Governance and Recordkeeping
Around the World

Building A 21st-Century Digital Government
Accessing Information Anywhere, Anytime, On Any Device

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 **and requests to be added to the distribution list** may be sent to the following address:
Liaison Centre
Government Records Branch
Library and Archives Canada
395 Wellington Street
Ottawa, ON
K1A 0N4

Email: centre.liaison.centre@lac-bac.gc.ca

Contents

Section 1—General News

Canada

Federal Government
[Open Government Action Plan released](#)

> The Canadian Federal Government's Action Plan contains 12 commitments that will be implemented over the next three years. This includes a government-wide directive that will make government information and data available to the public by default unless it falls under specific criteria for exception.
> See also: [Action Plan](#); [Open Data Portal](#); [Access to Information requests online](#); ["Web site tracks Ottawa's growing social media presence"](#); [Open Data Portal Expands](#)

Newfoundland and Labrador
[Bill to amend Access to Information and Protection of Privacy Act law passes](#)

> The Newfoundland and Labrador House of Assembly has passed a bill that would result in ministerial briefings being kept secret. In addition, requests for information that cabinet ministers deem to be frivolous, systemic or repetitive can be exempted and the definition of what can be exempted on the basis of being a Cabinet record would be expanded.
> See also: [Listen to the full press conference here](#); [Press Release](#); [Information Commissioner's Comments](#); [Bill 29](#); ["Access to information reform to overturn court decision"](#)

Ontario—City of Ottawa
["PIN Contact Falls Under Access to Information"](#)

> The City of Ottawa has confirmed that PIN to PIN contact by City of Ottawa staff and elected officials falls under the *Access to Information Act*.

Australia
["Government agencies recognize BYOD times"](#)

> Australian government chief information officers (CIOs) are looking towards the future and the future is BYOD (bring your own device). The CIOs discussed BYOD strategies at "The Future of Government Mobility" breakfast.

[NSW releases ICT strategy](#)

> The government of New South Wales (NSW) has unveiled its ICT (information and communications technology) strategy. The [strategy](#) includes 17 major initiatives which will bring the government "out of the dark ages and into the 21st century."
> See also: [Ministerial Address by the Hon. Greg Pearce](#); [Committee Established](#)

Brunei

[National Archives Act modified to include electronic records](#)

> Reflecting the increasing amount of electronic records being created the National Archives of Brunei will modify its National Archives Act to include records stored in electronic form.

Europe

[Draft legislation introduced for orphan works](#)

> European Union institutions have reached an agreement on how to handle "orphan works." These are works covered by copyright but whose creators cannot be found. The legislation introduced would enable these works to be made publicly available across the European Union. See also: [Press Release](#); [Text](#) [PDF]

Ireland

["Government rolls out cloud computing standards for Irish firms"](#)

> The Irish Government is assisting small and large businesses in the area of cloud computing. The government has published new standards that are designed to provide guidance to organizations on the various issues that need to be considered when moving to the cloud.

Japan

[Bill is passed that would have publishers submit electronic versions of books](#)

> The Japanese House of Representatives passed a bill that would direct publishers to submit electronic versions of books and other written materials to the National Diet Library. The matter now will be taken up by the House of Councillors.

Scotland

[National Library reforms approved](#)

> The Scottish parliament has passed the [National Library of Scotland Bill](#). The Bill makes collections more accessible to the public and enables the National Library to update and develop its services and functions for the 21st century.
> See also: [Bill debate](#)

United Kingdom

[Cookie law now in effect](#)

> Cookies, also known as text files, are used to customize what repeat visitors see on websites and by advertisers to track users online. The cookie law went into effect on May 26, 2012, and requires website owners to be transparent with their users about the information they collect. The UK Information Commissioner's Office will be responsible for enforcing the law.

[“Civil service must embrace digital by default”](#)

The UK government's goal is for the civil service to have a "digital by default" approach to everything it does by 2015. This goal is part of the [Civil Service Reform Plan](#). In addition, central government departments will be expected to publish detailed implementation plans for making services digital by default by the end of 2012.
See also: [Video](#)

United States

Federal Government
[How federal agencies manage records to change](#)

US federal government agencies are preparing for changes in the way that federal records are managed. Issues that will be addressed include (1) more collaboration between agency records managers and chief information officers. (2) a more prominent role for records managers (3) new policies addressing how agencies should handle social media records.
See Also: [Update](#)

[White House will invest 200 million dollars in "Big Data"](#)

The White House has announced that 200 million dollars will be made available for a new "Big Data Research and Development Initiative." The initiative will focus on research and development into technology to "access, store, visualize, and analyze" massive and complicated data sets.
The goal of the initiative is to improve the "ability to extract knowledge and insights from large and complex collections of digital data, the initiative promises to help solve some of the Nation's most pressing challenges."
See also: [White House Press Release](#); [Audio: The Big Data Announcement](#); Audio: ["Big Data creates big challenges for agencies"](#); [Fact Sheet: Big Data Across the Federal Government](#); [Big Data Commission created](#)

[NARA to expand digitization efforts over the next two years](#)

According to the National Archives and Records Administration (NARA) [Open Government Plan (2012-2014)](#) their digitization strategy will be updated over the next two years resulting in an increase in the digitization of records. The new strategy will also include implementing improvements to workflow and technology and the consideration of new options.

[Federal CIOs are taking cloud computing one step at a time](#)

The US federal government's migration to cloud computing is no longer in question. However, in some ways, the decision-making process has become more complicated as federal CIOs learn about the nuances of cloud computing. Agencies, such as the Defense Department and the Office of Citizen Services and Innovative Technologies, are taking a measured approach and are not treating every situation as a foregone conclusion.

State Government

Georgia
State's Open Records Act revised

> The Governor of Georgia signed a law that revises the state's Open Records Act and strengthens the public's access to records and documents. Changes include new exemptions for some gatherings of governing bodies and the lowering of the cost for the majority of documents disclosed under the Open Records Act.
> See also: Podcast: State Attorney General (2011)

Indiana
"New law imposes fines for denying access to public records"

> Government officials who refuse to turn over documents requested by the public could be fined up to 500 dollars under a new law signed by the Governor of Indiana.

Maine
Plan to exempt governor's "working papers" from public access is rejected

> The Maine House has voted against a bill that would have exempted any "working papers" created by the governor or his staff from Maine's Freedom of Access Act.
> The bill was drafted by the governor's office in response to a number of broad Freedom of Access Act (FOAA) requests but also to give the governor the same exemption lawmakers have.
> See also: Senate rejects bill

New York
New York City has a new Open Data policy

> The Mayor of New York City has signed into law an Open Data Policy. The policy requires agencies to publish their quantitative data sets through an online portal in a machine-readable format that would enable the public to better manipulate and interpret the city's information.
> See also: Press Release; Article; Meet the new Chief Information Officer

Section 2—Events

Annual Meetings and Conferences

International

November 2012

National Digital Forum 2012 Conference

The National Digital Forum is a network of people working together to enhance digital interaction with culture and heritage.

Hosted by the National Digital Forum, 20–21 November 2012
Wellington, New Zealand

December 2012

Culture Heritage online 2012

"Trusted Digital Repositories & Trusted Professionals"

The conference will focus on the competencies and skills necessary to manage trusted digital repositories and will investigate what it means to preserve our digital content.

Hosted by Fondazione Rinascimento Digitale Firenze, 11–12 December 2012
Florence, Italy

January 2013

8th International Digital Curation Conference

"Infrastructure, Intelligence, Innovation: driving the Data Science agenda"

The conference brings together those who create and manage data and information, use it and research and teach about digital curation processes.

Hosted by the Digital Curation Centre, 14–16 January 2013
Amsterdam, the Netherlands

February 2013

[5th Annual FutureGov Conference](#)

> "Cloudy—Secure—Big"
>
> This conference brings together Indonesian top-level public servants and their international counterparts from the Association of Southeast Asian (ASEAN) nations, India, Korea and Australia to discuss new approaches to government modernization and to find answers to common challenges.
>
> Hosted by FutureGov, 27–28 February 2013
> Jakarta, Indonesia

National

October 2012

[Public Sector Social Media](#)

> For many, social media is a new challenge, while others are already working at refining existing initiatives and planning their next moves. This event will help you plan, develop, and manage your social media efforts.
>
> Hosted by The Conference Board of Canada, 10–11 October 2012
> Ottawa, Ontario, Canada

November 2012

[Government Technology Exhibition and Conference (GTEC) 2012](#)

> "Innovating & Collaborating: Making a Difference for Canadians"
>
> This conference explores the need for governments to collaborate and innovate in an environment of unprecedented change and with the pressure to do more with less.
>
> 5–8 November 2012
> Ottawa, Ontario, Canada

January 2013

Enterprise Risk Management 2013: Creating and Protecting Future Value

> This conference will examine best practice examples and actual risk management cases and will feature practical approaches demonstrated through case studies, experts' presentations, and peer-to-peer dialogue.

> Hosted by The Conference Board of Canada, 28–29 January 2013
> Toronto, Ontario, Canada

January and February 2013

OLA Super Conference 2013

> "The Ultimate Library Experience! Educate, Entertain, Empower"

> The Ontario Library Association's (OLA) Super Conference is Canada's largest continuing education event in librarianship.

> Hosted by the Ontario Library Association, 30 January to 2 February 2013
> Toronto, Ontario, Canada

Forums

May 2012 and January 2013

DigCCurr Professional Institute: Curation Practices for the Digital Object Lifecycle

> This forum consists of a five-day session in May 2012 and a two-day follow-up session in January 2013. Each day of the May session will include lectures, discussions and an interactive component. A course pack and a private, online discussion space will be provided to supplement learning and application of the material.

> Hosted by DigCCurr Professional Institute, 20–25 May 2012 and 7–8 January 2013
> Chapel Hill, North Carolina, United States

Section 3—Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Canada
Federal Government—Library and Archives Canada—Portrait Portal

> Library and Archives Canada has launched its online Portrait Portal that contains more than 20,000 paintings, drawings and prints, 4 million photographs, several thousand caricatures, and 10,000 medals and philatelic items.
> See also: Article; Video

Austria
National Library—Putting 600,000 Books Online

> In a public-private partnership with Google, the Austrian National Library is digitizing approximately 600,000 volumes of books from the 16th to 19th centuries. The preparatory phase and work flows established for the project are described.

Europe
Digitising Contemporary Art Project

> The project's goal is to digitize contemporary art objects from 12 European countries and make them accessible to the wider public through Europeana—a single access point for European cultural heritage. The project started on January 1, 2011, and will last until July 2013.
> See also: Deliverables and Documents

Ireland
Cloud4Gov

> The government of Ireland is developing cloud computing solutions that could reduce government costs, improve public sector processes and impact how information is shared and stored. Cloud4Gov is a joint cloud computing initiative that will create a cloud innovation centre that will enable the development and testing of new applications and services for government.
> See also: "State reaches for the cloud"; CloudGov4 – The Cloud Platform; Cloud Computing Survey

National Library—Digitization of Collections

> The National Library of Ireland has launched a major project to digitize its collections through four programs. These programs are (1) a born digital initiative (2) a digital repository (3) digitizing the library's catalogues (4) converting some of the library's printed material into digital form.
> See also: Web Archiving at the National Library of Ireland

Italy and the United Kingdom
[Digitization of ancient texts](#)

In a four-year project, Oxford's Bodleian Libraries and the Vatican's Biblioteca Apostolica will digitize 1.5 million ancient texts and make them available online. Two thirds of the material will come from the Vatican Library and the remainder from the Bodleian Libraries.
The Vatican Library has also been using National Aeronautics and Space Administration (NASA) technology to scan 80,000 of its manuscripts.
See also: [Scanning Using NASA technology](#); [Scanning Video](#)

United Kingdom
[Automating Quality Assurance (AQuA) project](#)

Manual quality assurance of digitized content is typically inaccurate and can result in collections that are marred by a variety of quality issues. Identifying problems in a timely manner following digitization or acquisition supports more effective and cost efficient mitigation.
The AQuA Project applied a variety of existing software tools in order to automate quality assurance and assessment. Sustainability activities are ongoing.
See also: [PowerPoint] [Presentation](#)

British Library—[Videogame Website Archive Project](#)

The British Library is archiving videogame websites in order to preserve gaming culture for future generations. The Library is undertaking this project because gaming websites illustrate the impact of the industry on society.
The collection is being managed by digital curation and preservation staff and will include walkthroughs, FAQs, maps drawn by gamers, reviews, pictures and stories which develop game narratives.

National Archives—[New Website for Archives Sector](#)

The National Archives of the United Kingdom has launched a new [website](#) for their Archives sector that brings together strategic and practical resources for archives across the country to develop their collections and services and improve the experience of their users.

Wales
National Library—[Digitisation for Business scheme](#)

The scheme, which will run over a four year period, will allow businesses to access their collections. Digitization experts will work with businesses to assist in the development of new products, services and technologies.

Government of Florida—"Project Sunburst"

> The initiative enables the public to access emails to and from the governor and 11 high-level staff within seven days of writing them.

Library of Congress—Video: Digital Preservation at the Library of Congress: Past, Present and Future

> This video highlights the digital preservation work of the Library of Congress.

National Archives and Records Administration—National Science Foundation and the University of North Carolina at Chapel Hill

Cyberinfrastructure for Billions of Electronic Records (CI-BER) project

> This ongoing project is a second-generation research collaboration that brings together experts in computer science, engineering, and archival science. The project is focused on the "digital tsunami" challenge and the management of billions of electronic records and thousands of petabytes. The project has also been included in the White House fact sheet "Big Data Across the Federal Government."

New York University (Lead)—Archives Space Project

> The project, which is planned for development until February 2013, will combine features of two archives management systems—Archon and the Archivists' Toolkit™ —into one project, ArchivesSpace.

Global

Digging Into Data Challenge Projects

> The projects consist of two phases. Phase 1 (2010–2011) is completed and Phase 2 (2012–2014) is now underway and consists of 14 projects. The projects analyze and extrapolate patterns and meanings from huge data sets, including tens of thousands of audio files, trial transcripts, spoken word, and hundreds of thousands of primary and secondary text sources. A report has also been released that includes five recommendations.

Products and Tools from Around the World

Canada
CSDS Systems—AccessPro Suite 2.5

> AccessPro Suite 2.5 is designed specifically for Canadian federal government departments and provides access to information and privacy (ATIP) teams feature enhancements designed to meet the latest ATIP institutions reporting obligations.

Federal and Provincial Information and Privacy Commissioners
Getting Accountability Right with a Privacy Management Program

> This document provides consistent guidance on what it means to be an accountable organization and outlines what is expected in a privacy management program.
> See also: Audio Interview with the Privacy Commissioner of British Columbia

Australia
Big Data solutions

> Nuix has launched new innovations to solve the Big Data problems faced by large organizations in Australia. Big Data solutions will allow these organizations to identify sensitive data for future storage or scrutiny and dispose of data that has no value for business or operational purposes.
> See also: "Defensible deletion can save millions: report"; Download report

National Archives
Implementing an EDRMS

> The National Archives of Australia has produced a series of guidance documents on implementing an Electronic Document and Records Management System (EDRMS).
> "Implementing an EDRMS – Checklist" [PDF]
> "Implementing an EDRMS – Information for Senior Management" [PDF]
> "Key considerations when implementing an EDRMS" [PDF]
> "Implementing and EDRMS – Lessons from Agencies" [PDF]

National Library
Critical elements of preserving digital collections

> The National Library of Australia defines digital preservation as the processes involved in maintaining the required level of accessibility of digital objects over time. The Library has produced a list of critical elements they believe are required to preserve its digital collections.

Estonia
Digital Timestamp Technology

Digital timestamp technology provides a mathematically based digital signature service that proves authenticity of documents and data. The first public sector organization that is working towards implementing this technology is the National Archives.

"For long-term storage, ensuring authenticity is one of the key issues," says Lauri Leht, head of the National Archive's digital preservation bureau. "Implementing timestamps for digitized documents coming into the archive and signing internal materials gives an objective proof that the files have not been changed by unauthorized users."

Europe
The Digital Curator Game

The CURATE game prompts players to put themselves into digital project scenarios. The players must address issues and challenges that arise when institutions engage with digital curation and preservation.

Norway
ePhorte5—Public Sector Case Management System

Norwegian public sector organizations will now have access to a new IT system for case management and recordkeeping that will reduce the time taken up by case management by approximately 20 percent. The ePhorte5 system will also give the media and the private sector access to documents that are publicly available pursuant to the Norwegian Freedom of Information Act and Public Administration Act.

Scotland
National Archives—Electronic Records Guidance [PDF]

While the primary audience for this guidance is the Scottish public sector, the principles and practices outlined are relevant to all organizations and are not public body specific. A brief overview of each subject is provided, together with links to more detailed guidance and other resources, drawn from external sources.

United Kingdom
"Engaging Through Social Media" [PDF]

Digital technology has revolutionized the way in which people communicate and share information—at local, national and international levels. It is important that civil servants understand these changes so that they can operate effectively in a dynamic media environment. In response COI has produced this guidance document.

United States

Concept Searching—Smart Content Framework™

> This toolset provides an enterprise framework to mitigate risk, automate processes, manage information, protect privacy, and address compliance issues. In addition, it transparently tags content, classifying it to organizational taxonomies, preserving and protecting information through the automatic identification of records and privacy data.
> See also: Case Study

EMC—Enterprise Compliance Readiness Assessment Tool

> This tool will evaluate the maturity of your organization's records compliance program. By answering a short series of questions, you get a profile of your records management practices in five key areas.

IBM—"Holey Optochip"

> IBM has developed a prototype optical computer chip that can move a trillion bits of information a second. To put this in perspective, this is equivalent to transferring the entire Library of Congress collection through the transceiver in one hour.

> This is possible because IBM's scientists discovered that by drilling 48 small holes in a standard quarter-inch silicon Complementary metal–oxide–semiconductor (CMOS) chip, they were able to increase data transfer rates.

New York City Public Library—Stereogranimator

> Stereogranimator allows two nearly identical images to be viewed side by side through a stereoscope to create the illusion of depth.
> See also: Stereogranimator Website

Reed Technology and Information Services Inc.—Web Preserver*TM* Mobile Web Capture

> Web Preserver*TM* is a SaaS-based Web page capture and archiving service for the legal industry, corporations and government. It provides the ability to quickly and accurately capture, preserve and view fully functioning website and social media pages using any iPad, iPhone or Android device.

Western Kentucky University—Records Management Program

> The Western Kentucky University Records Management Program Web page includes (1) what is records management? (2) what is a records retention schedule? (3) benefits of following the general records schedule (4) risks of poor records management (5) the University's model records schedule.

Studies and Surveys

Canada
"Canadian Businesses and Privacy-Related Issues" [PDF]

> Survey conducted by Phoenix SPI and prepared for the Office of the Privacy Commissioner of Canada
>
> A 16-minute telephone survey was administered to 1,006 companies across Canada between December 2 and 19, 2011.
> The purpose of the survey was to better understand the extent to which businesses are familiar with privacy issues and requirements, and the types of privacy policies and practices that they have in place.
> See also: Article

Global
"Records Management Strategies—plotting the changes" [PDF]

> Survey conducted by AIIM
>
> The survey was taken using a Web-based tool by 783 individual members of the AIIM community between September 22 and October 11, 2011. Invitations to take the survey were sent via email to a selection of the 65,000 AIIM community members.
> The survey compares the adoption and success of traditional approaches, the strategies being considered to deal with current and future challenges, and the trend of investments in records management solutions.
> Key findings include (1) the volume of paper records is decreasing (2) access to records across the enterprise is still poor (3) support is needed at the highest level (4) key policies are not in place.

"2011 State of Cloud Survey" [PDF]

> Survey commissioned by Symantec
>
> Between April and July 2011, there were 5,300 organizations, in 38 countries that participated in the survey. The survey consisted of more than 130 questions that covered a wide range of cloud computing areas.
> Key findings include (1) organizations are conflicted about security, rating it both as a goal and a concern with moving to the cloud (2) organizations do not feel their computing employees are completely up to the challenge of moving to the cloud (3) while interest in the cloud is high, few organizations have actually moved to the cloud (4) among those organizations that have moved to the cloud, there is a gap between the goals they expected to achieve and what they actually achieved.
> See also: "Cloud computing implementation low"

14

Building a 21st Century Digital Government

Introduction

Smartphones, tablets and iPods—15 years ago these devices were virtually unknown to the average person. Now, in our increasingly mobile society, they are part of the technological revolution that is sweeping the world and are impacting how government is dealing with data and interacting with the public.

For years, government data has been confined to paper and non-searchable PDF documents. This has restricted the ability to access information with the speed and efficiency that people expect in today's technological environment.

Digital Government: A New Strategy

The United States government has released a Digital Government Strategy that will change how the government delivers digital information and services to the public by using emerging technologies. This new digital roadmap uses these technologies to enable users to access data in many different ways, anytime, anywhere, on any device, in the 21st century digital environment.

The strategy provides government agencies with a 12-month road map in which they must implement the 29 goals of the strategy as well as create a Web page to publicly report progress in meeting these goals.

The goals include (1) expanding Data.gov to include a Web API (application programming interface) catalogue (2) establishing a Digital Services Innovation Center to improve the delivery of digital services (3) convening a Digital Services Advisory Group to prioritize Innovation Center activities and help develop government-wide best practices, guidance and standards.

National Archives and Records Administration (NARA) Role

NARA has a role to play in the strategy. The Chief Information Officer's Council will work with the National Institute of Standards and Technology (NIST) and NARA to develop privacy control guidelines for the digital environment. The purpose of the guidelines is to implement standard privacy controls in a digital environment and educate key agency privacy and legal officials on the latest technology advances and options for addressing digital privacy as well as records retention and security issues.

See also: Strategy; Presidential Memorandum; Articles: "White House releases digital strategy"; Default should be open data; "White House mobile strategy might be a game changer"; "Digital strategy emphasizes mobility"
Audio Interview with Chief Information Officer Stephen VanRoekel
Government Websites and "State of the Federal Web Report" (December 2011) [PDF]

Section 4—Selected Readings and Recordings

Articles, White Papers, Presentations, Reports, Videos and Podcasts

Canada
Paper: "Privacy by Design in the Age of Big Data" [PDF]

> Written by: Ann Cavoukian Ph.d., Ontario Information and Privacy Commissioner and Jeff Jonas, IBM Fellow, Chief Scientist, IBM Entity Analytics, June 8, 2012.

> This paper demonstrates how privacy and responsibility can be advanced in the new age of "Big Data" analytics.

Presentation: "Under-appreciated Threats to the Long-term Preservation of Electronic Archival Records" [PDF]

> Presented by: David Bearman, Founding Partner, Archives & Museum Informatics, 2011.

> This presentation was part of the ICA Annual Professional Conference held in Toledo, Spain on October 26, 2011.

Australia
Report: "Cloud Computing – Opportunities and Challenges" [PDF]

> Published by: The IT Industry Innovation Council, October 11, 2011.

> The report outlines a summary of advice to the Hon. Kim Carr, Australian Minister for Innovation, Industry, Science and Research regarding the industry development opportunities and challenges presented by the growth of cloud computing.
> See also: Article

France
Article: "L'Open Data continue de se développer en France" (French only)

> Published by: *Numerama,* January 3, 2012.

> More and more cities and regions across France are opening their data to the public while others are considering doing the same. This article describes the interest in Open Data.

Mexico
Article: "The use of Web 2.0 on Mexican State Websites: A Three Year Assessment"

> Written by: Rodrigo Sandoval-Almazan, J. Ramon Gil-Garcia, Luis F. Luna-Reyes, Dolores E. Luna, Gabriela Diaz-Murillo , *EJEG (e-Journal of e-Government)*, Volume 9, Issue 2, December 2011.

> Web 2.0 tools and applications are now on government and commercial websites but there is still a lack of research related to the adoption levels of such tools. The purpose of this assessment is to contribute towards filling this gap by assessing the impact of these tools on Mexican local government sites.

New Zealand

Report: "Rendering Matters – Report on the results of research into digital object rendering" [PDF]
Written by: Euan Cochrane, Senior Advisor, Digital Continuity, Archives New Zealand, January 31, 2012.

Maintaining the ability of an organization or user to be able to "open" or "render" a file or set of files is one of the core digital preservation challenges. This report outlines the results of research investigating whether changes are introduced to the information that is presented to users when files are rendered in different hardware and software environments. The report concludes with a set of observations about the impact of the research and provides some recommendations for future research in this area.

Scotland

Report: "Scotland's Digital Future - Infrastructure Action Plan" [PDF]
Published by: The Scottish Government, January 2012.

The action plan outlines a future-proofed infrastructure that will deliver digital connectivity across the whole of Scotland by 2020 including progress towards digital public service delivery.
See also: Home Page

South Africa

Article: "Make sure your backup solution works for you"
Written by: Fred Mitchell, *BIZCOMMUNITY.com*, January 10, 2012.

The requirements for retention of information vary depending on the industry but the South African Revenue Service requires that documents be kept for a minimum of five years for tax and auditing purposes. The result: large amounts of digital data must be archived for at least this minimum prescribed period.
In this article the author speaks about backup and archiving technology and the connection between best practice and establishing the correct policies.

United Kingdom

Report: "Future Proofing: enabling practical preservation of born-digital records" [PDF]
Published by: JISC, March 26, 2012.

The final report is based on the Future-Proofing project. This project worked with a simple tool kit of services and software that can plug into a network drive and create preservation copies of core business documents that require permanent preservation. The project made use of open source migration and validation tools. The case study sought to demonstrate the viability of this approach.

Article: "The CLIF Project: The Repository as Part of a Content Lifecycle"

Written by: Richard GreenManager, and Chris Awre, Head of Information Management, Brynmor Jones Library, University of Hull; Simon Waddington, Software Development Manager, Centre for e-Research, King's College London, *Ariadne*, March 2012, Issue 68.

The authors describe how a digital repository can become part of the technical landscape within an institution and support digital content life cycle management.
See also: CLIF Project Home Page

Report: "Preserving Email" [PDF]
Written by: Christopher J. Prom, Digital Preservation Coalition, December 2011.

The report provides a comprehensive advanced introduction to preserving emails for anyone who has to manage a large email archive long term. The report also gives practical advice on how to ensure email remains accessible and includes two short case studies.
See also: Home Page

United States

Report: "Persistent Digital Archives and Library System: Final project report to the Library of Congress" April 19, 2012. [PDF]

The Persistent Digital Archives and Library System (PeDALS) was a four year research project, led by the Arizona State Library, Archives and Public Records, that ended in March 2012.
The goal of PeDALS was to develop a shared curatorial framework for the preservation of digital public records and to investigate technical solutions for managing the records, including ingesting and cost-effective storage solutions for large collections of state government agency publications and records. A final project report has now been issued.
See Also: Library of Congress Blog

Paper: "REDDNET and Digital Preservation in the Open Cloud: Research at Texas Tech University Libraries on Long-Term Archival Storage"
Written by: James Brewer, Tracy Popp and Joy Perrin, Texas Tech University Library, *Journal of Digital Information*, Volume 13, Number 1 (2012).

REDDnet is an open cloud system that invited Texas Tech University Libraries to participate.
In the realm of digital data, vendor-supplied cloud systems will still leave the user with responsibility for digital curation. Some of the very tasks users thought they were delegating to the cloud vendor may be a requirement for users after all.
This paper is divided into four sections. (1) vendor cloud solutions are compared to in-house and open cloud solutions along specific points; (2) the background, historical uses and the expansion of REDDnet beyond its initial design are reviewed; (3) the testing with REDDnet and tools available for REDDnet are examined; (4) the strategies and goals that were developed and the continued involvement in REDDnet are discussed.

Article: "Three hot issues in records management"
        Written by: Judith Lamont, *KM World*, April 29, 2012.

        This article focuses on three current issues in records management: Information governance,
        auto-categorization and e-discovery.

Video Interviews: Series of interviews with Moving Image Archivists

        Moving Image Archive News conducted a series of video interviews with individuals who work in
        the areas of moving image archiving, preservation, and restoration.
        1ˢᵗ Series; 2ⁿᵈ Series; 3ʳᵈ Series

Audio Interview: "DoJ reduces FOIA backlog by 26 percent"

        The number of Freedom of Information (FOIA) requests at the Department of Justice (DoJ) is up
        yet the backlog has been reduced. How is this possible?
        Melanie Pustay, Director of the Office of Information Policy explains.

Video Interview: "Out with old: Effective records management begins with losing useless data"

        Randolph Kahn, of Kahn Consulting, says that information has become a liability for many
        organizations that cannot find what they need and this has ramifications legally. Kahn adds that
        if organizations do not develop document management programs that can document defensible
        destruction of records and information, liabilities will only increase and money will be spent
        needlessly. Kahn proceeds to provide additional information that benefit organizations.

Article: "City workshop looks at email, tweets, Facebook as part of public record"
        Written by: Cameron Kittle, *Nashua telegraph.com* (Massachusetts), March 17, 2012.

        Part of Nashua City Clerk Paul Bergeron's job is to educate others on records management. This
        is no easy task especially in the age of social media and emerging technologies. This article
        highlights the type of subjects and advice he gives at workshops.

Articles: Series of articles that cover the different phases of e-discovery
        Written by: Gregory Schodde is a shareholder at Chicago-based IP boutique McAndrews, Held &
        Malloy and has 20 years of patent litigation experience, featured in *Inside Counsel*, April 23 and
        May 30, 2012.

        In the first article entitled "E-discovery: Identifying relevant ESI without breaking the bank"
        Schodde says that discovery cooperation is key but that organizations must be aware of
        irrelevant, yet costly, electronically stored information (ESI).
        In the second article entitled "E-discovery: Set realistic preservation boundaries early on"
        how to preserve ESI proportionally is one of the topics that is examined.

Books

Selected Readings

Robert F. Smallwood and Charmaine Brooks, Electronic Records Management, 2012 Edition: Standards, Best Practices & Implementation Issues, 2011.

> This guide covers best practices for managing electronic records across a variety of information platforms and international e-records standards. It includes new sections on managing social media and cloud computing business records, as well as SharePoint 2010 governance.

Margot Note, Managing Image Collections, 2011.

> Based in real-world experiences, *Managing Image Collections* explores the issues surrounding all aspects of digital image collection management. Readers will learn how to manage the digitization process from start to finish, define and assess the needs of their particular projects, and evaluate the many digitization options available.

Open Group, Cloud Computing for Business, 2011.

> *Cloud Computing for Business* gives managers reliable and independent guidance that will help to support decisions and actions in this key operational area of cloud computing. It is specifically designed for business managers to understand the benefits that can be achieved and will support many operations with a pragmatic approach to getting the best out of Internet-based services.

Saadi Lahlou, Valery Nosulenko and Elena Samoylenko, Numériser le travail. Théories, méthodes et expérimentations, 2012 (French only).

> As information technology and communication continues to evolve, organizations must reorganize their operating processes. This book describes the methods and theories, illustrated with real applications, which help the researcher and the practitioner to understand, analyze, describe, build and support their digitization work.