

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

January 2020

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

Contact Person/Phone: Adam Jansen/586-0310

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.
- C. Develop and revise records retention and disposition schedules for the executive branch and continue to 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: Accessioned 209 cubic feet of records and special collections; appraised, arranged and described 20 cubic feet of paper records for public use; retrieved 25,650 records for researchers; translated 142 pages of Hawaiian language records; serviced 8,639 researchers; scanned 1,282,171 images; and received 30,408 unique website visitors to Archives online resources.

2. Records Center: received 3,742 cubic feet of records and 24 reels of microfilm; completed 7,192 records requests; 5,617 reels of microfilm returned; and 4,413 rolls of microfilm scanned.
3. Digital Archives: Finalized implementation of Digital Pipeline services; virtualized all services to run on Metal-as-a-Service infrastructure; installed 500TB storage sub-system.

B. One Year

1. Archives: Accession 100 cubic feet of records; appraise, arrange, and describe 65 cubic feet of records; retrieve 20,000 records for researchers; translate 400 pages of Hawaiian language records; service 8,000 researchers; upload 3,000,000 new images (records) to the Archives' website; 30,000 unique web visitors to the Archives' research portal website.
2. Records Center: schedule/revise 20 records series; receive 3,500 cubic feet of records; service 7,000 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; 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.

C. Two Years

1. Archives: Accession 200 cubic feet of records; appraise, arrange, and describe 100 cubic feet of records; retrieve 40,000 records for researchers; translate 250 pages of Hawaiian language records; service 15,000 researchers; upload 5,500,000 new images (records) to the Archives' website; 150,000 unique web visitors to the Archives' research portal website.
2. Records Center: schedule 40 records series; receive 7,000 cubic feet of records; service 13,000 record requests; and coordinate destruction of expired records.

3. Digital Archives: Ongoing maintenance and development of 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); and research and develop roadmap for all upcoming state systems, projects or technologies that may impact the Digital Archives;

D. Five Years

1. Archives: Accession 500 cubic feet of records; appraise, arrange, and describe 450 cubic feet of records; retrieve 80,000 records for researchers; translate 600 pages of Hawaiian language records; service 35,000 researchers; upload 8,500,000 new images (records) to the Archives’ website; 150,000 unique web visitors to the Archives’ research portal website.
2. Records Center: schedule 80 records series; receive 30,000 cubic feet of records; service 25,000 record requests; and coordinate destruction of expired records.
3. Digital Archives: Ongoing maintenance and development of the Digital Archives’ system including replacement of hardware, and storage sub-systems; continue developing additional user functionality based on feedback; 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; and roll out functionality necessary to preserve additional format types of records.

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.