantifies the significant cost savings, and other benefits, of good information management and will ensure best practices in information management throughout the public sector.

IMVM addresses ways in which poor information management, such as time wasted by staff searching for information and the unnecessary duplication of effort, can be costly to an organization.

Source: http://www.iwr.co.uk/information-world-review/news/2245279/national-archives-launches-tool

United States – EMC

Product/Tool: SourceOne

Summary: These products and solutions for archiving, e-discovery and compliance are aimed at helping organizations centrally manage multiple content types to apply consistent retention, disposition and overall lifecycle management.

Source: *KM World*, June 1, 2009
http://www.kmworld.com/Articles/News/News-Analysis/It%E2%80%99s-all-in-the-(SourceOne)-family-53952.aspx
Link to Webcast: http://www.youtube.com/watch?v=zRXQVmP4JLM

United States – Google

Product/Tool: Google Public Data

Summary: Google has launched a new search tool called the Google Public Data, to help Web users find the public data often buried in hard-to-navigate government websites.

This search tool helps the citizens' access information from federal, state and local governments and it is a goal that many Washington public interest groups and government watchdogs share with President Obama, whose technology advisers are pushing to open up federal data to the public.

Source: http://news.ciol.com/News/News-Reports/US-public-data-now-at-your-finger-tips/4509119190/0/

United States – Library of Congress

Product/Tool: Bagit: Transferring Content for Digital Preservation

Summary: Archives and libraries must ensure that content to be preserved digitally is transferred from place to place reliably.

The Library of Congress has developed a suite of tools to assist in the creation and transfer of digital content. Bagit supports the transfer of content in self-contained packages or digital "bags."

Source: http://www.digitalpreservation.gov/library/challenge/data-transfer.html
Video: http://www.digitalpreservation.gov/videos/bagit0609.html

Studies and Surveys

Global

Survey Subject: Records Management Challenges

Survey Conducted by: ARMA International on behalf of CA, Inc.

Survey Participants: ARMA's entire membership base (over 9,000) with approximately 1,062 individuals responding with 75% of them holding Records Management jobs.

Key Findings:

(1) 72 percent felt unprepared for email management.

(2) **68 percent** were unprepared for e-Discovery.

(3) 75 percent did not have an enterprise system to manage content, digital or physical records.

(4) 62 percent did not have an email archiving system.

(5) 66 percent use the same retention policies for physical and electronic documents, but many were not consistent in their application or enforcement of these policies.

(6) 41 percent manage their email according to their retention policy.

Source: http://www.cmswire.com/cms/enterprise-cms/arma-survey-on-records-management-woes-003380.php

Directives, Guidelines and Standards

Canada – Federal Government

Directive: Directive on Recordkeeping

Date: Effective June 1, 2009

Objective: To ensure effective recordkeeping practices that enable departments to create, acquire, capture, manage and protect the integrity of information resources of business value in the delivery of Government of Canada programs and services.

Source: http://publiservice.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=16552

Canada – Library and Archives Canada

Guideline: Email Management Guidelines

Date: 2008

Goal/Objective: To understand the requirements in the area of email management, Library and Archives Canada (LAC) completed an e-Information environmental scan and a survey of best practices for email management within the government.

A significant finding of this process identified the need for guidance on managing the email lifecycle. In response, LAC created two documents that provide email management guidelines and a road map. The need to manage email was recognized wholeheartedly by government departments and they welcomed the guidance readily.

Source: http://www.collectionscanada.gc.ca/government/products-services/007002-3000-e.html

France

Standard: NF Z42-013

Date: March 2009

Summary: A new version of the NF Z42-013 standard relating to the conservation and integrity of the documents stored in information technology systems is now available. It provides a method of authenticating documents stored on rewritable media and enhances their admissibility in the event of a dispute.

The standard provides technical measures for guaranteeing the integrity of documents during the period of their conservation and takes into account rules relating to archiving (policies relating to archiving, security and the data protection).

Source: http://www.web-libre.org/dossiers/archivage-electronique,7386.html

Link to the Standard:
http://www.boutique.afnor.org/NEL5DetailNormeEnLigne.aspx?&nivCtx=NELZNELZ1A10A101A107&ts=2665643&CLE_ART=FA125098

Section 4 – Selected Readings

Articles, White Papers, Presentations, Reports

Canada

Title of Paper: Rethinking the Public Policy Process: A Public Engagement Framework

Author: Don Lenihan, Chair in Public Engagement, Public Policy Forum

Date: April 2009

Goal: To explain what public engagement is, how it differs from traditional consultation and deliberative processes, why governments need it, and how it works.

Summary: The paper is divided into three main parts.

Part 1 begins by introducing the idea of public involvement processes, then divides these processes into three basic categories: consultative, deliberative and engagement.

Part 2 introduces the concept of **deep structure** referring to how participants view the process as a whole, their role in it, and how it will reward or sanction their behaviour.

Part 3 draws on the discussion in Parts 1 and 2 to further describe the deep structure of engagement processes by providing a checklist of some of their defining characteristics.

Link to Paper:
http://www.ppforum.com/sites/default/files/PPF_Framework%20Paper%20April%202009%20-%20for%20web.pdf
http://www.ppforum.com/publications/our-publications

France

Topic/Title: « Quand les entreprises adoptent les bonnes pratiques autour de l'impression »

Type of document: Article

Publication: *ITRMANAGER.COM*

Summary: On June 18, 2009, the Syndicat National des Entreprises de Systèmes et de Solution d'impression (national association of business systems and printing solutions) held the second annual meeting relating to its sustainable development initiative, whose theme was "Printing and processing documents in an economy based on sustainable development".

While there has certainly been a reduction in paper consumption and CO2 emissions, there is still much work to be done in relation to document management, two issues being the absence of a culture of document management within companies and ignorance of good printing practices, which is still too prevalent. Examples of practices adopted by Japanese companies show that we still have a long way to go.

Source: http://www.itrmanager.com/articles/92997/entreprises-adoptent-bonnes-pratiques-autour-impression.html

New Zealand

1. **Title of Report:** The Chief Archivist's Annual Report on the State of Government Recordkeeping 2008

Organization: Archives New Zealand

Date Published: May 2009

Overview: The report summarizes the state of government recordkeeping and makes recommendations for action by public offices, including departments, offices of parliament, Crown entities, and state enterprises.

Recommendations:

(1) All public offices must define basic policies and responsibilities for recordkeeping. Those organizations which have not begun this work must urgently address it.

(2) Public offices must ensure that the implementation of recordkeeping technology, such as an electronic document and records-management system, is supported by a comprehensive records-management program that includes policies, processes, guidelines, training, and communications. Without this framework such projects are unlikely to deliver value.

(3) Public offices must ensure that they have comprehensive disposal coverage under the Public Records Act 2005, including ongoing disposal schedules for their core business records.

Source: http://www.parliament.nz/NR/rdonlyres/94DB1D73-F63D-4E56-973D-B21C0FA4872B/104911/DBHOH_PAP_18290_ArchivesNewZealandTeRuaMaharaoteKw.pdf

2. **Digital Continuity Action Plan**

Date Published: 2009

Summary: Archives New Zealand will lead the implementation of the plan which will provide a platform for public sector agencies to act in a coordinated way to manage their digital information efficiently.

Source: http://continuum.archives.govt.nz/digital-continuity-action-plan.html
Link to Action Plan: http://continuum.archives.govt.nz/digital-continuity-action-plan-document-web-page.html

United States

1. **Title of Podcast:** 2009 Information Management Challenges

Overview: This podcast is the first of a series of events organized by Hewlett Packard to discuss the latest information management and e-discovery issues.

Participants: Mark Saussure, Director, Digital Library Infrastructure, Pennsylvania State University; Marty Loeber, Vice-President of Litigation and Assistant General Counsel, Valero Energy Corporation; Sue Derison, Director of Information Systems, Forsyth County School System in Georgia

Podcast: http://h41112.www4.hp.com/promo/imhub/videos_podcasts/videos/ediscovery_roundtable.html

2. Topic/Title: Records management roadblocks and Web 2.0 initiatives

Type of Document: Article/Audio Interview

Host: Dorothy Ramienski, FederalNewsRadio

Overview: Federal agencies are running into roadblocks with records-management requirements as they begin to focus more and more on Web 2.0 initiatives. Cheryl McKinnon, who is Director of the Enterprise 2.0 program management team for Open Text, explains why these problems are happening as well as what can be done to solve them.

Source and Audio Interview: http://www.federalnewsradio.com/?nid=35&sid=1688655

Books

Selected Readings

1. Catherine F. Smith, *Writing Public Policy: A Practical Guide to Communicating in the Policy-Making Process*, 2009.

This book provides a practical, concise guide to writing and communicating in public-policy processes.

Source: http://www.amazon.com/Writing-Public-Policy-Communicating-Policy-Making/dp/0195379829/ref=sr_1_11?ie=UTF8&s=books&qid=1248793594&sr=1-11

2. Debora L. Spar, *Ruling the Waves: From the Compass to the Internet, a History of Business and Politics along the Technological Frontier*, 2003.

In the following publication, Spar, a Harvard Business School professor, argues that as with prior technological evolution the Internet moves through four distinct phases: innovation, commercialization, creative anarchy and governance.

Source: http://www.amazon.com/Ruling-Waves-Internet-Business-Technological/dp/015602702X/ref=ntt_at_ep_dpi_3

3. Lee A. Bygrave and John Bing, *Internet Governance: Infrastructure and Institutions*, 2009.

This book focuses on the issues involved in the ongoing development of Internet governance, and the challenges associated with developing and applying governance structures at a global level based on bottom-up, consensus-seeking decision-making procedures, without direct foundation in a treaty framework.

Source: http://www.amazon.com/Internet-Governance-Infrastructure-Institutions-Bygrave/dp/0199561133/ref=sr_1_5?ie=UTF8&s=books&qid=1248792975&sr=1-5