Great Lakes Wave

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Photo by Anthony Beard

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Online Records Management Training for Your Intranet

By Galen Wilson

Once upon a time, most offices had one or two people responsible for managing records, often the secretary. Those records were predominately on 8½-by-11 inch paper. The secretary collected records often by means of a basket marked "IN" or "TO FILE." Training agency staff in records management (RM) theory and practice was a matter of identifying those few folks and sending them to a day or two of classroom instruction. Staff turnover meant that there were always new folks to receive training, and NARA had a long history of workshops providing it.

But those simpler days are gone. The proliferation of personal computers has made everyone a records manager in reality. How many folks creating and receiving Federal records at their workstations, and filing them (or *not* filing them) on hard and shared drives, are even familiar with the term "RM", much less its intricacies is anyone's guess. Some cynically suspect most records creators are unable to manage Federal records squir-

reled away in odd little corners of their networks.

Effectively training everybody in RM, particularly those whose interest in the subject is questionable, is a difficult puzzle. One answer is online training via an agency's intranet. Our Dayton office has helped two agencies develop such training. One of them made an overview module of RM high points mandatory: *everybody* had to take it! Individual modules cover basic rudiments, good advice on where and how to file paper and electronic records, how to use a records schedule, electronic records' vagaries, how to send records to and retrieve them from storage, and how to get rid of them forever when their legal retention has been met.

It sounds simple. It's actually a little harder than that. Making sure agency policies and unique ways of doing business are incorporated can be a challenge. And creating a product with the agency's stamp of approval usually

means involving the general counsel. If you are interested in the possibility of creating RM online training for your agency, give us a call.

Upcoming NARA Courses

Chicago

Basic Records Operations - 6/2, 8/18

Emergency Planning & Response for Vital Records & Essential Evidence - 6/3-4

Advanced Electronic Records Management - 8/19-20

Dayton

Records Scheduling KA3 - 6/15-16

Asset & Risk Management KA5 - 6/17-18

RM Program Development KA6 - 6/19

Basic Records Operations - 7/22, 8/26

Vital Records - 7/23

Minneapolis

Basic Records Operations - 7/28

Electronic Records Management - 7/29 - 30

Register for workshops and briefings through: http://nara.learn.com/recordsmanagement-training

For information, contact Marybelle Yeazel at 937-425-0624 or Marybelle.Yeazel@nara.gov for Ohio courses or Joseph Suster at 773-948-9040 or Joseph.Suster@nara.gov for Illinois or Minnesota courses.

Targeted Assistance is a customer oriented, problem-solving approach to front-end records and information management problems facing Federal agencies. Your agency and NARA form a partnership to solve records management challenges. Together, we develop a project with a well-defined purpose; tangible products; definite milestones; and a time frame for completion. Projects can last from several days to several months.

For more information about Targeted Assistance in the Great Lakes Region, please contact: Galen R. Wilson at 937-425-0613 or Galen.Wilson@nara.gov for agencies in Indiana, Michigan, and Ohio or John Stewart at 773-948-9024 or John.Stewart@nara.gov for agencies in Illinois, Minnesota, and Wisconsin.

You can also visit http://www.archives.gov/records-mgmt/initiatives/targeted-assistance.html

NARS-5 to ARCIS: What It Means for Your Agency

By Joseph Suster

Federal employees who have attended various records management courses in the Great Lakes Region over the years may recall instructor references to a NARA database named NARS-5 (neither an abbreviation nor acronym for a longer title). From 1976 to 2008, this database was the primary mechanism NARA records centers (FRCs) used to track and manage the inactive temporary and permanent records they stored and serviced for customer agencies.

Though NARS-5 served NARA and its customers well for over three decades, time, technological advances, and agencies' preference for online, web-based access to various records center services dictated a system upgrade. The Archives and Records Center Information System

(ARCIS), when fully operational, will serve as the online portal through which agencies will do business with FRCs. ARCIS will allow customers to conduct all interagency transactions online, saving time and reducing paperwork. Completing and sending either a Standard Form 135: Records Transmittal and Receipt or Optional Form 11: Reference Request, will become a thing of the past for agencies using ARCIS. The system's bar coding component system will also let agencies track all business transactions electronically, providing instant access to information about their records.

Both the Chicago and Dayton FRCs are currently transitioning from NARS-5 to ARCIS. Those facilities can now handle agency records retrieval requests

using ARCIS. The records transfer and disposition functions will come online incrementally at a later date. NARA's entire records center network, including the national records centers in Washington, DC, and St. Louis, will be utilizing ARCIS in some way by this October. For more information about ARCIS, visit www.archives.gov/frc/arcis or contact John McEvoy at John.McEvoy@nara.gov, 301-837-3056. Most likely, your agency will be using it soon.

ARCIS | *Archives and Records Centers Information System*

A Virtual Reference Shelf for Basic Electronic Records Management

By John Stewart

Records management training emphasizes activities related to the creation, maintenance and use, and disposition of records necessary to achieve adequate and proper documentation of an agency's policies, transactions, and operations. NARA'a training courses make the point that management of electronic records is similar to control of traditional records formats, but the instruction acknowledges that electronic records have a more complicated life cycle, because of requirements associated with their creation, use, and preservation.

This more complicated life cycle requires that records managers, information technology professionals, and program managers appreciate each other's respective roles and work together during development, implementation and utilization, and disposition phases of electronic records systems.

From the records manager's perspective such cooperation necessitates their learning IT terminology, business analysis, and system requirements. NARA recognizes that agency records managers and IT professionals need additional informational

resources to accomplish these coordinated efforts. In order to provide such a resource, NARA maintains the Electronic Records Management Toolkit on its records management web page, www.archives.gov/records-mgmt/. The Toolkit offers a resource for records managers, IT analysts, and agency program managers wanting to know more about electronic records management.

The Toolkit provides a searchable data base, product summaries, and links to a virtual reference shelf of more than 140 electronic records reports, case studies, and work products relating to a full spectrum of electronic records and information issues.

There are many topics covered including: Appraising and Scheduling Records; Assigning Metadata/Categorizing; Collaboration Tools; Cost/Benefit Analysis; Electronic Recordkeeping Systems; E-mail; Identifying System Requirements; Migrating Records/Long-term ERM; Public Key Infrastructure (PKI); Scanned Images; Transferring Records to NARA; Vital Records and Disaster Recovery; and Web Content.

This resource represents work products from more than three dozen public and private sector sources and should be useful for individual institutions, as well as integrated enterprises.

Ask Maude:

I need help with records management at my agency, what can I do?

You can contact the NARA facility nearest your office and speak with the records management team there. You can find them by visiting our RM web site: http://www.archives.gov/records-mgmt/ You will find a wealth of information there and also you will find points of contact for many types of RM issues.

If you have any burning records management questions, please feel free to direct them to Marybelle Yeazel via email: Marybelle.Yeazel@nara.gov or telephone 937-425-0624 and she will ensure that your question gets to Maude's desk.

The IT Corner - NARA's Acceptance of Permanent Electronic Records

by James Hurst

NARA <u>does</u> accept permanent electronic records that are eligible for transfer according to NARA-approved schedules. Acceptable formats, which NARA periodically updates, include the following:

Textual records. These records must be transferred as plain American Standard Code for Information Interchange (ASCII) files with all extension control characters removed (except for marks delineating the end of a file, etc or Standard Generalized Markup Language (SGML) tags). Portable Document Format (PDF) records must comply with PDF versions 1.0 through 1.7.

Also acceptable, under certain conditions, are records converted to PDF from their native electronic formats, as well as records converted to PDF from scanned paper or image formats such as Tagged Image File Format (TIFF), Graphics Interchange Format (GIF), versions 87a and 89a, Basic Image Interchange Format (BIIF), - ISO Standard 12087-5, Part 5, and Portable Network Graphics (PNG), version 1.0. There are additional transfer instructions for existing e-mail messages with attachments.

Data files and databases. The format for these records should be independent of specific hardware or software. Data files and databases should be in either ASCII or EBCIDIC code and transferred as flat files or rectangular tables.

Digital geospatial data records (as processed in Geographic Information Systems). Acceptable are records that fully implement a non-proprietary, published, open standard maintained by or for a Federal, national, or international standards organization.

Digital photographic records. These records consist of still photographs created in support of agency business that are produced from digital cameras and master images of scanned photographic prints, slides, and negatives. Acceptable formats include TIFF (versions 4.0, 5.0, and 6.0), with default file extensions .TIFF and .TIF, as well as JPEG or JFIF File Interchange Formats that are compliant with International Standards Organization requirements, and have default file extensions .JPEG, .JFIF, and .JBG.

Web content records. See http://www.archives.gov/records-mgmt/initiatives/web-content-records.html

David C. Cornelisse, Director of Kingsridge FRC Retires

By Marybelle Yeazel

David C. Cornelisse, Director of the NARA Kingsridge facility in Centerville, OH, retired on April 3 after 31 years of service to NARA. He started with NARA as a Career Intern Development System trainee in Dayton on September 6, 1977.

David graduated in 1971 from Miami University in Ohio with a major in English and went on to become a middle school English teacher. He left teaching to become a civil servant and spent his entire NARA career working in Dayton. He worked as a Service Branch Chief, and the Assistant Director of the Dayton FRC and then became the Director of that facility in 1998. David did a study of Army Finance payrolls during his early NARA years which resulted in new methods of searching for payrolls and having payroll finding aids in each box. He was instrumental in the design and construction of the Kingsridge facility and worked the last 17 months as the Director there.

David will spend his retirement in Troy, Ohio, with his wife Diana. David is the proud father of a son, two daughters and has four grandchildren. Dave is involved with therapy dogs and will spend time doing volunteer work with his dogs, playing and writing music, as well as doing work on the 1880s era home he and Diana have been restoring.

Dave will be missed by all who worked with him and for him.

Happy trails to you Dave.

Jay Trainer, Assistant Director, Record Center Program, David Cornelisse, David Kuehl, Regional Administrator of the Great Lakes Region, and David Weinberg, Director, Record Center Program, attended the tree dedication ceremony at the Kingsridge FRC on April 2, 2009.

Great Lakes Region – Electronic Records Forum is Coming to Lansing, Michigan

By Galen Wilson

Our 2009 E-Records Forum, co-hosted by the state of Michigan's Records Management Services, will be held Tuesday, August 25, 9 a.m. to Noon, at the Michigan Library and Historical Center, 702 W. Kalamazoo Street in Lansing.

We are delighted that our keynote speaker will be Dr. Kenneth Thibodeau, Program Director of the Electronic Records Archives (ERA) Program Management Office. He will speak one year after ERA's initial launch about challenges, opportunities, lessons learned, and next steps for this "archive of the future.

Also on the program will be a presentation on the Electronic Records Management Toolkit which is available at NARA's web site.

Later in the afternoon, optional tours of the State Records Center and the Archives of Michigan will be offered.

As always, this event is *free*, but registration is required. You can register directly online at: http://www.surveymonkey.com/s.aspx?sm=OJbF0aYqBr8AfRSgq_2bIzkg_3d_3d.

Questions? Contact Marybelle Yeazel at 937-425-0624 or Marybelle.Yeazel@nara.gov.

Please join us for an informative morning !

Michigan Library and Historical Center