Title: For the long term – incorporating a sustainable continuous improvement program into organisational recordkeeping

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Objective: This session shows how a structured records management assessment and improvement program can be used to build sustainable records management practice in a diverse organisation with limited resources.

Abstract: Increasingly, records and archives authorities are setting standards that mandate creation, management, storage, retention and use of records. Standards aim to encourage good practice with current records and ensure eventual preservation of records in archival collections. Records management audits can assess how standards have been implemented at a point in time but audit alone cannot build capacity within an organisation. It is equally important to develop the capability of staff and to map a clear path for action.

In 2010-2011 the Public Record Office Victoria published new mandatory standards and specifications for the management of public records in the State of Victoria, Australia. The University of Melbourne, a diverse and devolved organisation, was required to show compliance with the standards. To increase records management competency, the University's Records Services unit developed a continuous improvement program for use across the organisation. The program includes assessment tools, training, guidance in developing action plans and a community of practice. It aims to empower staff to undertake self assessment and plan development of key records management functions.

This session will use a case study presentation and interactive workshop to:

- Provide an overview of the toolkit and methodology in for developing self auditing tools for staff without records management training
- Describe how a sense of identity, shared experience and common practice has been built through development of a network of staff many of whom had limited prior exposure to records or information management.
- Suggest approaches for creating a records management maturity model in other organisations

By providing the mechanisms and tools for assessing records management maturity this program has built greater trust and confidence in the integrity of the records and how they are managed for the long term.

Presentation type preferred:

25 minutes presentation

25 minutes interactive (questions and activities for the audience led by the 2 presenters)

10 minutes concluding remarks/questions

This can be modified to a single 50 minute presentation or other presentation format if desired

Biography

Kathryn Dan:

Kathryn Dan is General Manager, University Records and Policy at the University of Melbourne. She has worked in archives, records, library and information management for 20 years with senior roles at Monash University, the National Archives of Australia, National Library of Australia and Australian National University. She is a past President of the Australian Society of Archivists and has participated in ICA through PARBICA and ICA/SPA.

Adelaide Parr:

Adelaide Parr is a Records Analyst at the University of Melbourne. Previously she has held roles at Victoria University and the Public Records Office Victoria. Following ten years of teaching in Australia and the UK, she joined the information profession having completed her Masters in Information Management and Systems at Monash University. She is currently Convenor of the Victorian Branch of the Australian Society of Archivists.