

Governance and Recordkeeping Around the World

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The Information Advantage: Unlocking Value from Information



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—General News

Canada

Federal Government—Office of the Privacy Commissioner of Canada

[New Digital Privacy Act amends the PIPED Act](#)

The [Digital Privacy Act](#) makes significant changes to the [Personal Information Protection and Electronic Documents Act](#) (PIPEDA) including the reporting of [breaches](#) and expanding the powers of the [Privacy Commissioner of Canada](#).

See also: Description of the changes: [Part 1](#); [Part 2](#); [Part 3](#); [Part 4](#)

Government of Newfoundland

[Access to Information and Protection of Privacy Act is now in force](#)

The government of Newfoundland has signed into law the [Access to Information and Protection of Privacy Act, 2015](#).

Government of Saskatchewan

[Government accountability for managing records increases](#)

The [Archives and Public Records Management Act](#) came into force on August 24, 2015 resulting in increased government accountability for the management of public records regardless of format.

See also: [Privacy Commissioner: Laws on access to information and protection of privacy are outdated](#)

Australia

[A new era of recordkeeping for the National Archives of Australia](#)

The National Archives of Australia has released its [Digital Continuity 2020 Policy](#) that promotes a consistent approach to information governance across the Australian government and directs that agencies transition to entirely digital work processes by 2020.

See also: [Digital frameworks](#); [Policy on the management of digital information](#)

[National Library of Australia required to preserve electronic media](#)

Up until now the [National Library of Australia](#) has been obligated to acquire print media published in Australia. Due to changes in [copyright law](#), this has now been extended to electronic media such as e-books, blogs, websites and social media.

See also: [Preserving Australia's digital cultural heritage](#)

Luxembourg

[New framework for the digitization and preservation of electronic documents](#) (French only)

This [law](#) creates the framework for the electronic archiving of documents.

Malaysia

[Government eliminates 50% of websites](#)

To improve the efficiency of providing the public with the latest information as quickly as possible, and streamlining government resources, the Malaysian government has reduced the number of government websites by at least 50 percent.

See also: [More government services now online](#)

Scotland

[Government wants public sector to move to the cloud](#)

The government is making plans that would make it easier for public sector organizations in Scotland to move to the cloud.

See also: [Cloud Computing Guidance](#)

South Africa

[Continents first e-government department created](#)

To increase the engagement between government and its citizens, the [Gauteng provincial government](#) has established a new e-government department. The first in Africa, the department provides online and digital services to the public.

South Korea

[Electronic management of national records begins](#)

Organizations around the world are recognizing the importance of preserving electronic records, and South Korea is no exception. The process of transferring government ministries' electronic records to the [National Archives of Korea](#) marks the beginning of the electronic management of national records.

Spain

[Supreme Court rules on the right to be forgotten](#)

The Spanish Supreme court has ruled that individuals cannot request that information they view as detrimental to themselves be altered or removed from online archives, if it was originally published correctly and does not pose a danger to them.

See also: [Right to be forgotten](#)

Switzerland

[Archives d'État de Genève is now on Facebook and Twitter](#) (French only)

Social media is one way for national archives and libraries to communicate with the public. The [Archives d'État](#) has set up accounts on Facebook and Twitter.

The Philippines

[Government issues open data memorandum](#)

Making government data available to the public and digitizing government transactions are priorities for the government. Accordingly, guidelines for the provision of [Open Government Data](#) in the [2015 General Appropriations Act](#) are now available.

United Kingdom

[Transfer of born-digital records](#)

A program has been launched to transfer [born-digital records](#) from organizations, including government departments from across the United Kingdom, to the [National Archives](#).

United States

Federal Government

[More funding needed to provide government digital services](#)

In subsequent budget requests, United States federal departments and agencies estimate they will be requesting, at a minimum, 75 million dollars in [digital service](#) funding.

See also: [Creating teams of digital experts](#); [Digital Services staff to increase](#); [Providing cloud services to federal agencies](#); [Cloud.Gov is launched](#)

[Infrared spectroscopy assists in the preservation of magnetic tapes](#)

Audio recordings are not immune to degradation. The [Library of Congress](#) is using infrared spectroscopy to separate magnetic tapes that can still be played from those that cannot. This will assist archivists in identifying tapes that are still readable and ensuring they are preserved.

Wales

[Digital learning competence to be taught in schools](#)

The government will introduce a new framework in school curriculums, starting in September 2016, which will focus on digital competence to ensure students are digitally competent by the time they graduate from high school.

Section 2—Events

Annual Meetings and Conferences

National

May 2016

[2016 Archives Association of Ontario Conference](#)

11–13 May 2016
Thunder Bay, Ontario, Canada
Hosted by the Archives Association of Ontario

June 2016

[2016 Canadian Library Association Conference and Trade Show](#)

1–3 June 2016
Ottawa, Ontario, Canada
Hosted by the Canadian Library Association

[Association of Canadian Archivists 41st Annual Conference](#)

2–4 June 2016
Montreal, Quebec, Canada
Hosted by the Association of Canadian Archivists

[45^e Congrès de l'Association des archivistes du Québec](#) (French only)

13–15 June 2016
Quebec City, Quebec, Canada
Hosted by: L'Association des archivistes du Québec

[ARMA Canada Conference](#)

13–15 June 2016
Halifax, Nova Scotia, Canada
Hosted by: ARMA

International

May 2016

[The National Conference on Managing Electronic Records \(MER 2016\)](#)

23–25 May 2016
Chicago, Illinois, United States
Hosted by: Cohasset Associates, Inc.

[International Association for Social Science Information Services and Technology \(ASSIST\) 42nd Annual Conference](#)

31 May–3 June 2016
Bergen, Norway
Hosted by: Norwegian Social Science Data Services

June 2016

[Joint Conference on Digital Libraries \(JCDL 2016\)](#)

19–23 June 2016
Newark, New Jersey, United States
Hosted by: Joint Conference on Digital Libraries Forum

[Digital Directions: Fundamentals of Creating and Managing Digital Collections](#)

21–23 June 2016
Portland, Oregon, United States
Hosted by: Northwest Document Conservation Centre

[11th Annual Conference on Open Repositories \(OR 2016\)](#)

June 2016 (exact dates to be determined)
Dublin, Ireland
Hosted by: Multiple Organizations

July 2016

[International Conference on Library and Information Science \(LIS 2016\)](#)

12–14 July 2016
Kyoto, Japan
Hosted by: Multiple Organizations

Section 3—Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Canada

[Government of New Brunswick—Digital Lab \(Open Data Initiative\)](#)

Though still in the planning stages, as of fall 2015, the government of New Brunswick is teaming up with the public sector to create a Digital Lab. The goal is to create programs and initiatives that will allow governments to deliver better services to the public by opening up access to government data.

[University of Ottawa—Francophonie publications online project](#) (French only)

A collection of publications of specialized work and work instruments of French Canada and of Ontario's Francophonie including bibliographies, collections of texts and research reports is now available [online](#).

Australia

[Flinders University—Computer Archaeology Laboratory](#)

To fulfill the need of organizations to conserve superseded software and hardware, the Computer Archaeology Laboratory has been launched. The laboratory supports research in legacy computing and digital preservation and conservation problems. It also provides a repository of obsolete computer technology.

Azerbaijan

[Electronic Government Portal](#)

As part of the government's e-government program, the [electronic government portal](#), offering approximately 400 e-services through 45 government agencies, will now be available in the cloud. In addition, all services of Azerbaijan's government agencies are expected to be online by 2020.

See also: [Portal available on the Cloud](#)

China (Hong Kong)

[Updated Public Sector Information Portal](#)

In response to the Hong Kong government's commitment to release public information in digital formats, the [Data.Gov.HK portal](#) has been updated. Updates have also been made to the dataset catalogue search function.

See also: [More information on the Portal](#)

Europe

[Encoding Digital Information in DNA](#)

The dilemma: Information saved on storage media such as CDs and DVDs becomes obsolete after a period of time. The solution: [DNA](#). A team at the [EMBL-European Bioinformatics Institute](#) is working to transcribe this information in DNA.

[Europeana Newspapers Project](#)

This project was [completed](#) in March 2015, making European digital historical newspapers available via [Europeana](#) and [the European Library](#). The collection includes 18 million historic newspaper pages for Europeana and 10 million newspaper pages were converted to full text.

France

[Le projet SAEM \(Système d'Archivage Électronique Mutualisé\)](#) (French only)

This project will develop a sustainable digital archiving platform.

[National Archives—La thématique du pré-versement d'archives sur support numérique](#) (French only)

[Le Service interministériel](#) des Archives de France has begun work on this project.

Ireland

[Launch of the Digital Repository of Ireland](#)

The [Digital Repository of Ireland](#), a national trusted digital repository for Ireland's social and cultural data, has been launched. The repository links together and preserves both historical and contemporary data held by Irish institutions, providing a central Internet access point and interactive multimedia tools.

Japan and the United States

[New record for tape storage density](#)

Fujifilm Corporation of Japan and IBM scientists have set a new record for tape storage density by placing 123 billion bits of uncompressed data per square inch on a 220-terabyte magnetic tape cartridge. The size of 220 terabytes is comparable to the text contained in 220 million books.

New Zealand

[Cloud-based knowledge management system project](#)

The Ministry for the Environment is deploying an enterprise information management system as part of a cloud-first mandate across government.

Scotland

[National Library—Digitization of Collections](#)

The [National Library of Scotland](#) will, in the next 10 years, post 24 million items, including rare books, maps, sound archives and thousands of films on life in Scotland, on the Internet. A video is included.

See also: [Becoming one of the leading libraries in Europe \(includes media release and strategy\)](#)

United Kingdom

[Bodleian Library—Case Study: Digitization at the Bodleian Libraries \(University of Oxford\)](#)

The [Bodleian Libraries](#) have been digitizing their collections for over 20 years. Several new large-scale projects created an opportunity for the libraries to reappraise every element in the digitization process.

See also: [Images and artwork online](#)

[JISC—“Research data spring” project](#)

This project has been created to find new technical tools, software and service solutions, which will improve the workflows of researchers and the use and management of their data.

United States

[Cornell University—Automated Text Analysis and Tweets](#)

Using automated text analysis, Cornell University researchers have identified an array of features that can make a tweet more likely to get attention.

[Federal Government—“Release to one is release to all” project \(FOIA\) policy](#)

A pilot project has been launched by seven federal agencies to put the records they distribute to requesters under the [Freedom of Information Act](#) online.

[Government of Texas—Texas.gov](#)

This first-of-a-kind [website](#), containing analytic content, allows users to more easily navigate to find information, thanks to its improved design, style, look and feel.

[University of North Carolina—DataBridge project](#)

The goal of this project is to expand the life cycle of “[dark data](#).” An archive for data sets and metadata will be established, then grouped into clusters of information to make relevant data easier to find. A [white paper](#) is included.

Products and Tools from Around the World

Canada

[Bibliothèque et Archives nationales du Québec \(BAnQ\)—“GALA \(Gestion de l’application de la Loi sur les archives\) system”](#) [PDF] (French only)

The BAnQ has launched the GALA (Gestion de l’application de la Loi sur les archives) system that public organizations and the BAnQ can use for the creation, submission, analysis and approval of retention schedules. A dozen explanatory capsules have also been produced.

Australia

[Government of New South Wales \(NSW\)—“Standard on Records Management”](#)

The new [standard](#) establishes the requirements for effective records and information management and provides a streamlined framework designed to better support NSW government digital business processes in complex environments.

See also: [Metadata for managing records and information](#)

[National Archives—“Cloud computing and information management”](#)

This document lists information management issues that organizations should consider when planning to engage a cloud service provider.

See also: [A guide to prevent data loss](#); [Overcoming barriers to enterprise cloud adoption](#)

France

[“Guide pratique de mise en œuvre du relevé d’identité de coffre-fort numérique”](#) (French only)

This guide will assist organizations that work with digital documents.

National Archives—Safeguarding collections guides (French only)

The [Archives de France](#) has produced [two guides](#) that will assist organizations in safeguarding their collections.

New Zealand

[National Archives—“Secure destruction of electronic records”](#)

The National Archives of New Zealand has prepared a document that will guide organizations to ensure that their electronic records are properly disposed of.

Switzerland

[Processus de préservation du Centre de coordination pour l'archivage à long terme de documents électroniques](#) (French only)

The preservation process is divided into four [steps](#): watch, map, check and act.

United Kingdom

[Oxfordshire History Centre—Preservica Cloud Edition](#)

[Oxfordshire History Centre](#) is using this tool to ensure its records and historical collections (14 [Terabytes](#)) are securely preserved and accessible for future generations.

United States

[Artstor Arcades—Crowdsourcing software](#) (Beta release)

Arcades is being used in a crowdsourcing project to identify cataloging data for the D. James Dee Archive in New York City.

[AudioVisual Preservation Solutions—AVCC Inventory and Collection Management Tool](#)

AVCC provides a series of inventory templates and quantitative reports that promote simple and fast documentation and analysis of collections of audiovisual materials.

National Archives and Records Administration (NARA)—[“Federal Records and Information \(RIM\) Management Maturity Model”](#) [PDF]

The [maturity model](#) assists federal agencies in evaluating the effectiveness of their records programs and where improvements are needed most. A [user's guide](#) is included.

[Sherpa Software—Sherpa Altitude IG](#)

This tool assists organizations in managing legal hold notification, search and collection for legal discovery requests, compliance requirements and internal investigations.

Wales

[“Culture Beacon app”](#)

Developed by the [National Museum of Wales](#) users receive transmissions on their mobile devices as they approach an exhibit, and can view pictures, textual content specific to their indicated interests, and video that explains the particular item on display.

Studies and Surveys

United States

Study: [“The data quality benchmark report: How practitioners today are managing and using valuable data to generate actionable insight”](#) 2015 [PDF] ([Download is free](#))

Conducted by: [Experian Data Quality](#)

It is essential that the data that organizations manage is of the highest quality. However, this study finds that organizations are being heavily impacted by low-quality data and that the data-management strategies in place are outdated.

While the majority of organizations do have data-management processes in place, many are departmentalized and segmented. This exposes information to human error, the leading cause of data problems, by creating large inconsistencies in the way information is collected.

To understand how organizations are using and perceiving data, more than 1,200 professionals from seven countries, with knowledge of their company’s data-management practices, were surveyed.

[“2015 Big Data Survey: Current Implementation Challenges”](#) 2015 [PDF] ([Download is free](#))

Conducted by: [Knowledgent](#)

From March 12 to April 9, 2015, IT practitioners with some exposure to Big Data technology were [surveyed](#). Approximately 100 candidates were asked to complete an online questionnaire of 27 close-ended questions with answer options rated on a [Likert scale](#).

The significant growth in the amount of data that organizations must manage, along with the development of new techniques and technologies to analyze it (“Big Data”) enables disruptive business models to flourish, which is now spreading into more traditional corporate models and activities.

This survey was designed to measure the levels of difficulty experienced in key areas to better understand the challenges faced by organizations trying to leverage [Big Data](#).

See also: [“Playing with risk in a world of big data”](#); [“5 Signs You’re Suffering from Big Data Growing Pains”](#)

The Information Advantage: Unlocking Value from Information

This special section of the newsletter summarizes the importance of extracting maximum value from information and how the benefits will give organizations an added advantage.

Introduction

Information is an asset, and how successful organizations are in managing their information is key to mitigating risk and meeting regulatory and legal requirements. Organizations must be able to unlock the value in information to maximize its benefits. This gives organizations an added advantage in areas such as decision making, innovation and engagement with clients. To accomplish this, organizations must foster a culture that supports the development of a long-term information strategy while embracing a comprehensive governance framework that facilitates the sharing of information.

Unlocking Value from Information

Unlocking value from information is not as easy as you might think. In fact, most organizations lack the required skills, technical capabilities and culture to fully exploit their information for an advantage. Not being able to extract and maximize the potential of information runs the risk of minimizing its future value to the organization. These are some of the findings contained in the survey “Seizing the Information Advantage.” The survey interviewed 1,800 senior business executives from around the world, including Canada, and asked 36 questions.

The Information Advantage: Information Value Index

The goal of the survey was to understand the extent to which organizations are currently seizing the information advantage. This was done through the information value index. The index is broken down into five groups with their main characteristics listed. The top group is the “Information Elite” (only 4 percent fell into this group) and the survey describes what this group does differently, the top five benefits realized, and the steps organizations can take to improve how they manage their information. Case studies are also included.

Improving the Information Advantage

As this survey shows, 96 percent of organizations are not in the top group. In fact, 36 percent of organizations are in the bottom group (uninformed and ill-equipped). Organizations cannot afford to be uninformed and ill-equipped when managing their information, especially in today’s environment. By understanding how to maximize the value in their information and making their information work for them, organizations will be well on their way to being part of the information elite.

See also: [Summary and Survey](#); [Video: Extracting Value from Information](#); [4% of organizations properly manage their information](#); [Video: Information Value Index](#)

Section 4—Selected Readings and Recordings

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

Canada

Video: [Interview with Guy Berthiaume, Librarian and Archivist of Canada](#), 2015 (French only)

Mr. Berthiaume talks about his first year at Library and Archives Canada (LAC) and the various management challenges there and at the [Bibliothèque et Archives nationales du Québec](#).

See also: [Collaboration between LAC and the University of Ottawa](#); Video: [Michel Prévost: Chief Archivist, University of Ottawa](#)

Australia

Article: [“Moving Content and Metadata between systems”](#)

Written by: Anethea Ulvestad, Records Management Compliance Specialist at the [South Australian Water Corporation](#), featured in *Image and Data Manager*, February 24, 2015.

The author provides advice on migrating data between electronic and content management systems and basic information about database-driven applications.

See also: [Managing files on file servers as records](#); [Shared drives and email](#)

Estonia

Webcast: [Estonian CIO Taavi Kotka: “A Vision for Government in the Digital Era,”](#) September 2015

[Taavi Kotka](#) speaks about Estonia’s leading e-government and digital public services.

Europe

[“Report and Recommendations from the Task Force on Metadata Quality,”](#) December 2013 to May 2015

Published by: Europeana [PDF]

This report looks at how the motivation of data partners, the technical requirements, and the content of the metadata affect overall metadata quality.

France

Article: [“De la GED à la transformation numérique ”](#) (French only)

Written by: Lisa Melia, Featured in *Le nouvel Economiste.fr*, June 4, 2015.

Electronic document management is nothing new. What is new is that it is necessary to integrate within a larger project: that of digital business transformation.

Video: [“Entrevue avec Hervé Lemoine, directeur des archives de France”](#), June 10, 2015 (French only)

Hervé Lemoine, director of the [Archives of France](#), speaks about international collaboration between archivists and the challenges faced in the digital age.

South Africa

Article: [“Effectively harnessing unstructured data for business benefit”](#)

Written by: Tal Nathan, Managing Director, Products, [Digital for Britehouse](#), featured in *IT News Africa*, July 22, 2015.

The effective use of unstructured data is essential to an organization’s records management program. The author discusses how organizations can better manage their unstructured data to take advantage of the benefits.

Article: [“Records management key for BCM”](#)

Featured in *IT News Africa*, July 22, 2015.

This article discusses how records management is crucial for successful business continuity management (BCM).

United Kingdom

Article: [“From documents to data”](#)

Written by: David Stuart, featured in *Research Information*, August/September 2015 issue.

This article discusses how the growth of digital information has resulted in increased interest in new approaches to information retrieval and discovery.

United States

Article: [“Records management in the cloud: a multidimensional issue”](#)

Written by: Judith LaMont, Ph.D., featured in *KM World*, May 2015, Volume 24, Issue 5.

The trend toward storing information in the cloud is increasing. But as this information accumulates, what happens when a file in the cloud needs to be classified and managed as a record? The answer is not so simple.

Article: [“Agencies puzzled by records management in the digital age”](#)

Written by: Billy Mitchell, featured in *fedscoop*, September 15, 2015.

As agencies are handling more data in new forms, officials are faced with questions, challenges and problems.

Presentation: [“Building Web Archiving Collaborations to Save \[More of\] the Web,”](#) June 10, 2015

Presented by: Anna Perricci, Web Archiving Project Librarian, Columbia University Libraries

This presentation details the collaborative Web archiving projects for Web archives.

See also: [“Are you archiving your Web content? You should be”](#)

Books

Selected Readings

[Judy Read and Mary Lea Ginn, *Records Management \(10th Edition\)*](#), 2016.

Records Management provides a comprehensive introduction to the complex field of records management. It features sound principles of records and information management that include the entire range of records—physical (paper), image records, and electronic media used in computerized systems.

[Edited by Michael Moss, Barbara Endicott-Popovsky and Marc J. Dupuis, *Is Digital Different?*](#), 2015.

In this book, global experts explore the role of information professionals in the transition from an analogue to a digital environment, focusing on the opportunities and challenges.

[Multiple Authors, *The Facet Preservation Collection*](#), 2015.

The Facet Preservation Collection includes eight books written by leading academics and practitioners containing cutting-edge information and practical guidance on preservation for libraries, archives and museums.

[Jennifer Koerber and Michael Sauers, *Emerging Technologies: A Primer for Librarians*](#), 2015.

This book discusses emerging technologies that every librarian should know about and presents examples illustrating how these technologies are being used in today's libraries.

[Edited by: Presses de l'enssib, *Produire des contenus documentaires en ligne : quelles stratégies pour les bibliothèques?*](#), December 2014. (French only)

This book discusses topics such as the curation and production of content, and writing for the Web. Fifteen professionals address these subjects and more.

[Françoise Mirguet and Paul Servais, *L'archives dans quinze ans : vers de nouveaux fondements*](#), 2015.
(French only)

This book discusses what the digital environment that archivists work in will look like in 15 years.