Best Practices Exchange 2015
Harrisburg, PA
October 19-21

Join us at
The State Museum of Pennsylvania

Best Practices Exchange
Acquiring, preserving and providing access to government information in the digital era
Welcome to Harrisburg, Pennsylvania, home of “the handsomest state capitol.”

The Best Practices Exchange (BPE) is an ‘un’conference, an informal gathering of practitioners with a focus to manage, preserve and provide access to digital government information. The Exchange provides an opportunity to discuss real-world experiences, including best practices and lessons learned.

The Pennsylvania State Archives is proud to host BPE this year—the 10th Anniversary

We are also celebrating the 50th anniversary of the State Museum and Archives complex, a hallmark of midcentury modern architecture. In contrast, the State Capitol was designed in American Renaissance style, a sub-genre of the Beaux Arts style. This architectural style incorporates numerous classical European architectural styles. To illustrate this point, the Capitol building’s main chambers are done in different styles: the House Chamber in Italian Renaissance; the Senate Chamber in French Renaissance; the Supreme Court Chamber in Greco-Roman styling; and the Governors’ Reception Room in Tudor. President Theodore Roosevelt, orator for the dedication ceremony on October 4, 1906, proclaimed the new Capitol “the handsomest state capitol I have ever seen.”

This conference was carefully planned so that you will be able to tour these and other facilities. The State Capitol Preservation Committee will be conducting tours of the magnificent State Capitol during Monday evening’s reception; a tour you won’t want to miss! The State Museum will be open to tour at your own leisure as time permits Monday and Tuesday, when the Museum is closed to the general public, and on Wednesday after the conference concludes. The State Archives and State Library staff will be hosting tours during the last session on Tuesday afternoon; tours are limited to smaller groups and will be available only to those who signed up at the registration table.

Share your conference experience on social media Use #BPE2015
Thanks to our Generous Sponsors

This conference has also been made possible in part through a National Historical Publications and Records Commission—a body of the National Archives—State Board Programming Grant.

Did you know?
October is both Archives Month and Cyber Security Month.
Keynote and Plenary Speakers

Doug Robinson
Executive Director, National Association of State Chief Information Officers (NASCIO)
Doug has served as Executive Director of NASCIO since 2004. Founded in 1969, NASCIO is the only national organization representing state chief information officers of the fifty states and territories. It is the premier network and resource for state CIOs and a national leader and advocate for information technology policy at all levels of government. Doug is responsible for the overall executive leadership of the association including strategic plan and policy execution, government affairs, strategic alliances, emerging issues and board and committee oversight.

Kate Theimer
Independent Writer and Author, including Author of the popular blog ArchivesNext
Kate is a frequent writer, speaker and commentator on issues related to the future of archives. She is the editor of the Rowman & Littlefield series, *Innovative Practices for Archives & Special Collections*, in which contains volumes on appraisal and acquisition, educational programs, management, description, outreach, and reference and access. She is also the author of *Web 2.0 Tools and Strategies for Archives and Local History Collections* and the editor of *A Different Kind of Web: New Connections between Archives and Our Users*, as well having contributed chapters to *Many Happy Returns: Advocacy for Archives and Archivists*, *The Future of Archives and Recordkeeping*, and the *Encyclopedia of Archival Science*. She has published articles in the *American Archivist* and the *Journal of Digital Humanities*.

Jackie R. Esposito
Penn State University Archivist and Head, Records Management Services
Jackie has been actively engaged in the management and preservation of University archival collections for over thirty years. She began serving Penn State in the Fall of 1986 as a Project Archivist and has been promoted through the ranks over the years to her current position as University Archivist/Full Librarian. In addition to working with University’s historical collections, she manages current records services and oversees the Inactive Records Center, the Sports Archives, Fred Waring’s America, an extensive Audio-Visual collection and both born-digital and electronic records. She is the author of numerous articles on archives management, higher education legislation and records issues as well as co-author of *The Nittany Lion: An Illustrated Tale*. 
Monday, October 19

7:30  Registration Opens. The State Museum, Ground Floor

7:30–8:30  Continental Breakfast, sponsored by AXAEM

8:30–10:00  Welcome and Keynote Speaker State Museum Auditorium
(no food or drink allowed in auditorium, with the exception of water.)

David Carmicheal, Director, Pennsylvania State Archives
Linda Avetta, Digital Archives and Records Division Chief, PA State Archives
Erik Avakian, Chief Information Security Officer, Office of Information Technology

Doug Robinson, Keynote Speaker, Executive Director, National Association of
Chief Information Officers (NASCIO)
State IT and the Forces of Change: Trends and Perspectives

10:00–10:30  Break & Refreshments, sponsored by AXAEM

10:30–11:45  Concurrent Sessions

Session 1  Mammal Hall, 3rd Floor

Copyright and State Government Publications: a FSGI ‘status update’

Kris Kasianovitz, Government Information Librarian, Stanford University Library
Bernadette Bartlett, Documents Librarian, Library of Michigan
Kyle Courtney, Esq, Copyright Advisor, Harvard University

Free State Government Information http://stategov.freegovinfo.info/ has been steadily working to raise awareness and find pathways forward for policy change with regards to the copyright issue of state government publications. We will cover the following:
1. Synopsis of the information of our past year’s presentations
2. Summary of what we have learned through our presentations/surveys
3. Summary of some of the copyright related projects (Kyle Courtney’s 50 state survey of copyright policies) and developments (legislation, lawsuits, etc.) that we have seen in the last couple of years and how they change or impact the state of copyright in the states
4. Tour of the FSGI website with added content and tools

Session 2  Susquehanna Room, Ground Floor

Selecting a Repository Platform (one way to do it)

Brian Thomas, Electronic Records Archivist, South Carolina Department of Archives and History
Bryan Collars, Electronic Records Supervisor, South Carolina Department of Archives and History
There are a wealth of platform options available for an archive wanting to establish its own digital repository. In 2014, the South Carolina Department of Archives and History went through a testing process for selecting a repository platform from the many options available. This session will focus on the method used to evaluate and test candidate platforms with practical demonstration to illustrate how testing actually worked. An introductory history of the Archives’ prior preservation repository efforts and the rationale for the final decision will also be included.

**Be Careful What You Wish For: the Texas Digital Archive**

**Mark Myers**, Electronic Records Specialist, Texas State Library and Archives Commission

In January, 2015, the Texas State Library and Archives Commission (TSLAC) received approximately 7 TB of electronic records from outgoing Governor Rick Perry (2000–2015). Over the last decade TSLAC has also had a robust digital imaging program generating over 150,000 digital files, including 18 TB of digital audio files. In this session, Electronic Records Specialist Mark Myers, will talk about the ongoing development of the Texas Digital Archive using the Preservica system, the move to the Amazon Government Cloud, and how TSLAC is using Preservica’s Universal Access public interface.

**Session 3**

**Allegheny Room, Ground Floor**

**“Say it isn’t so”: Documenting Scandals**

**Jackie Esposito**, Archivist and Head of Records Management Services, Penn State University

One of the worst nightmares for any archival or records repository institution is being hounded by reporters, attorneys, investigators and internal staff immediately following the eruption of a scandal. Before you can take a breath and create a response plan, you are descended upon by hordes of inquiries, immediate response demands, and overflowing reference rooms. This presentation will outline a “scandal recovery plan” based on the Society of American Archivists Code of Ethics and Core Values Statement.

**Inside the Information Governance Initiative Annual Report 2015–16**

**Ann Snyder**, Senior Fellow, Information Governance Initiative

Take a look inside the Information Governance Initiative’s Annual Report 2015–2016. Explore what information governance (IG) projects organizations have underway, what the barriers of IG are, the importance of effective leadership to IG success and much more.

11:45–1:15 Lunch on your own

1:15–2:30 Concurrent Sessions

**Session 4**

**Mammal Hall, 3rd Floor**

**Digital preservation education and training: What are the issues and what is currently being done?**

**Glen McAninch**, Consultant, retired from KY Dept. from Libraries and Archives

**Mike Thuman**, Associate Vice President, Preservica
The Society of American Archivists’ Digital Archives Specialist (DAS) program and the Council of State Archivists’ State Electronic Records Initiative (SERI) have both developed education/training programs to teach digital preservation and management of electronic records. Preservica is working to provide both basic education and software training to CoSA members and others in the profession. The presenters will talk about the continuum from education on basic topics, to advanced topics through to being an active practitioner and knowing how to use the application. The issues that will be discussed by the presenters and the audience include: hands-on application training (including trial period), interactive webinars; certificates; testing; in person vs webinar training; best practice vs local standards; periodic re-training; private vs grant supported free education; and cost models for education and training. Audience participation will be encouraged by a series of questions after presentations to provide comment/feedback on what is really needed. In this session, both survey results and examples of recent approaches will be discussed (DAS, SERI etc). Glen McAninch, who is on the DAS subcommittee, will focus on DAS training, as well as training conducted at the Kentucky Department for Libraries and Archives. Mike Thuman will provide perspective not only as a trainer for Preservica, but also as a trainer for the Library of Congress Digital Preservation Outreach and Education Initiative DEPOT. Mike is also part of another session proposal. We are currently recruiting a speaker who is knowledgeable about the CoSA training activities.

Session 5  
Susquehanna Room, Ground Floor

High Hopes: The Kaine Email Project @ LVA—an Update

Roger Christman, Governors’ Records Archivist, Library of Virginia

In January 2010, the outgoing administration of Governor Tim Kaine (2006-2010) transferred nearly 1.3 million emails to the Library of Virginia. Four years later, the Library released the first batch of Kaine email (66,000 messages) on-line. Four additional releases in 2014 raised the total number of emails available on-line to over 130,000. This session is an update on a project presented at 2012 and 2013 BPE. The speaker will discuss outreach efforts, customer uses of the collection, lessons learned, and what’s next for the project.

Processing Capstone Email Using Predictive Coding

Brent West, Assistant Director, Records and Information Management Services, University of Illinois

Email provides a rich history of an organization yet poses unique challenges to archivists. It is difficult to acquire and process due to sensitive contents and diverse topics and formats, which inhibits access and research. We propose to leverage predictive coding used by the legal community to identify and prioritize sensitive content for review and redaction while generating descriptive metadata of themes and trends. This will empower records creators, archivists, and researchers to better understand, synthesize, protect, and preserve email collections. We will share early findings and plans for future collaboration with the Illinois State Archives.

2:30–2:50  Break & Refreshments, sponsored by
PA Office of Administration / Office of Information Technology

2:50–4:00  Concurrent Sessions
Electronic records matter: Advocating for our programs

David Carmicheal, Pennsylvania State Archives
Barbara Teague, Library of Virginia
Kathleen Roe, New York State Archives

Electronic records can be a challenge to manage, but they also provide an opportunity to raise awareness of the essential role that archivists and records managers play in ensuring they survive and are made accessible. What “stories” can we tell that show stakeholders why electronic records management is so critical? What data can we use to demonstrate how important it is to manage these records effectively? What approaches have archivists and records managers found work in impressing their managers, legislators, or other resource allocators so they will better support initiatives to address electronic records issues? **Attendees are encouraged to bring materials that have worked or failed, possible stories that demonstrate the value of effective electronic records management programs, and any ideas, however wild!**

Session 7

Susquehanna Room, Ground Floor

Archive-It Meetup

Sylvie Rollason-Cass, Web Archivist, Internet Archive
Courtney Mumma, Program Manager, Internet Archive

This session will be a condensed version of the annual Archive-It Partner Meeting, providing Archive-It Partners and others interested in web archiving with the opportunity to get together to discuss best practices and share experiences from their web archiving programs. The first half of this session will offer lightning talks and other short format presentations from the Archive-It team and Archive-It partners. The second half will be an opportunity for group discussions about topics related to web archiving including, quality assurance, access, research opportunities, and metadata.

5:00–8:00
RECEPTION at the State Capitol
sponsored by Archive-It

NOTE: Be sure to wear your BPE name badge for reception and tour participation and bring your drink tickets. Enter Capitol Rotunda (Third Street side) and be prepared to go through metal detectors.

5:30–6:15
6:30–7:15
Tours of the State Capitol
provided by the Capitol Preservation Committee

*The Capitol Gift Shop will be open*
Tuesday, October 20

8:00   Registration Opens                     The State Museum, Ground Floor

8:00–9:00          Continental Breakfast, sponsored by Ancestry

9:00–10:00 Plenary Session, State Museum Auditorium
(no food or drink allowed in auditorium, with the exception of water.)

Kate Theimer, Plenary Speaker
Independent Writer and Author
Keystones to Innovation: Lessons from 73 Case Studies

10:00–10:30       Break & Refreshments, sponsored by Ancestry

10:30–11:45        Concurrent Sessions

Session 8          Mammal Hall, 3rd Floor

Rescuing Early Digital Assets and Preserving Data Rescue Capabilities

Christopher Muller, CEO, Muller Media Conversions
Robert Downs, PhD, Senior Digital Archivist, Columbia University

This presentation reviews the reasons why early digital collections are often at greater risk of permanent loss than pre-digital information and will mention a number of interesting projects meant to show that this sort of work can be fun, but often requires special equipment, software and skills. Whether the data is scientific research or historical records, many of the same tools may apply. We’ll describe initiatives from groups (CODATA, RDA) to address the need for data rescue. Sadly, many of the tools for preforming such projects are also at risk of fading away. That’s why we believe it’s a good idea to form a broad movement to catalog and preserve those tools and skills.

IPDRC—Initiative for the Preservation of Data Rescue Capabilities—One goal is to collect details of projects across government, academia and commercial entities, making special note of CAROL—capabilities at risk of loss. It would stay in touch with contacts ensuring that the tools don’t disappear when projects end, certain staffers retire, or companies close. We would really appreciate attendee’s questions or comments about the IPDRC idea.

Session 9          Susquehanna Room, Ground Floor

Refactoring NARA’s ERA: Moving Agily to the Cloud

Leslie Johnston, Director of Digital Preservation, National Archives and Records Administration

NARA started relying on the Electronic Records Archive (ERA) for managing Federal, Presidential, and Congressional records even before initial development ended in September 2011. We always knew ERA would have to evolve over time, though, as technology and our needs change. By 2014, NARA started planning to re-factor ERA to take advantage of cloud storage and platform services
to provide a flexible digital processing environment. Now in 2015, NARA is using an Agile software development process to quickly pilot new functionality, benefiting from lessons learned in the original ERA project, building on what we got right and preparing to meet future needs.

**Three states take on the digital preservation challenge**

**Barbara Teague**, Director, Government Records Services Division, Library of Virginia  
**Kelly Eubank**, Head, Digital Service Section, North Carolina Department of Cultural Resources  
**Abbie Norderhaug**, Public Records Accessioner, Wisconsin Historical Society

In 2014, the National Historical Publications and Records Commission (NHPRC) created the State Government Electronic Records grant category to support electronic records management and digital preservation in state and territorial archives. This session will highlight three of the four grant projects funded in the first year of the category. Barbara Teague will discuss the Kentucky Department for Libraries and Archives grant for increasing ingest from and creating stronger relationships with state agencies, reformatting digital video and audio files, providing training to state government agencies, and standardizing KDLA’s digital repository. Abbie Norderhaug will cover the Wisconsin Historical Society’s project to work with records creators to develop an electronic records workflow and transfer process which will increase the number of state records series preserved and available to WHS users. Kelly Eubank will present on North Carolina’s project to building a tool facilitate identification and processing of email accounts. In addition to providing an overview of grant activities, presenters will discuss how their projects can impact and assist other archival institutions and repositories.

**Session 10**  
**Delaware Room, Ground Floor**

**Birds of a Feather - see easel**

11:45–1:15 Lunch on your own

1:15 – 2:30 Concurrent Sessions

**Session 11**  
**Mammal Hall, 3rd Floor**

**Keys to Digitization At Any Scale**

**Sabrina Petersen**, Director of Operations, Global Imaging, Ancestry.com

Digitization is often overcomplicated. It is the simple process of taking an analog object and creating a digital representation of that object. Whether this is a work of art, photograph, object, document or a type of microform, the action of turning something from analog to digital format looks similar in a workflow setting. Understanding the entire scope of your project as well as the desired outcomes will inform your overall choices, and there are some Best Practices to keep in mind.

Scope is the key, as it is where the most decisions have to be made, which will then establish your outcomes. The easiest first step is whether you are digitizing for an access copy which is more readily available and keeps the original from being handles as much, or if this is meant to be a surrogate copy because the original will no longer exist. From this simple question you will begin to inform each successive question and answer.

While digitizing hundreds of millions of records each year from around the world at Ancestry, we
have seen a lot of great content, and some amazing planning, unfortunately even the best laid plans sometimes hit road blocks. During this presentation we will look at some key questions not always considered, as well as consequences of the answers from those questions which some people don’t always consider. We will look at scoping, logistics, budgets, file formats, as well as long term storage, just to mention a few. No matter if you are doing a few hundred images, or millions, asking the right questions to begin with, will help you get a smooth and expected digital representation in the end.

Session 12  
Susquehanna Room, Ground Floor

Manual to Automated: The road to updating electronic records transfers and the delivery process

James Watson, Appraisal Archivist, Maryland State Archives  
Jason Richter, Program Analyst, Maryland State Archives

The Maryland State Archives has for the past 10+ years received electronic records from the Department of Assessment and Taxation covering charter records, financing statements, and ground rents. This session will explain how the Maryland State Archives has transitioned from what was once a completely manual transfer, accessioning, and delivery process of this material to a now almost completely automated system. The session will also briefly review the programs developed for this transition and how they have improved the efficiency of all aspects of the process.

Learning As We Go: Professional Development in the Electronic Age

Bonita (Bonnie) Weddle, Coordinator, Electronic Records, New York State Archives

Electronic records archivists and digital librarians are made, not born. Some institutions attempt to acquire digital competency by via hiring of professionals who are fresh out of school, but we won’t come to grips with the challenges we face until every archivist and librarian has at least some idea of how best to identify, acquire, preserve, and provide access to digital materials of enduring value. In this session, we’ll examine some recent New York State Archives staff development initiatives and then engage in a discussion focusing on professional development of current staff, the role of management in fostering such development, and sources of free and low-cost electronic records and digital preservation training.

Session 13  
Allegheny Room, Ground Floor

Utah’s Open Records Portal: Online Records Requests and More

Renée Wilson, Utah Open Records Portal Administrator, Utah State Archives and Records Service

Utah’s Open Records Portal allows anyone with an internet connection to submit a records request to any governmental entity in the state. This Portal and its functions were mandated by law with the passing of Senate Bill 70 in 2014. The Portal is currently active for state agencies, with local governments coming on board in 2016 and 2017. The Portal will also provide access to online records, records management training, and a new dashboard for records officers to interface with Utah Archives’ services. Renée will give an overview of the Open Records Portal, broken up into four sections:

1. The Law & Funding  
2. Implementation  
3. Reception & Use  
4. Future Development

Developing (manageable) Web Archiving Q/A Standards and Procedures for the
Archiving the CA.gov webspace is collaborative endeavor between the University of California, California Digital Library, California State Library, and Stanford University. Initially the collection was created using the CDL Web Archiving Service, but was migrated to Archive-It in 2015. Our team is working to revamp the collection in Archive-it and set some standards for quality assurance of the collection. This presentation will discuss our process for developing QA criteria and procedures given that the webspace is over 500 seeds and we have multiple institutions and staff working on this, none of whom are devoted solely to this work. In addition to discussing what we are putting together, I would seek input and feedback from others on their QA methods and practices.

2:30–3:00  Break & Refreshments, sponsored by Ancestry

2:45–4:20 Tours

Tours of State Archives and State Library
Please meet at designated areas. Tours leave promptly at listed times.

Tour 1  2:45
Tour 2  3:35

STATE ARCHIVES TOURS. Meet near elevator in hallway just outside the Allegheny Room.
STATE LIBRARY TOURS. Meet near Registration Table by side exit doors.

Session 14  Mammal Hall, 3rd Floor

Users are the Keystone: Evolution of the BitCurator Environment and the BitCurator Consortium

Sam Meister, Preservation Communities Manager, Educopia Institute
Christopher (Cal) Lee, Associate Professor, School of Information and Library Science at the University of North Carolina, Chapel Hill

From its origins in a series of projects funded by the Andrew W. Mellon Foundation, to its current manifestation under the care of a member-based consortium, the BitCurator software environment has resided within a community of practitioners striving to curate born-digital materials. As with any open source software endeavor, community has been key to BitCurator’s evolution, as ideas and needs from users have been addressed by new versions of the software over time. At its core the BitCurator environment is an Ubuntu-based Linux distribution that includes open source and public domain digital forensic tools, as well as unique reporting mechanisms and user interfaces, designed to assist libraries, archives, and museums with the curation of born-digital materials. Surrounding this core are the people and the institutions who use, couple, chain, and contribute to the continued evolution and development of the software. In this session the presenters will discuss the role that community engagement has played in the transition of BitCurator from a grant-funded research project to a sustainable membership-based organization as the BitCurator Consortium. In addition, the continued evolution of the software will be discussed in relation to the in-progress BitCurator Access research project. After the initial presentations, we will open up discussion with the audience to share their thoughts and experiences on using and incorporating BitCurator into their own curation workflows.
Building Digital Preservation Workflows without a “Keystone”

Carol Kussmann, Digital Preservation Archivist, University of Minnesota Libraries

Having a digital preservation system could be considered the keystone in a digital preservation program. Procuring such a system can be a time consuming process or that may or may not be in the foreseeable future. What do you do with the electronic records you receive before such a system is in place? To address this, the University of Minnesota Libraries initiated a year-long task force to work on determining workflows and policies around ingesting materials from the archives and special collections. This session will discuss the work of the task force, challenges faced, and how we continue to move forward without having a keystone in place.

Wrangling Digital Assets at the Texas State Archives

Steven Kantner, Digital Asset Coordinator, Texas State Library and Archives Commission

The Texas State Archives produced over 150,000 digitized photographs, manuscripts, maps and drawings after years of digitization projects. The files were stored on numerous hard drives as well as the server network. Challenges were faced in organizing the files, such as inconsistent file-naming, duplicate files, storage limitations, and ensuring file integrity. This presentation is for the institution beginning to struggle with problems to basic storage and file management issues for digitized assets. The presentation will cover the obstacles encountered, software and batch processes used, structures followed for better preservation and access, systems to manage digitization projects, and future plans.

Wednesday, October 21

8:00   Registration Opens              The State Museum, Mammal Hall, Third Floor
8:00–8:30                     Continental Breakfast, sponsored by Preservica
8:30–9:30  Plenary Session                        Mammal Hall, Third Floor

Jackie R. Esposito, Plenary Speaker
Penn State University Archivist and Head, Records Management Services
Archiving Digital Content: Challenges and Solutions

9:40–10:55                  Concurrent Sessions

Session 16               Mammal Hall, 3rd Floor

Practical OAIS Digital Preservation: focusing on the preservation of email, websites and long-term electronic records

Jack O’Sullivan, Solution Architect, Preservica

This session will build on last year’s highly rated practical OAIS Digital Preservation workshop with a particular focus this year on “hot topics” like the preservation of email, websites and long-term
electronic records. Using the OAIS reference model as a guide, the workshop will step through and show the digital preservation life-cycle for these content types zooming in on ingest, preservation action and access.

**Session 17**

**Susquehanna Room, Ground Floor**

*Expanding Accessibility: Making digital content accessible to people with disabilities*

**Kevin Driedger**, Digitization and Conservation Librarian, Library of Michigan

We speak of making our digital content accessible online, but how accessible is it to people with disabilities? A recent decision on a federal lawsuit forces all state Departments of Education to make all their web content fully accessible to people with visual and hearing disabilities by the summer of 2017. The Library of Michigan is within Michigan’s Dept. of Education and this requirement is shaping how we digitize and collect born digital government publications, and how we provide access. This session will look at steps we are taking mid-stream as we attempt to make our digital collections accessible to all.

**Developing a Cybersecurity Mindset: Archivists and Cybersecurity**

**Jim Havron**, Archivist, Albert Gore Research Center at MTSU

While archivists and those in related fields are increasingly called upon to secure and provide reliable access to digital materials, few are trained in cybersecurity. The presenter draws just such experience and training, and suggests the need to develop a “cybersecurity mindset” for non-cyberprofessionals. The session will include simple policies and procedures that will help secure and preserve data during storage and access, the effect of current trends and cyber-incidents on archives, serving as a liaison between IT and non-IT professionals, and information that an archivist might need to consider when making decisions regarding securing digital material.

**Session 18**

**Delaware Room, Ground Floor**

*Birds of a Feather* - see easel

10:55–11:15  **Break & Refreshments, sponsored by Preservica**

11:15–12:00  **Closing Session**  **Mammal Hall, 3rd Floor**

Lead by the Program Committee
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