A Message from Qld State Archives

Hi everyone,

Welcome to the 2nd edition of QCN. As 2017 draws to a close, the only thing I can say is ‘it’s been a helluva year!’

QCN is just one of the many things we have achieved this year as we re-engaged with you – our government clients. We also launched CORIM, published our client charter and released the digital recordkeeping transformation program. As we strive to reimagine recordkeeping we also took in 95 transfers of permanent records and approved 12 retention and disposal schedules. We also answered queries on a range of topics from disposal to disasters and everything in between. With our move to the forgov platform we were able to streamline the queries process so that queries can be directed to the right area whether it be recordkeeping, transfers, preservation or file issue.

As we look forward to 2018 we’re continuing our journey of reimagining recordkeeping and how we can transform legislation, build digital capability, engage with agencies and explore the value of information. You can expect to see new minimum recordkeeping requirements, a reimagined GRDS, a new source records policy and a review of the Public Records Act. Just a few of the things you can look forward to! On behalf of everyone at QSA, I wish you and your families a very merry Christmas and a safe and happy New Year!

See you in 2018!

Josephine
(Director - Government Recordkeeping)

Words of the moment:

'Merry everything and a happy always!'
Recordkeeping Reimagined

The “Genie is out of the bottle”. This feedback sums up our proof of concept delivered to a packed room on 8 December on the last day of our Reimagining the Future of Recordkeeping Innovation Sprint. QSA partnered with One Stop Shop (DSITI) and QSA (PWC Chair in Digital Economy) to reimagine recordkeeping to take it from a back of house to front of house function, to use hindsight to inform insight and foresight, and to achieve compliance by default, which we achieved. We are now working through the next steps to turn this concept into reality, and hope to share more details with you soon. We are very excited with our findings which will revolutionise the way recordkeeping is perceived and the way we do government. Stay tuned…

Machinery-of-Government and Records

Most government agencies will be affected by a machinery-of-government (MoG) or administrative change at some point. The recordkeeping implications and issues you need to consider will vary depending on the type of change.

Regardless of the type of change, remember:
- all public records are owned either by the state or local government
- records must continue to be created, managed, accessible, and retained for as long as required—before, during and after the MoG
- records cannot be sold, given or transferred to a private organisation or other jurisdiction without authorisation
- responsibility for managing records and their ongoing custody may change.

To help you answer your records related queries during a MoG or Administrative change, we’ve published a brand new toolkit on the website to help you work through the different stages of a change. Find out about the different types of MoG changes and what you need to do by clicking on the 'MoG link' below.

Quick tip: Document your actions throughout the MoG so that you and your agency can identify problem areas and learn from them for the next MoG.

QSA Wins Chris Simpson Award

Queensland State Archives were very pleased to be awarded the Chris Simpson award for Innovation and Marketing at the recent RIMPA Local Government and Corporations Symposium at Airlie Beach. The award was primarily for the GRDS which was released in September 2016 and introduced new ways for agencies to sentence their administrative records. We also published lots of implementation advice through a series of blog posts and other social media that stepped our clients through the changes. The award was particularly rewarding as it was presented by our peers - our records and information management professionals who support us in our digital recordkeeping transformation journey.

Right: Josephine Marsh (QSA) accepting the Chris Simpson award for Innovation and Marketing from the great man himself!
Boxing Day is Everyday for the Transfers Team!

The Transfers Team at QSA is led by the fearless Greg Dobeli and 2017 has kept Greg and his team busy to say the least. The Transfers Team's primary role is to check the records received against the listing provided by the agency then import the list into our collection management system. They also look after the locations and repository management aspects.

The 2017 calendar year has seen the team receive 95 transfers with a total of 130,000 items. This equates to over 2 kilometres of linear metres worth of records! The main transferring agency in 2017 has been JAG (Courts, Crown Law and Public Trust) with other major contributions coming in from TMR, DAF and NRM. If you would like some advice on transferring records to QSA? Contact us.

Wishing you all a happy 'Boxing' Day from Greg and the team.

Records Connect Blog

With caretaker mode over and a new year just around the corner along comes lots of opportunities to blog about how we are going to support our readers in all things records management. The Records Connect blog will be a hive of activity over the coming months and if you are interested in either writing a guest blog or you have a great idea for a blog please contact us! You can also find past issues of QCN here. Stay tuned for a guest blog that will detail how a local council dealt with Cyclone Debbie, the aftermath that followed and the lessons learned.

The latest blogs Annual Records Round-up: Sentencing and Annual Records Round-up: Disposal are ready for your reading pleasure.

A Seal from the Past

QSA is always looking out for the oldest record received in transfers throughout the year. For 2017 the winner is:...The Department of the Premier and Cabinet. From 1859 a “Hand wax seal - The Seal of the Colony of Queensland. In presentation box, with handle. Also two samples of the seal in red sealing wax

This is just a few years older than the 2016 winner which was a report of a meeting to set up the Ipswich Hospital dated 1856. What this tells us, is that public authorities still hold old and valuable records in their custody. Why not transfer your heritage records to QSA where our specialist care will keep these treasures preserved for the future?

CORIM ‘Hot’ topics

Do you have an operational issue that you think another records management professional may have the solution for? Post the question on CORIM (Community of Records and Information Managers forum)! If you see a topic that sparks your interest click on the ‘follow topic’ green button and you will receive updates when replies are posted. Don’t worry you can unfollow a topic at any time by clicking the ‘unfollow’ button. This resource is for the records and information managers to combine years of experience and provide solutions to issues, or to share tips and tricks. There are currently two topics
on CORIM and they are Training, and also Digitisation and Disposal Policy. Jump in and help out another professional by joining the conversation. For further information about CORIM read the Records Connect blog post here.

Changes to QSA File Issue Service Fees and Charges

2018 will see some changes for the File Issue service. Early in 2018 we will be investigating digital delivery for File Issue, stay tuned for more on this exciting initiative. Aside from this, we are also introducing changes to the File Issue Service fees and charges. The new schedule of fees will be published on our website, and will take effect from 3 January 2018.

We remain committed to a standard of service that you can expect from us and that meet your needs as outlined in our Client Services Charter. Please contact us if you have any queries or require further information about these changes.

Day Batching...the 'Rules of Racing'

Following a number of recent enquiries received via the rkqueries@archives.qld.gov.au email box, we thought it might be timely to have a quick recap on the current ‘rules of racing,’ as far as day batching of original paper records after digitisation goes.

Understandably, agencies that are investing in digitisation in an effort to streamline business processes find that day batching is a fast way to organise paper records after digitisation. However, for some years now, QSA’s published advice has cautioned agencies about day batching - for main the reason that applying disposal actions to boxes of mixed records becomes very difficult, if not impossible. Where records of mixed retention periods are batched together, sentencing for disposal inevitably means that:

- the boxes and each document within each box need to be individually sorted through for sentencing and disposal (cancelling out any business efficiencies gained in the day batching process). Often this happens when storage of the boxes becomes a problem.
- for those who wish to avoid record by record sentencing, the boxes need to be retained for the longest retention period that applies to any record in the box – meaning records are stored (at a cost) unnecessarily.
- where permanent records are mixed with temporary records, the records become ineligible for transfer to QSA (and go on incurring storage and management costs).

Our advice has therefore been that day batching may be appropriate where:

- the original paper record is eligible for destruction, AND
- the paper records are retained until quality assurance has been completed, AND
- it is possible to readily locate individual paper records if required during the quality checking period.

On the other hand, in circumstances where the original paper records are not eligible or not intended for destruction after digitisation (for example, permanent paper records) day batching is not an option.

This advice is not expected to change with the release of the revised Digitisation Disposal Policy in 2018. So if your agency is thinking of day batching, or has existing day batched records, be aware that the business decision has cost, efficiency and compliance implications.

We encourage agencies to check out our Day Batching advice for more information.
Meet the QSA Team

Lachlan Gordon - Senior Client Services Officer - Government Recordkeeping

'Lachie' joined the GRK team in August 2017 and the office hasn't been the same since. With over 20 years experience in customer service and client engagement he has now been tasked with learning all there is about recordkeeping. "It's a long journey" is a phrase that keeps emanating from his desk while his team lead him down the path of recordkeeping enlightenment.

**Favourite Movie:** Into the Wild

**Favourite book:** The Primal Blueprint - Mark Sisson

**Favourite food:** Anything Japanese

**Lifetime quote:** 'This too shall pass'

**Hobbies:** Surfing (badly), (short) triathlons and trail running