

QUEENSLAND
STATE

ARCHIVES

Annual Report 2016-17



Department of Science, Information Technology and Innovation



The Honourable Leeanne Enoch MP
Minister for Innovation, Science and the
Digital Economy and Minister for Small Business
1 William Street
BRISBANE QLD 4000

30 September 2017

Dear Minister

I am pleased to submit Queensland State Archives Annual Report on the administration of the *Public Records Act 2002* for the financial year ended 30 June 2017. This document is the 15th Annual Report submitted to Parliament in accordance with the Act.

Yours sincerely

A handwritten signature in black ink, appearing to read 'MS', with a long horizontal stroke extending to the right.

Mr Mike Summerell
Executive Director & State Archivist
Queensland State Archives

An Annual Report from the State Archivist of Queensland is required under section 56 of the *Public Records Act 2002*.



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Who we are

Queensland State Archives (QSA) is many different things to many different audiences.

For government we are the custodian of the public record, managing and preserving the information we hold, while also providing expert recordkeeping advice to government agencies. It is these public records that form the cornerstone of government accountability as they provide evidence of actions and decisions made by government public authorities over time.

For the public, we provide access to almost 200 years of the state's history and have a key role in connecting people to the many stories contained in the millions of public records in our collection.

Archives are about us, our stories, our lives. They document our births, deaths, marriages, illnesses, misadventures, buildings, voices and images. Their breadth and importance is endless.

For the academic community and others engaged in research, we offer opportunities for collaboration and partnership across a broad range of disciplines helping advance Queensland.

For our staff, we aim to be a great place to work filled with opportunities for innovative employees.

We are a business area of the Digital Productivity and Services division in the Department of Science, Information Technology and Innovation.

Our mission

Ensure the public records of Queensland are made, managed, kept and preserved for use and benefit of present and future generations.

Our vision

Inspire all Queenslanders to discover the stories contained within the record of Queensland Government - anytime, anywhere.

What we do

Our responsibilities include:

- ensuring archival government records are accessible to government and Queenslanders
- identifying and preserving public records of permanent value as the state's archives
- providing an appropriate storage environment for permanent archival records
- facilitating the display of public records
- issuing standards regulating the creation, management, disposal, storage and preservation of government records
- conducting research and providing advice to public authorities about the making, managing and preserving of public records
- issuing policies, guidelines and tools to help public authorities make, keep and manage their public records.

Collection

We will

- grow our audience by telling the stories contained within the records in our collection
- create innovative experiences on site and online
- make our routine services more efficient through use of technology
- put in place new and exciting public programs
- inspire curiosity about QSA and the treasures that lie within
- re-imagine the Runcorn site to be a vibrant experience and welcoming environment.

Services for Government

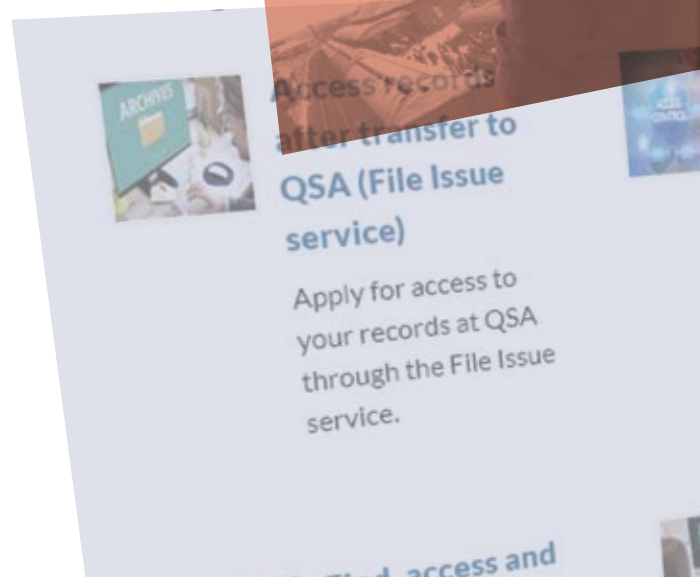
We will:

- help raise the standard of government recordkeeping
- foster increased collaboration between departments
- provide useful and relevant recordkeeping advice
- provide public authorities with the tools to work more effectively.

Innovation

We will:

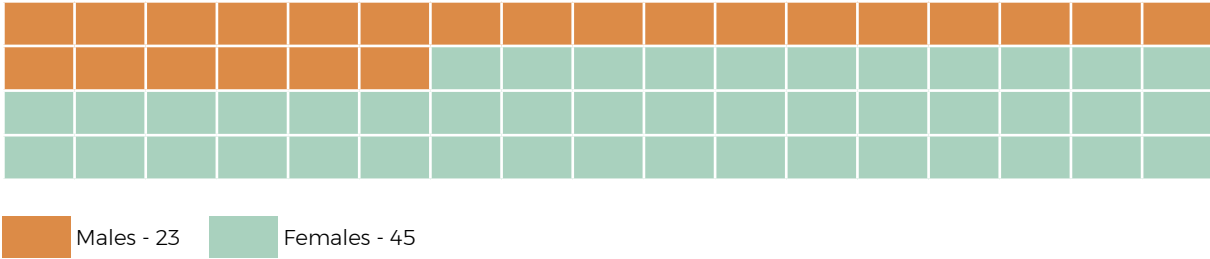
- strengthen links with academic and commercial sectors to support innovation in Queensland
- create new and exciting ways of experiencing our collection
- put ourselves on the cutting edge of records management - both physical and digital
- improve access for community and government.



Corporate breakdown

As at 30 June 2017, Queensland State Archives employed 67.47 full time employees across six areas of the organisation - Office of the State Archivist, Collections and Access, Government Recordkeeping, Digital Experience, Finance and Technology and Capability and Planning.

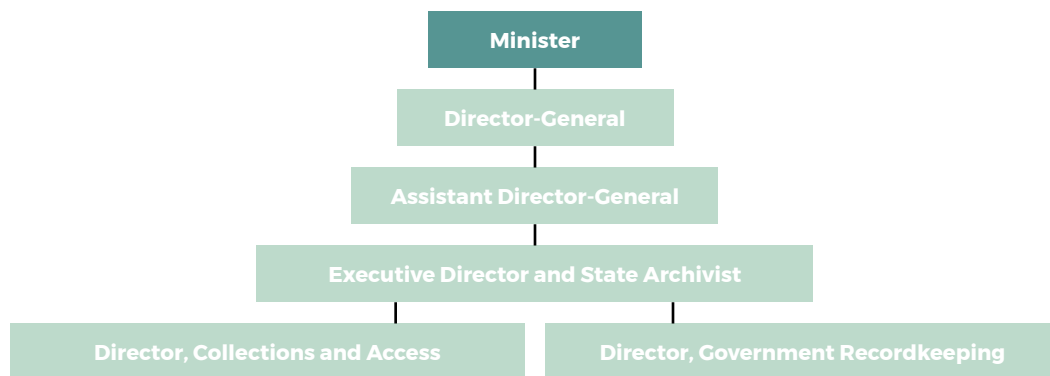
Gender breakdown (23/6/2017)



Classification breakdown (23/6/2017)

Active Pay Scale Group	Total
AO2	9.46
AO3	9.41
AO5	6.70
AO6	12.60
AO7	5.80
AO8	4.77
PO2	5.83
PO3	3.41
PO4	2.49
TO3	2.00
NAWPAY	1.00
SO	2.00
SES3	1.00
Grand total	67.47

Organisational structure



Volunteers

In 2016 - 2017 QSA's volunteer program grew from 20 to 26 volunteers, who together compiled a further 113,918 index entries with 49,975 of these online. The total number of searchable online index entries is now 1,025,065.

Financial statements

Queensland State Archives' full financial statements are incorporated into the Department of Science, Information Technology and Innovation's Annual Report 2016-2017. Copies of the department's Annual Report can be found online at www.qld.gov.au/dsiti

Archives are vital for the well-being of an enlightened and democratic society.

Message from the Executive Director and State Archivist

The past 12 months have been a year of innovation and transformation for Queensland State Archives, as we embraced opportunities to significantly change every aspect of our business and operations.

Our new strategic plan sets ambitious goals to meet the needs of our different audiences and to tackle the challenge of digital over the next four years.



A key focus of the plan is to find new ways for the people of Queensland to experience our collection. We have had remarkable success in attracting people to access our collection particularly through digital channels this year. In 2015-2016 only 67,000 records were accessed by Queenslanders, in 2016-2017 over 2 million records were accessed.

For me the fundamental importance of public records has been reinforced while grappling with some of the year's challenges and issues, one of which was a high profile investigation into allegations of unauthorised disposal of public records by a Minister. This and other issues have highlighted opportunities for improvement in not only our own processes but public authority recordkeeping practices and in the *Public Records Act 2002* itself.

A key focus for us is to increase the understanding of the importance of public records. We have chosen this as a theme for this year's Annual Report and have used inspirational quotes from our staff as an integral part of the design.

Archives represent the collective memory of our state. They are indispensable if we want to understand who we are, where we have come from, to better comprehend where we find ourselves and where we are going.

There have been a number of Annual Reports from previous Queensland State Archivists which have highlighted concerns of the standard of government recordkeeping practice in public authorities. A startling fact is that our most recent survey highlighted that only 15 per cent of public authorities in Queensland meet what we deem to be a minimum standard of recordkeeping practice.

A key role for us is to provide guidance around good government recordkeeping practices, however a significant problem we face is that our guidance is not mandatory. The mission of Queensland State Archives is to ensure the public records of Queensland are made, managed, kept and preserved for the benefit of present and future generations. So that this mission is not threatened, government recordkeeping practices need to improve significantly. Over the next 12 months we will continue the transformation of the guidance and services we provide public authorities. The review of the *Public Records Act 2002* will be part of that transformation focus.

Connecting Queenslanders with the collection

We celebrated a major milestone this year with over two million of our archival records accessed since July 2016, an increase from 67,000 the year before. This shows more people are engaging with Queensland history through the records at Queensland State Archives than ever before and across a number of new platforms. Flickr accounted for 1.9 million of those engagements and allowed us to connect Queensland records to not only more Queenslanders but new audiences across the globe. This year we look forward to trying new platforms such as Shorthand and Discovering Queensland and we will investigate increasing our presence on more social media platforms.

Exploring the stories within our collection is how we are seeking to inspire Queenslanders to connect with the records we hold. For example, our “Windmill of your Mind” exhibition, opening in July 2017, blends storytelling with art inspired by photographs and documents about the history of the convict-built windmill in Spring Hill. Digital storytelling produced by our Digital Experience team sits beside artworks from students and alumni of the Queensland College of Art in what is a new way for people to experience our collection.

Partnerships and collaborations

New partnerships and collaborations have seen QSA participate in the Brisbane Open House scheme for the first time and work with Griffith University and its Policy Innovation Hub to research the 1986 Queensland Cabinet Minutes. This partnership will continue into 2018. We also partnered with Griffith University's Harry Gentle Resource Centre on a sold -out series of lectures on early policing in colonial Queensland.

Archives are the documentary base of our collective memory, they have an important role in maintaining and strengthening our identity as Queenslanders

Convicts used a treadmill to grind wheat and maize for the colony



2

Queensland's oldest building, built by convicts in 1828



3

Site of the first television broadcast in Queensland in 1934



Used as a telegraph signal station communicating ship's messages by semaphore (flags)

5

5 facts you didn't know about the Spring Hill windmill

4

First home of the Queensland Museum in 1862



Discoverability of our collection

One of our greatest challenges is potentially excessive periods placed on records by agencies when they are transferred to the archives. Last year 52 per cent of the collection at Runcorn was closed to the public. Over 90 per cent of records transferred to QSA last year were restricted for over 65 years. Only 8 per cent of our collection has been accessed, so this year we commenced a new initiative to work with public authorities to open up more of the collection.



Digital government

As the business of government becomes increasingly digital, good recordkeeping practices for digital records have become more important. Providing leadership on digital information management issues to Queensland Government agencies, including Ministerial Offices, will be a highlight of the year ahead. The budget allocation for a Digital Archive means we are able to move closer to a long-term digital preservation solution for Queensland public records. This will allow us to appropriately manage the State's important digital records while also helping to promote the accountability of government.

Overall, we have had a wonderful year. We set ambitious goals and far exceeded them. It has been an exciting year and I am hugely proud to be part of a great team looking to transform this organisation and the services it provides. I would like to thank all staff and volunteers for their energy, enthusiasm and great work throughout the year. The progress we have made is due to the efforts of this wonderful team here at Runcorn. We have had challenges and overcome them on all occasions. The support of the Department of Science, Information Technology and Innovation and the Public Records Review Committee has also been a major factor in the success we have had over the past 12 months and I have no doubt their support will factor in our future successes as well.

Mike Summerell

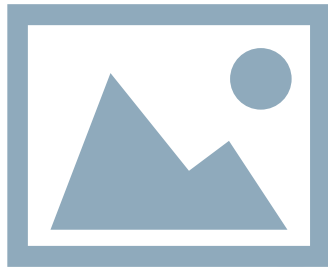
A year in stats

Helping Queenslanders find more records

RECORDS
ACCESSED
UP FROM
67,000 TO
2,028,000
UP 2,925%

% of records accessed
in digital format
2015-2016 - 67%,
2016-2017 - 99.1%

RECORDS ACCESSED VIA
IMAGE QUEENSLAND



UP 82%

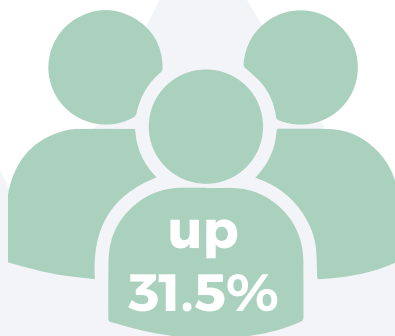
QSA Facebook
interactions
up 45.5%

Pages viewed on
Archivessearch
up 13%

#

of records
accessed
in digital
format
up from
47,000 to
2,010,000

Participants in QSA
seminars and events



up
31.5%

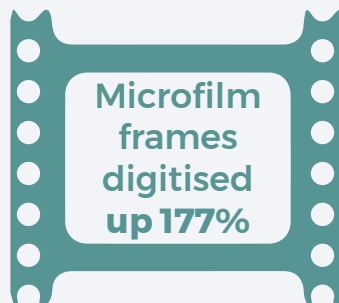
11010101101010101
1011000101011001
QSA OPEN DATA
VIEWS UP 105.7%
11010101101010101
1011000101011001

Pages of
content
digitised



UP
29.1%

Microfilm
frames
digitised
up 177%



Written reference requests - up 7.7%

Helping Government clients



Files issued to public authorities
up 18%



Public authorities seeking advice

UP 8.3%



Publications of recordkeeping advice
up 42.2%



Number of items received into collection
UP 9.9%



Photocopies provided to clients, including Government clients

up 47%

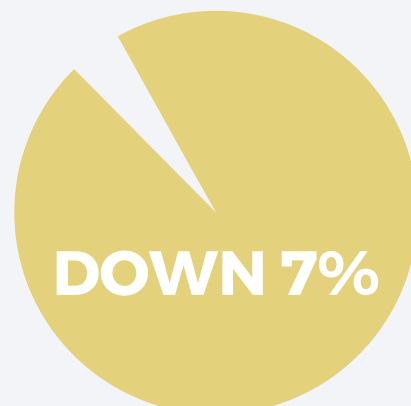
Results



COST PER RECORD ACCESSED
down from \$216 per record accessed in 2015-2016 to \$6.90 per record accessed in 2016-2017

All with fewer people than 2015-2016

FTE full-time equivalent



Improving services to Queenslanders

Access to the collection

A focus in 2016–2017 has been expanding the variety of channels through which people can discover QSA's collection. While traditional access services are maintained in the Public Search Room, and we continue to load digitised records to Image Queensland, our social media channels, especially Flickr, have enjoyed success in expanding our reach beyond our traditional audience.

The formation of the Digital Experience team highlighted QSA's new focus on digital access and digital interactions to engage people with the history of Queensland. We explored new ways of engaging Queenslanders with the treasures and stories within our collection and increased the access to archival records to over 2 million views across all channels, with Flickr being our most successful channel.

During the last year we moved our web presence onto the whole-of-Government website. As part of this change, a new index search functionality was launched. The new ease of searching indexes resulted in a substantial increase, not only in the number of customers accessing digitised records

Using Flickr to share the QSA collection

- Flickr reached 1.9 million by 30 June 2017 allowing us to share our collection with a global audience.
- We used a cross-team approach to research stories and photos to create new albums on Flickr
- By leveraging our successful Facebook and Twitter platforms, we were able to grow our Flickr results very quickly.
- The community aspect of Flickr made it a perfect channel for QSA to promote the historical photos in its collection and connect with people.
- The most popular albums have been Brisbane City and Gold Coast in Colour! and the most popular photo of the year was Roma Street Station in 1898.



Gold Coast, February 1989 – one of our most popular photos on Flickr

online, but also in the number of inquiries and orders of copies of indexed records not currently available online. It is important to note that this change was just the start of the transformation of our website. Over the next few years we are looking to truly transform the QSA website experience.

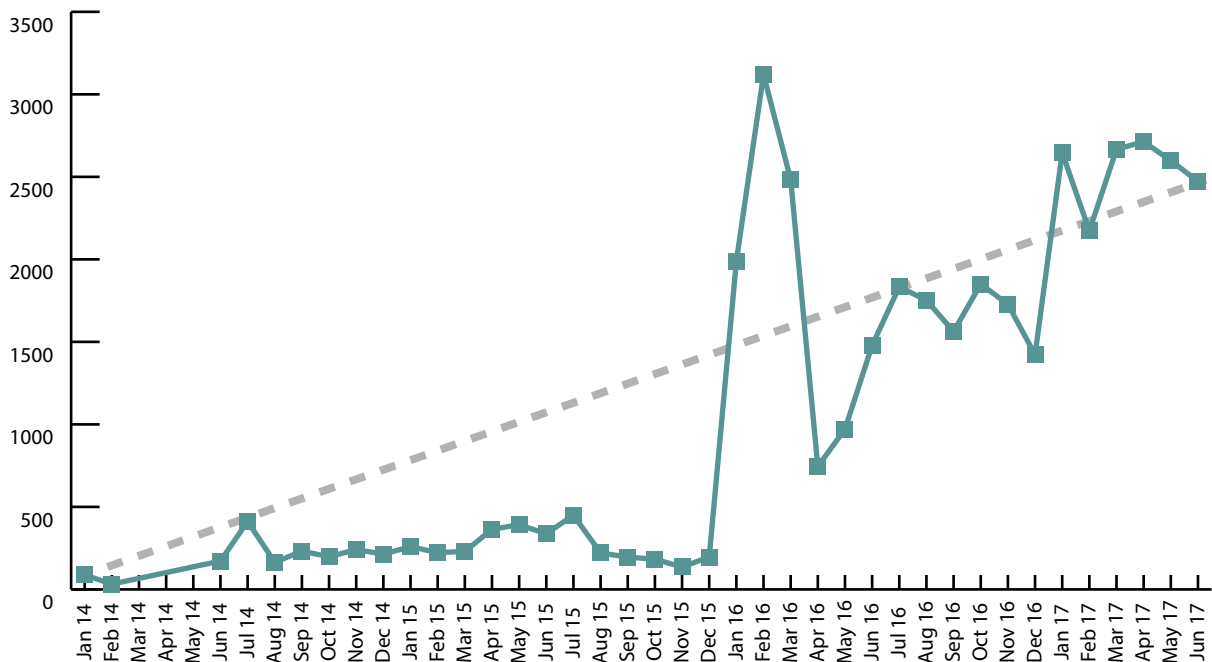
Archives are vital for the well-being of an enlightened and democratic society.

Open Data

We continued our support of the Queensland Government open data initiative by offering multiple new data sets that engage Queenslanders with previously untapped resources from the Archival collection.

Immigration indexes continue to be our most popular indexes on Open Data, followed by railway records and convict records.

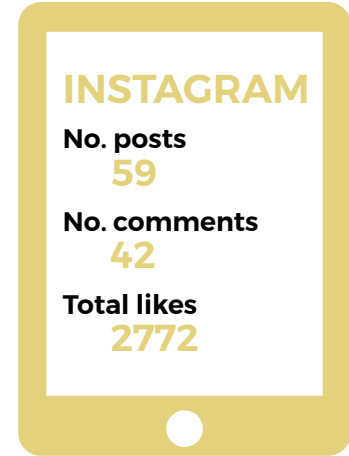
Number of views of our Open Data datasets, January 2014 to June 2017



The highlights are:

- *Assisted immigration 1848-1912* experienced a 30-fold increase in views between January and March 2016
- *Assisted immigration 1848-1912, Card index to Nominated Immigrants 1908-1922 and Immigration 1922-1940* all experienced a significant increase between July and October 2016
- The release of *Steam locomotive drawings and railway plans* in January 2017
- *Assisted immigration 1848-1912* experienced another significant increase in March 2017.

Social media stats



Top Facebook post

Post Details

Queensland State Archives
 Published by David Paterson (F) April 29 · 🌐

WCTD Expo 88 opened its doors in Brisbane!
 It's a blast from the past as you browse through our fantastic Expo 88 album.
 We know many of you have your own memories of Expo 88, so why not share them in the comments?

39,724 People Reached

1,485 Reactions, Comments & Shares

957 Like	359 On Post	888 On Shares
58 Love	23 On Post	35 On Shares
2 Haha	0 On Post	2 On Shares
24 Wow	12 On Post	12 On Shares
1 Sad	0 On Post	1 On Shares
297 Comments	116 On Post	182 On Shares
148 Shares	142 On Post	6 On Shares

3,554 Post Clicks

1 Photo Views	1,488 List Clicks	2,065 Other Clicks
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NEGATIVE FEEDBACK

20 Hide Post	6 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

39,724 people reached

Boost Post

👍❤️👍 304 87 Comments 142 Shares

Like Comment Share

Collaboration

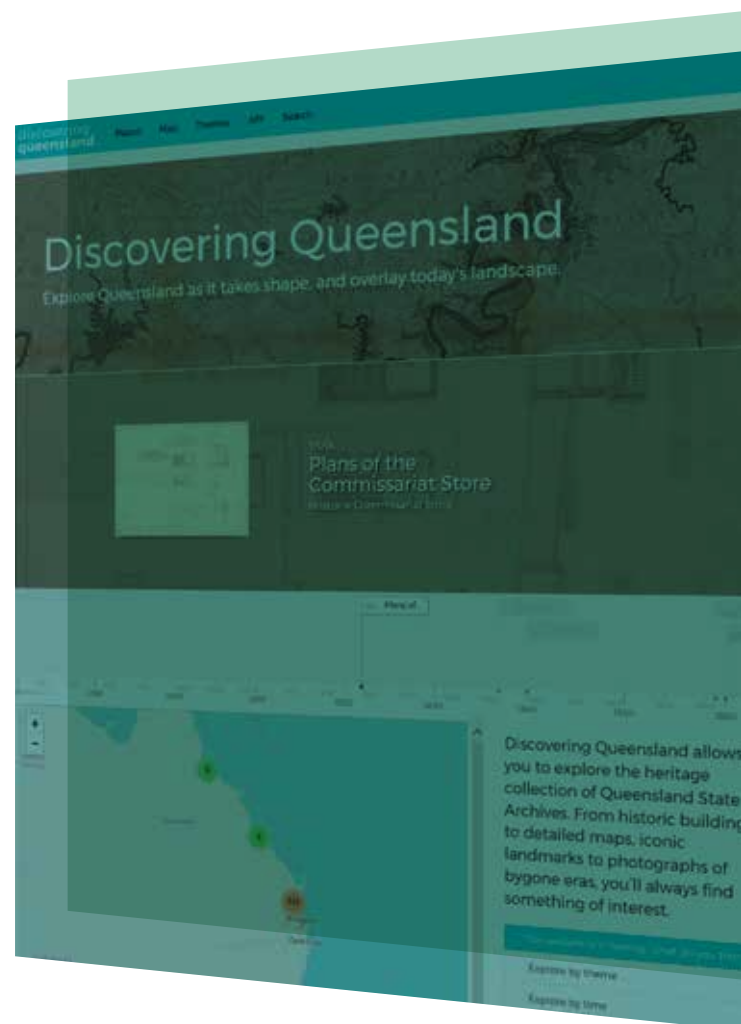
Our events program has been strengthened by collaboration with Griffith University's Harry Gentle Resource Centre. This centre is dedicated to the study of the peoples and lands of Australia, with an initial focus on the area that became Queensland in 1859. Two Visiting Fellows gave public presentations at QSA. Dr Jonathan Richards presented 'A dynamic map of Native Police movements' and Dr Ray Kerkhove's spoke on 'Reconstructive resistance: Mapping Frontier Affrays'.

QSA is also a partner in a Griffith University, University of Melbourne and eResearch South Australia project to develop and operationalise a national sustainable scalable open API standard that will allow data/metadata sharing and transfer between archives, institutions and research projects. Funded by the Research Data Services Cultures and Communities program, this project has the potential to ensure that value-adding activities performed by researchers and others, such as collection transcriptions, can be provided back to the collecting institution so others can share in the benefits.

Crowdsourcing is used by the collections sector to find interested volunteers to complete significant tasks beyond the capacity of the organisation, such as transcribing, annotating and/or identifying collection items. This year we partnered with the Tasmanian Archives and Heritage Office to investigate various crowdsourcing platforms and are planning to implement one in the future.

We continue to have close ties with the Royal Historical Society of Queensland, sponsoring its annual Queensland Day Dinner on 6 June and speaking at the launch of RHSQ's exhibition Ties that Bind - Lebanese in Queensland on 22 April.

We signed a memorandum of understanding with Museum of Brisbane to collaborate on an exhibition featuring QSA's Moreton Bay convict records. The exhibition, to be launched in 2018, will present a rare opportunity for members of the public to see these unique records of Queensland's past.



As part of QSA's goal to share our collection in innovative ways we were successful in being awarded two Advance Queensland TWIG (Testing Within Government) places. One of those, our Digital Heritage Exploration project, in collaboration with Gaia Resources, developed a pioneering open source mobile-first prototype: Discovering Queensland. Discovering Queensland brings to life QSA's photographic collection, allowing users to create a personalised experience (through filters, e.g. decade, place theme, subject), explore stories, and see the relationship between yesterday and today through Google street maps. The prototype addressed a concern within the Galleries, Libraries, Archives and Museums sector, of making collections engaging, accessible and relevant to the community. QSA's community were a key part of the development of the prototype with over 565 testers engaging in 12,722 page views.

This year we collaborated with UQ Design Studio students in developing a walking app to showcase QSA's collection for smartphone users. The collaboration, from concept to viable product, was over two semesters and involved working with two teams of students, one to create a proof of concept and the other to bring it to fruition. The app will allow users to plan routes, identify interests, take suggested tours and use photos from QSA's collection while walking in the Brisbane CBD. The final product is due to be delivered in October 2017.

Archives help people to understand their history and the role of particular organisations, individuals and movements in shaping that past. Knowledge of that past creates a better future

Community engagement

In 2016 - 2017, we offered and participated in a number of different events for the Queensland public.

A highlight was our participation, for the first time, in the Brisbane Open House scheme on Saturday 8 October 2016. Welcoming nearly 150 visitors over the day, we opened our repositories for tours and held activities for visitors and families. Some of Queensland's oldest historic documents were on display including the Proclamation of Queensland and some early convict records.

Griffith University's Jennifer Menzies and Dr Tracey Arklay spoke at a seminar about key events documented in the 1986 Cabinet Minutes while Katrin Hurlimann-Graham, Manager Public Access, spoke about using Cabinet records for research.



We shared tips and techniques about archival research at the 'Footsteps in Time' Family and Local History conference and fair held at the Gold Coast in May 2017 and conducted a workshop about how to care for collections.

Aboriginal elder and activist Lesley Williams shared her story with members of the public at an event held at QSA during Reconciliation Week. From growing up in Cherbourg to becoming a leading activist to recover stolen wages, her fascinating talk showed how accessing and using archival records can underpin an individual's search for identity and justice.

On 17 and 18 May 2017 QSA conducted workshops for Government clients and members of the public on disaster recovery. Attendees at the public workshop ranged from interested individuals through to students, volunteers and people working with community archives, and were joined by a regionally-based participant via Beam robot. Both workshops received very positive feedback with strong interest expressed for future sessions.

In 2016, QSA formed a Customer Consultative Group comprising representatives from peak stakeholder groups. Meeting three times per year, this group serves as a forum for stakeholders to have input on QSA services, events, processes and procedures relating to access and public engagement and assist in promoting the use of the archives.

91%

In 2017, QSA conducted its biennial satisfaction survey of our public customers. We recorded an overall satisfaction level of 91 per cent. Individual attributes, such as quality, timeliness and ease of access to the service provided all showed increases in satisfaction. The survey also confirmed the preference found in previous surveys towards online access. In 2017, 55 per cent of respondents indicated that the website was the main way they contacted QSA, compared to 29 per cent for the Public Search Room. It also showed a significant increase in the proportion using social media as a key way to engage with QSA.

First World War Commemoration

We continued to support the state-wide commemorations of the First World War centenary. We shared stories from our collection through our blog and provided research assistance to the Department of Premier and Cabinet's Anzac Centenary Coordination Unit.

QSA is also a key partner for the State Library of Queensland's QANZAC 100 Memories for a New Generation program, participating in the steering committee and supporting the fellowship program.

Archives are important because they show us who we are. Who we were in the past, who we are now, and who we could have been had we made different decisions. Look closer and you will see many individual stories layered over each other – a patchwork quilt of Queensland's people, places, communities and events.



Improving services to Government

Key projects

During 2016-2017 QSA worked with Queensland's public authorities on a number of key recordkeeping projects including:

- the launch of a new and improved General Retention and Disposal Schedule (GRDS) on 1 September 2016. The revised schedule, which provides disposal coverage for all Queensland agencies, included a new numbering system, format and added functions.
- A new version of the GRDS Lite was also released to streamline the disposal process for agencies. The changes to the GRDS will allow us to update the schedule more regularly and therefore provide more up to date disposal coverage for agencies.
- the ongoing review of the Digitisation Disposal Policy and Microfilm Disposal Policy which will streamline the implementation and disposal of digitised records for agencies. New guidelines and disposal authorisation will be published following external consultation with public authorities in the second half of 2017.
- the development of a communications and engagement strategy for government clients which will guide us in working with public authorities on key strategic recordkeeping projects over the next five years



QSA recordkeeping staff visited Wujal Wujal Aboriginal Shire Council in July 2016 to look at the particular recordkeeping challenges they face. The Council is keen to improve the management of their records and be a benchmark for other Indigenous Councils. It was a welcome opportunity to see the real life challenges faced by a small remote agency and support them in their efforts to improve recordkeeping.

We engaged with public authorities at an operational and strategic level through meetings of the Public Authorities Practitioner's Group (PAPG) and initiation of the Queensland Public Records Advisory Committee (QPRAC) and the Strategic Recordkeeping Group.

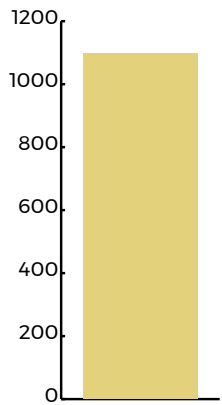
In September 2016, we hosted a records and information management event in Brisbane entitled 'Digital Transition: today's records for tomorrow'. The event featured presentations from the Queensland Audit Office, the Department of Justice and Attorney General, the University of the Sunshine Coast and the Department of State Development. The speakers gave their insights and shared their approaches to working in the digital environment to over 80 attendees.

The Recordkeeping SPOT website was migrated over to the Forgov portal during the year with all recordkeeping advice reviewed and republished on the new site. A new online query form was introduced as well as improved searchability for content. Further refinements to content will continue to be made to improve access to recordkeeping advice for government clients.

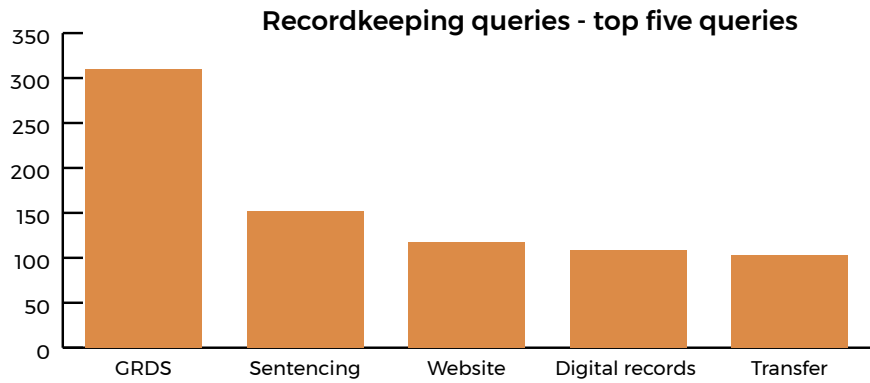
Government Recordkeeping hosted a successful Standards Australia seminar, Information Management Standards, on Friday 11 November 2016. The full-day seminar provided an overview of relevant Australian and International standards and introduced the newly released ISO 15489-1:2016 Records management – Part 1: Concepts and Principles Standard. With over 90 attendees, representatives from 37 public authorities learnt about the importance of standards in facilitating information and records management, and in supporting digital continuity. Expertise was provided by key speakers from the Standards Australia IT-021 Committee, Barbara Reed and Judith Ellis, as well as speakers from QSA.

Queensland State Archives is actively involved in the Standards Australia IT-021 Committee on Records and Document Management Systems. As part of this group, QSA contributes to the development of standards at both an Australian and International level on a range of records and information management issues. This includes contributing to the development of the recently released International Standard for Records Management, ISO 15489-1:2016 Records management – Part 1: Concepts and Principles. In addition to ISO 15489-1:2016, QSA endorses a range of other records and information related standards, including AS/NZS ISO 23081 series Metadata for records; SA/SNZ TR 18128 – 2015 Risk assessment for records processes and systems; AS/NZS ISO 30300 series Management system for records; ISO 16175 series Principles and functional requirements for records in electronic office environments; and SA/SNZ TR ISO 26122:2012 Work process analysis for recordkeeping.

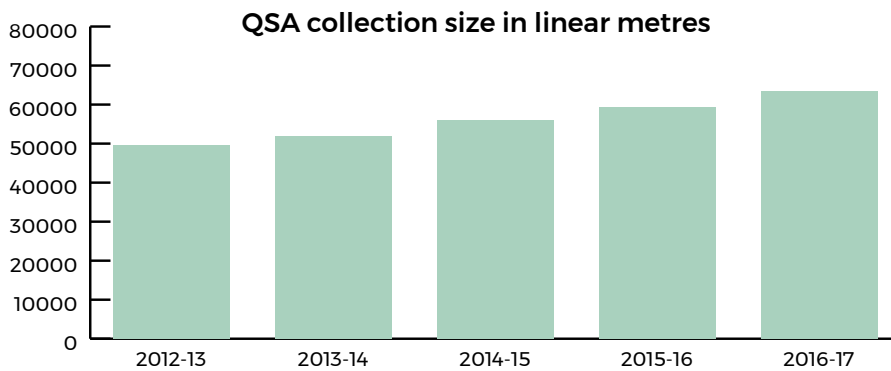
The government recordkeeping twitter account was launched on 1 July 2016 to promote recordkeeping advice and events to recordkeeping professionals. We published 22 blogs on the the Records Connect site over the year and while our social media accounts don't have huge followings, they are still a useful means of communicating with a core group of stakeholders and will remain part of our communications strategy in 2017 - 2018.



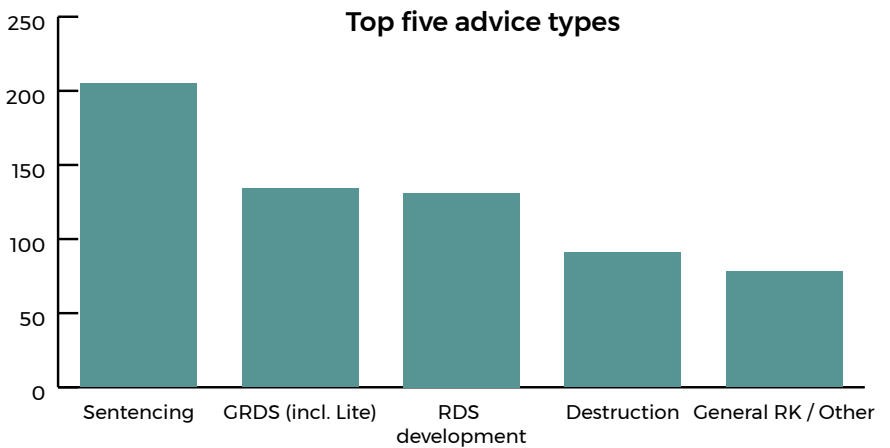
Number of recordkeeping queries



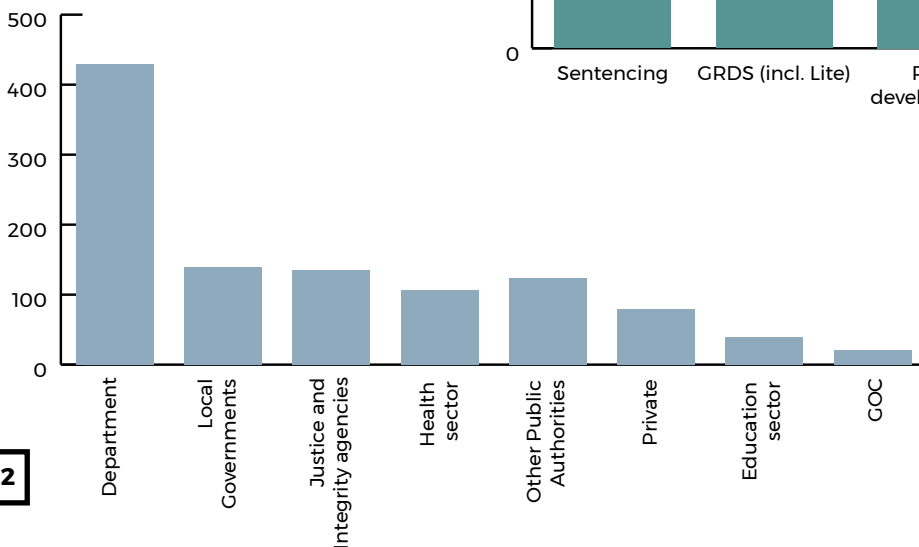
144 transfers comprising 165,747 individual items covering 2,553 linear metres.



As of 30 June 2017, collection size was 63,314 linear metres.



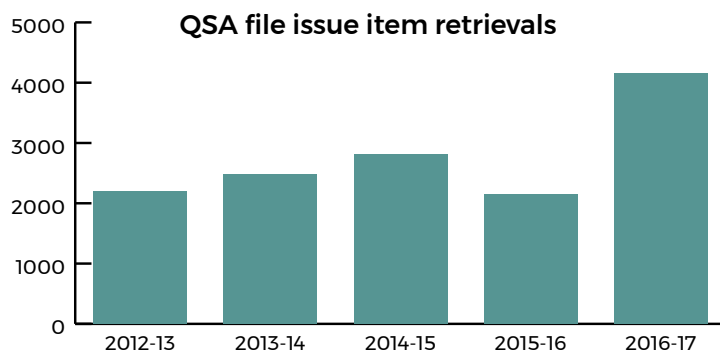
Queries by agency type



Letters Patent

The building of 1 William Street prompted an acceleration of transfers from public authorities moving into the new premises. One of the more significant transfers received was a series of letters patent issued by the Government dating from 1860 to 2002 and include Commissions of Appointment for Queensland's first Colonial Secretary, Robert Herbert (1860), the Letters of Registration for Alfred Nobel's 'improvements in the manufacture and use of an explosive compound' (1872) and the 1873 Letters Patent granting a free pardon to John William Coath who had been convicted of the 'kidnapping of various Polynesians'.

In 2016 - 2017 4,160 items were issued back to owning agencies, either physically or in digital form.



DPC transfer

In addition to several architectural scale models added to the collection, the Department of the Premier and Cabinet transferred two samples of the hand wax seal of the Colony of Queensland used from 1859 to 1901, the original drawing of the first Public Seal of the State of Queensland, drawn in 1901 and the Public Seal of Queen Elizabeth II contained in a leather box with brass fittings. Also transferred were a number of seal presses of various sizes used to imprint the seals on documents and other items.

Collection care

Conservation treatments were performed on the 1864 Proclamation of Queensland, the 1890 Central Queensland Territorial Separation Petition and some scale architectural models in preparation for 3-dimensional scanning as part of the Advance Queensland Testing Within Government (TWiG) Project.

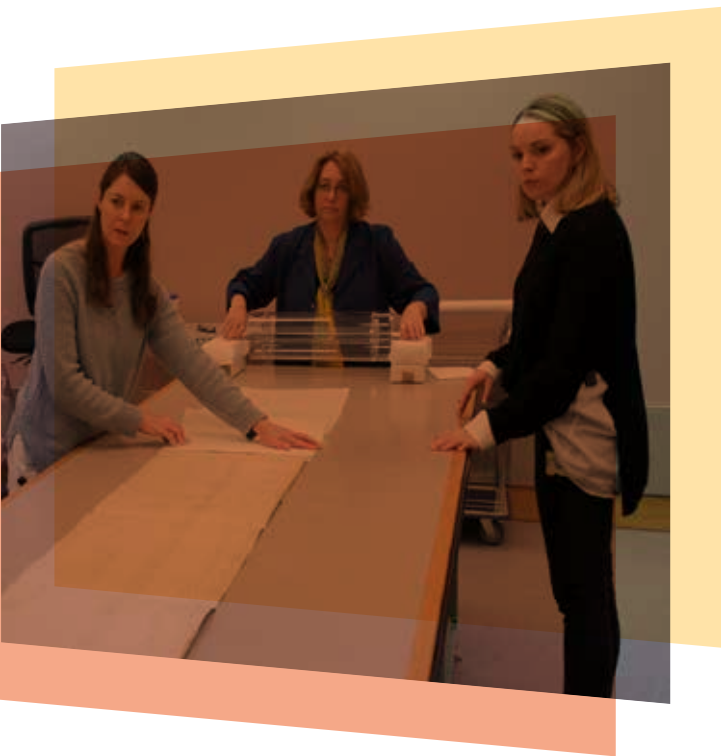
Around 30 government recordkeepers attended a Disaster Recovery workshop in May which included an e-learning training module developed in collaboration with Queensland Shared Services.

Ipswich letter was oldest transfer

The oldest record received in the past year was a letter dated April 26 1856 - three and a half years before Queensland became a colony in its own right - announcing that subscriptions totalling £500 had been collected from the local inhabitants to set up a Public Hospital at Ipswich. A list of subscribers and the amounts already pledged is included. The printed letter, from the Secretary of the Provisional Committee, appears to be a circular seeking further funds from interested parties, including 'squatting interests'. It was included in a collection of hospital records including admission books, medical reports, relief applications and store books transferred from the West Moreton Hospital and Health Service. The records provide a fascinating insight into the workings of the medical system in the days before universal free medical care.

Architectural scale model featuring Roma St precinct (top) is transformed into an interactive 3D digital experience (below)





The Central Queensland Territorial Separation Petition receives some conservation attention. Dating from 1890, the 67m long petition bears 7,727 signatures of passionate central Queenslanders seeking a new Northern state.

Preservation advice was provided to 26 public authorities on a range of diverse topics such as dealing with silverfish, paper lice, mould, fire and flood affected records, storage, handling, packing and transportation, digitisation, recommended fire suppression systems, as well as recognising and dealing with obsolete formats and degraded material, particularly cellulose acetate film affected by 'vinegar syndrome'.

We have increased our ability to support public authorities affected by business interruptions and incidents through the creation of our Mobile Emergency Support Supplies (MESS). MESS is 'First aid' for records and can be deployed to remote locations where public authorities need salvage supplies to help their recovery efforts after floods or fires.

Survey about government services

In early 2017 we conducted an online client satisfaction survey seeking opinions about our services from public authorities. The survey showed 78 per cent as satisfied or very satisfied with level of service received in the past 12 months, which was a decrease from 93 per cent in 2016. However, with a low response rate of 13 per cent and given our knowledge of the low standard of recordkeeping of Queensland public authorities, the survey provided little value to QSA.

We know that there is a significant need to change in both services we provide and how we promote greater compliance with the *Public Records Act 2002*. We are planning to review the survey next year.

QSA corporate recordkeeping

During the year, the QSA Corporate Records Team worked closely with business areas on process improvement, resulting in more streamlined workflows throughout the agency by changing how staff work with our recordkeeping system. This resulted in improved services to our clients, faster approval times and reduced hardcopy printing which aligns with our Paperlite program.

In a project led by our parent department, QSA has been involved in an upgrade of the recordkeeping system.

The records management function moved from the corporate arm of the agency and now sits within Government Recordkeeping. This was a key change within the agency, from which both the Corporate Records and Government Records Teams will benefit through a shared understanding of recordkeeping.

Digital Archives

Throughout the year, the Digital Archives team focussed on developing a robust business case detailing the importance of a digital archiving solution in ensuring that the Queensland Government's permanent value digital records are kept accessible, both now and in the future. In June the Queensland Government committed in its 2017-2018 State Budget \$12.7 million to fund the first two years of the Digital Archiving Program implementation; focussing initially on a solution to enable Queensland State Archives to accept transfers of permanent value digital records into the collection.

It is planned that, over the full six year life of the Digital Archiving Program, Queensland State Archives will establish a comprehensive digital archiving service, incorporating:

- a digital preservation solution to enable QSA to take custody of and preserve permanent value digital records
- a new archival management system to enable the control and access of both physical and digital records in the State's archival collection
- a new public access portal with modern search and discovery capability, information sharing and reuse features, and a secure portal to allow public authorities to discover and access their own records
- support for public authorities and the public to use the new services, and QSA staff to deliver and sustain the new services
- guidance and tools to enable public authorities to improve digital archiving outcomes within their own agencies.



Senior Reference Archivist Susan Boulton conducts a tour of the repositories.

The future

Over the next five years QSA will continue its transformation of the way it delivers services to Queenslanders and Government. Our early focus this year has been to improve digital access through innovation and delivery without using additional resources and we were successful in turning around the 2015 -2016 figure of 67,000 into just over 2 million 12 months later.

There are four core streams for continued transformation:

1. A digital future

Our aim is that by 2022, we will be providing access to over 5 million records per annum to Queenslanders. We will do this by creating new innovative ways to access and experience the collection through:

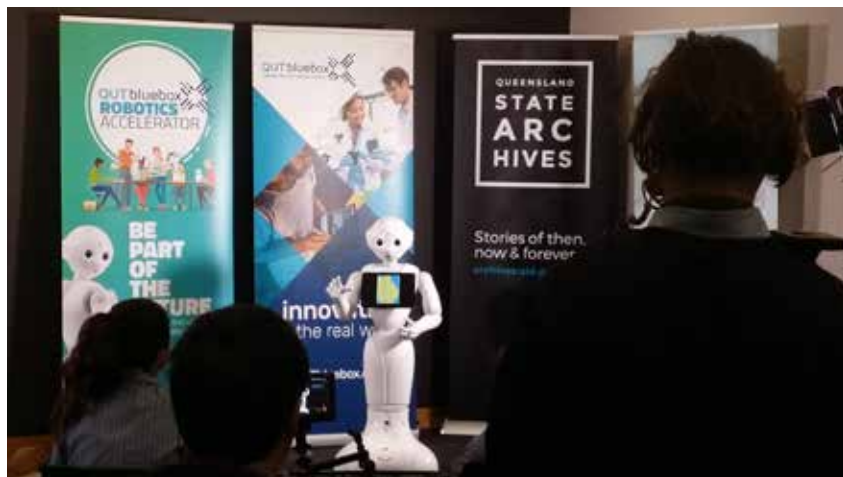
- investing in technology and equipment to increase the amount of records available digitally
- developing solutions that enable greater description of records to allow for greater discoverability
- moving to a digital by default model which will be more efficient, better for the record and a more flexible experience for the user.

2. A new physical experience

Between 2017 and 2022 we will be looking at transforming the ways in which visitors experience and access, not only the collection, but our facility at Runcorn. We are looking for ways to create engaging, interactive experiences for visitors onsite and for those in the regions.

We will start by:

- redesigning the Public Search Room and Exhibition space at Runcorn
- developing a mobile exhibition capability for regional Queensland
- establishing a QSA presence in Brisbane CBD
- creating a co-working hub for government workers at Runcorn
- investigating the use of solar power at Runcorn.



With Team Robosys, Pepper – the humanoid robot – will conduct a series of storytelling trials at QSA in 2017-2018 as part of the QUT Bluebox Robotics Accelerator program.

3. Transforming Government Recordkeeping services

While managing and providing access to the permanent records of the Queensland Government is a core task of QSA, QSA also has a major role in ensuring that public records are effectively managed. QSA's Government Recordkeeping (GRK) team provides advice and guidance to all State Government public authorities plus around 500 public authorities throughout Queensland.

In Queensland, 85 per cent of public authorities do not currently meet a minimum acceptable standard of recordkeeping. Four of the key challenges impacting their recordkeeping are:

1. transitioning from paper-based recordkeeping to digital recordkeeping
2. managing the significant volume of digital records across different business systems
3. ensuring the long-term useability and accessibility of digital records (e.g. less than 47 per cent were confident their digital information will remain accessible for its entire retention period)
4. managing their existing stockpile of paper records.

We need to overcome these challenges and improve digital recordkeeping practices across the Queensland Government. While responsibility for recordkeeping in a public authority rests with the Executive Officer, QSA is initiating a five-year strategic program to enable public authorities to transform their business information management which includes:

- releasing new minimum standards in recordkeeping practice for public authorities and monitoring performance against them
- publicly reporting levels of recordkeeping practice across the public sector
- releasing a strategy to help public authorities plan and transition their paper based recordkeeping practices to digital
- implementing more effective and efficient methods for the authorisation and disposal of public records and particularly digital records
- reviewing the *Public Records Act 2002* to support effective recordkeeping for the public sector in the digital age, starting with the launch of a discussion paper for external consultation
- reimagining recordkeeping by critically challenging everything we know about recordkeeping to be able to create a new vision of how business information is used in government
- exploring innovative solutions and tools to promote practical and efficient recordkeeping practices
- identifying the value of records created across the public sector and ways of ensuring their long term preservation.

Archives document the decisions a government makes, how they make decisions and how those decisions are implemented. They are the cornerstone of accountable government and allow scrutiny from the public they govern.

4. Sustainability

Archival institutions grow in terms of collection size every year and rather than look for additional funding to meet this physical growth, we are looking for ways to become more sustainable to meet this growth and to enhance the services we provide.

In the coming years, QSA will explore potential initiatives such as:

- revisiting existing fees and charges
- establishing new value-add services and products utilising both the collection, the facility and our people – we have unique capabilities in all these areas significantly untapped
- exploring charging public authorities for storing closed records – physically and digitally
- storing and charging for certain long-term temporary records at Runcorn.

2017-2018 will not see significant progression in these areas, other than a review of existing fees and charges, however investigations will continue as we aim to assist our own transformation as much as possible.

Digital Archiving Program

Following the approval of funding for the first phase of the Digital Archiving Program, QSA will work together with key areas of the Department with procurement and program management expertise, to establish a whole of government digital archiving service for permanent value digital records. Procurement of the digital archiving solution from the market will be the key program priority for the 2017-2018 financial year.

Archives make it possible for us to connect with the wonderful depth and richness of human experience – the sense that somehow the souls of human beings now departed can yet resonate through the documentary evidence of their lives and their relationships and activities.

Appendix 1

The Public Records Review Committee

The Public Records Review Committee was established in March 2003 under the *Public Records Act 2002*. Its purpose is to advise the Minister and State Archivist on the administration and enforcement of the Act.

In addition to its advisory role, the committee has a number of dispute resolution functions. If requested by a public authority, the committee can review decisions of the State Archivist not to authorise the disposal of particular records. The committee can also be asked to resolve disputes between the State Archivist and a public authority about restricted access periods for records.

Members of the Public Records Review Committee



**Mr Don MacKenzie - Chair
Barrister, Queensland Bar**

Mr MacKenzie has worked within the Criminal Justice System for over 24 years, starting as a law clerk in the Public Defender's Office in 1990. He was admitted as a barrister in 1993 and spent the next 15 years working for the Legal Aid Office and (mostly) the Office of the Director of Public Prosecutions (Qld), rising to the position of Consultant Crown Prosecutor. Mr MacKenzie holds a Master of Laws, a Bachelor of Arts and a Graduate Diploma of Military Justice.



Dr David Hamill AM

The Honourable Dr David Hamill AM is currently a Director of Brookfield Business Partners LP, Chairman of UQ College and a member of the Queensland Divisional Advisory Board of the Australian Red Cross Society.

As the Member for Ipswich in the Queensland Parliament from 1983 to 2001, he held the portfolios of Treasurer (1998-2001), Minister for Education (1995-6), and Minister for Transport and Minister Assisting the Premier on Economic and Trade Development (1989-1995).

A Rhodes Scholar, Dr Hamill is a graduate of both the University of Queensland (BA and PhD) and Oxford University (MA). He is a Fellow of the Chartered Institute of Transport, a Fellow of the Australian Institute of Company Directors and in 2009 he became a Member of the Order of Australia for service to the Parliament, the community, and to business.



Ms Kate Blackford-Slack

Kate brings a wealth of experience in Administrative and Public law to her position on the Public Records Review Committee. Kate's practice as a Barrister at the Queensland Bar focuses on this area of the law in both Commonwealth and State jurisdictions. Prior to being called to the Bar, Kate was employed as a Senior Solicitor at Sparke Helmore Lawyers. She holds a Bachelor of Laws (Hons) and a Bachelor of Arts in Politics and Government from Griffith University.



**Ms Julie Steel
Executive Director, Supreme,
District and Land Courts' Service**

Ms Steel was admitted to practice as a solicitor of the Supreme Court of Queensland in 1989. She has extensive experience in legal practice and procedure, courts management, and justice policy and administration. From 1999-2005, she held a variety of positions with the Department of Corrective Services. In November 2005 she started working in the courts and she has been the Executive Director of the Supreme, District and Land Courts' Service since February 2010.



Ms Linda O'Brien
Pro Vice Chancellor and Head of Logan Campus

Linda O'Brien was appointed Pro Vice Chancellor (Information

Services) at Griffith University in October 2008 and Pro Vice Chancellor and Head of Logan Campus in August 2017. She has substantial senior university management experience having worked in six Australian universities in a variety of roles, including Vice Principal Information at the University of Melbourne and Vice President (University Services) at the University of Newcastle.

Linda has published and presented in her field, both nationally and internationally and is currently a board member of the Queensland Cyber Infrastructure Foundation and Chair of the ODI Australian Network Board.



Mr David Reed
Director of Legislation and Policy in the Public Service Commission

David Reed holds a BA (Laws) and a Graduate Certificate of Legal

Practice. He has extensive experience in the public sector having worked in policy areas in Department of Transport and Main Road, provided legal services in the Criminal Justice Commission, Department of Emergency Services and is currently the Director of Legislation and Policy in the Public Service Commission.



Dr David Solomon AM

Dr David Solomon has a BA (History and Politics), LLB with Honours and a Doctorate of Letters "after due examination of his

published work on Australian Government, politics and constitutional law." All degrees are from the Australian National University (ANU). In addition, Griffith University has awarded him an honorary degree, Doctor of the University. He recently completed a five-year term as Queensland Integrity Commissioner.

He was chair of the independent committee that reviewed Queensland's Freedom of Information legislation in 1997-1998, resulting in the passage of the new Right to Information Act. He was chairman of the Queensland Electoral and Administrative Review Commission in 1992-1993. He recently chaired an inquiry into complaints against local government councillors. His primary career before coming to Queensland in 1992 was as a journalist working in Canberra covering politics and the law.

Ms Jennifer Clark
Manager Arts and Libraries at Isaac Regional Council

Jennifer Clark has a proven knowledge of local government issues with 11 years' experience in local government administration. She is currently the Manager Arts and Libraries at Isaac Regional Council and has held prior roles as the Manager Community Services for the Isaac region and Manager Coastal Community Development Officer for the Broadsound Regional Council.

Interpreter service

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this annual report, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to effectively communicate the report to you.

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Stories of now, then and forever