

Memo

To: Randy Olsen, Chair of the Consortium Executive Council
Doug Bates, BYU Hawaii University Librarian
Brian Roberts, Secretary of the Consortium Executive Council

From: Gordon Daines, Brigham Young University Archivist
Cory Nimer, Manuscripts Cataloger and Metadata Specialist

Date: 3/16/2009

Re: Report and Recommendations resulting from our trip to BYU Hawaii (1 March 2009 to 7 March 2009)

Cory Nimer and I spent a highly productive five days in Laie working with the BYU Hawaii University Archivist, Matt Kester, and his students. On arriving in Laie Matt provided us with a tour of his newly remodeled facility; it was impressive to see the strides made in creating a more secure reading room and archival processing center. The bulk of our time over the five days was spent in providing the training requested by Matt at the Fall 2008 CCLA meetings in Provo. We provided training in the application of *Describing Archives: A Content Standard (DACs)*, MARC cataloging, and the application of the CCLA Encoded Archival Description Best Practices Guide to the creation of archival finding aids.

We provided Matt with a broad overview training of *DACS*, and we also provided a series of in-depth trainings on *DACS* for Matt and one of his students. Our training focused on how to use *DACS* to create high quality catalog records and finding aids. Each training provided Matt and his student with the opportunity to practice what we were discussing. We also provided Matt with some training on the use of the XML editor Oxygen and reviewed how to use Encoded Archival Description to mark up finding aids. The trainings were extremely interactive and we all learned something.

We also involved Matt in a series of discussions aimed at helping us better understand his needs and how we can work within CCLA to meet those needs. We discussed the ongoing efforts on the Provo campus to identify an archival management system and a business process management system, and invited Matt to participate in the current testing. We set him up with the Archivists' Toolkit and will be making arrangements to get him access to ICA-AtOM. We talked about the recently implemented blog instances for the Perry Special Collections and encouraged Matt to consider adding a blog component to his Web site. We highlighted the ability to update content on a regular basis and the utility of RSS feeds for keeping patrons informed of new information available on our sites. We spent a good deal of time talking about how to improve communication between the CCLA special collections, and Matt suggested that it would be useful to create a blog or a listserv for the CCLA special collections. We agree with his suggestion that this would improve the communication amongst the consortia partners. We also talked about the records management program at BYU Hawaii and what can be done to

strengthen it. We reviewed the CCLA Encoded Archival Description Best Practices and noted several changes suggested by Matt. We also discussed the Archival Metrics program and how it can be used to gather evaluative data that will enable the CCLA partners to work more closely together. Our discussions provided all of us with opportunity to speak our minds and were unusually useful in moving us towards a better understanding of what types of interaction will benefit both Matt and us.

Cory and I also worked spent several hours working on projects for Matt. Cory cataloged several manuscript collections and did some cleanup of manuscript records in their library catalog. I inventoried several boxes to provide Matt with a list of contents so that he could determine what to do with the material. We also helped Matt encode a couple of finding aids and introduced him to name authority work. Both Cory and I enjoyed the opportunity to learn more about Laie and BYU Hawaii that these activities provided.

We thoroughly enjoyed the opportunity to interact with Matt and his students and appreciate their hospitality. We feel that the visit was very productive and provided them with the training that they had asked for. We have developed several recommendations that we hope CCLA will encourage Matt to implement, and we encourage CCLA to provide resources as appropriate to help Matt do so. If you have any questions about the recommendations, please contact us at gordon_daines@byu.edu or cory_daines@byu.edu.

Recommendations

Archives Staffing and training

- Since the departure of Matt Kester's administrative assistant and the subsequent decision not to replace that position, the management of Archives staff, budget, digital initiatives, and other duties has severely eroded the amount of time Matt is able to spend on processing new and existing collection materials. We strongly recommend that a 30 hour part-time position be given to the Library Archives to help manage administrative duties. This would free Matt to focus on his primary responsibilities and ensure that the archival collections held by the Joseph F. Smith Library Archives & Special Collections (hereafter Library Archives) are available for use by students, researchers, and others.
- We recommend that the University Archivist provide regular (at least 2 times a year) DACS training for the students employed by the Library Archives. We further recommend that the slide shows put together by the Manuscripts Cataloger and the BYU Provo University Archivist be used as the basis for these trainings.
- We recommend that a processing guide be created for use by the Library Archives that contains information on processing collections.

Management of Archival Collections

- We recommend that the Library Archives participate in the ongoing test of the Archivists' Toolkit and ICA-AtoM.
 - We recommend that the Library Archives adopt whichever tool the Consortium decides to utilize.
- We recommend that upon adoption of an archival management tool and a business process management tool by the Consortium that a workflow be instituted that allows the records created by the Library Archives to be reviewed by the Workflow team and the Manuscripts Cataloger in the Perry Special Collections.
 - We further recommend that the entry of new records into the library catalog be done by the Manuscripts Cataloger in the Perry Special Collections (*contingent on the completion of the backlog project in the Perry Special Collections*).
- We recommend that a training package be developed by Gordon Daines, BYU Provo University Archivist, and Cory Nimer, BYU Provo Manuscripts Cataloger and Metadata Specialist, upon implementation of a two system solution for the management of archival materials. This training package will be made available to each Consortia partner choosing to utilize the developed archival content management solution.
 - The training package will include:
 - a review of existing workflows and customization of the selected BPM software,
 - assistance in implementation of the selected archival content management tool and training on how to use the tool, and
 - reviews of the *DACS* and *EAD* trainings.
 - The trainings and customizations will most likely require site visits to each participating Consortia partner of at least 1 week.
- We recommend that the Library Archives adopt the minimal processing standards implemented at BYU Provo and that all manuscript collections have a collection-level finding aid generated for them.
- We recommend that a catalog record be generated for each manuscript collection based on the collection-level finding aid.

Records Management

- We recommend that the part-time position mentioned under *Archives Staffing and training* be given responsibility for managing the University Records Center. This would help to strengthen the ties between University Records Management and the University Archives. Strong ties between these two units are extremely essential to ensuring that appropriate long-term documentation of the history of Brigham Young University Hawaii occurs.
- We recommend that the Records Retention Schedule used by BYU Provo be adapted to meet the needs of BYU Hawaii by the Library Archives.
- We recommend that the Library Archives participate actively with the University Records Manager in the training of the BYU Hawaii campus community on how to apply the Records Retention Schedule and appropriate uses of the University Records Center.

- We recommend that both the University Archivist and the University Records Manager participate in training offered by ARMA International. Participating in this training together will strengthen their working relationship and enable them to work more cooperatively because they will both be operating from a similar understanding of records management.

Archives Web Site

- We recommend that the Library Archives redesign their website to allow for the implementation of a blog feature. This will allow the University Archivist to be more proactive in promoting the collections held by the Library Archives.
- We further recommend that the Library Archives website be redesigned to be cleaner and to allow easier access to the discovery tools for learning about archival collections as well as the digital collections that are made available by the Library Archives.

Manuscripts Cataloging Backlog

- The Library Archives has a large number of catalog cards that have not been entered into their library catalog. We recommend that the data entry of these cards be outsourced and the information added to the library catalog as soon as possible. We recommend that the outsourcing follow one of the following three paths:
 - 1) Internal outsourcing at the Joseph F. Smith Library. This would involve providing additional student wages to the Library Archives dedicated specifically to hiring students to enter the information on these cards into the library catalog. Limited catalog training would need to be provided to the students doing the data entry. This training could be provided by staff currently existing in the Joseph F. Smith Library.
 - 2) Outsourcing to the Harold B. Lee Library. This would involve providing additional student wages to the Perry Special Collections that would be dedicated specifically to entering the information on these cards into the library catalog. This student would work directly under Manuscripts Cataloger. It would also involve shipping the catalog cards to Provo.
 - 3) Outsourcing the data entry to a library vendor. This would involve selecting an appropriate vendor do to the data entry as is and return the completed records to the Library Archives for addition to the online catalog. It would also involving sending the catalog cards to the vendor.
- Regardless of which option the Consortium decides to adopt, we recommend that the information on the cards be directly entered into the catalog without any cleanup.
 - Cleanup of the records could be done by the staff in the Library Archives after they had been entered into the library catalog on an ongoing basis. (*contingent on obtaining a 30 hour staff person*).
 - Or the Consortium could send individuals skilled in cataloging on a rotating basis to help with the cleanup. We estimate that the cleanup is a long-term project and could not be done in less than a month.

Special Collections Inter-Library Loan

- The recently completed remodel of the Library Archives has created a more secure reading room. Two items remain to complete the renovation--the addition of a buzzer to the door into the reading room (a work order has already been submitted) and the installation of six lockers for patrons to place their belongings in. When these two items are completed we recommend that the Perry Special Collections offer limited inter-library loan of our Americana collection to the Library Archives.

Digital Preservation

- The long-term preservation of digital records is an ongoing problem for all of the Consortia partners. We recommend that the University Archivist for BYU Hawaii be added to the Digital Preservation Team currently meeting at BYU Provo.
- We further recommend that the Library Archives participate in the digital preservation pilot project currently underway at BYU Provo.

Assessment

- We recommend that the Library Archives implement the Researcher survey, the Website survey, the Teaching Support survey, and the Student Researcher survey provided by the Archival Metrics project. Data encoding will need to be done by the Library Archives and data analysis could be provided by the Perry Special Collections. This data will be used to better understand the strengths and weaknesses of the Library Archives and to discover areas where cooperative work with Consortia partners will be especially beneficial.

CCLA Special Collections blog

- We recommend that a WordPress instance be created and supported through the Lee Library that acts as a gateway site to the individual Web sites of the three academic special collections. This instance could be used to aggregate information about our repositories and their holdings. If this instance is successful in achieving our goals, it could be extend to other Consortia partners.