Department of Science, Information Technology and Innovation

Queensland State Archives
Annual Report
2014–2015

Queensland
Government

The Honourable Leeanne Enoch MP
Minister for Housing and Public Works and
Minister for Science and Innovation
George Street
Brisbane Qld 4000

30 September 2015

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 2015. This document is the 13th Annual Report presented to Parliament in accordance with the Act.

Yours sincerely
Ms Kit Kugatoff
Acting Executive Director & State Archivist
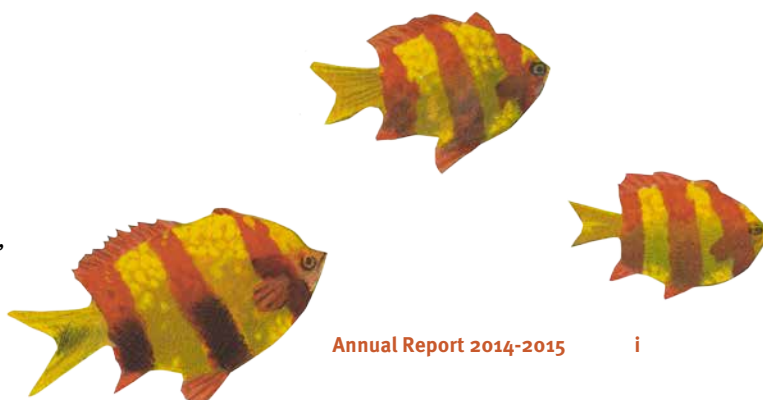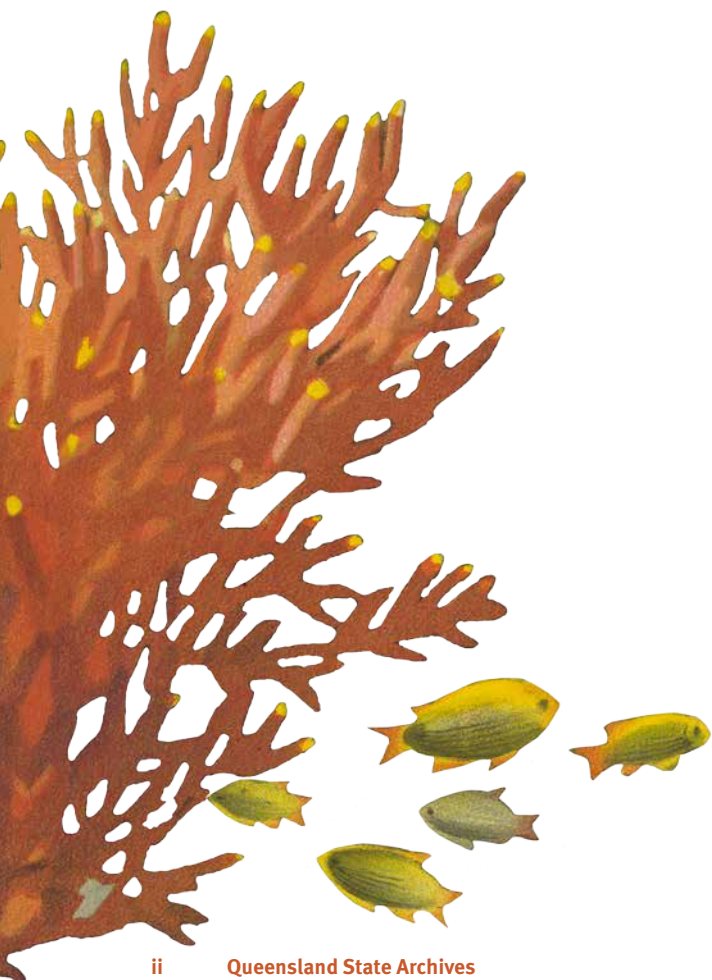Queensland State Archives

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

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Front cover: The Marine Wonders of the Great Barrier Coral Reef. Painted design featuring water reef scene with people in a boat fishing, 1933, Queensland State Archives, Digital Image ID 22128. Artist: Percival Albert Trompf

Queensland State Archives

WHO WE ARE

Queensland State Archives (QSA) connects Queenslanders with their past – the histories of their families, the local community and the state – by ensuring access to the significant records of government.

Established in 1959, the archival collection comprises millions of public records dating back to the early Moreton Bay penal settlement of 1823.

Public records form the cornerstone of government accountability. They provide unique evidence and context of the actions and decisions taken by governments over time.

As the state's archival authority, we safeguard the permanent records of Queensland public authorities and ensure continued access to the state's historical government records. So that current and future records are created, captured and available for future generations, we work with the state's 500 or so public authorities to enable accurate and effective recordkeeping.

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

Value proposition

The evidence of our past informs our future.

Our vision

Public records are valued, readily accessible and integral to the life of our community and government.

Our mission

To connect people with public records that increase understanding of Queensland's past and support efficient and accountable government.

What sets us apart

We enable the recording, keeping and using of the corporate memory of the State of Queensland.

Key message

The evidence of our past informs our future

- Identity – people have a democratic right to access their records
- Accountability – efficient and accountable public administration is underpinned by good public records
- History – archives hold our personal, corporate and social memory

We value

- our role in preserving the recorded memory of government
- the public's right to access government information
- our professional integrity and standards
- collaboration, cooperation and mutual support.

What we do

Our responsibilities include:

- 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
- authorising the disposal of public records
- 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.

Our organisation

The stories of our state and our people can be found in over 55 kilometres of documents, registers, indexes, letters, maps, plans, diaries, cabinet minutes, architectural drawings and photographs stored in our climate-controlled facility at Runcorn.

So that current and future records are created, captured and available for future generations, we work with the state's 500 or so public authorities to enable accurate and effective recordkeeping. As Queensland's lead agency for recordkeeping, we strengthen democracy by supporting transparent, efficient and open government.

Queensland State Archives supports the Queensland Government's Advance Queensland initiative. Advance Queensland is a suite of programs designed to create the knowledge-based jobs of the future, drive productivity improvements and build on our natural advantages.

Public Records Review Committee

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

In addition to its advisory role, the committee also 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 public records. The committee can also be asked to resolve disputes between the State Archivist and a public authority about setting restricted access periods for records.

Since its inception in 2003, the committee has held 34 meetings providing advice on a range of recordkeeping challenges and collection management issues including digital archiving.

Members of the Public Records Review Committee

Donald Mackenzie – Chair
Barrister, Queensland Bar

Don Mackenzie has worked within the criminal justice system for over 21 years, starting as a law clerk in the Public Defenders Office in 1990. He was admitted as a barrister in 1993 and spent the next 15 years working for the Legal Aid Office and 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 Graduate Diploma of Military Justice.

Dr Anne Tiernan
Professor, School of Government and International Relations
Griffith University

Anne Tiernan is a Professor in the School of Government and International Relations at Griffith University. She is author of several scholarly works including *Lessons in Governing: A Profile of Prime Ministers' Chiefs of Staff* and *The Gatekeepers: Lessons from Prime Minsters' Chiefs of Staff* (with R.A.W. Rhodes, Melbourne University Press, 2014). Dr Tiernan's research interests include: policy advice, executive advisory systems, policy capacity, federalism and intergovernmental coordination, agenda-setting and policy influence. Dr Tiernan consults regularly to Australian governments at all levels.

Mr Chris Gorry

Founder and Director, Group Advantage

Chris Gorry is founder and director of the consulting firm Group Advantage Pty Ltd. He has experience in senior roles in the IT industry and has performed software and IT development roles for local, state and federal governments. Mr Gorry was a member of the Queensland State Government's Small to Medium Enterprises Taskforce, founding member of Software Queensland and member of the Australian Institute of Company Directors. Mr Gorry holds Board positions for multiple companies in the information technology sector.

Associate Professor Grace Sarra

Academic and researcher, Faculty of Education and the YuMi Deadly Centre
Queensland University of Technology

Dr Sarra is of Aboriginal and Torres Strait Islander heritage and has been teaching in schools and universities for 25 years. She is a board member of the State Library of Queensland and Chair of the Indigenous Advisory Group, State Library of Queensland; a member of the Indigenous Advisory Committee for the Australian Council for Educational Research (ACER) and a member of the Queensland Aboriginal and Torres Strait Islander Foundation (QATSIF) Board of Advice. Her interests include Indigenous education with a particular focus on school change and leadership, social justice and inclusive education.

Ms Linda O'Brien

Pro-Vice-Chancellor (Information Services)
Griffith University

As a member of the University executive Linda has responsibility for the leadership and management of the University's information strategy and services. Linda has formal qualifications in management, education and library and information science and substantial senior university management experience having worked in six Australian universities in a variety of roles. She has published and presented in her field, both nationally and internationally, and contributed to a number of state and national initiatives. She is currently a board member of the Queensland Cyber Infrastructure Foundation, Chair of the Council of Australian University Librarians Research Advisory Committee and founding board member of the Open Data Institute Queensland.

Councillor Jenny Lane

Councillor, Townsville City Council

Jenny Lane was elected to the Thuringowa City Council in 1994 and served until March 2008 when the cities of Thuringowa and Townsville were amalgamated. She was subsequently elected to the new City of Townsville Council in March 2008 and re-elected in April 2012. Councillor Lane is the Chair of the Governance and Finance Committee.

Ms Julie Steel

Executive Director, Supreme, District and Land Courts' Service

Julie 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 is currently the Executive Director of the Supreme, District and Land Courts' Service.

Dr Jennifer Harrison

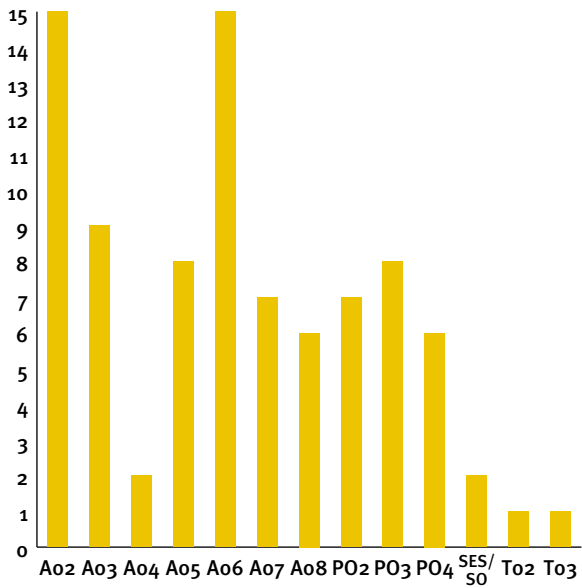Internationally renowned research historian and academic

Jennifer Harrison is a research adviser with the School of History, Philosophy, Religion and Classics at The University of Queensland. Dr Harrison lectures and publishes in Australia and internationally on family, local and applied history, particularly convict origins and migration trends.
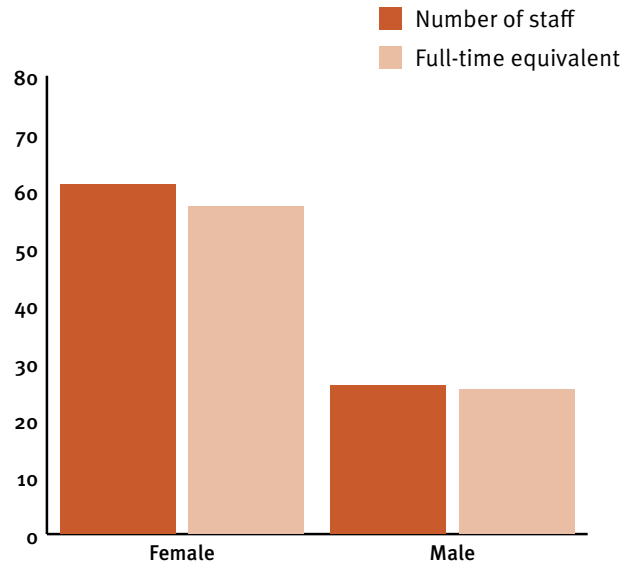
Our workforce

Classifications

Categories (x-axis): Ao2, Ao3, Ao4, Ao5, Ao6, Ao7, Ao8, PO2, PO3, PO4, SES/SO, To2, To3

Gender

Legend:
- Number of staff
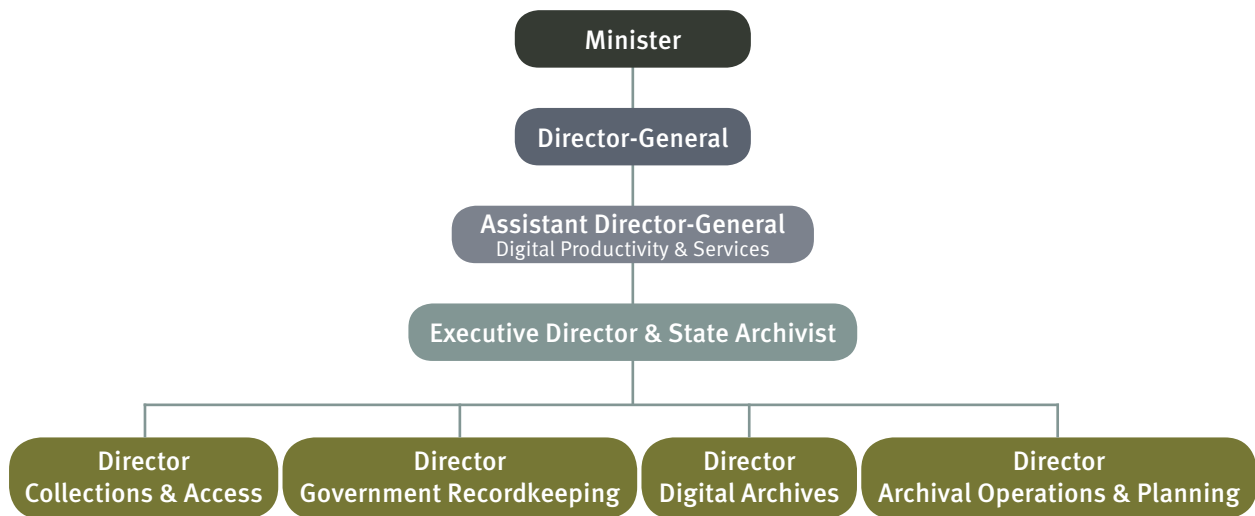- Full-time equivalent

Categories (x-axis): Female, Male

Members of the PaperLite Working Group were drawn from each business unit within QSA to lead the PaperLite approach. The group worked to streamline business processes and to lead the take-up of electronic processing.

Profile

Legend:
- Number of staff
- Full-time equivalent

Categories (x-axis): Casual, Full-time, Part-time
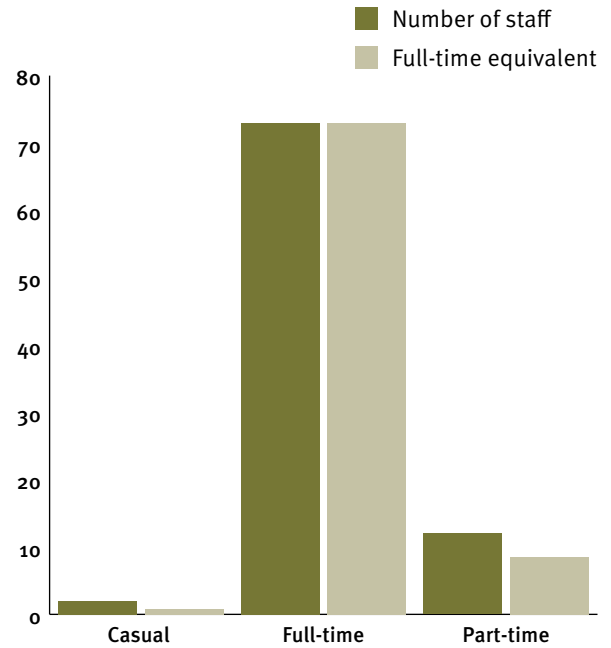
Organisational structure

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                    │     Minister     │
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                    ┌──────────────────┐
                    │ Director-General │
                    └──────────────────┘
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              ┌────────────────────────────────┐
              │  Assistant Director-General    │
              │  Digital Productivity & Services│
              └────────────────────────────────┘
                             │
              ┌────────────────────────────────┐
              │ Executive Director & State Archivist │
              └────────────────────────────────┘
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| Director Collections & Access | Director Government Recordkeeping | Director Digital Archives | Director Archival Operations & Planning |

Financial summary

	2013-2014	2014-2015	2015-2016
	Actual $ooo's	Actual $ooo's	Budget $ooo's
Employee-related expenses	6,807	7,270	8,524
Property exp. (Archival facility, Runcorn)	6,282	6,312	6,578
Other supplies and services	3,578	3,005	1,914
Grants and subsidies	-	-	-
Other expenses	25	29	22
Depreciation	179	204	203
Total expenses	16,871	16,820	17,241
Capital expenditure	345	380	200

Queensland State Archives' full financial statements are incorporated into the *Department of Science, Information Technology and Innovation's Annual Report 2014–2015*. Copies of the department's annual report can be found online at www.qld.gov.au/dsiti.

KEY ACHIEVEMENTS

Services to government agencies

The 2014–2015 reporting year marked a significant shift in the way that Queensland State Archives interacts with Queensland government agencies to resolve recordkeeping challenges. In 2014 we launched the 'Keeping records together' initiative which signified our new approach to providing advice. The Government Recordkeeping (GRK) team implemented a number of new initiatives including a Customer Charter, a brief guide *What Records Do I Need to Keep?*, and several myth buster publications

that provide clear and practical advice. We also reviewed the Recordkeeping Policy Framework and developed a new model 'Queensland Records: how we do it' (see below) to reflect our new approach.

In 2015 we launched the Recordkeeping SPOT (Single Point of Truth) – our dedicated government recordkeeping website section. As part of the web refresh, the GRK team have been reviewing and replacing content with plain English web-based advice.

Social media and new technologies have allowed us to explore new approaches to strengthen
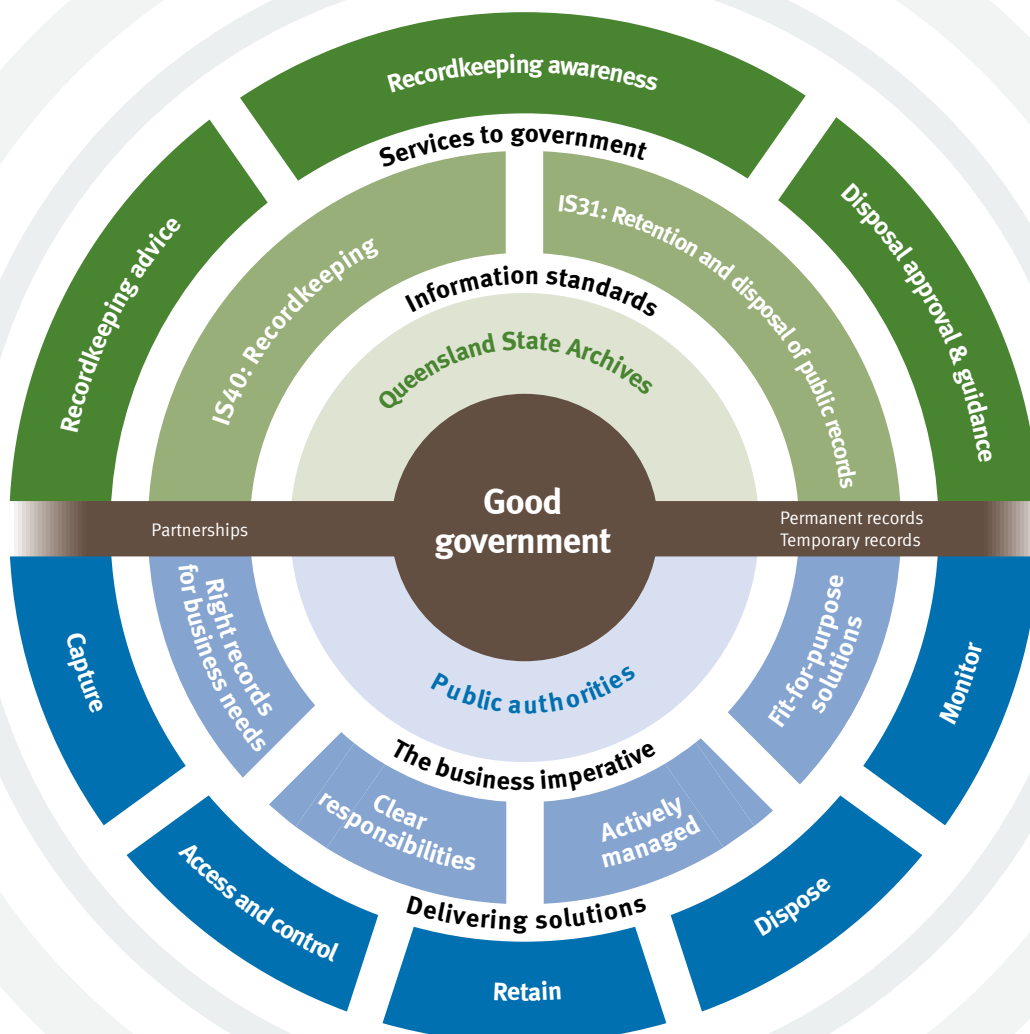
our commitment to engaging with government agencies. Since the launch of the Records Connect blog one year ago, 39 blogs have been released by our Government Recordkeeping team that have generated discussions and introduced new types of advice. Since its relocation to a separate hosting point in March 2015, the Records Connect blog has proved to be a success measured in the number of views and worldwide audience reach.

Records Connect blog
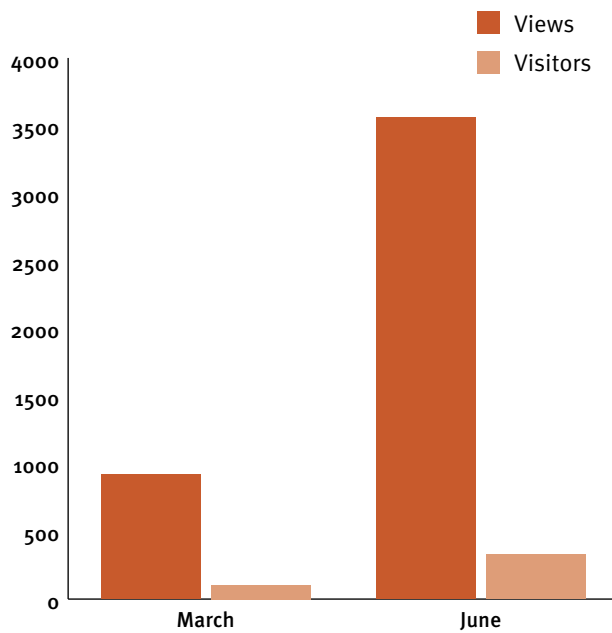
We released two significant new whole-of-government schedules: the *General Retention and Disposal Schedule for Administrative Records (GRDS) Lite* and the *Transitory Records and Short Term Retention and Disposal Schedule*. These schedules provide government agencies with more efficient and accountable ways for records disposal. We also released a discussion paper and a short animated video, as the first step in a comprehensive review of the full GRDS.

Digital Archiving Project

After completing a business case and detailed blueprint for implementing the Queensland Government Digital Continuity Strategy in early 2014, archives staff met with senior staff across government to discuss the challenge of managing digital records. There was agreement that the issue was both important and urgent, and that Queensland State Archives had a mandate to test and identify suitable solutions for the preservation and management of permanent value digital records. We are taking a centre-led approach to making these solutions available across the Queensland public sector.

The first stage of the Digital Archiving Project – Design, Test and Prove – involves early market engagement with potential solutions providers and trialling and prototyping different technical solutions. Initially focusing on putting in place an archival service for Queensland's historically significant digital records, we hope to also find solutions or services that will help all public authorities manage their digital records long term.

In early 2015 we established a Design, Test and Prove Project, engaged with the IT industry through the Department of Science, Information Technology and Innovation's Innovation Portal to help solve a piece of the digital archiving puzzle around preserving Microsoft Outlook files and engaged external consultants to deliver detailed project design and market engagement advice.
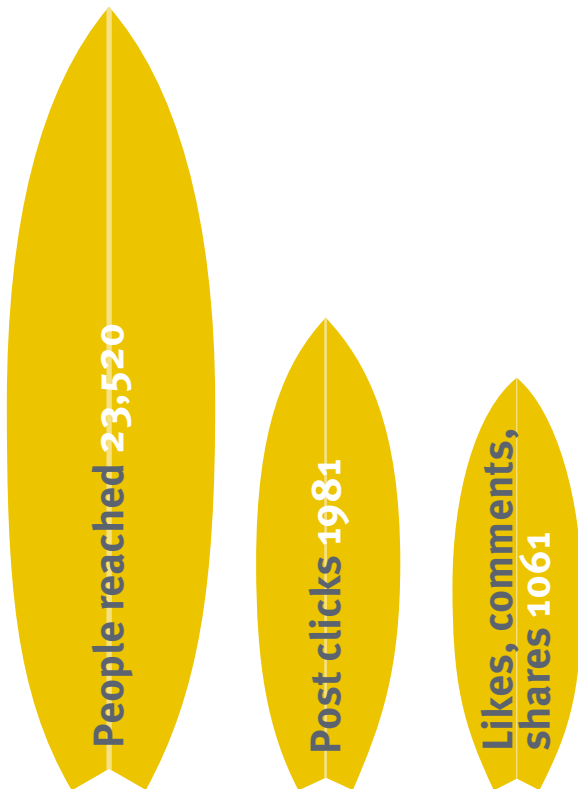
At the same time, we are exploring international–Queensland Government partnerships and collaborative projects to progress specific digital archiving conceptual and technical challenges.

Archival access

In our biennial Customer Satisfaction Survey QSA achieved a satisfaction rating of 94 per cent for its public access services. The survey also showed that for the first time QSA's website was our customers' main access channel. Feedback from the survey is being incorporated into future planning for an improved website experience for customers and the development of other channels of engagement.

Providing a quality reference service for clients remains a priority for the organisation. In 2014-2015 we responded to 14,592 requests for information from the collection received in person, or via phone, email, web enquiry and mail. Our staff provided 13,311 photocopies and 35,069 scanned pages of public records for customers.

Our most popular Facebook post

Queensland State Archives
Published by Hootsuite [?] · June 6 · Edited ·

Happy Queensland Day!
Today celebrates the anniversary of Queen Victoria signing the Letters Patent to make official the separation from New South Wales in 1859.

There are hundreds of wonderful images in the archives which illustrate the development of this incredible state, what's your favourite? http://ow.ly/NKbS1

QUEENSLAND   NEW SOUTH WALES
POINT DANGER

A820

23,520 people reached   Boost Post

178 Likes   6 Comments   146 Shares

People reached 23,520

Post clicks 1981

Likes, comments, shares 1061

By releasing 11 indexes as datasets through the Queensland Government's Open Data portal, QSA encourages the creative use and reuse of this data. The most popular of our datasets are those about immigration, convict records and criminal depositions. In July 2014 we participated in the Brisbane GovHack event.

Our commitment to online services includes engaging with audiences via our social media channels. Our best performing post was on 6 June 2015 on Facebook which reached an unprecedented 23,000 people and was shared 145 times. Other social media platforms used are Twitter, Historypin, Flickr, YouTube and two blogs.
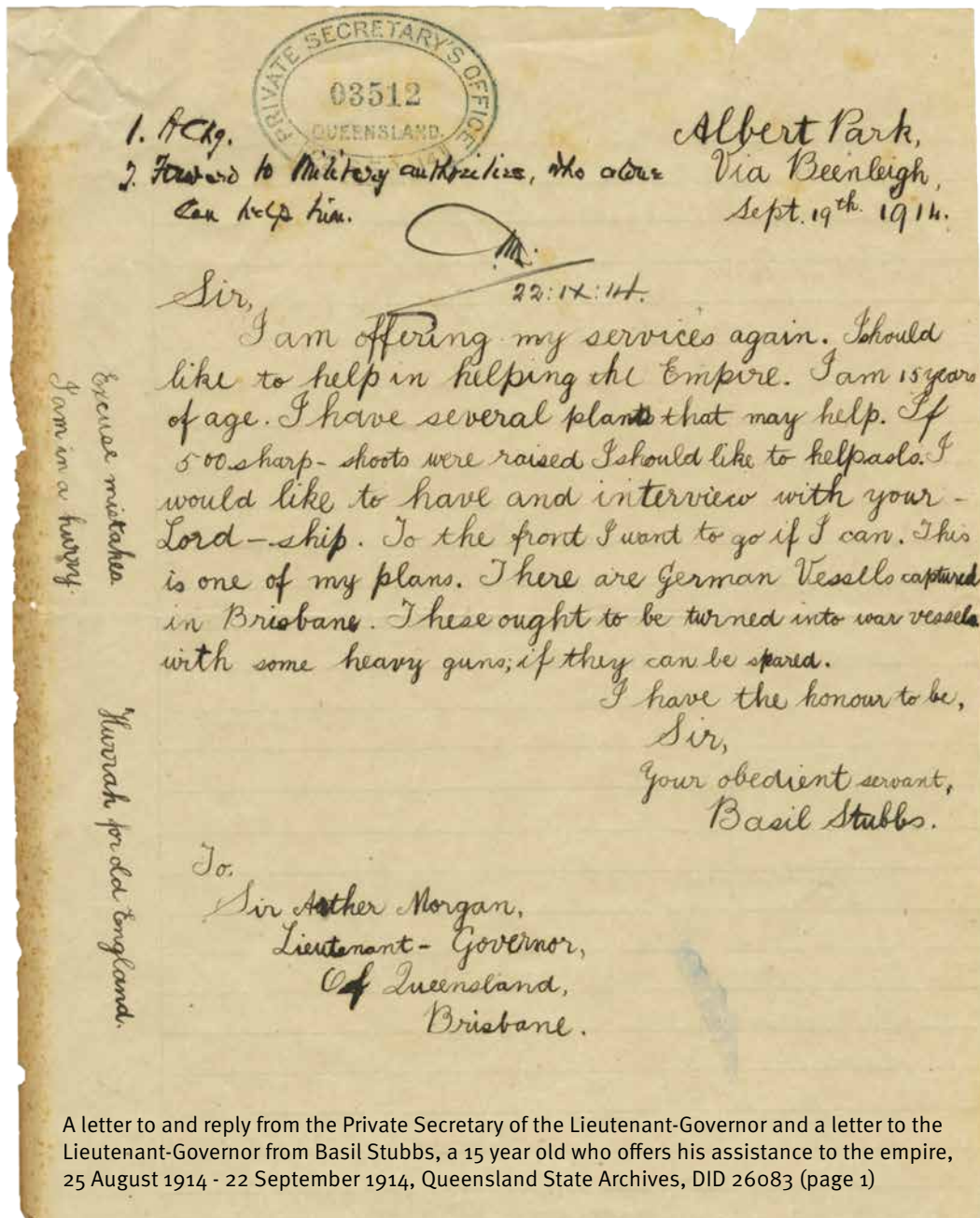
First World War commemoration

August 2014 marked 100 years since the outbreak of the First World War. We supported an event, held by the Queensland Government at Parliament House to mark the occasion, by providing a display of telegrams and letters depicting the reaction to the outbreak of the war. We also collaborated with the Queensland Parliamentary Library on a display of First World War memorabilia, which included original documents and was shown for several weeks in the O'Donovan Library at Parliament House.

Our own First World War exhibition 'Going to War' was unveiled on Remembrance Day 11 November 2014 by Ms Sue Rickerby, then Director-General of the Department of Science, Information Technology, Innovation and the Arts. The exhibition uses original artefacts, records and a digital display to tell Queensland's story of the outbreak of the First World War. Research is underway for a second exhibition about the Home Front which is scheduled to open in April 2016.

The popular 'Find your soldier' workshops held throughout the year were practical, hands-on tutorials designed to help researchers navigate the records in the collection to find information about First World War soldiers. These will continue in 2015-2016.

A letter to and reply from the Private Secretary of the Lieutenant-Governor and a letter to the Lieutenant-Governor from Basil Stubbs, a 15 year old who offers his assistance to the empire, 25 August 1914 - 22 September 1914, Queensland State Archives, DID 26083 (page 1)

Letters from enthusiastic 15 year old Basil Stubbs offering his services to the Queensland Governor after the outbreak of war in 1914 are featured in our foyer exhibition 'Going to War'. In a remarkable coincidence Basil's daughter, Joy Baker, was doing research into the First World War unaware that her father's letters were featured in an exhibition just metres away. While in the public search room she overheard her father's name being discussed by archivist Jane Wassell. A QSA volunteer had found the letters in the archives and alerted Jane who was researching the exhibition. Jane immediately felt a connection with eager young Basil. Joy was surprised to read his letters and thought they were quite out of character from the unassuming man she knew. Basil did not go to the war but worked on his father's dairy farm before marrying Joy's mother. Through a chance encounter with his daughter Joy, Jane was afforded the rare opportunity to close the loop on a story that was close to her heart.

We have continued to identify and share stories through the First World War blog page, while a partnership with *The Courier-Mail* resulted in the newspaper publishing three classroom posters, focusing on original records and letters from the collection, in the Headst@rt educational supplement.

We contributed to the Q ANZAC 100 Heritage Leaders' Workshop, and in partnership with the State Library developed and published online Historypin projects for the Q ANZAC 100: Memories for a New Generation program, and contributed to the selection of Q ANZAC fellows to research aspects of Queensland's First World War history

We also provided research and advice to the Anzac Centenary Coordination Unit of the Department of the Premier and Cabinet.

Release of the 1984 Queensland Cabinet Minutes

Each year QSA releases the Cabinet Minutes from 30 years before which is widely covered by the media on 1 January. This year the 1984 Cabinet Minutes were released, along with a series of background papers. The release of the minutes offers researchers a chance to view the differences and similarities of Queensland past and present.

Collaborations

Queensland State Archives continues to foster close relationships with the history and genealogical community through its continued sponsorship of the Royal Historical Society of Queensland's annual Queensland Day Dinner as well as information sharing and presentations to members of the Genealogical Society of Queensland.

Paperlite initiative

In October 2014 we implemented a Paperlite initiative which saw a move away from hardcopy recordkeeping and printing, and an increase in managing records electronically. This both supports the 'born digital stay digital' approach and reduces costs across the organisation. Other benefits include streamlined approval processes, a review of existing technology and an emphasis on the business benefits of good recordkeeping. We reduced printing by 84 per cent and reduced filing cabinets by 62 per cent.

Filing cabinets reduced **62%**

Over 10 months QSA **reduced printing by 84%**
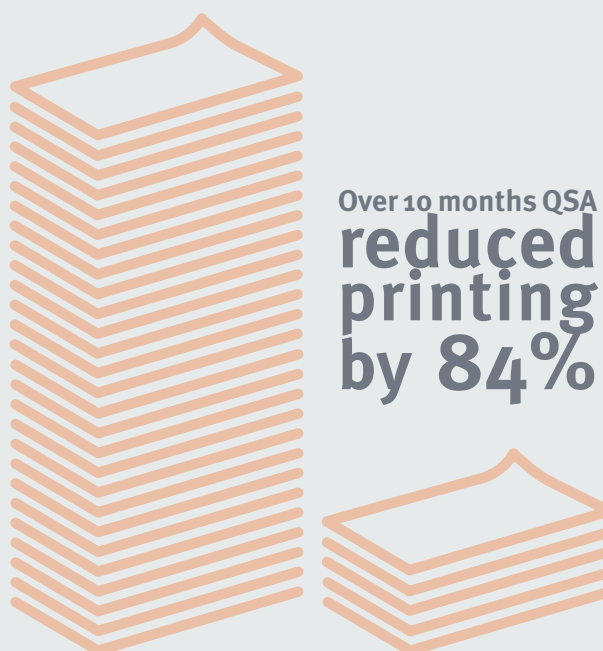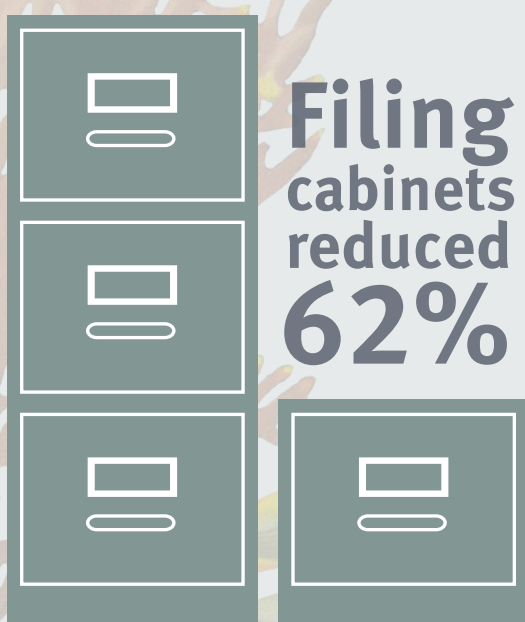
The Registry of Births, Deaths and Marriages and QSA have worked together on social media promotions, First World War projects and newsletters. We continue to collaborate with Griffith University's Prosecution Project by providing digitised records for crowd-sourced transcription. In June 2015 the project also filmed at the archives a short instructional video about the value of transcribing original records.

We have been actively collaborating and engaging with a range of Queensland Government agencies throughout the year. In addition to establishing partnerships with key government agencies such as the Department of the Premier and Cabinet, we have also been seeking knowledge sharing opportunities with a range of stakeholders, including senior government officials; our community of practice Public Authority Practitioners Group; special interest groups that allow public authorities to share learnings on a range of topics; and liaising with recordkeeping professionals as part of the Records and Information Management Professionals Australasia (RIMPA).

Staff achievements

Adrian Cunninghan, Director Digital Archives, accepts the Mander Jones Award

In September 2014, QSA won the Australian Society of Archivists Mander Jones publications award for the publication making the greatest contribution to the archives profession in Australia written by, or on behalf of, a corporate body for our 'Managing public records when decommissioning business systems toolkit'.

Ruth Dickson, Principal Appraisal Archivist, received the department's Australia Day Award which acknowledged her contribution to a great Australia for leading QSA's paperlite project and also a certificate of recognition for her work with the Community Recovery Ready Reserve following Cyclone Marcia in February 2015.

Community engagement

We offer a variety of community outreach activities which allows new and existing audiences to experience our services and connect with the state's archival public records. The Customer Engagement Strategy for 2015-2018 marks a commitment to online service delivery and the production of new instructional and educational digital content.

As part of this strategy we investigated webinars to increase accessibility to our services and the collection. We held our first trial webinar in August 2014 during Family History Month. The success of the trial generated a program of webinars that we have implemented in partnership with local libraries and history groups.

Other community outreach activities included 31 seminars through the Brisbane Library Network and 23 tours of the archives building for 237 people including government departments, international visitors as well as school, community and history groups. We also participated in the National Trust Heritage Festival held from 18 April to 18 May.

Volunteer program

In early 2015, we expanded our volunteer program to accomodate 20 volunteers. The volunteers have compiled 144,061 index entries since July 2014 with six new indexes published on the QSA website. The total number of searchable online index entries is now 885,767 and the total number of online indexes available for researchers is now 55.

'Who's your mob?' blog post, supporting Community and Personal Histories team

QUEENSLAND STATE ARCHIVES
Blog

Home   Stories from the archives   Favourites in the 50   First World War   Records connect

Who's your mob?

By Queensland State Archives / July 7, 2015 / Stories from the archives / Leave a comment

If you want to find out about where you come from, the Community and Personal Histories team can help. The team can help you use records to research your family and personal history, or help you with other information such as confirming dates of birth, for you, or older relatives.

The Community and Personal Histories team (CPH) is part of the Department of Aboriginal and Torres Strait Islander Partnerships and has a permanent office at QSA to help people locate records and get access to them.

"Maranoa Charlie" King of Tinnenburra, c 1910

By using the records to research family and personal history the Community and Personal Histories (CPH) Team helps people find out where they come from and how to confirm information such as dates of birth.

The CPH Team is part of the Department of Aboriginal and Torres Strait Islander Partnerships and has a permanent office at QSA to help people locate records and get access to them. QSA houses a significant collection of records about Aboriginal peoples and Torres Strait Islanders. Many of these records contain personal affairs information as well as other sensitive information, so the government agencies that created the records have restricted access to them. To get access to a restricted record, CPH can help researchers request permission from the relevant government agency.

The brief guide *Records relating to Aboriginal and Torres Strait Islander peoples*, and the growing number of indexes can be invaluable because they may uncover important information on family members or extended family.

Collection management

Repatriated records

Where possible we repatriate Queensland public records which have been out of government custody. This year police records from Springsure dating from the 1860s were recovered. The Springsure District is historically significant from its time as a base for the Native Mounted Police. We also recovered a collection of 110 official telegrams sent to the Governor of Queensland by Prime Minister Andrew Fisher during the First World War.

Accelerated transfers process

In order to improve the long-term preservation of permanent value public records and to help agencies reduce storage costs, we undertook an accelerated transfers program. By re-engineering the ingest process and with some extra resources, QSA took in over 3.5 kilometres of records bringing the total size of the collection to over 55 linear kilometres.

Cataloguing (Arrangement and Description)

With over 55 kilometres of records in the QSA repositories it is vital that arrangement and description is carried out thoroughly and accurately to ensure that information can be found by researchers. We added or updated descriptions for 4292 digital images, 316,981 items, 705 series and 48 agencies.

Preservation

Work on records at most risk of deterioration continued, including the preservation and digitisation of fragile iron-gall letterpress books and the digitisation of some audio-visual material.
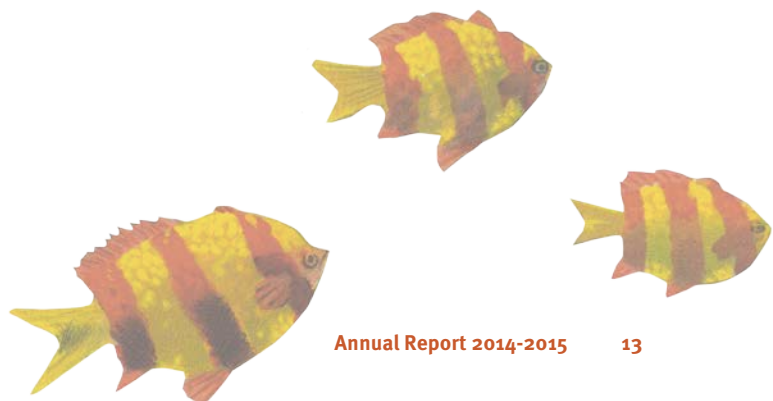
Status of government recordkeeping

During 2014–2015 Queensland State Archives interacted with Queensland's public authorities on a wide range of issues. Significant consultation activities were carried out on the renewal of the *General Retention and Disposal Schedule for Administrative Records*, born-digital records, and recordkeeping training needs of public sector employees. This data, along with information gathered from the 2014–2015 Recordkeeping Survey of Queensland public authorities, has allowed us to identify recordkeeping challenges and determine the current state of recordkeeping across the Queensland public sector.

While the recordkeeping survey findings indicate an overall sufficient level of recordkeeping in agencies, it also pointed to some significant challenges, particularly around the management of digital information. Respondents indicated a level of uncertainty regarding their ability to ensure accessibility of their digital information over time. Furthermore, increasing volumes of digital information was cited as the most common reason for their uncertainty.

It is clear from the enquiries we receive that disposal of records is a key challenge for agencies.

Of the 1122 enquiries received during 2014–2015, over 50 per cent related to issues around interpreting and developing a schedule, and destroying records.

During our discussions with agencies about the *General Retention and Disposal Schedule for Administrative Records* renewal and our joint partnerships, reasons cited as to why agencies struggle with disposal include:

- the disposal authorisation process is considered complex and lengthy

- retention and disposal schedules are difficult to interpret and implement

- reluctance to authorise destruction.

From our discussions with recordkeeping community of practice groups such as the Public Authority Practitioners Group, we are aware that many agencies do not have regular sentencing and disposal programs in place. Disposal activities are often completed on an ad hoc basis when space or cost issues arise which then requires agencies to address their paper mountains.

Further evidence of the paper mountain challenge was identified in the recordkeeping survey where a significant number of agencies were unable to provide an accurate estimate of the volume of permanent paper records in their custody. Those that were able to provide an estimate revealed a significant volume of permanent paper records eligible for future transfer to QSA.

> **Public authorities estimate 16,700 linear metres of storage and approximately 163,000 archive boxes of permanent paper records are in their custody.**
>
> *2014–2015 Recordkeeping Survey of Queensland public authorities*

As a result, the demand on QSA to receive transfers of permanent physical records continues. During 2014–2015, we undertook a project to increase the volume of transfers received in response to a number of dedicated agency records projects. As a result, transfer volumes have seen significant increases compared to previous years. The findings of this project will allow us to further help agencies in transferring their permanent paper records to our custody in future.

Rate of transfers
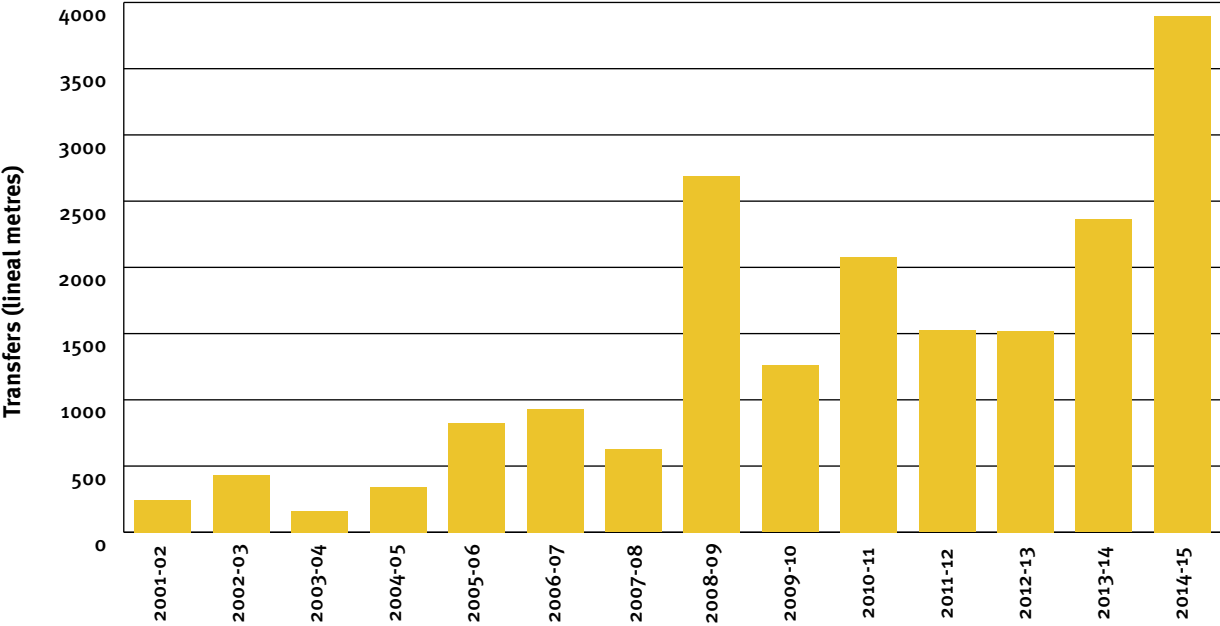
Notwithstanding the increasingly digital approach of government, dealing with paper continues to be an issue for agencies. As a result there will continue to be a need for paper-based transfers to the custody of QSA for the foreseeable future.

In addition to the implementation of regular disposal programs, digital transformation continues to be another significant challenge being faced by many public authorities. Feedback from the *Discussion paper: Born digital, stay digital* indicated that people overwhelmingly support the vision that information born in digital formats, should remain digital throughout its life.

Despite the support, the actual implementation of this vision faces a number of challenges, including:

- low priority or value given to records and information management

- culture and level of skills related to information management across government

- difficulty embedding information management into standard business practice

- current perceptions of the legal admissibility (or lack thereof) related to digital records

- identification and removal of barriers within QSA publications (e.g. Digitisation Disposal Policy), whole-of-Government advice or existing service delivery channels (e.g. need to print and sign)

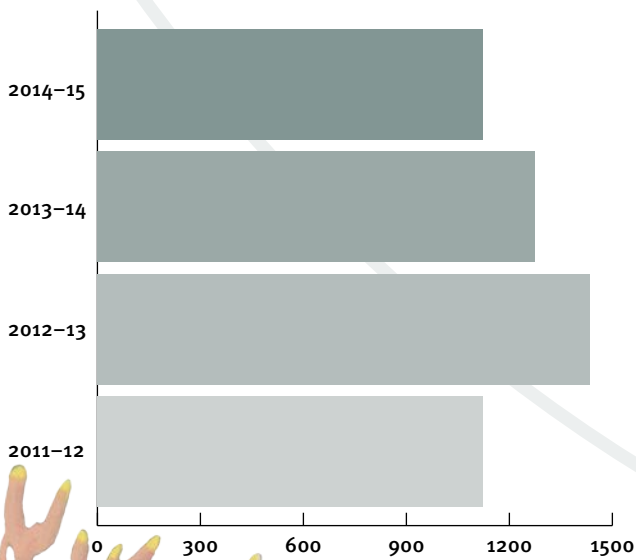- funding and resourcing limitations.

Based on the evidence gathered throughout the year, we can see that the main focus for recordkeeping within the majority of Queensland public authorities is centred on meeting their daily demands.

However, there will continue to be a great need to address paper mountains and to implement regular disposal programs, whether due to changes in office accommodation or simply needing to reduce and manage storage costs.
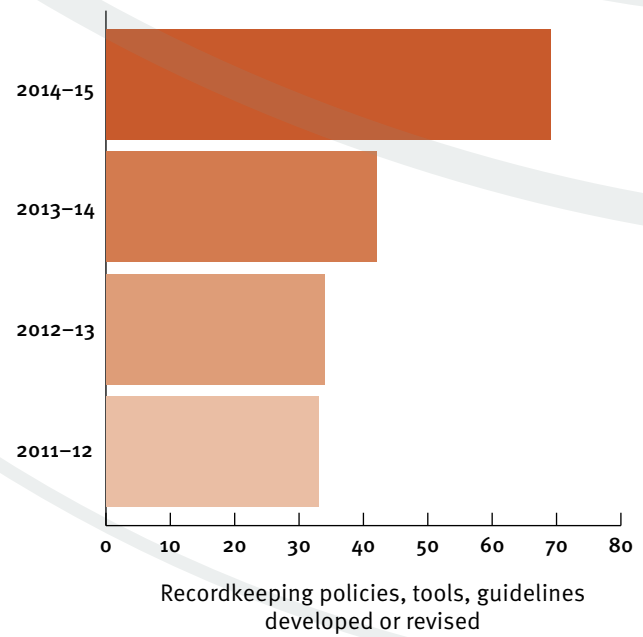
Similarly, the development and implementation of digital transformation roadmaps will remain a priority for action for agencies and for QSA over the coming years.

We will continue to work with agencies to help address these important challenges. Through our interactions across senior levels of government, we will also advocate for the need for change to attempt to overcome the constraints identified previously.

Number of enquiries received

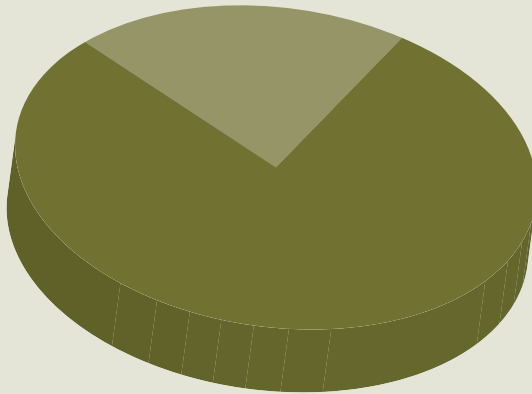| Year	
2014–15	
2013–14	
2012–13	
2011–12	

0 300 600 900 1200 1500

Increase in policy advice

Year	
2014–15	
2013–14	
2012–13	
2011–12	

0 10 20 30 40 50 60 70 80

Recordkeeping policies, tools, guidelines developed or revised

Increase in number of schedules approved

Year	
2014–15	
2013–14	
2012–13	
2011–12	

0 5 10 15 20 25

Retention and disposal schedules issued to public authorities
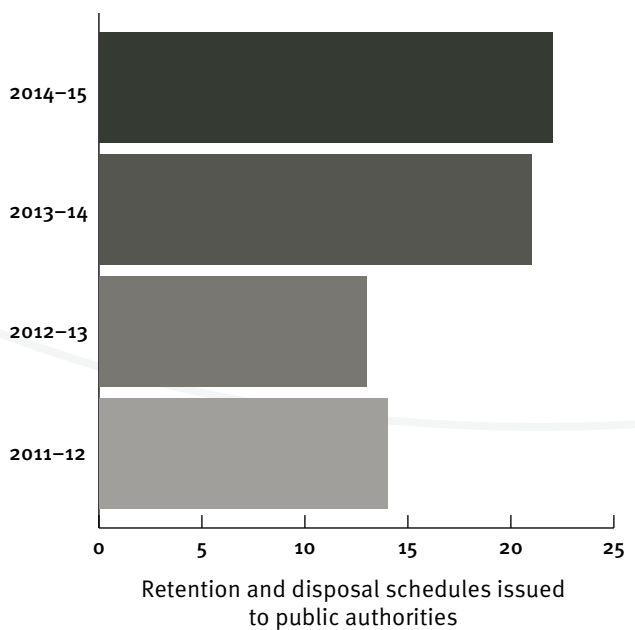
79% of public authorities responded to the recordkeeping survey

Records Connect blog activity

Total views
12386

Total visitors
1482

Comments
56

NEW ENGAGEMENT AND COLLABORATION EVENTS **Communication & Engagement Strategy** Extended Conversations **Meet-ups** Focus groups **PAPG community of practice meetings**

100% of public authorities support the 'born digital stay digital' vision

THE FUTURE

Over the coming years Queensland State Archives will continue to address the critical challenge of preserving, managing and providing access to digital public records. It is a global challenge that has yet to be resolved. It requires urgent resolution to ensure that the digital records that we create today continue to be available and accessible for as long as they are required.

There are a wide range of challenges that need to be addressed. In the short term we will specifically focus on:

- designing and implementing a functioning digital archive
- providing online access to analogue and digital content
- advising agencies on the management and preservation of digital records
- appraising and disposing of digital records
- review of the *Public Records Act 2002*.

These challenges are explored more fully below.

Designing and implementing a functioning digital archive

During 2015-2016 Queensland State Archives will conduct a global search for scalable and sustainable digital archiving solutions. We are looking for innovative solutions to enable easy access to government records and to support long-term management of the rapidly growing volume of digital records. The challenge is in designing a flexible digital archive that will ensure that today's critical government records will be available for use both now and into the future. As a component of the solution it is envisaged that a new archives management system will manage born-digital records as well as the existing collection, and will provide a user interface to support access to records in all formats.

Providing online access to analogue and digital holdings

There is a growing demand for online access to the current analogue archival collection from researchers within and outside Queensland. We will maximise opportunities to provide a range of online content to assist researchers and celebrate Queensland history and significant events (such as the centenary of the First World War). This will involve more digitised and digital recources, webinars and instructional and informational videos on our website.

QSA's digital map reader will provide customers with an easy and user friendly interface to view and copy maps and plans from the collection

Providing access to digital records raises a number of challenges that will require significant analysis and innovative solutions over the coming years. Areas that will need to be addressed include enabling full-text search of open records and the ability to search document-level metadata; and providing access to records created in non-standard formats.

## Advising agencies on the management and preservation of digital records

As evidenced in the status of government recordkeeping section, many Queensland government agencies are well versed in the management of paper records but this level of competence cannot be easily translated into the digital world. Our interactions with our government clients indicate they experience significant challenges in designing and implementing efficient digital records management systems and solutions. We will continue to take a partnership approach by collaborating with government agencies to solve common challenges such as identifying and managing records in business systems; email management and implementing a 'born digital stay digital' approach. We will also continue to develop our social media presence by publishing our advice through blogs, Yammer and Twitter. In 2015-2016 Instagram and corporate LinkedIn accounts will be added to our social media platforms.

Appraising and disposing of digital records

One of the key areas of digital recordkeeping that is challenging archives worldwide is the appraisal and disposal of digital records. Providing leadership and policy advice in this area needs to recognise the complex and interconnected nature of digital records. Areas that require further investigation include determining retention periods, meeting legal obligations, and ensuring consistency of recordkeeping practice across government. We will seek to collaborate with archival partners such as the Council of Australasian Archives and Records Authorities (CAARA) and the Australasian Digital Recordkeeping Initiative (ADRI) in exploring solutions to these challenges.

Review of the Public Records Act

A key component of QSA's future work program will be a review of the *Public Records Act 2002*. The review will ensure that our governing legislation continues to support our role in protecting and managing Queensland's documentary heritage and supporting good public administration.
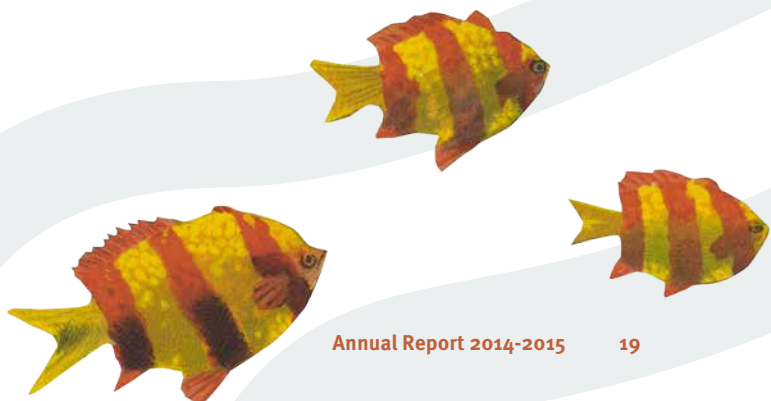
Glossary

Access

The right, opportunity or means of finding, using or retrieving information, usually subject to rules and conditions.

Appraisal

A recurrent process of analysing business activity in order to identify records requirements for creation, capture, conversion, migration and disposition. Includes identification of records to be retained permanently as archives.

Corporate governance

The process by which agencies are directed and controlled; generally understood to encompass authority, accountability, stewardship, leadership, direction and control.

Digital/electronic record

A record produced, housed or transmitted by electronic means rather than physical means. A record expressed in an electronic digital format. A record stored in a form that only a computer can process.

Digitised record/digital image

An electronic reproduction of a picture, photograph or physical item (e.g. letter or document) that can be stored on computer or disk, and can be viewed, transmitted, manipulated and/or printed via computer.

Index

Indexes list people's names in alphabetical order and provide researchers with a quick and easy way to locate records relating to people. Indexes may cover more than one series of records.

Public authority*

A public authority means—
- the Governor in his or her official capacity
- the Executive Council
- a Minister
- an Assistant Minister

- the registrar or other officer of a court with responsibility for official records of the court
- a commission of inquiry under the Commissions of Inquiry Act 1950
- an entity, other than the parliamentary service, that—
  - i. is established by an Act, or
  - ii. is created by the Governor in Council or a Minister
- a Government Owned Corporation
- a department
- an entity established by the State and a local government
- a rail government entity under the Transport Infrastructure Act 1994
- a local government
- an entity declared under a regulation to be a public authority for this Act.

Public Records Act 2002, Schedule 2, reprint 3 May 2013

Public records

Public records are recorded information created or received by an entity in the transaction of business or the conduct of affairs that provides evidence of the public authority's business or affairs. In the context of business systems a public record for example can be an entire business system, a row in a table or an extract of data in the form of a report.

Public records in the *Public Records Act 2002* are defined as:

- a record made for use by, or a purpose of, a public authority, other than a Minister or Assistant Minister
- a record received or kept by a public authority, other than a Minister or Assistant Minister, in the exercise of its statutory, administrative or other public responsibilities or for a related purpose,
- a Ministerial record
- a record of an Assistant Minister.

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*In the context of the methodology, the terms 'public authority' and 'agency' are used interchangeably.

- A public record includes -
  - a copy of a public record, and
  - part of a public record, or a copy of a part of a public record.

  Public Records Act 2002, Section 6, reprint 3 May 2013

Preservation

The process and operations involved in ensuring the technical and intellectual survival of authentic records through time; encompasses environmental control, security, creation, storage, handling and disaster planning for records in all formats.

Retention and Disposal Schedules

Documents issued by the State Archivist that govern how long an agency's records are kept. Any records identified as having permanent value must be retained indefinitely. Retention and Disposal Schedules apply to public records in any format.

Series

A group of records which are recorded or maintained by the same agency (or agencies) and which:

- Are in the same numerical, alphabetical, chronological or another identifiable sequence; or
- Result from the same accumulation or filing process, perform the same function or may be of similar physical shape or information content.

Standard

A set of criteria that states a level of requirement for public authorities.

Transfer

Records placed into QSA's custody by Queensland public authorities. The records must be designated as permanent in an approved Retention and Disposal Schedule.