

# Governance and Recordkeeping Around the World

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## Accessing the Web of the Past



Library and Archives  
Canada

Bibliothèque et Archives  
Canada

Canada

*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

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## General News

### Country – Canada

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#### British Columbia

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**Headline:** Open government websites launched

The British Columbia government has launched two new websites aimed at giving the public easier access to its data and information.

The first open-data website includes nearly 2,500 databases all available for download in digital formats that can be easily analyzed. The second website features freedom-of-information requests released to members of the public, journalists and political parties.

Information and privacy commissioner Elizabeth Denham said she was encouraged by what she saw. "I'm very excited, I think this is a very promising milestone for open information and open data."

**Source:**

[http://www.ctvbc.ctv.ca/servlet/an/local/CTVNews/20110719/bc\\_open\\_government\\_110719/20110719/?hub=BritishColumbiaHome](http://www.ctvbc.ctv.ca/servlet/an/local/CTVNews/20110719/bc_open_government_110719/20110719/?hub=BritishColumbiaHome)

#### New Brunswick

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**Headline:** The Right to Information and Protection of Privacy Act undergoes changes

Changes have been made to New Brunswick's Right to Information and Protection of Privacy Act including eliminating the fees charged to private citizens requesting information and documents.

However, access to documents deemed to be exceptions, such as advice from civil servants to ministers, still may not be granted.

**Source:** <http://timestranscript.canadaeast.com/news/article/1434903>

#### Saskatchewan

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**Headline:** Privacy Commissioner: Privacy breaches rampant

Gary Dickson, Saskatchewan's privacy commissioner, says the province is "bedevilled" by a large number of intrusions into people's personal information.

Dickson's office has opened 47 investigations into privacy breaches at government institutions over the last year and Dickson says that a huge training effort has to happen in the province.

While Dickson wants to see better protection of private information, he also wants governments to be more open. "The traditional model of reactive access to information just isn't good enough any more and ... it certainly won't be good enough going forward."

**Source:** [http://www.huffingtonpost.ca/2011/07/04/saskatchewan-privacy-breaches\\_n\\_889931.html](http://www.huffingtonpost.ca/2011/07/04/saskatchewan-privacy-breaches_n_889931.html)

## Country – Australia

### 1. **Headline:** Australian government reforms security classifications

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The Australian government is streamlining its security classification system removing the distinction between national and non-national security information and shifting the emphasis from document handling to information-security management.

Attorney-General Robert McClelland says "Agencies must consider the business impact that could result from the compromise, loss of, or disruption of access to information, including that posed by the aggregation of data."

The next step is for government agencies to develop their own security policies and procedures under the protocols.

**Source:** <http://searchsecurity.techtarget.com.au/news/2240038944/Australian-AG-Robert-McClelland-announces-changes-to-information-classifications>  
<http://news.smh.com.au/breaking-news-national/govt-reforms-security-classifications-20110726-1hy69.html>

### 2. **Headline:** Increased funding approved for National Archives digitization program

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The Australian federal government has approved a major funding boost for Australia's key archiving agency as it pushes ahead with an ambitious digitization project.

The National Archives has digitized and published 22 million pages of documents online since 2001 and it aims to make new pages available online at a rate of about 1.1 million a year.

**Source:** <http://www.theaustralian.com.au/australian-it/budget-funds-national-archive-digitisation-national-archives-of-australia/story-e6frgakx-1226056983564>

## Country – Ghana

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### **Headline:** Ghanaians urged to use ICT for information management

A seminar organized, with the support of the Ghanaian government, advises Ghanaians to use Information Communication Technology (ICT) effectively for storing data and information management resulting in greater accountability both internally and externally.

Addressing the participants Joseph Wharram, Vice President of Computhink International, says 30 to 70 percent of paper data is lost everyday in offices around the world.

Wharram added "The technology which facilitates storage and retrieval of information from a storage device on the computer now takes the place of having to store data on papers and in piles of files."

**Source:** <http://www.modernghana.com/news/327586/1/8216use-ict-for-information-management8217.html>

## Country – Guyana

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### **Headline:** Access to Information bill passed

An Access to Information bill has been passed providing all Guyanese and non-Guyanese the right of access to an official document with some exceptions.

Exempt documents include Cabinet documents, those likely to prejudice the defence of the State, international relations documents and those relating to law enforcement, legal professional privileges and trade secrets.

The office of the President is not exempt under the legislation but the president, as a private individual, is.

**Source:** <http://www.demerarawaves.com/index.php/Latest/2011/09/15/access-to-info-bill-passed.html>

## Country – Jamaica

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**Headline:** Government archivist: Plans to update legislation governing Jamaican Archives

Claudette Thomas, government archivist and the head of the Jamaica Archives and Records Department says there are plans to update legislation, which govern the department.

Thomas says "We recognise that these [laws] are dated in this Information and Communications Technology (ICT) environment and we are anticipating that opportunity. So, we are preparing the policy document and hopefully soon, an archives advisory committee will be on board to assist the process."

**Source:** [http://www.jamaicaobserver.com/news/Embrace-the-principles-of-good-records-management--archivist-urges\\_8671280](http://www.jamaicaobserver.com/news/Embrace-the-principles-of-good-records-management--archivist-urges_8671280)

**Establishment of Committee:**

[http://www.opm.gov.jm/news\\_and\\_public\\_affairs/cabinet\\_approves\\_interagency\\_ministerial\\_committee\\_and\\_board\\_of\\_archives\\_adv](http://www.opm.gov.jm/news_and_public_affairs/cabinet_approves_interagency_ministerial_committee_and_board_of_archives_adv)

## Country – New Zealand

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**Headline:** Government pledges to release public data

The New Zealand government has committed to release "high value public data" actively for re-use. The government has also released the New Zealand Data and Information Management Principles.

The principles state that data and information must be open, trusted and authoritative, well managed, readily available, without charge where possible and re-usable and that personal and classified information must be protected.

**Source:** <http://ict.govt.nz/programme/opening-government-data-and-information/open-and-transparent-government>  
<http://www.freedominfo.org/2011/08/new-zealand-pledges-to-release-public-data/>

## Country – Peru

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**Headline:** Personal Data Protection law adopted

On July 2, 2011, the Personal Data Protection law was adopted making Peru the latest Latin American country to adopt European Union style omnibus privacy legislation.

The law imposes specific requirements for data processing by organizations and establishes both the National Register of Personal Data Protection and the National Personal Data Protection Authority which will have the power to impose sanctions for violations of the law.

**Source:** <http://www.huntonprivacyblog.com/2011/07/articles/international/peru-adopts-personal-data-protection-law/>

**Law:**

[http://www.huntonprivacyblog.com/uploads/file/Peru%20Data%20Protection%20Law%20July%2028\\_EN%20\\_2\\_.pdf](http://www.huntonprivacyblog.com/uploads/file/Peru%20Data%20Protection%20Law%20July%2028_EN%20_2_.pdf)

## Country – United Kingdom

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**Headline:** British Library announces major release of linked data

The British Library has announced a significant contribution to the development, application, and sharing of bibliographic data using Linked Data techniques and technologies, with a preview of a new approach to the British National Bibliography.

The Metadata Services Team at the British Library has been working to apply Linked Data modelling practices to bibliographic resources.

**Source:**

<http://consulting.talis.com/2011/07/significant-bibliographic-linked-data-release-from-the-british-library/>  
[https://semanticweb.com/british-library-announces-major-release-of-linked-data\\_b21499](https://semanticweb.com/british-library-announces-major-release-of-linked-data_b21499)



## Country – United States

### Federal Government

1. **Headline:** Federal government to delete half its websites

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With the goal of ensuring that government information is more readily accessible the U.S. government will reduce by half its 2,000 websites through consolidation and elimination saving millions of dollars a year.

A government spokesperson says "Having too many separate federal websites makes it harder for people to find the information they are looking for. By consolidating sites we need and eliminating those we don't, we'll make it easier for the public to access the information they need while cutting costs on the back end."

**Source:** <http://latimesblogs.latimes.com/technology/2011/06/government-plans-to-delete-half-its-web-sites.html>

<http://fcw.com/articles/2011/08/17/federal-agency-website-surveys-take-up-to-56-hours-to-complete-omb-says.aspx>

<http://www.crbuyer.com/story/Federal-CIO-Prods-Agencies-to-Revamp-Websites-73123.html>

**Executive Order:** <http://www.whitehouse.gov/sites/default/files/omb/memoranda/2011/m11-24.pdf>

2. **Headline:** NARA asks public for assistance in tagging historical documents

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With the goal of improving searches of its historical documents the National Archives and Records Administration (NARA) is asking the public to add tags to documents in its online database.

NARA officials expect the tagging to enhance the quality of the content and make it easier for people to search the documents.

**Source:** <http://gcn.com/articles/2011/08/05/nara-public-tag-historic-documents-searchable.aspx>

3. **Headline:** NARA works with the Judiciary to reduce retention periods of case files

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With rising storage costs and budget cutbacks the Judiciary was looking for ways to reduce the amount of time that case files were stored at Federal Records Centers (FRCs) while ensuring records of historical value were preserved.

The result was the National Archives and Records Administration (NARA) teaming up with the Judiciary to review millions of federal court cases accumulated since the 1970s at the FRCs.

The majority of non-trial cases will be disposed of after 15 years. Over that same time period, as the new records schedule and the reappraisal of old files is fully implemented, it is estimated the Judiciary will save \$35 million.

**Source:** [http://www.uscourts.gov/news/TheThirdBranch/11-05-01/Making\\_Room\\_Saving\\_History.aspx](http://www.uscourts.gov/news/TheThirdBranch/11-05-01/Making_Room_Saving_History.aspx)

4. **Headline:** New Portal will cut 10 days from FOIA process

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According to the National Archives and Records Administration (NARA) the cloud-based portal, created to manage and track Freedom of Information Act (FOIA) requests and disputes, should reduce the average FOIA case time from 25 to 15 days.

Federal agencies are not generally required to turn documents over to NARA until they are 30 years old or older, so most of the agency's FOIA requests are for historical rather than contemporary research.

**Source:**

[http://techinsider.nextgov.com/2011/06/new\\_portal\\_will\\_cut\\_10\\_days\\_from\\_foia\\_process\\_archives\\_says.php](http://techinsider.nextgov.com/2011/06/new_portal_will_cut_10_days_from_foia_process_archives_says.php)

## State Government

### Hawaii

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**Headline:** State Chief Information Officer plans to make government more efficient

In June 2011 Sanjeev “Sonny” Bhagowalia was appointed as Hawaii’s first full-time Chief Information Officer with the goal of modernizing the state’s computer hardware and software to provide a broad range of improved services.

Bhagowalia says “I think electronic is the future and that’s the way we should go. We are sitting in analog and paper government in a lot of places, and that’s a problem because there’s [sic] inefficiencies.”

“We have survived thus far...we’re doing well but it’s time to get to the new day.”

**Source and Video:** <http://www.khon2.com/news/local/story/New-State-IT-Chief-plans-to-make-government-more/Uxij2VsrF0WQ-hpl9IHdaw.cspX>

### Pennsylvania

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**Headline:** Legislation puts more state records on the Internet

Governor Tom Corbett has signed into law legislation that puts more state government records on the Internet.

The law applies to the three branches of government: executive, legislative and judicial and the legislature and judiciary will work out the format for posting their information.

**Source:** [http://www.pittsburghlive.com/x/pittsburghtrib/news/breaking/s\\_744709.html](http://www.pittsburghlive.com/x/pittsburghtrib/news/breaking/s_744709.html)

### Vermont

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**Headline:** Legislators ditch paper clutter for iPads

While leaders in this paperless experiment say they are not ready to recommend that the entire legislature convert to iPads many legislators have purchased their own iPads and Senate committees are beginning to convert to electronic legislating.

With iPads giving committee members the ability to receive testimony in advance, they had a chance to review it, prepare questions and therefore came better prepared for discussions with witnesses.

However, there are issues that need to be addressed including naming conventions for files.

Duncan Goss, information technology director for the legislature, says “That’s going to be an issue of coming up with a sensible file structure that people can understand and making sure that documents get named with a meaningful name and put in a place where they would be logically found. That’s just an organizational issue.”

**Source:** <http://vtdigger.org/2011/06/23/legislators-ditch-paper-clutter-for-ipads/>

### Wyoming

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**Headline:** Google Apps goes statewide in Wyoming government

Wyoming has become the first state government to do an enterprise-wide rollout of Google Apps moving 10,000 state employees to Google’s cloud-based email and productivity suite.

The state had been operating 13 different email platforms in its executive branch agencies before the migration.

**Source:** <http://www.govtech.com/e-government/Google-Goes-Wyoming.html>

## Section 2 – Events

### Annual Meetings and Conferences

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#### International

##### 1. AIIM Conference 2012

**Theme:** Managing Information in the Social, Local, and Mobile Era

**Host:** AIIM

**When:** 20–22 March 2012

**Where:** San Francisco, California, United States

**Summary:** With content and information management entering a new era of social, local and mobile technologies, it has created a hyper-connected world where people have more avenues than ever to access, create and share information. This conference gives participants the opportunity to discover how to embrace the opportunities and mitigate the risks of this bold new era.

**Programme and Registration:** <http://www.aiim.org/events/aiim-conference>

##### 2. Future Perfect 2012

**Theme:** Digital Preservation by Design

**Host:** Archives New Zealand

**When:** 26–27 March 2012

**Where:** Te Papa Tongarewa, New Zealand

**Summary:** This conference seeks to stimulate discussion about how, when and why influencing the design of systems can support digital preservation and ultimately ensure that today's information is available tomorrow.

**Programme and Registration:** <http://archives.govt.nz/advice/government-digital-archive-programme/future-perfect-2012-digital-preservation-design>

#### National

##### 1. 2012 ARMA Canada Conference

**Host:** Association of Records Managers and Administrators

**When:** 3–6 June 2012

**Where:** Nanaimo, British Columbia, Canada

**Summary:** Details to follow.

**Programme and Registration:** <http://www.armacanada.org/index.shtml>

## **2. Association of Canadian Archivists 37th Annual Conference**

**Theme:** In Search of Archival Gold

**Host:** Association of Canadian Archivists

**When:** 7–9 June 2012

**Where:** Whitehorse, Yukon, Canada

**Summary:** Details to follow.

**Programme and Registration:** <http://www.archivists.ca/content/annual-conference>

## **Forums**

### **1. 2nd Annual Cloud Computing Forum 2012**

**Theme:** Plugged Into The Cloud: What Next?

**Host:** Government Technology Review

**When:** 22–23 February 2012

**Where:** Canberra, Australia

**Summary:** Topics covered include **(1)** Going mainstream with cloud services **(2)** Data security, sovereignty, performance and reliability **(3)** Enterprise agility and interoperability **(4)** Public and private cloud **(5)** Critical versus non-critical business activities.

**Programme and Registration:** <http://www.halledit.com.au/cloudcomputing2012>

## **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

#### Canada – Government of Saskatchewan

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**Topic/Title:** Saskatchewan Multitype Digitization Initiative

**Summary:** Currently, Saskatchewan libraries, archives and museums have historical and cultural collections that may be inaccessible either due to their physical location or they are too fragile for public handling. Materials that are already available online that must be accessed through separate, individual websites.

The Digitization Initiative will allow information providers, as well as educational and cultural heritage institutions, to digitize their heritage and culture materials and ensure they are easily accessible for students, researchers and the public.

**Source:** <http://www.gov.sk.ca/news?newsId=47a67661-c4ac-4d02-9f01-0b9562a2d9b9>

#### Chile

**Topic/Title:** Portal de Transparencia del Estado de Chile (Transparency Web Portal)

**Summary:** The Transparency Web Portal will be a one-stop shop where access to information requests can be made electronically and requesters will be able to follow up on the status of their requests.

Christian Larroulet, Minister Secretary General of the Presidency says “This portal will put the best technology available to access public information in the hands of citizens so they can assert their role as owners of the State.”

**Source:** <http://www.freedominfo.org/2011/04/chile-plans-to-create-transparency-web-portal/>

#### China

**Topic/Title:** National Digital Library Network Project

**Summary:** China plans to launch a national project to build a nationwide digital library network.

The focus of the project will be promoting the construction of an interconnected digital library platform and a group of widely spread resource libraries that provide multimedia library services for the public.

The services will be available in public libraries and through the Internet, mobile phones and mobile televisions.

**Source:** <http://www.strait2taiwan.tw/content/china-build-national-digital-library-network>

## Europe

**Topic/Title:** Archives Portal Europe

**Summary:** Archives Portal Europe, scheduled to be launched in January 2012, will enable access to information about the collections of 17 European national archival institutions from a single point of entry.

In addition, via the Archives Portal Europe, information about digital archival material will be forwarded to Europeana thus enabling a Europeana user to simultaneously access the digital collections of libraries, museums, archives, audio-visual collections, etc.

This supports the ultimate goal of making European history and culture accessible and available to a wide audience.

**Source:** <http://en.nationaalarchief.nl/newsroom/news/continuation-of-apenet-combines-innovation-with-increased-content>

**Pilot Installation:**

<http://www.archivesportaleurope.eu/Portal/index.action;jsessionid=F1DE34F36DFE169BBC315DC5F5445A05>

(Available in various languages)

## India

**Topic/Title:** Using satellite imagery to digitize records

**Summary:** The Indian state government has initiated a project for digitizing and updating land records by using high resolution satellite imagery with the goal of developing a modern, comprehensive and transparent land records management system.

**Source:** <http://news.in.msn.com/business/article.aspx?cp-documentid=5287299>

## New Zealand – National Library

**Topic/Title:** Pictures Online Project

**Summary:** This digitization project will add to the 70,000 images that have already been preserved in perpetuity and are accessible online.

As the photographs are digitized they will be showcased online through the Library's digital collection websites such as Timeframes (digitized New Zealand and Pacific images from the collections of the Alexander Turnbull Library).

**Source and Video:** <http://www.natlib.govt.nz/about-us/current-initiatives/pictures-online>

## United Kingdom – London Museums Hub

**Topic/Title:** London Museums Information and Records Management Project

**Summary:** Since 2007, the Information and Records Management Project has helped to raise awareness of, and increase capacity for, information and records management in London's museums.

The project applied the lessons learned by offering training in different aspects of information and records management to museum staff across the region; from 2009 individual consultancies were delivered to 14 London museums.

A case study of the project 2007–2011 has been published whose purpose is to make a detailed record of the project methodology, findings, products and lessons learned.

**Report:** <http://www.museuminfo-records.org.uk/CaseStudy200711.pdf>

**Home Page:** <http://www.museuminfo-records.org.uk/>

## United Kingdom – National Archives

**Topic/Title:** Council Web Archiving Project

**Summary:** A Web archiving model that allows local authorities to preserve important online information is to be piloted by the National Archives.

Initially focusing on seven archive services, the project will use as the basis for creating a template for procuring Web archiving services and guidance on best practice to help archive services across the country develop their own Web archives.

Oliver Morley, chief executive of the National Archives, says "We are working to share the expertise we have built up in archiving government websites with local archive services up and down the country, empowering them to create web archives of their own which will provide a digital history of their communities."

**Source:** <http://www.guardian.co.uk/government-computing-network/2011/jul/25/national-archives-web-archiving-project>  
<http://www.thedrum.co.uk/news/2011/07/25/24016-national-archives-to-pilot-web-archiving-scheme-for-local-authorities/>

**Update:** <http://www.thedrum.co.uk/news/2011/10/03/national-archives-takes-increased-responsibility-new-website>

## United States

**Topic/Title:** The Social Networks and Archival Context Project

**Summary:** The project will address the ongoing challenge of transforming description of, and improving access to, primary humanities resources through the use of advanced technologies.

The project will test the feasibility of using existing archival descriptions in new ways, in order to enhance access and understanding of cultural resources in archives, libraries, and museums.

**Home Page:** <http://socialarchive.iath.virginia.edu/>

**Slide Presentation:** <http://www.archivists.org/saagroups/ead/EAD%20RT-PITTI.pdf>

## United States – Government of Arkansas

**Topic/Title:** Arkansas.gov State Website

**Summary:** The government of Arkansas has launched new mobile services on the Arkansas.gov website: Mobile users in Arkansas can now text the state government — and get a reply.

The new version of Arkansas.gov includes two services state officials say are a first for government.

Text4help, which lets people ask questions about government services, and a geolocation widget for finding e-government services.

**Source:** <http://gcn.com/articles/2011/05/23/arkansas-website-mobile-apps.aspx>

## **United States – University of Chicago Library**

**Topic/Title:** University of Chicago's Futuristic Library

**Summary:** The new library is designed to accommodate the way people study and research today: online.

The structure's large spaces are made for computer work and have no traditional bookshelves but instead the library boasts a massive underground storage area holding 3.5 million volumes on 50-foot-high shelves.

The collection is managed by robotic systems that help create an environment where scholars can search the Web for hours for academic papers and still get a hard-to-find volume from the stacks.

Research at the university has shown that the more people look to digital resources, the more they consult physical materials as well, according to Judith Nadler, director of the University of Chicago Library.

Nadler adds "For scholars, the two formats complement each other, opening the door to a new era in research — and new libraries designed to make the best use of print and digital options."

**Source and Video:** <http://www.wired.com/underwire/2011/05/robot-powered-mansueto-library/>

## **United States – University of Virginia Library**

**Topic/Title:** Resource for Researchers Confronting Data Management Challenges

**Summary:** Managing, analyzing and preserving research data are the sort of issues all research institutions now face to some degree.

In response, the University of Virginia Library is pioneering a new resource for researchers confronting data management challenges unique to the digital age.

The University's new Scientific Data Consulting Group works with faculty and graduate student researchers across disciplines to assess their data management needs, then creates and implements plans to store and preserve that data.

"Our single mission here is to improve the way research data is managed at the University," says Andrew Sallans, the library's head of strategic data initiatives, who heads the group.

**Source:** <http://www.virginia.edu/uvatoday/newsRelease.php?id=15547>



## Products and Tools from Around the World

### Canada – El Fresko Technologies

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**Product/Tool:** MagnaStor® FS Archiver

**Summary:** This archival storage solution ensures the long-term preservation and integrity of digital information to protect organizations from corporate, legal and compliance risks. Features include real-time replication to the cloud.

"Business data volumes are growing exponentially.... As a result, vital business data has evolved beyond simple documents and now includes vast amounts of static unstructured data in web sites, blogs, online chat logs and call center recordings. It is imperative that companies have an effective data management strategy in place to protect themselves against unanticipated corporate, legal or regulatory challenges." says Mark Fowlie, CEO of El Fresko Technologies.

**Source:**

[http://www.managingautomation.com/maonline/news/product/read/El\\_Fresko\\_Technologies\\_Launches\\_Next\\_Generation\\_Archiving\\_and\\_Data\\_Protection\\_Solution\\_259508](http://www.managingautomation.com/maonline/news/product/read/El_Fresko_Technologies_Launches_Next_Generation_Archiving_and_Data_Protection_Solution_259508)

### Australia

1. **Product/Tool:** Recordkeeping Program

**Summary:** The University of New South Wales Recordkeeping Home Page includes **(1)** Recordkeeping Basics **(2)** What records to keep and not to keep **(3)** Electronic Recordkeeping **(4)** Staff Responsibilities.

**Source:** <https://www.recordkeeping.unsw.edu.au/recordkeeping/recordkeeping.html>

2. **Product/Tool:** Advice on Digitizing Paper Records

**Summary:** The New South Wales government provides advice to organizations regarding the digitization of paper records including the benefits and risks.

**Source:** <http://futureproof.records.nsw.gov.au/digitisation-dilemmas/>

### Australia – National Archives

**Product/Tool:** Storing Commonwealth records in data centres, digital repositories and the cloud

**Summary:** The National Archives of Australia has published a set of recommendations and guidelines for government agencies considering outsourcing data storage to external hosts and the cloud.

Included is a records management risk assessment template that can be used as a starting point to evaluate digital storage options.

Other topics include **(1)** Main records management risks **(2)** Destruction or removal of records **(3)** Due diligence assessment and service level agreements.

**Source:**

<http://www.naa.gov.au/records-management/secure-and-store/NAA-storage/outsourcing-digital-data-storage/index.aspx>

<http://idm.net.au/article/008352-naa-points-way-cloud>

## Denmark

**Product/Tool:** cBrain F2 (Government 2.0 solution)

**Summary:** This solution facilitates the elimination of paper-based work processing, collaboration and record management and incorporates social media tools in the execution of governmental case management.

cBrain F2 incorporates all work done within a governmental department entirely eliminating the use of paper to transfer information.

**Source:** <http://www.prweb.com/releases/2011/04/prweb5253824.htm>

## United Kingdom

**Product/Tool:** Data Sharing Code of Practice

**Summary:** The data sharing code of practice is a statutory code that explains how the Data Protection Act applies to the sharing of personal data.

The code provides practical advice to all organizations, whether public, private or third party, that share personal data. The code covers systematic data sharing arrangements as well as ad hoc requests to share personal data.

**Source:** [http://www.ico.gov.uk/for\\_organisations/data\\_protection/topic\\_guides/data\\_sharing.aspx](http://www.ico.gov.uk/for_organisations/data_protection/topic_guides/data_sharing.aspx)

## United Kingdom – National Archives

**Product/Tool:** Managing Digital Records Without an Electronic Records Management System

**Summary:** The purpose of this guidance is to demonstrate how an organization can improve the management of records within their file systems.

**Source:** <http://www.nationalarchives.gov.uk/documents/information-management/managing-electronic-records-without-an-erms-publication-edition.pdf>

## United States – Case Western Reserve University

**Product/Tool:** Digital Preservation Home Page

**Summary:** The University's Digital Preservation Home Page features a series of Frequently Asked Questions (FAQs) for categories including storage media and file formats.

**Source:** <http://www.case.edu/its/archives/Records/digipres.htm>

## United States – Library of Congress

**Product/Tool:** Recollection software platform

**Summary:** Recollection is a Web application that enables librarians, archivists, curators, and historians to create dynamic interfaces to cultural heritage collections.

**Source:** <http://blogs.loc.gov/digitalpreservation/2011/08/full-open-source-release-of-recollection-platform/>  
<http://www.fastcompany.com/1758244/recollection-a-collaborative-tool-for-sharing-and-visualizing-cultural-data>

## United States – National Archives and Records Administration (NARA)

### 1. **Product/Tool:** Guidance on Managing Mixed-Media Files

**Summary:** Mixed-media files are files composed of records on different forms of media.

Agencies frequently manage files with records created or received in more than one type of medium.

NARA provides agencies with guidance about the records management implications when records in various types of media are intermixed in one file.

In addition, the guidance also reminds agencies of lifecycle management requirements for electronic records and for audiovisual, cartographic, and related records.

**Source:** <http://www.archives.gov/records-mgmt/bulletins/2011/2011-04.html>

### 2. **Product/Tool:** Discussion Guide on Establishing Trustworthy Digital Repositories

**Summary:** Federal agencies often require long-term storage and access to electronic records, digital data, and other information needed for business, but often have not put into place the fundamental policy and governance infrastructure to assure the trustworthiness and authenticity of the data they maintain for as long as it is needed.

This discussion guide determines what high-level data management policies, procedures, and processes are in place now, and what policies, processes and procedures need to be updated or developed to assure that long-term digital information, records and data are appropriately managed, preserved, and made accessible to all stakeholders for as long as needed.

**Source:** <http://blogs.archives.gov/records-express/?p=1206>

**Discussion Guide:** <http://www.archives.gov/records-mgmt/toolkit/pdf/ID373.pdf>

## United States – Viewpointe

**Product/Tool:** OnPointe™

**Summary:** This digital storage and records management solution consistently implements a company's business and document lifecycle rules, supporting its compliance efforts and helping to mitigate unnecessary risks.

Rich Walsh, president of Viewpointe Document Archive and Repository Services says "Increased regulation, tight budgets and growing volumes of data are making it more difficult for companies to manage their onsite digital content."

"Solving these issues internally requires significant and ongoing resources and capital expenditures at a time when companies are looking to reduce costs...."

**Source:** <http://www.businesswire.com/news/home/20110201007306/en/Viewpointe-Launches-State-of-the-Art-Hosted-Digital-Storage-Records>

## Studies and Surveys

### United States

[Back](#)

**Title of Study:** Best Practices Study of Social Media Records Policies

**Study Commissioned By:** The Collaboration and Transformation Shared Interest Group of the American Council for Technology and the Industry Advisory Council.

**Study Participants:** The study involved interviews at 10 government agencies using social media to further their services to citizens.

**Overview:** Government agencies are increasingly incorporating Web 2.0 collaborative technologies, also known as social media, such as wikis and blogs, in conducting agency business.

Federal recordkeeping requirements include developing and implementing policies for Federal records and cover records from social media.

The purpose of the study is to build a discussion around the use of social media to help government and its citizens connect more closely, collaboratively, and openly.

The goal of the study is to identify best practices, lessons learned, and records policies that have been adopted and can be applied to other agencies.

**Summary:** The study highlights five social media and records management challenges that were identified by agencies to implement and enforce records policies for social media.

**(1) Declaration:** What is a social media record? **(2) Social Media Capture** **(3) Social Media Retention** **(4) Social Media Scheduling/Destruction/Disposition** **(5) Staffing and Education.**

The study also identifies best practices that are needed for successful implementation of records management of social media.

**(1) Develop communications** between social media team and records managers **(2) Develop social media policies** making use of sources for help **(3) Define roles and responsibilities** **(4) Implement records management for social media** as part of enterprise content management.

When asked what they wanted in an ideal world, all agencies responded that they wanted a system which provides automatic metadata and content capture without human intervention.

This would consist of an automated mechanism to identify, tag, create the metadata, and associate the data with the proper records schedule.

**Source:** <http://www.incontextmag.com/article/A-records-management-guide-to-social-media>

**Study:**

[http://www.actgov.org/knowledgebank/whitepapers/Documents/Shared%20Interest%20Groups/Collaboration%20and%20Transformation%20SIG/Best%20Practices%20of%20Social%20Media%20Records%20Policies%20-%20CT%20SIG%20-%2003-31-11%20\(3\).pdf](http://www.actgov.org/knowledgebank/whitepapers/Documents/Shared%20Interest%20Groups/Collaboration%20and%20Transformation%20SIG/Best%20Practices%20of%20Social%20Media%20Records%20Policies%20-%20CT%20SIG%20-%2003-31-11%20(3).pdf)

### Introduction

The Internet of today is effectively infinite: a universe of more than 1 trillion unique pages, expanding by 200 million tweets every day and by 24 hours of YouTube video every minute.

However, the Internet of yesterday is in danger of being lost forever as nearly all of its early content is gone because no one thought to preserve it.

The average life of an Internet page is only about 100 days as website owners deliberately erase or abandon their pages and with each scrubbing key parts of our cultural history are wiped from cyberspace.

Scholars are growing concerned about the burgeoning quantity of creative work (such as Twitter and blog posts, photographs and videos, and scholarly papers) that is “born digital,” without physical form and doomed to die online if it is not salvaged.

“It [the Internet] was conceived without the notion of time and without the notion of archiving at its core,” says Herbert Van de Sompel, a computer scientist who works at the Los Alamos National Laboratory in New Mexico.

### Preserving the Past

In response, a team of computer engineers is working to help preserve our cyber past through some fascinating initiatives.

Michael Nelson, a computer science professor at Old Dominion University in Virginia, is now leading a team that is working on a way to network Internet archives together into a user's Web browser with a special add-on as part of an initiative called the Memento Project.

Memento tracks the Internet over time and Nelson's intention is to archive the World Wide Web properly, so that one can revisit it anytime. Memento aims to bridge the gap between publishing and preserving.

The Memento Project, funded by the Library of Congress, started in late 2009 with a realization that apart from a lot of good Web archives, there are archives that are not on the Internet including several major libraries like the British Library and the California Digital Library.

Memento is an archive of all the versions of all the Web pages online. This means that the user does not have to navigate specific websites to find what they are searching for.

Memento uses an inter-archives approach that essentially unifies the holdings of all the different archives that exist online.

### How Memento Works

If you know the uniform resource locator (URL) of a Web resource, the technical framework proposed by Memento allows you to see a version of that resource as it existed at some date in the past by specifying the desired date in a browser plug-in. Or you can actually browse the Web of the past by selecting a date and clicking away.

Whichever method you choose, you will find versions of Web resources as they existed around the selected date.

Obviously, this will only work if previous versions are available somewhere else on the Web. If they are, and if they are on servers that support the Memento framework, you will get to them.

## Collaboration

The Memento team is working with national libraries throughout the United States and in Europe as well as with a number of archiving companies.

## Early Stages of Development

The project is still in the early stages of development and is being worked upon but things are moving fast.

"We are trying to add more archives and develop better user interface. We are not saying that it is the most beautiful application but we are still working on it," says Nelson.

Nelson adds "The space has opened up. The time is just right for the project because bandwidth and storage is cheaper. We don't have to worry about storage space any more."

## Findings

One cannot divide by infinity. So, to estimate how much of the Web was being saved, Nelson and his colleagues took a sampling of 4,000 Web pages from four sources.

Their findings are instructive.

When Nelson's team tracked Web pages chosen with search engines and selected more or less at random, it found that only **19 percent** had been archived.

The lesson? Popularity on the Web equals longevity.

If your Web page has been bookmarked or indexed, it has received a measure of recognition and is more likely to endure.

Preserving what is important now is easy: Important things are copied and shared, again and again.

But what about things that will become important later? Twitter feeds from a yet-to-be-famous author or the YouTube offerings of the next Steven Spielberg?

"Let's assume that 99 percent of what's on the Internet is junk," says Matthew Kirschenbaum, an expert on technology in the humanities at the University of Maryland.

"That still leaves 1 percent. And if you think of how big the internet is, even that 1 percent is a very big deal."

**Source:** <http://m.ctv.ca/topstories/20110722/internet-website-archive-memento-project-110724.html>

[http://www.washingtonpost.com/local/education/old-dominion-u-professor-is-trying-to-save-internet-history/2011/07/13/gIQAS1EYKI\\_story.html?hpid=z4](http://www.washingtonpost.com/local/education/old-dominion-u-professor-is-trying-to-save-internet-history/2011/07/13/gIQAS1EYKI_story.html?hpid=z4)

[http://articles.economictimes.indiatimes.com/2011-07-28/news/29824956\\_1\\_archiving-memento-web](http://articles.economictimes.indiatimes.com/2011-07-28/news/29824956_1_archiving-memento-web)

**Memento Home Page:** <http://www.mementoweb.org/>

**Memento Project Wins Digital Preservation Award:** <http://www.dpconline.org/newsroom/latest-news/655-memento-project-wins-digital-preservation-award-2010>

**Podcast Interview with Michael Nelson:** <http://surprisinglyfree.com/2011/09/06/michael-nelson/>

**Video:** <http://blogs.ukoln.ac.uk/jisc-bqdp/2011/09/28/web-archiving-and-the-iipc/>  
(Video available in various languages)

## Section 4 – Selected Readings

### Articles, White Papers, Presentations, Reports

#### Canada

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1. **Topic/Title:** Canada's record-keeper

**Type of Document:** Article

**Authors:** Julie Mills is an associate partner and Ann-Marie Phillips is a senior manager in the Government & Public Sector team of Ernst & Young LLP (Canada) featured in *Citizen Today, Pointing the Way*, August 2011, pp.13-14.

**Summary:** As Canada's top Librarian and Archivist, Dr. Daniel J. Caron focuses on the acquisition development, preservation and accessibility of public information resources.

In this article, Dr. Caron speaks about topics such as the need to stay relevant in the digital era, Library and Archives Canada's core purpose, the acceptance of only digital records from government by 2017 and the recordkeeping directive.

**Source:**

[http://www.ey.com/Publication/vwLUAssets/Citizen\\_Today\\_August\\_2011\\_issue\\_8/\\$FILE/Citizen%20Today%208.pdf](http://www.ey.com/Publication/vwLUAssets/Citizen_Today_August_2011_issue_8/$FILE/Citizen%20Today%208.pdf)

2. **Topic/Title:** HP Canada president weighs in on cloud debate

**Type of Document:** Article

**Author:** Peter Galanis, President and CEO of HP Canada featured in *itWorld Canada*

**Summary:** Many Canadian CIOs are considering cloud technology because it can be rapidly provisioned and released with minimal intervention from a service provider. But should they take advantage of public cloud services or build their own cloud behind the firewall?

In this article Peter Galanis says they can have it both ways.

**Source:** [http://www.itworldcanada.com/news/hp-canada-president-weighs-in-on-cloud-debate/142922?sub=1536995&utm\\_source=1536995&utm\\_medium=top5&utm\\_campaign=TD](http://www.itworldcanada.com/news/hp-canada-president-weighs-in-on-cloud-debate/142922?sub=1536995&utm_source=1536995&utm_medium=top5&utm_campaign=TD)

#### Australia

**Topic/Title:** Digital Continuity: Ensuring the continued accessibility of the Queensland Government's digital records

**Type of Document:** Report

**Date:** April 2011

**Organization:** Queensland State Archives

**Summary:** In 2010, Queensland State Archives undertook a major research and surveying program to analyze digital archiving practices across Queensland Government to determine how well public authorities were managing digital records throughout their lifecycles.

The results have been published in a report that provides a summary of current digital archiving practices across the Queensland Government.

The report reveals that Queensland public authorities are facing real challenges to ensure the continued accessibility of their digital records.

The report also outlines a framework to guide the future program of work.

**Source:** <http://www.archives.qld.gov.au/digitalcontinuity/consultationresearch.asp>

**Report:** [http://www.archives.qld.gov.au/downloads/Digital\\_Continuity\\_Report.pdf](http://www.archives.qld.gov.au/downloads/Digital_Continuity_Report.pdf)

## Germany

**Topic/Title:** Puzzling over digital preservation – Identifying traditional and new skills needed for digital preservation

**Type of Document:** Paper

**Authors:** Thomas Bähr, German National Library of Science and Technology  
Michelle Lindlar, German National Library of Medicine  
Sven Vlaeminck, German National Library of Economics

**Summary:** This paper is based upon a gap analysis conducted by the Leibniz Library Network for Research Information “Goportis.”

The report includes a description of the necessary digital curation skills needed to evaluate digital data carriers as well as specialist digital preservation knowledge of file formats needed to describe information with the goal of sustaining accessibility over the long term.

The paper shows how central tasks of digital preservation, such as process description and preservation planning, require expert knowledge of traditional librarian and information technology skills as well as new knowledge which is described as digital preservation skills.

**Source:** <http://conference.ifla.org/sites/default/files/files/papers/ifla77/217-bahr-en.pdf>

## New Zealand

**Title of Report:** The Chief Archivist’s Annual Report on the State of Government Recordkeeping 2010

**Organization:** Archives New Zealand

**Date:** July 19, 2011

### Recommendations include:

**(1)** Public offices should ensure they have robust recordkeeping frameworks for both physical and digital records **(2)** Public offices should ensure that technical systems are designed to create and maintain records for as long as they are required **(3)** Public offices should ensure they have comprehensive disposal coverage under the Public Records Act 2005, including ongoing disposal schedules for their core business records **(4)** Public offices need to ensure that disposal of public records is planned and regularly implemented in line with the requirements of the *Disposal Standard* **(5)** Public offices should incorporate legacy records management into ongoing records management programs to maximize limited resources and improve ongoing recordkeeping capacity.

**Source:** <http://archives.govt.nz/chief-archivists-annual-report-state-government-recordkeeping-2010>

**Report:** [http://archives.govt.nz/sites/default/files/Final\\_Version\\_-\\_Chief\\_Archivists\\_Annual\\_Report\\_on\\_the\\_State\\_of\\_Government\\_Recordkeeping\\_2010.pdf](http://archives.govt.nz/sites/default/files/Final_Version_-_Chief_Archivists_Annual_Report_on_the_State_of_Government_Recordkeeping_2010.pdf)



## United Kingdom

**Podcast:** The challenges of archiving databases

**Date:** July 2011

**Summary:** James Lappin interviews Kevin Ashley, Director of the Digital Curation Centre, about the challenges of archiving databases.

Ashley discusses the creation of the UK's National Digital Archive of Datasets in the late 1990s and about the similarities and differences between archiving databases in the 1990s and archiving databases now.

**Source:** [http://nuweb.northumbria.ac.uk/ceis\\_podcasts/](http://nuweb.northumbria.ac.uk/ceis_podcasts/)

## United States

1. **Topic/Title:** Streamline Email Storage

**Type of Document:** Article

**Author:** Elizabeth Millard, *Processor*, December 17, 2010, Vol. 32, Issue 26

**Summary:** This article offers tips for boosting an organization's email storage power including **(1)** Base Plans on Existing Storage and Projected Data Growth **(2)** Manage the Pilot Phase **(3)** Assemble an Archive Support Team and Assign Specific Tasks **(4)** Research Options with Long-Term Cost in Mind **(5)** Consider Enterprise Archiving Technology with Shortcuts.

**Source:** <http://www.processor.com/editorial/article.asp?article=articles/P3226/26p26/26p26.asp&guid=>

2. **Topic/Title:** How the Library of Congress Leverages Linked Data

**Type of Document:** Video Presentation

**Summary:** Laura Campbell, CIO of the Library of Congress, delivered the keynote address at the 2011 Sem Tech Conference.

Her talk focused on "how linked data is helping us to do more with less" while managing the Library's existing collections; maintaining its role as a leader in the distribution of canonical information; and following its mission to collect, preserve, and provide access to a born digital collection.

During her talk, Campbell said she hoped the takeaway would be that "We need to get very clever about new methods of doing our mission, new methods of executing both getting the material and managing it and providing access to it."

**Source:** <http://www.diglib.org/archives/1325/>

3. **Topic/Title:** Cornell University: Discussing the digital library

**Type of Document:** Video

**Summary:** Jim Del Rosso the Web and Digital Projects Manager at the Cornell University Catherwood Library (part of the School of Industrial and Labor Relations), talks about their institutional repository, social media, networking and other topics.

**Source:** <http://hurstassociates.blogspot.com/2011/08/video-cornell-university-staff-notes.html>

**4. Topic/Title:** On the Development of the University of Michigan Web Archives: Archival Principles and Strategies

**Type of Document:** Paper

**Author:** Michael Shallcross, Assistant Archivist, University Archives and Record Program, Bentley Historical Library, University of Michigan

**Date:** April 2011

**Overview:** The University Archives and Records Program at the Bentley Historical Library initiated a large-scale website preservation project as part of a broader effort to proactively capture and maintain select electronic records of the University of Michigan.

**Source:** <http://www2.archivists.org/sites/all/files/Case13Final.pdf>

**5. Topic/Title:** Managing Records Means Managing Assets, Risks and Cost

**Type of Document:** Article

**Author:** Nicole Stempak, *Business Finance*

**Summary:** Data is an asset and a risk which is why organizations are starting to pay more attention.

An effective records management program requires a structure for files to be retained, located, recovered and disposed of in a compliant method. Ideally, records management combines short-term and long-term archiving to store data.

Since records will continue to be produced, managing them will continue to be important. Since 90 percent of business records are shared electronically, organizations must be proactive.

Employees are producing records at an increasing pace in the form of emails, instant message chats, spreadsheets, documents and reports. Those records are posing a challenge for organizations as they run out of disk storage and are forced to decide what to save, what to dispose, where to store and how to create a formal policy that manages records while meeting compliance standards.

To do that, records management is becoming a group effort among the legal, compliance, IT and records management offices.

"What we're seeing is a much more methodical and interdisciplinary approach because, frankly, this stuff is getting way too hard for one department to handle or for one department to dictate what another one is supposed to do," says Christine Taylor, an analyst at The Taneja Group, an analyst and consulting firm for the technology storage industry. "There's just too much, too many implications, too many questions, too much uncertainty."

**Source:** <http://businessfinancemag.com/article/managing-records-means-managing-assets-risks-and-cost-0726>

## Books

### Selected Readings

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1. ARMA International, *Implications of Web-Based, Collaborative Technologies in Records Management*, 2011.

*Implications of Web-Based, Collaborative Technologies in Records Management* provides requirements and best practice recommendations related to policies, procedures, and processes for an organization's use of internally facing or externally directed (public or private), Web-based collaborative technologies such as wikis, blogs, mashups, and classification (tagging) sites.

#### 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=InvoiceDetail&ivd\\_formkey=69202792-63d7-4ba2-bf4e-a0da41270555&ivd\\_cst\\_key=00000000-0000-0000-0000-000000000000&ivd\\_prc\\_prd\\_key=47a23525-3cb3-4c47-a12d-a9ce0a841c05](https://www.arma.org/eweb/DynamicPage.aspx?Action=Add&site=ARMAI&ObjectKeyFrom=1A83491A-9853-4C87-86A4-F7D95601C2E2&WebCode=ARMAIProdDetailAdd&DoNotSave=yes&ParentObject=CentralizedOrderEntry&ParentDataObject=InvoiceDetail&ivd_formkey=69202792-63d7-4ba2-bf4e-a0da41270555&ivd_cst_key=00000000-0000-0000-0000-000000000000&ivd_prc_prd_key=47a23525-3cb3-4c47-a12d-a9ce0a841c05)

2. Edward M. Corrado and Heather Lea Moulaison, *Getting Started with Cloud Computing*, 2011.

*Getting Started with Cloud Computing* is a one-stop guide for implementing cloud computing.

Library and Information Technology Association experts demystify language, deflate hype, and provide library-specific examples of real-world successes the reader can emulate to guarantee efficiency and savings.

Among several features, this book helps the reader to select data access and file sharing services, build digital repositories, and utilize other cloud computing applications in their library.

Source: <http://www.neal-schuman.com/gsc>

3. Joseph R. Matthews, *The Digital Library Survival Guide* [Kindle Edition], 2011.

*The Digital Library Survival Guide* is a book for all librarians who are moving into the digital library arena and guides the reader through the migration process from traditional/hybrid to digital.

The book briefly discusses the evolution of libraries and the technologies that enables them to effectively manage ever growing digital library assets.

Source: <http://www.amazon.com/Digital-Library-Survival-Guide-ebook/dp/B005405QAK>