

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-111/Archives-Records Management

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I. Goals

- A. Increase access to the State Archives collections.
- B. Promote efficient and effective management of government records including the preservation of the State's permanent electronic records.

II. Objectives and Policies

- A. Collect and preserve permanent government records of enduring legal, historical or fiscal value from government agencies.
- B. Make records available for access via the internet. Catalog records on KOHA, an online library database accessible via the web.
- C. Develop and revise records retention and disposition schedules for the executive branch. Operate the State Records Center for the storage of non-current, non-permanent government records.
- D. Implement the building of the Hawaii State Digital Archives through a phased approach including hardware implementation and documentation and software development to ensure the preservation and access to electronic records of long-term value.

III. Action Plan with Timetable

A. Past Year Accomplishments

- 1. Archives: added/edited 64 bibliographic records in on-line catalog KOHA which is accessible on the Internet; accessioned 115 cubic feet of records and special collections; appraised, arranged and described 19 cubic feet of records for public use; retrieved 19,572 records for researchers; translated 342 pages of Hawaiian language records; serviced 9,724 researchers; scanned 10,543 images; loaded 10,154 records to the Archives' website (275,312 total online); and received more than 430,320 visitors to Archives online databases, a 32% increase from last year's numbers.

2. Records Center: received 4,502 cubic feet of records and 76 reels of microfilm; completed 848 records requests; and coordinated destruction of 8,451 cubic feet of expired records.
3. Digital Archives: The passage of Act 88 of the 2013 Legislature was a significant accomplishment for the State Archives in that it: defined the powers of the State Archivist with regards to preservation of digital records within the State of Hawaii, and approved a dedicated funding stream for the ongoing development and maintenance of the Hawaii State Digital Archives. To provide staff for the Digital Archives, two project based computer programming positions were filled and cooperative agreements were reached with the Computer Science Departments of University of Hawaii-Manoa and Hawaii Pacific University to host interns to assist with the development of the Digital Archives. To provide the necessary technology infrastructure for the Digital Archives program, computer hardware and storage devices for the first phase of the project were purchased, configured and installed in partnership with ICSD and OIMT. Lastly, the Digital Archives Project Team reviewed existing International Standards and Best Practices on digital preservation, performed a deep code-level analysis of existing open source digital archives software, refined and documented the system architectural design and coding standards based on their analyses and functional requirements, and began developing the software that will enable the State Archives to acquire, process, provide access to and permanently preserve trustworthy digital records of enduring legal, historical, fiscal or cultural value.

B. One Year

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 100 cubic feet of government records; appraise, arrange, and describe 20 cubic feet of records; retrieve 20,000 records for researchers; translate 350 pages of Hawaii language records; service 9,000 researchers; make 10,000 records available via the Archives' website; and receive 400,000 visitors to Archives online databases.
2. Records Center: schedule records series; receive 3,400 cubic feet of records; service 800 records requests; and coordinate destruction of expired records.
3. Digital Archives: Implement the pilot phase consisting of five streams: full documentation of Digital Archives' code, rollout of pilot hardware, onboarding of pilot partner agencies, implementation of functional requirements identified as "necessary" in the Digital Archives Plan, a security analysis of the Digital Archives' system, and a comparison of the developed system to the Trustworthy Repository; Audit and

Checklist (TRAC) created by the Research Library Group (RLG).
(Estimated timeframe: 18 months)

C. Two Years

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 200 cubic feet of government records; appraise, arrange, and describe 40 cubic feet of records; retrieve 40,000 records for researchers; translate 700 pages of Hawaiian language records; service 18,000 researchers; make 20,000 records available via the Archives' website; and receive 800,000 visitors to Archives online databases.
2. Records Center: schedule records series; receive 6,800 cubic feet of records; service 1,600 records requests; and coordinate destruction of expired records.
3. Digital Archives: Implement the final production phase of the project consisting of seven streams: final development of any functionality determined to be necessary prior to launch of the production system, rollout of production hardware, stress test of the production system, address any final functionality or revisions necessary, complete documentation required for TRAC audit, knowledge transfer to State Archives staff through training and wiki documentation, and public unveiling of the Digital Archives. Any remaining functional requirements that have not been implemented that have been determined to be necessary for the public launch will be implemented by the project technical staff and project interns. (Estimated time frame: 6 months).

D. Five Years

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 500 cubic feet of government records; appraise, arrange, and describe 100 cubic feet of records; retrieve 100,000 records for researchers; translate 1,750 pages of Hawaiian language records; service 45,000 researchers; make 50,000 records available via

the Archives' website; and receive 2,000,000 visitors to Archives online databases.

2. Records Center: schedule records series; receive 17,000 cubic feet of records; service 4,000 record requests; and coordinate destruction of expired records.
3. Digital Archives: Following documentation created during the production phase, Archives technical staff continues to maintain and develop the Digital Archives' system including updating a roadmap for hardware expansion, onboarding additional partner agencies, and researching and addressing all upcoming projects or technologies that may impact the Digital Archives. Continual maintenance of the digital records enables the Archives to fulfill its functional duty to properly administer a records management program that includes records created digitally and to ensure their preservation for future generations.

IV. Performance Measures

- A. Customer Satisfaction measure: Monitor website use by the general public and their interest in information presented by analyzing statistical data on number of hits to what pages. Use information to improve the "look and feel" and information presented on the website. If there are suggestions and/or complaints, develop survey to evaluate customer satisfaction with the website.
- B. Program Standard measure: In-house standards regulate service to the public and status-reports measure the output and effectiveness of our public service activities.
- C. Cost Effectiveness measure – Compare records managements costs with private sector, in particular storage costs.