Governance and Recordkeeping

Around the World

September 2022, vol. 6, no. 12

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 LAC.

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

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Comments and requests to be added to the distribution list may be sent to the following address:
Liaison Centre
Archives Branch
Library and Archives Canada
550 de la Cité Boulevard
Gatineau, Quebec
J8T 0A7

Email: pdtd-drkp@bac-lac.gc.ca

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Section 1—General News

Canada

Bibliothèque et Archives nationales du Québec (BAnQ)
[Launch of the government information management expertise office](#) (French only)

> Made up of a team of experts from BAnQ, the office will support departments and agencies in the context of the digital transformation of the state and the new normal related to telework. It aims to develop the skills and promote the autonomy of departments and agencies in the management of government information.

Federal and Provincial Governments—Information and Privacy Commissioners
[Information and privacy commissioners sign collaboration agreement](#)

> Information and privacy commissioners from Alberta, British Columbia and Quebec, and the Office of the Privacy Commissioner of Canada, have signed a [collaboration agreement](#). This agreement will promote greater collaboration on private-sector privacy issues.

Australia
[Parliamentary committee: Encrypted messages should be kept as government records](#)

> According to a parliamentary [report](#) (PDF), public servants should retain all records about government decisions, including any messages sent to ministers through encrypted messaging and social media apps. The committee also highlighted the need for information management governance to "continue to ensure that there is clarity on the definition of a Commonwealth record, consistent with technological developments."

Bénin
[National Archives development policy released](#) (French only)

> The government has released the National Archives development policy 2022–30 in line with the orientations of the government action program. This policy will be divided into strategic components and operationalization plans. It will include sufficient resources and be accompanied by an effective monitoring and evaluation mechanism.

Finland
[National Library's digitization program 2021–24 and collections policy published](#)

> The digitization program presents the materials that will be digitized as well as those materials for which the library is seeking complementary funding for digitization purposes. The collections policy emphasizes the close interaction between the National Library's collections and research as well as the transparency of science.
>
> See also: [Collection plan for online materials 2021–24](#)

Jamaica
[Office of the Information Commissioner operationalized](#)

The Office of the Information Commissioner, which will provide advice to the government on matters relating to data protection and access to information, is now in the process of being operationalized.
See also: [Freedom of Information Act Information Commissioner and Deputy Commissioner appointed](#) (Bahamas); [Access to Information Bill signed into law](#) (Gambia); [Regulations on Access to Information launched](#) (South Sudan)

Luxembourg
[GovTech Lab established](#)

The [GovTech Lab](#) will accelerate the development of, and further improve, digital public services. A culture of innovation and change within the state will be encouraged and supported, in order to rethink existing procedures and operational flows, and to integrate principles such as digital by default, design thinking or service by design when conceiving new solutions.

Malaysia
[Cloud computing service launched](#)

MyGovCloud, a cloud computing service that serves as an upgrade to the Public Sector Data Centre, has been launched. MyGovCloud will be used by all government agencies, with the goal of migrating 80 percent of government data to the cloud in 2022. The implementation will also enable public sector agencies to enjoy better, speedier, more efficient and targeted cloud services.

Morocco
[New national open public data portal launched](#) (French only)

As part of the contribution to strengthening the publication and reuse of open data, the new version of the portal was launched on December 13, 2021. This portal provides access to data produced by several public bodies. As much as possible, it employs open, standard and documented formats to facilitate the improvement and reuse of data.
See also: [Government portal updated with public participation platform](#) (Brunei); [Data sharing platform launched](#) (Uganda); [More than 200 government services accessible online](#) (Bahamas); [Government services to be placed on digital transformation unit platform](#) (Bahamas)

Netherlands
[Collaboration to improve cloud and data tools](#)

Google Cloud and the central Dutch government are working together to support the move to hybrid working models and embrace the multi-cloud model. This should make it easier and more efficient for the central Dutch public sector to leverage the full range of Google Workspace tools and bring better digital services to Dutch citizens in new hybrid working environments.

Scotland
National Library uses agile approach in management of digital projects

The National Library of Scotland engaged with the Scottish Digital Academy following ongoing challenges they were facing with the management of their digital projects. Other methodologies, approaches and tools were taught that employees could use when designing services. This approach has been added to the library's project management policy and will be used in upcoming major projects.

Singapore
National artificial intelligence (AI) schemes launched

Two programs will look to drive the adoption of AI in government and financial services. "Through greater use of AI in government agencies, the government hopes to strengthen policymaking and planning, provide more personalised and responsive services, and optimise government processes for the benefit of citizens and businesses." The goal is for AI to be integrated in applications that can be deployed across the public sector.

United Arab Emirates
Largest library in Arab world inaugurated

The new Mohammed bin Rashid Library is now the largest library in the Arab world. The facility, which brings together nine specialized libraries, has more than one million physical and digital titles in Arabic and 30 foreign languages, and about six million academic works. The library also offers 75,000 videos, 5,000 historical print and digital journals, and 35,000 print and digital newspapers.
See also: Dubaï inaugure la plus grande bibliothèque du monde arabe (French only)

United Kingdom
Government lays out 21-point "road map" for digital transformation

The road map for digital and data is arranged into six cross-government missions: transformed public services that achieve the right outcomes; one login for government; better data to power decision making; secure, efficient and sustainable technology; digital skills at scale; and a system that unlocks digital transformation.

United States

Federal Government
National Archives and Records Administration (NARA) releases strategic plan

The plan (PDF) updates NARA's strategic objectives to focus agency resources on improving equity, providing a world-class customer experience, and using its experiences during the pandemic to accelerate agency modernization. The pressing needs for progress on electronic records, accelerated digitization and addressing post-pandemic backlogs are also highlighted.

Section 2—Events

Notice: Please be advised that certain conferences may be held online, postponed or cancelled. The following is the most recent information available at date of publication.

Annual Meetings and Conferences

National

October 2022

Stronger Together Virtual Conference 2022 (Organized by the Alberta Library Community)

> 6–7 October

October/November 2022

Canadian Research Knowledge Network (CRKN) 2022 Conference

> 3–7 October (Virtual)
> 1–2 November (In-person); Montréal, Quebec, Canada

November 2022

FWD50 2022 (Hybrid)

> 1–3 November; Ottawa, Ontario, Canada

Canadian Open Data Summit 2022

> 7–8 November; Whitehorse, Yukon, Canada

February 2023

Ontario Library Association (OLA) Super Conference 2023 (Hybrid)

> 1–4 February; Toronto, Ontario, Canada

April 2023

2023 British Columbia Library Conference

> 12–14 April; Richmond, British Columbia, Canada

May 2023

Congrès de l'Association des archivistes du Québec 2023 (French only)

> 17–19 May; Québec, Quebec, Canada

October 2022

[Twentieth International Conference on Dublin Core and Metadata Applications (DCMI 2022)](#) (Virtual)

3–7 October

November 2022

[2022 Virtual Southeast Asia Regional Branch (SARBICA) International Symposium](#)

15–17 November

[Texas State Libraries and Archives Commission e-Records Conference 2022](#) (Virtual)

18 November

November/December 2022

[SWIB22: 14th Semantic Web in Libraries Conference](#) (Virtual)

28 November to 2 December

March 2023

[9th International Conference on Information Management (ICIM2023)](#)

17–19 March; Oxford, United Kingdom

[9th Annual Australian Government Data Summit](#)

22–23 March; Canberra, Australia

April 2023

[International Association of Privacy Professionals (IAPP) Global Privacy Summit 2023](#)

2–3 April (Training); 3 April (Active learning); 4–5 April (Conference)
Washington, D.C., United States

[Le web : source et archive](#) (French only)

3–5 April; Villeneuve-d'Ascq, France

[Association for Intelligent Information Management (AIIM) Conference 2023](#)

26–28 April; New Orleans, Louisiana, United States

Section 3—Current Trends and Products

Recordkeeping: Current Developments, Projects and Future Initiatives

Canada
University of Alberta Library—Linked Data Implementation Plan project

Library metadata standards are in a period of significant change. Linked data is being incorporated into core standards, resulting in large scale data migration and related implications for library systems. The library has been actively engaged with, and leading in, this transformation, and it is actively and strategically implementing linked data. The linked data implementation plan itself will be made openly available shortly.

Belgium
Digitizing collections project

KU Leuven Libraries, KBR (Royal Library of Belgium) and Google will collaborate to share a large portion of important digitized documents reflecting the rich cultural and historical heritage located in the libraries. Over 80,000 digitized works have been selected.
See also: Books and historic documents to be placed online

Finland
National Library—Digitization and deployment of Swedish-language newspapers project

The project will convert all of the Swedish-language newspapers published in Finland to a continuous historical chain in digital format for use as a historical continuum. This will comprise three to four million new pages, and nearly six million pages in total.

France
VaS (Interministerial service offer dedicated to the archiving of public data) project (French only)

Following the Vitam program that was launched in 2015, a new interdepartmental archiving project has begun. The project enables ministries and state operators to ensure the intermediate archiving of their data and documents before these are transferred to the National Archives.

Israel
National Library—"Curating Corona" project

The National Library, stating that it is immensely important to include the public in this initiative, is asking the public to "help it in documenting and preserving information, media coverage, large-scale events, public dilemmas and anything that appears interesting or important concerning COVID-19 in the digital arena."

Nigeria and South Korea
"Project for Building Foundations towards Digital Governance for Nigeria" (Second phase)

> Two very important enablers are needed to successfully implement the second phase of the e-government project: the implementation structure, which has an institutional foundation in the form of a Presidential Implementation Council, and the strong leadership of the Ministry of Communications and Digital Economy as a coordinator.
> See also: South Korea to spend $13 million on second phase of project

United Kingdom
National Archives—Transfer Digital Records (TDR) Service

> A transfer service is being created that is robust, secure and intuitive, enabling government departments to deliver their born-digital records to the National Archives in accordance with the Public Records Act. The goal is to release TDR as a public beta product by March 2023, enabling it to be accessed and used by departments to transfer their digital public records.
> See also: Digital records transfer home page

Various organizations—Preserving and Sharing Born Digital and Hybrid Objects project

> The project addresses the challenges of preserving, collecting and meaningfully sharing born-digital and hybrid digital objects in museum collections, focusing on collection management, digital preservation and public access. This project will involve a combination of desk-based research, collection-based case studies, a series of workshops and the development of two technical pilots.

United States
OCLC—Research project: Library Collaboration in Research Data Management (RDM)

> The project aims to help academic libraries make intentional, strategic choices about collaboratively sourcing RDM capacities. General recommendations for academic libraries to consider as they evaluate the collaboration option will also be developed. A set of case studies will be examined to draw out lessons learned, and the recommendations will increase the understanding of collaboration in practice and help to guide future library collaborations.
> See also: OCLC research report: Research Information Management in the United States

United States and United Kingdom
Various organizations—Machines Reading Maps project

> The project aims to change the way that humanists and heritage professionals interact with map images by reading map content at scale using tools for text, not images; integrating place entity linking and image annotation tools to make text on maps meaningful; improving map discovery and collection histories at cultural institutions; and analyzing text on maps.
> See also: Video presentation; How can machine learning help us unlock historical maps?

Products and Tools from Around the World

Canada

[Bibliothèque et Archives nationales du Québec—Guide de gestion des archives des établissements d'enseignement collégial du Québec](#) (version 1.3), 2022 (PDF) (French only)

> Many managers tend to neglect the management of their archives and therefore fail to meet archival requirements. This archives management guide for colleges in Quebéc is an important step in terms of compliance with these archival requirements. Its main purpose is to increase the reliability of the management of files in colleges as well as to comply with the laws and regulations to which they are subject.

Australia

[National Archives—Advice on moving records from an Electronic Document and Records Management System (EDRMS)](#)

> New advice has been published that outlines issues to consider when moving records out of an EDRMS. It draws on the Digital Preservation Coalition's (DPC) EDRMS Preservation Toolkit, developed with input from many members, including the National Archives of Australia.

[New South Wales State Archives and Records—Microsoft 365 and recordkeeping](#)

> Subjects include: what is Microsoft 365?; Microsoft 365 and records management compliance; strategies for effective recordkeeping in Microsoft 365.
> See also: [Managing records in Microsoft 365](#) (National Archives of Australia)

Finland

[National Library—User interface of the Finnish Web Archive](#)

> The [Finnish Web Archive](#), redesigned in content and appearance, can now be used on legal deposit workstations. Users can now search and explore not only the web pages, but also the tweets and videos available in the web archive, taking into account the special features of both types of material.

France

[National Archives—ADAMANT (Access and dissemination of the archives and metadata of the National Archives over time)](#) (French only)

> Internet users can now test this online tool. ADAMANT is a prototype that makes it possible to freely consult distributable born-digital archives from a computer, tablet or smartphone.
> See also: [Internautes, testez le prototype d'Adamant et accédez aux archives librement diffusables](#) (French only)

Greece
SAGE (Semantic enrichment and validation platform)

> SAGE is an online system that allows the manipulation of metadata in the Europeana Data Model and other formats and models, so it can be automatically enriched through external services that employ state-of-the-art artificial intelligence and web semantic technologies.

Indonesia
National Library—Library data collection application

> The data and profile of libraries on the National Library's database will be updated using a library data collection application that will integrate Library Identification Number and region-based library mapping. This offers many benefits, such as helping the library in reviewing and developing national standards for all types of libraries.

New Zealand
National Archives—Documenting the COVID-19 response

> Since the start of the COVID-19 response, the public sector has had to deal with multiple lockdowns, changes in how we work and where we work, and new recordkeeping challenges. The move to the COVID-19 Protection Framework offers an opportunity to review what this means for ongoing management of records related to COVID-19.

South Africa
Konica Minolta South Africa's Enterprise Search

> The enterprise search functionality has an intuitive data-search capability that enables organizations to find the data and information required, within seconds, without having to switch between applications or do numerous searches across multiple systems.

United Kingdom
Information Commissioner's Office—Artificial intelligence (AI) and data protection risk toolkit

> The toolkit is designed to provide further practical support to organizations, to reduce the risks to individuals' rights and freedoms from their own AI systems. It includes a webinar.

United States
State Archives of North Carolina—Records Management Knowledge Check: Triggers

> The retention schedule says to keep a record for three years, but when does that clock start? The answer to this question depends on the record's "trigger." The State Archives have built a knowledge check so you can learn about triggers and test your knowledge of how to look for triggers in the retention schedule. This check uses examples from the General Records Schedule: Local Government Agencies, but the principles are relevant for any records custodian.

Studies and Surveys

New Zealand
[Findings report: Survey of public sector information management 2020–21](#)
Published by Archives New Zealand. Last update: April 1, 2022.

> The Archives New Zealand [survey](#) was sent to 258 public sector organizations between June 8 and June 25, 2021. Overall, there was an 84 percent response rate.

> The survey helps us to form a picture of how well public sector organizations are performing as a whole under the requirements of the Public Records Act 2005 (PRA) mandatory standards and good practice information management; track improvements in organizations' performance over time; identify risks, challenges, opportunities and emerging trends affecting information management in organizations, so we can feed this intelligence into responsive regulation; and provide public visibility of organizations' information management performance.

United Kingdom
[Towards a National Collection: Commissioned Report: Digital Collections Audit](#)
Published March 23, 2022. Written by Kevin Gosling and Gordon McKenna (Collections Trust), and Adrian Cooper (Intelligent Heritage).

> Between September 2021 and the end of January 2022, Collections Trust carried out an [audit](#) (PDF) of digital collections in the United Kingdom's leading cultural heritage institutions. Of the 264 cultural heritage institutions invited to take part, responses were received from 230 (87 percent).

> The work was commissioned by the Arts and Humanities Research Council–funded research program [Towards a National Collection](#). The aim of the audit was to understand the number, scale and attributes of digitally accessible collections across the U.K. cultural heritage sector that might form part of a future national digital collection infrastructure.

Global
[11th annual report: Le Rapport de la gouvernance de l'information numérique dans les organisations](#),
2022 (French only)
Published by Serda Conseil and SerdaLab of SERDA/ARCHIMAG Group.

> The [survey](#) was conducted during the first two months of 2022, with more than 200 public and private organizations and associations or non-governmental organizations. The survey reveals the expectations, projects, solutions, innovations, trends, challenges and irritants related to digital information governance programs in 2022.

> All organizations are now working in a 100 percent digital environment regardless of their sectors, sizes and business lines. However, the 2022 analysis makes it possible to verify that the changes in working methods and the benefits that should stem from a complete digital transformation of the business lines remain at the implementation stage for many. It also shows that the organizational methods and the tools available are not always stable.

Section 4—Selected Readings and Recordings

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

Canada
ARMA Canada: Article: [Information Governance vs. Data Governance: What's the Difference and Why Does It Matter?](#)
Written by Jennifer Bodnarchuk, MSc, PhD, Senior Data Scientist, City of Winnipeg. Featured in *Sagesse* Volume VII, Winter 2022.

> This article briefly explores the blurred line between data and information and quickly reaches the conclusion that a clear distinction is difficult to determine. Thus, rather than finding the line between the two, the article concludes with suggestions on how to focus on the similarities, so that data and information professionals can help their respective organizations to achieve clarity in finding the knowledge and wisdom to achieve organizational strategies and goals.

Australia
Article: [Why Context Is King in Information Management](#)
Written by Alyssa Blackburn, Director of Information and Records Strategy, AvePoint, March 1, 2022.

> "In-place" means that content is managed in the same location where it was created and is not moved to another location or database for its long-term management. When is in-place information management not appropriate? When context is lost. Context will always win over where the item is stored, unless information context is at risk. The article discusses strategies that can be used to maintain context across repositories.

Finland and Norway
Paper: [Understanding Artificial Intelligence in Research Libraries: Extensive Literature Review](#)
Written by Heli Kautonen, Finnish Literature Society Library, and Andrea Gasparini, University of Oslo Library. Featured in *LIBER Quarterly* Vol. 32, No. 1 (January 31, 2022).

> This extensive literature review provides an overview of how research libraries understand, react to, and work with artificial intelligence (AI). The paper examines the roles conceived for libraries and librarians, their users, and AI. Finally, design thinking is presented as an approach to solving emerging issues with AI and opening up opportunities for this technology at a more strategic level.

France
Article: [Signature électronique : quelles conditions pour l'utiliser comme preuve?](#) (French only)
Written by Eric Le Ven. Featured in *archimag.com*, April 27, 2022. Updated August 29, 2022.

> The use of electronic signatures has grown in recent years due to the COVID-19 pandemic. Steps must therefore be undertaken to ensure that a signature is validated as soon as it is affixed to a document. Topics include: have you checked the validity of the certificates of your electronic signatures?; verification/validation steps; and after validation, preservation.

Italy
Article: The Strategic Importance of the Digital Archive in an Enterprise
Published by *Doxee*, May 10, 2022.

> An enterprise's digital archive is primarily the digital memory of the enterprise, which is predominantly composed of electronic documents. Consequently, it is essential that organizations digitally preserve documents in an appropriate way, to preserve the memory of their archive over time. The time has come for management to become aware of the need to actually build a digital culture in their organizations so that they are able to know and govern the archive throughout its life cycle.

United Kingdom
Article: Records and Information Managers: How to Leverage Your Skills in a Microsoft 365 World
Written by Rebecca Cato, Solutions Engineer, Records Management, AvePoint, March 18, 2022.

> A common theme is emerging: "Where do I start if I want to get control of my information in Microsoft 365?" Many information managers say, "I'm confident and comfortable appraising and sentencing physical items, but when it comes to digital and Microsoft 365, I don't feel like I know what I'm doing." The author discusses what information professionals say regarding how Microsoft 365 can be matured in their organization. Sustainable Information Management is also highlighted.

United States
OCLC: Article: Balancing the Metadata Portfolio
Written by Kathryn Stine, Senior Program and Engagement Officer, OCLC Research, Steward of the OCLC RLP Metadata Managers Focus Group, March 15, 2022.

> Metadata managers are engaged with planning for new service models and working with new organizational structures. They are also considering these opportunities alongside traditional, core metadata functions and responsibilities.

> Balancing the metadata portfolio is admittedly an iterative endeavour, responding to local contexts, strategic directions and collaborative opportunities. Finding and maintaining balance can effectively manifest the relevance of metadata skills and sensibilities for new applications.

Global
White paper: Insights on Records Management Challenges While Working Remotely
ISO/TC 46/SC 11—Archives/Records Management, 2022.

> The purpose of this white paper (PDF) is to provide insights on records management challenges (and ways to address them) that organizations are facing as business is increasingly conducted independent of time, place and device. Possible approaches to managing records and information as knowledge work becomes more decentralized to remote locations are illustrated.

Books

Selected Readings

AvePoint (publisher), *Microsoft 365 Records Management Roadmap: What Information Managers Can Expect During Digital Transformation*, 2021. (PDF)

> This e-book describes planning for, executing and managing migration to a digitally centred Microsoft 365 records management system. Readers will learn how to navigate common records compliance requirements, create retention and disposal schedules, and ensure secure information management.

Desrochers, Pierre, *Les données administratives publiques dans l'espace numérique*, 2022.

> The implications of Big Data, machine learning and artificial intelligence are significant for organizations and the governance of their information. This book is designed to help managers better understand the issues related to the creation, use and management of administrative data and allow them to maximize their use. It constitutes a practical reference for the latter during discussions with researchers, analysts and practitioners.

Horodyski, John, *Metadata Matters*, 2022.

> *Metadata Matters* explains how metadata is the foundation of digital strategy and how it will help to ensure that an organization is building the right system for the right users at the right time. Metadata matters and is the best chance for a return on investment for digital assets. It is also a line of defence against lost opportunities, helping organizations to ensure that users can identify, discover and experience their brands in the ways that organizations intend. Metadata is a necessary defence that this book shows how to build.

Ngoepe, Mpho, editor, *Managing Digital Records in Africa*, 2022.

> A legal analysis and systematic assessment is provided of how African institutions manage digital records in four countries (Botswana, Kenya, South Africa and Zimbabwe). Also examined is the extent to which records are managed using Internet-based applications, trust in such records, and digital record authentication to support the auditing process. A curriculum analysis in digital records at institutions of higher learning in 38 African countries is provided as well.

Robinson, Pamela, and Teresa Scassa, editors, *The Future of Open Data*, 2022.

> This book builds on the knowledge developed during the course of a Social Sciences and Humanities Research Council grant. It poses the question, "What is the future of open data?" The contributors' insights into the future of open data combine observations from five years of research about the Canadian open data community with a critical perspective on what could and should happen as efforts involving open data evolve.