

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 24 bibliographic records in on-line catalog KOHA which is accessible on the Internet; accessioned 46 cubic feet of records and special collections; appraised, arranged and described 29 cubic feet of records for public use; retrieved 19,050 records for researchers; translated 307 pages of Hawaiian language records; serviced 7,207 researchers; scanned 31,212 images; loaded 14,408 records to the Archives' website totaling 349,338

records online; and received more than 287,211 visitors to Archives online databases.

2. Records Center: received 3,389 cubic feet of records and 1,036 reels of microfilm; completed 18,930 records requests; and coordinated destruction of 477 cubic feet of expired records.
3. Digital Archives: The Digital Archives Project Team has completed the ingest workflow to allow for discrete record data-field level validation (e.g. proper dates, numbers within range, etc.), a robust security infrastructure, multi-level virus and malware detection, and operational transaction assurance (i.e. should a process fail, the record ‘rolls back’ to last known good state in order to ensure integrity of records within the system).

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 16,000 records for researchers; translate 300 pages of Hawaii language records; service 8,000 researchers; upload 25,000 records to the Archives’ website; and receive 500,000 visitors to Archives online databases.
2. Records Center: schedule records series; receive 3,000 cubic feet of records; service 1,500 records requests; and coordinate destruction of expired records.
3. Digital Archives: Move from development to production phase of the project consisting of seven streams: migrate to production hardware environment; perform stress test of all system functionality; address shortcomings uncovered by stress test; perform a complete audit in conformance with ISO 16363 (Audit and Certification of Trusted Digital Repositories); address any functionality or revisions necessary to achieve ISO certification; perform knowledge transfer to State Archives staff through training and wiki documentation; and start full time ingestion of digital records.

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

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.

2. Records Center: schedule records series; receive 6,000 cubic feet of records; service 3,000 records requests; and coordinate destruction of expired records.
3. Digital Archives: Continue development of the Digital Archives' system functionality as requested by State Agencies to smooth upload and preservation of digital records; conduct performance testing analysis based on current system processing times; perform system optimization to address areas of concern; 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 15,000 cubic feet of records; service 7,500 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).

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.