

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: add/edited 7 bibliographic records in on-line catalog KOHA which is accessible on the Internet; accessioned 62 cubic feet of records and special collections; appraised, arranged and described 29 cubic feet of records for public use; retrieved 13,029 records for researchers; translated 307 pages of Hawaiian language records; serviced 7,344 researchers; scanned 24,311 images; and received 42,623 unique website visitors to Archives online

resources. Statistical data and records uploaded to the servers were severely impacted this past year due to a server crash that disabled website tracking and online databases.

2. Records Center: received 2,191 cubic feet of records and 6 reels of microfilm; completed 6,192 records requests; and coordinated destruction of 19,990 cubic feet of expired records and 5,055 reels of microfilm of expired records.
3. Digital Archives: Developed service oriented architecture model of the system using Domain Driven Development, Event Sourcing and Messaging; revised implementation of Digital Pipeline services; completed development of ingest services; assembled Development environment based on Metal-As-A-Service (MAAS) approach, Linux containers (LXC/LXD), Docker and Kubernetes; implemented first phase of the User Service – web-based Patron Registration System (released as a LXC container); moved Koha service into LXC/LXD containerized environment; implemented and tested utility for packing digital objects on data provider system into Bag-it package (Library of Congress-based standard).

B. One Year

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 45 cubic feet of government records; appraise, arrange, and describe 20 cubic feet of records; retrieve 16,000 records for researchers; translate 300 pages of Hawaii language records; service 8,000 researchers; upload 20,000 records to the Archives' website; and receive 500,000 visitors to Archives online databases.
2. Records Center: schedule records series; receive 2,000 cubic feet of records; service 5,000 records requests; and coordinate destruction of expired records.
3. Digital Archives: Continue to develop Information Model of the Digital Archives and Digital Preservation Pipeline Services; engage with Government Departments into development of the standard Record Transmittal Plans through regular workshops and feedback collection; implement production environment identical to the Development environment and incorporate Continuous Delivery Pipeline for frequent and scheduled system releases; implement scalable Archival Storage solution which meets current capacity requirements and meets requirements for the long term

maintenance, upgrades, and data migration; perform stress and penetration testing, develop relevant implementation plan; perform system audit in conformance with ISO 16363-2013 (Audit and certification of trustworthy digital repositories); perform knowledge transfer for State Archives staff through training and wiki documentation; perform end-to-end system testing and prepare for full time ingestion of digital records.

C. Two Years

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 100 cubic feet of government records; appraise, arrange, and describe 40 cubic feet of records; retrieve 32,000 records for researchers; translate 600 pages of Hawaiian language records; service 16,000 researchers; upload 50,000 records to the Archives' website; and receive 1,000,000 visitors to Archives online databases. NOTE: Records uploaded and visitor tracking numbers are skewed due to public facing servers crashing with no viable backups being available. Manual data reentry and complete rebuild of systems has been necessary to get systems up and running.
2. Records Center: schedule records series; receive 4,000 cubic feet of records; service 10,000 records requests; and coordinate destruction of expired records.
3. Digital Archives: Continue development of the system's Information Model by identifying, modeling and implementing new services required by State Agencies; develop and implement approaches for gathering system parameters, performance metrics; research and develop roadmap for all upcoming state systems, projects or technologies that may impact the Digital Archives; perform ongoing maintenance and upgrades of the digital repository hardware, software and storage sub-systems; and in consultation with State Agencies and interested public, develop the public web-based interface into the Digital Archives.

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 80,000 records for researchers; translate 1,500 pages of Hawaiian

language records; service 40,000 researchers; upload 125,000 records to the Archives’ website; and receive 2,500,000 visitors to Archives online databases.

2. Records Center: schedule records series; receive 10,000 cubic feet of records; service 13,000 record requests; and coordinate destruction of expired records.
3. Digital Archives: Ongoing maintenance and development the Digital Archives’ system including replacement of hardware, and storage sub-systems, along with upgrades to software infrastructure; onboard additional partner agencies beyond Executive Branch agencies; develop additional user functionality (e.g. personalization, saved searching, new record alerts, target searching, etc.) based on feedback; and roll out functionality necessary to preserve additional format types of records (e.g. GIS systems, social media, streaming audio/video, dynamic databases, and web-based systems); Develop and implement services and tools utilizing Artificial Intelligence, Data Mining and Machine Learning for Digital Preservation Pipeline and services that support Record Consumers’ needs.

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.