Access to State Government Information Initiative

Statewide Leadership Grant
2010-2011 Cycle
Agenda

- The need for digital preservation
- Staff & partners
- Activities, objectives, & targets
- Budget
- Challenges
- Changes
- Major accomplishments
- Questions
ASGII’s Ongoing Need
For digital preservation education & management in NC government
The need (1/3)

1. **NC Department of Insurance**
   All publications are *digital-only* except the *Building Codes*.

2. **NC Department of Public Instruction**
   A major paper publisher for years, DPI is shifting to a digital publishing model. Printing very limited print runs (50-100) on a flexible, as-needed basis, and moving to distributing publications in *digital form via its website*.

3. **NC Department of Secretary of State**
   Plans to *phase out print publishing completely*, and move all publications to digital-only distributed via its website.

4. **NC Office of the State Auditor**
   Since 2002, their primary form of publishing has been digital for all reports; for the past seven years, all reports have been published *only in digital form*. 
5. **North Carolina State University**
   According to the preliminary results of NCSU’s publications assessment, **90% of campus communicators use websites as communications channels**; 81% use Facebook; 73% use Twitter.

6. **NC Department of Agriculture**
   They are being encouraged to do more digital-only publishing and web-based distribution.

7. **NC Division of Tourism, Film, and Sports Development**
   Most publishing is digital-only and distributed through the website, with very little paper publishing being done.

8. **NC Department of Correction**
   Reduced printing drastically. Social media for distributing information that does not fit into traditional “publication” categories, including tidbits of information, photographs, etc. Feel they have “evolved” from printed materials to email and digital materials to social media.
9. NC Department of Transportation
Publishes a great deal, and almost all publications are available digitally on its website.

10. NC Department of Health and Human Services
Re-designing its website, with part of the new architecture to include a section for the publications of its many divisions. Moving to a digital-only publishing model. Division of Public Health distributes most of its publications via its website, with most publications now in digital form only.

11. NC Office of State Budget and Management
Only prints the Governor’s Budget; all other publications are digital only and distributed via the website. This means that many major NC government publications such as the Post-legislative Budget Summaries are now digital-only. Governor’s Budget print run reduced by 40 percent. The hope is to reduce the size of the printed budget by one-third.
Staff & Partners
Once upon a time . . .
THE WORLD'S CAPACITY TO STORE INFORMATION

This chart shows the world's growth in storage capacity for both analog data (books, newspapers, videotapes, etc.) and digital (CDs, DVDs, computer hard drives, smartphone drives, etc.)

In gigabytes or estimated equivalent

18.86 billion gigabytes

Paper, film, audiotape and vinyl: 6.26%

- Analog videotapes: 0.8%
- Portable media players, flash drives: 2%
- Portable hard disk drives: 2.4%
- CDs and minidisks: 6.8%
- Computer servers and mainframe hard disks: 8.9%

276.12 billion gigabytes

for much

COMPLEX ELECTRONICS + TRAINABLE WORKERS

TRIAL OF SPEED.
DIMP

Digital Preservation

Digital Collections Building
The DIMP team today.
Kurt Brenneman (RMSB)
- Agency outreach, communications and education, publication assessments

Dean Farrell (DIMP)
- Systems / technology integration

Lisa Gregory (DIMP)
- Digital curation, outreach/education, usability, ASGII digitization coordinator

Kathleen Kenney (DIMP)
- ASGII scanning, metadata creation, and other duties as assigned 😊
State-funded staff

Brueck, Vicki (~75 hours)
Czaikowski, Michelle (~600 hours)
Davison, Jennifer (~280 hours)
Eubank, Kelly (~640 hours)
Neville, Eve (~220 hours)
Ricker, Jennifer (~1540 hours)
Rudersdorf, Amy (~600 hours)
Partners

- Carolina Digital Library and Archives, University of North Carolina-Chapel Hill
- Data-Intensive Cyber Environments (DICE) group at Renaissance Computing Institute (RENCI), Chapel Hill, NC
- Department of Cultural Resources – State Archives and Records / IT
- Internet Archive
- OCLC
- School of Information and Library Science, University of North Carolina at Chapel Hill
- State Data Center (North Carolina)
Activities, Objectives, & Targets

Textiles top list of North Carolina industries, but there is great diversity within the industry which ranges from full fashioned hosiery to thread from synthetic fibres. The picture shows a demonstration of boarding in a hosiery plant.
Activities

- Research, development, and testing
- Policy and practice
- Unifying access
- Usability
- Outreach

Education
Meets grant objective to “continue to improve processes and procedures for incorporating digital state agency publications and accompanying cataloging records into the existing North Carolina State Depository System.”
Activities & Process

✔ Performed migration testing on selected State Library files in archival storage

✔ Provided access to geospatial info. through the CONTENTdm web interface

✔ Monitored preservation activities in other countries and presented on our progress towards a preservation solution
Activities & Process (continued)

✓ Investigating open-source preservation tools

✓ Incorporating customizations into CONTENTdm (such as RSS feeds, tagging, usefulness ratings, maps, dmMonocle viewer, batch processing of web pdfs, etc.)

† Participated in various beta testing scenarios for CONTENTdm and Archive-It (for new functionality like new releases, social media harvesting, metadata capture, etc.)

† Historypin
Meets grant objective to
“further the influence of the
State Library as a resource for
standards and good practice in
digital preservation through
outreach, workshops, and
partnerships.”
Activities & Products

✔ Attended State Agency CIO meeting to inform them about digital preservation

✔ Grew usage and content of website archives to include social media sites (and redesigned the site based on usability test)

✔ Will create and implement outreach and training plan w/ RMSB
Activities & Products (continued)

❌ Create guidance for state employees creating websites
  – Focused on general guidance this year

❌ Survey state employees to determine if all domains are being captured
  – Have not determined the best way to go about this. Attempted to work through PIOs and leverage contacts at governor’s office to no avail. Rethinking.

❌ Digital Preservation Plan
  – Project on hold until budget stabilizes
Activities & Products (continued)

- Metadata guidance document
- National Digital Stewardship Alliance
- Invited to participate in access and archive system pilot for Internet Archive (will occur in next grant cycle)
- Joint storage committee developing standards
Activities & Products (continued)

- Participated in various beta testing scenarios for CONTENTdm and Archive-It (for new functionality like new releases, social media harvesting, metadata capture, etc.)

Publications

- Statewide metadata guidelines (Rudersdorf - with Governor’s Office & Archives)
- “The ‘M’ Word: What Works and What Doesn't in File Format Migration” SAA Research Forum (Gregory)
- “Leveraging Social Networks” in Archival Outlook (Ricker, Rudersdorf)
Unifying access

Meets grant objective to “unify collections of state government information from multiple formats to aid in ease of public access.”
Activities & Products

- Ongoing identification of print publications of greatest value to constituents through Agency Outreach Librarian
  - State Center for Health Statistics 2010-2011 priority

- Ongoing preparation of documents and digitization through partnership with Carolina Digital Library and Archives at UNC-CH
  - 345 titles, over 20,000 pages completed so far this year
Activities & Products (continued)

✔ Used ASGII equipment purchases (sheet-fed scanner and transparency adapter) to digitize Library History, Public Health and State Fair items on site

✔ Completed next phase of NC MOSAIC (including State Agencies and Boards), as well as ongoing upkeep (wasn’t this finished before July 2010?)

✔ Completed pilot partnership with State Archives to use CONTENTdm as access point for their digital collections
Activities & Products (continued)

North Carolina Digital Collections – jointly developed single access point to SLNC & State Archives’ digital collections

Additional 172 titles (28,000 pages) to be digitized this year, focusing on education, directories

Cooperation with Agency for Public Telecommunications (DOA) to take in and make available 10 digital videos.
Web Swag

statelibrary.ncdcr.gov/govdocs/cdm
digital.ncdcr.gov
webarchives.ncdcr.gov
digitalpreservation.ncdcr.gov
digitalpreservation.ncdcr.gov/asgii
ghlblog.org
Meets grant objective to “improve existing public-facing technologies through usability evaluation.”
Activities & Products

✔ Interface evaluation of Web Site Archives portal

❌ Interface evaluation of NCpedia
  – Still planned

❌ Interface evaluation of Digital Repository
  – On hold due to creation of joint interface and then pending VERY different release of next version of software

▶ Interface evaluation of current SLNC website

▶ Interface evaluation of Voyager catalog
Outreach

Meets grant objectives to “further the influence of the State Library as a resource for standards and good practice in digital preservation through outreach, workshops, and partnerships” and to “grow the publicly accessible State Library of North Carolina Digital Repository and continue building archival collections of digital state publications within it.”
Outreach (1/4)

Activities & Products

✔ Identified 450 agency personnel involved in publishing or managing publications

✔ Conducted

- 37 in-person information gathering interviews with publishers at 19 different major agencies
- 81 telephone interviews with publishers at 29 different major agencies and public universities
- site visits by contacts at NCDOT, BOE, Division of Forest Resources, NCSU school of design

✔ Presented to public information officers & publishers at DENR and Office of Commissioner of Banks
Activities & Products (continued)

✔ Assisted State Bar with digitization of *Lawyer’s Handbooks*

✔ Rapid response to agencies needing to transfer large collections of paper publications to Clearinghouse

✔ Participated in outreach committee visits to DOT, DENR, and DPI
  – Reached 145 agency employees

✔ Identified and filled gaps in print and digital state publications for 9 agencies and commissions
  – Performed gap analysis for three other agencies or divisions
Activities & Products (continued)

✔ Met with librarians and other members of the community at several community events (Barco, NC; Wake County *Tour de Ref*)

✔ Outreach materials created
  - Brochure explaining procedures for sending state publications to Clearinghouse
  - Handout for agency publishers explaining unlocking PDFs
  - Handout on how to use digital publications repository; distributed at agency visits
  - Mass email sent to departmental Chief Records Officers
  - Created Clearinghouse marketing presentation for use at site visits

✔ Developed, produced, and publicized digital preservation education website
Activities & Products (continued)

- Assistance with [www.nc.gov](http://www.nc.gov) portal redesign
- Depository and agency librarian survey
- Published “Digital Insider” newsletter
- Published “State Publications Clearinghouse Update”
Meets objective to “further the influence of the State Library as a resource for standards and good practice in digital preservation through outreach, workshops, and partnerships.”
Education

Activities & Products

- Digital preservation education website
- Presentations/Forums
  - “A Flickr of Hope: Harvesting Social Networking Sites with Archive-It” at Library of Congress & BPE (Ricker, Rudersdorf)
  - “The ‘M’ Word: What Works and What Doesn't in File Format Migration” at SAA Research Forum (Ricker)
  - Panel exploring archiving social media content on the web at SAA (Eubank, Ricker)
  - “On the cheap: Frugal Usability for digital collections” LITA (Gregory, Rudersdorf)
  - “Social Media in Government” at Digital Government Summit (Eubank)
  - “Someday they’ll thank you: Getting started with digital preservation” via webjunction (Gregory, Ricker, Rudersdorf)
  - “Digital Preservation e-forum” via ALCTS online forum (Gregory, Rudersdorf)
  - UNC panel on social media (Eubank)
  - Spoke to the working group on social media for the National Association of State Chief Information Officers (Eubank)
### TABLE I

**EMPLOYMENT AND WAGES IN WAYNE COUNTY**

**BY MAJOR INDUSTRY GROUP, 1958**

<table>
<thead>
<tr>
<th>Industry Group</th>
<th>Insured Employment Monthly Average</th>
<th>% of Total</th>
<th>Wages</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>1,929</td>
<td>21.7</td>
<td>$6,041,171</td>
<td>23.2</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>2,700</td>
<td>30.4</td>
<td>7,813,719</td>
<td>30.2</td>
</tr>
<tr>
<td>Transportation &amp; Communication</td>
<td>492</td>
<td>5.5</td>
<td>1,894,015</td>
<td>7.3</td>
</tr>
<tr>
<td>Trade</td>
<td>2,787</td>
<td>31.3</td>
<td>7,831,238</td>
<td>30.1</td>
</tr>
<tr>
<td>Finance, Insurance &amp; Real Estate</td>
<td>310</td>
<td>3.5</td>
<td>1,068,412</td>
<td>4.1</td>
</tr>
<tr>
<td>Service and Other</td>
<td>674</td>
<td>7.6</td>
<td>1,315,562</td>
<td>5.1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8,892</strong></td>
<td><strong>100.0</strong></td>
<td><strong>$25,964,117</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

1Average of four quarterly reports

Source: N. C. Employment Security Commission

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**Budget**
Adjusted request based on needs encountered during grant cycle

– Software
– Educational materials for staff
– Outreach materials for ASGII staff to use during site visits

We will spend nearly all monies granted
Challenges
Challenges (AR)

- Staffing
- NC government IT infrastructure
- NC government budget woes
  - Digital content increase
  - Staff turnover
- Agencies function independently
- No digital preservation “solutions”
- Funding
TABLE 2 FAMILIES AND CHILDREN IN CARY
THE NORTH CAROLINA URBAN FRINGE AND NORTH CAROLINA URBAN PLACES

<table>
<thead>
<tr>
<th></th>
<th>Cary Twp. 1/</th>
<th>Urban Fringe</th>
<th>Urban Places (2,500-9,999)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>5,107</td>
<td>48,008</td>
<td>409,082</td>
</tr>
<tr>
<td>Number of Families</td>
<td>1,293</td>
<td>11,681</td>
<td>90,942</td>
</tr>
<tr>
<td>Percent Families of Total Population</td>
<td>25.3</td>
<td>29.5</td>
<td></td>
</tr>
<tr>
<td>Number of Families with own children under 6 years</td>
<td>1,280</td>
<td>4,487</td>
<td></td>
</tr>
<tr>
<td>Percent Families with own children under 6 years</td>
<td>25.1</td>
<td>9.3</td>
<td>10.7</td>
</tr>
</tbody>
</table>


1/ Raleigh Census Tract 035 which approximates Cary Township is

Changes . . .
Changing directions in 2011

Restructure grant (breaking into two grants)
   – Changes in focus of DIMP grant (ASGI1-1)
     • Investigate joint (L&A) access and storage options
     • Expand migration testing to at-risk file types
     • Increase digitization efforts through CDLA
     • Focus on creating online tutorials & presentations
     • Expand to remote usability testing
     • Redefine staffing roles
Changing directions in 2011

– Changes in focus of RMSB grant (ASGII-2)
  • Agency outreach and communication
  • Continued development of the print and digital state publications collection
  • Focus on the digital state publication backlog
  • Create research guides/tutorials about state publications
Extending our influence
Digital Preservation
Education website

“What an attractive, informative and helpful website! Many thanks for passing it along; I will add it to our webpage”
--- Pam Greenberg, National Conference of State Legislatures

“It is gorgeous, and folks are talking about it all over the place...my membership loved it!” --- Katherine Skinner, MetaArchive.org

“This is terrific. People have been raving about it.”
--- Dr. Cal Lee, UNC-CH

“Awesome site.... Yay, State of North Carolina for taking responsibility for its records management responsibilities....”
--- Thomas Teper, AUL, University of Illinois @ Urbana-Champaign

• ~16,000 page views as of October 1, 2010 (date site went live)
• 30% of visitors are international (compare to 13% for SLNC site)
• 25% increase in listserv membership
Digital Collections

- 2,275,000 page views
  - 07/2010-02/2011: ~1,522,000
- State Pubs: ~94,000
  - 07/2010-02/2011: 54,000

“Just want to let you know we like your digital presentation very much. . . We wonder if you can share your experience of implementing these two applications. Any comment or instruction will be highly appreciated!”

--- Xi Chen. Web Development Librarian, Oberlin College Library
Outreach

Dept. of Corrections employee feedback: she enjoyed digital preservation webinar and was glad to have the opportunity for free professional development.

“...[Y]ou are doing a wonderful job . . . [i]t has been wonderful to work with you and I look forward to doing so in the future.”
--- Traci Blount, Section Chief, Web Services and Publications Sales, State Coordinator, NC School Report Cards, NC Department of Public Instruction

“I just wanted to thank you for your email reminders and your recent outreach efforts.”
--- Kathleen Mason, Graphic Designer, Public Affairs Office, NC Department of Crime Control & Public Safety

• Outreach committee visits to agencies: Over 65 library card applications and
• 145 face-to-face interactions; will continue on a bi-monthly basis
National influence

- National Digital Stewardship Alliance (NDSA)
  - DCR asked to be a “Founding Member”
- Online Presentations by Staff
  - ~3,000 people reached worldwide
  - Local librarians and agency staff followed up in person
National influence

• Preservation Week 2010
  – Retweets by Library of Congress, others

• Invited panelist at SAA 2010 & ALA 2011 on social media harvesting

• Invited authors for two different SAA publications

• Invited pilot partners for OCLC and Internet Archive
State Government influence

- Presentations/Discussions about State Publications Clearinghouse to
  - 20+ NCDENR PIOs
  - Publishers within Division of Public Health, UNC-CH, and Community College System
  - IQ group as part of DOT’s ECM selection process
“Thanks for the good news. Providing a complete digital set of the Briefs, Studies, and Primers . . . is a goal realized due to the generosity and assistance of the State Library.”

Ann Farmer. Division of Public Health, DHHS

*Lawyer’s Handbook* – Staff at the [NC State Bar](https://www.ncbar.gov) worked through Kurt to get us print pubs, which were then sent over to UNC–CH for digitization. Now online!
Questions for us?
Questions for Senior Mgmt

• Are there deliverables you are particularly interested in?
• How do you see LSTA funding holding up in the next year?
• Input as to how we should structure our funding request this year?
• Other thoughts and feedback on our activities?