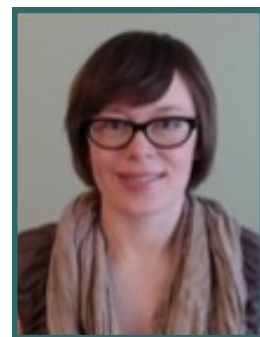# Notes from the Chair

It's time for my last "Notes from the Chair" piece; this has been a hard "Notes" to write; my mind has been elsewhere, thinking of the violent events in recent days and weeks. I think of the families affected by each of the deaths in Orlando, Baton Rouge, St. Paul, and Dallas, of the children, spouses, partners, parents, brothers, sisters, and friends who are each profoundly changed by these unprovoked acts of violence.

There have been others who have commented more eloquently than I on the serious and frightening issues that confront us as citizens. However, in such disheartening times as these, we are often left asking, what can we do? What can we do as members in this fractured and deeply flawed society? As citizens, we need to contact our elected representatives to ensure that our voices are heard; to demonstrate that we stand with our friends, neighbors, colleagues, and communities; to financially support initiatives and organizations with diversity and inclusion as core mission. What then, can we do as archivists? I think that the days of handwringing and inaction need to be replaced with forward motion, with action, no matter how small. As archivists, we need to document and to support community collection and documentation efforts so that the record reflects the reality of the what is happening within communities. As reference, access, and outreach specialists, we can take a proactive role in providing public access to records that document these events. We've all been exploring issues of how "archives change lives" through SAA's advocacy campaign, but I think that the time has come to ensure that we are driving the conversation about archives' impact, and to ensure that when police shootings, brutality, or acts of mass violence occur, that we document, that we act, that we ensure that the events and climate are recorded and freely accessible so that we hold our leaders and ourselves accountable.

These are violent and unjust events, and it may be a form of comfort and solace to turn to our work as archivists, and to seek strength from being in community with one another as frontline public-service archivists. While I don't want to minimize the impact of the violence and brutality that directly impacts our communities, I'll turn now to the work being done by our fellow RAO members. The 23 Things Committee completed a survey to help inform its continued work and to determine which directions it should take going forward. The Teaching With Primary Sources Committee is again hosting an Unconference in connection with the SAA Annual Meeting, and has developed a beta site full of resources to help archivists teach with primary sources. The Access to Electronic Records Working Group has completed analysis of last summer's survey on providing access to digital materials, and you'll find a draft of that survey report in this edition of the newsletter.

You'll hear more from each of these groups later in this newsletter and hear about the valuable contributions that they are making. We've had a great year, working on various initiatives and projects, and we feel as though we are in a good place going forward, though there is always work to be done. Many of you have contributed your time, talents, and expertise to this work; please know that your RAO colleagues appreciate your efforts. Should any members in RAO feel like becoming more involved, your contributions are always welcome.

Lastly, I want to thank you for the privilege of serving as your RAO Chair; it's truly been an honor to work with you as you have helped make RAO the engaging and participatory section that it is.

Rachael Dreyer | RAO Chair
rachael.dreyer@gmail.com

Inside this issue:

Mercury and Marketplace Rising in Atlanta!

Rachael Dreyer, RAO Program Committee Chair & RAO Chair

Hello, Hotlanta! The RAO Marketplace will wow you for the fifth year in a row, so you don't want to miss it! Prepare for some truly excellent Marketplace vendors! The RAO Marketplace of Ideas happens on Friday, **August 5**, from **1:00 pm – 2:30 pm** in the Grand Ballroom East at the Atlanta Hilton. Use the RAO 2106 hashtag to participate onsite or from afar! **#SAARAO16**

Let's give you a preview of all the fantastic Marketplace booths and their knowledgeable vendors!

1. **Jill Severn** and **Chris Burns** are the presenters for a booth that will introduce you to ArchivesAWARE!, the new blog from COPA, SAA's Committee on Public Awareness. Look for **"Are you Archives Aware!? Meet the New COPA Outreach Blog"** at the Marketplace to learn more! If you'd like to preview ArchivesAWARE! ahead of the Marketplace, head on over to https://archivesaware.archivists.org/tag/copa/.

2. Presenters **Cinda Nofziger, Max Eckard** and **Melissa Hernandez Duran** will talk about the Bentley Historical Library's efforts to provide access to both born-digital and digitized collections. If you stop by **"Access to Born Digital Collections: It's All Good!"** you can expect to learn about the Bentley's innovations, as well as aspirational goals and challenges that these intrepid archivists have encountered.

3. Interested in changing up your advocacy and awareness efforts at your institution? Join **Samantha Dodd** at her booth, **"Historical Relevance: Making the Case for Archives Using STEM,"** to explore strategies for driving archival advocacy efforts with STEM principles. (STEM stands for "Science, Technology, Engineering, and Mathematics.") You'll find out how tactics from STEM-focused advocacy can also be used to argue for the value and therefore the continued support of our cultural heritage institutions.

4. NHPRC offers programming that supports processing and digitization of collections that will expand understanding of U.S. history and culture. Talking to a program officer about that programming can help you to expand access to collections and implement outreach efforts. Join **Nancy Melley** at the **"Leveraging NHPRC Programming to Expand Access"** booth to explore the ways that NHPRC programming can support *your* work!

5. Connect with **Christine George, Wendy Hagenmaier, Rachel Mandell, Mary Rubin,** and **Andrew Noga** to find out how members of the Issues & Advocacy (I&A) Roundtable collaborated with members of the Regional Archival Associations Consortium (RAAC) to update the existing I&A Toolkit. Swing by their booth, **"Collaboration and Revision of the Issues & Advocacy Toolkit,"** to discover new resources that you can use to advocate for archival collections and institutions.

6. And last but not least, don't forget to pick up some fresh ideas at **Amy Schindler** and **Tom Flynn's booth, "Count on Me: Public Service Measures and Metrics."** As representatives from the SAA-ACRL/RBMS Joint Task Force on the Development of Standardized Statistical Measures for Public Services in Archival Repositories and Special Collections Libraries, they've been hard at work trying to standardize basic metrics across institutions. If you'd like to review their draft document before the annual meeting, it is available at http://bit.ly/29uDRXn.

We've also got a few other exciting features at the Marketplace that the RAO Program Committee would like to announce!

Exchange ideas on the Open Market! At the meeting, we'll be providing an **Open Market Exchange**, too. Drop your business card or contact information in one of the labelled envelopes if you'd like to connect with other RAO archivists on certain topics, collaborate on presentations or papers, or to express interest in getting involved in one of the standing committees. If you're not able to make it to the meeting, or get too absorbed in the Marketplace, we'll be providing an online equivalent after the meeting. Watch for that in mid-August!

This year, the **Unstructured Discussion Circle** offers a place for you to connect with colleagues within the RAO community. Talk about professional questions, work/life balance issues, social issues, or whatever you like. This is a safe space for discussion of all stripes. Consider it a circle of friends and a space for RAO members to make use of our community.

Check out the online schedule for a convenient listing of education sessions with lots of relevance to RAO archivists' work. You'll find a curated schedule with lots of options for each day of the conference at https://archives2016.sched.org/raosection!

The RAO Program Committee looks forward to seeing you at the Marketplace in Atlanta!

Teaching with Primary Sources Standing Committee
CAVALCADE OF PROJECTS

Jill Severn and Lori Birrell, TPS Co-chairs

The Teaching with Primary Sources Standing Committee is on fire with activity! Co-chair Lori Birrell and I are amazed by the dynamism, dedication, and rigor of the committee's project teams. Currently, TPS has three key projects that are in varying stages of development and implementation. They include:

- The Survey on Teaching with Primary Sources Instruction in Archives Graduate Programs Team led by Robin Katz
- The Teaching with Primary Sources Web Resource Bank Team led by Doris Malkmus and Rachel Grove Rohrbaugh
- The Teaching with Primary Sources Unconference Project Team led by Matt Herbison and Jenny Swadosh

The Survey on Teaching with Primary Sources Instruction in Archives Project Team grew out of a discussion among TPS team members about the extent to which graduate programs are preparing future archivists for a career that will include instruction duties. The team investigated this question by developing and circulating a survey among archival education programs. Currently the team has concluded its analysis of its data and is preparing its final report to share with TPS RAO and SAA audiences at SAA and through outlets to be determined. Look for a more detailed report on the project and its findings in the next issue of the newsletter.
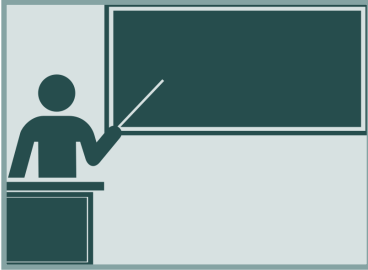
The Teaching with Primary Sources Web Resource Bank Project Team has taken great strides towards making the idea for a central hub for sharing and accessing information and resources related to teaching with primary sources a fabulous reality. Led by Doris Malkmus and a team of archivists and special collections librarians drawn from RAO and RBMS, the project team has built a fully functional Web resource that offers anyone teaching with primary sources an interactive, one-stop site to find and exchange information about teaching with primary sources. The site will allow visitors to upload content and to access content (lesson plans, course syllabi, demonstrations,) and features a comprehensive bibliography of relevant literature. This summer, the project team is making refinements and securing endorsements from the Reference Access and Outreach Section (SAA) and the Rare Book and Manuscript Section (ACRL, ALA) for the bank. Officially, the Resource Bank site will go live in early August in time for SAA, but a sneak preview of the site is available here. In the fall the project will present the site to SAA Council for review and possible endorsement. The project team will continue to work on issues to ensure the long term active hosting of the site.

The TPS Unconference Project Team continues dedicated work this year to plan, develop, and host a another amazing TPS Unconference in association with the SAA Annual Meeting in Atlanta. In its second year, the conference promises to be even bigger and better than last year's smashing debut in SAA in Cleveland. Matt Herbison and Jenny Swadosh lead a fabulous team in putting this ambitious and valuable program together. (For full details about the Unconference, please check out Jenny Swadosh's full update and details for participation on the following page, and at the Unconference webpage.)

TPS Face-to-Face Members Meeting at SAA Annual Meeting and Leadership Transitions
The TPS Standing Committee will meet from 4:00-6:00 p.m., Tuesday, August 2, 2016 in room 204 in the SAA conference hotel for a face-to-face planning meeting to set future agenda and review past activities. All active members of TPS are encouraged to attend. At this meeting, Jill Severn will conclude her term as co-chair of TPS and Robin Katz will succeed her in this position. Lori Birrell continues as co-chair through August, 2017.

Teaching with Primary Sources Unconference

Auburn Avenue Research Library on African American Culture and History
Atlanta, GA | August 3, 2016

Jenny Swadosh, TPS Unconference Project Team Co-Leader

Late-breaking update: As of now registration is closed, but there will be a waitlist made available for additional people who are interested, on the TPS website, http://teachwithstuff.org/home/

Mark your calendar for Wednesday, August 3, the date of the TPS Unconference! This year's unconference takes place at the Auburn Avenue Research Library on African American Culture and History (AARL). It is an all-day event. More details can be found at the TPS Unconference webpage.

The Teaching with Primary Sources Unconference and Workshops ("the Unconference") organizers are pleased to report that the Digital Public Library of America (DPLA) and SAA's own One Book One Profession initiative have signed on as Unconference co-sponsors in addition to original co-sponsor, the Atlanta-Fulton Public Library System's Auburn Avenue Research Library.

The Unconference Programming Team led by Emory University archivists Gabrielle Dudley and Heather Oswald are putting the final touches on the workshop portion of the Unconference as this issue goes to press and, as a result of their outreach, museum educators will be amply represented. Unconference attendees will be able to select workshops led by our colleagues from the Zuckerman Museum of Art, the High Museum of Art, the Atlanta Monetary Museum, The Heritage Project, the Tellus Science Museum, and co-sponsor DPLA. Gabrielle and Heather are fielding many terrific session proposals, so the Unconference clearly meets a professional need outside of RAO.

As of July 12, we had reached 126 registrants and, while the majority of the Unconference population self-identifies as archivists, there are many more librarians and museum staff registered than were present at the inaugural Unconference. We suspect this is the result of an outreach campaign specifically targeting allied professions in the greater Atlanta area. We ask RAO members to assist us in continuing to get the word out to teachers, librarians, public historians and others by sharing Unconference information and invitations through their personal networks.

The Unconference organizers strive to make this event as inclusive as possible. Don't be shy if you've never participated in an Unconference before. Please send feedback. Any questions, concerns, or suggestion should be directed to: TeachWithStuff@gmail.com

The TPS Committee encourages you to connect with others and discuss your ideas on Facebook or Twitter with the hashtag **#SAATPS16**

Born Digital Records Working Group Report

Stacey Lavender and Rachael Dreyer, Access to Born Digital Records Working Group Co-chairs

Last year the Access to Born Digital Records Working Group (formerly the Access to Electronic Records Working Group) conducted a survey designed to gain insight into current practices and attitudes towards providing access to born-digital and electronic records. The responses to this survey are analyzed and discussed in the following Access to Born Digital Content survey report that follows. Please note, the report is in draft form and may undergo changes before it is finalized.

Access to Born Digital Content Survey Report (Draft)

Introduction

Born-digital and hybrid collections are quickly becoming the norm among archival accessions. To better understand how institutions currently deal with these materials, the Access to Electronic Records Working Group, a subgroup of the Reference, Access, and Outreach Section, conducted the Access to Born Digital Content survey. The survey was designed to gain insight into current practices and attitudes towards providing access to born-digital and electronic records and identify the most common associated impediments and challenges.

With regard to current practices, survey questions were designed to answer some of the following questions: Are institutions currently providing access to born digital materials? How? Are there born digital materials that cannot be accessed at all? If so, which materials are being left inaccessible and why? Are institutions creating formal policies and procedures around born digital access? With regard to attitudes, survey questions attempted to investigate the most common obstacles and greatest concerns met when providing access to electronic records. Respondents were also asked to identify the resources they used when developing their approach to born digital access and which kinds of resources they would be most interested in seeing more of in the future.

When analyzing survey responses several strong trends emerged, which allowed the survey team to generate five key findings regarding current practices in and attitudes toward providing access to born digital archival material. This report also provides three broad recommendations for the archival community in order to better approach the shared opportunities and challenges we face as we move forward in providing better and broader access to our born digital holdings.

The report continues on **pages 9-16**.

Your attention and feedback is welcome!

23 Things Update: Survey Results and a New Endeavor

Josh Hager, 23 Things for Archivists Chair

23 Things for Archivists recently asked the RAO membership to participate in a survey concerning three key facets of our mission: the awareness of 23 Things amongst members, its current usefulness as measured by our wiki (http://23things4archivists.pbworks.com), and the importance of a community for archivists working with digital and social media tools for reference, access, and outreach. The survey garnered 73 respondents – thanks to all who participated! Here's a summary of our findings:

Awareness of 23 Things: 60% of respondents were not familiar with 23 Things before the survey. 68% of the respondents who had previous knowledge of 23 Things learned of it through professional listservs or through talking with colleagues at conferences. While nearly two thirds of respondents report regularly using digital or social media tools, only 16% report using the 23 Things wiki as a source of information for their efforts.

Evaluation of Wiki: The respondents who evaluated the wiki had generally positive remarks. Strength of content, ease of use, comprehensiveness, and applicability to daily needs all had an average score of 4 out of 5 on a sliding scale. Some respondents did add that they found the content of the wiki strong but that they wanted a sleeker design and interactive elements including comments.

Community for RAO Digital and Social Media Matters: 92% of respondents reported that they would like to see the development of a community of archivists and other cultural institution professionals, managed by 23 Things, designed to help each other successfully utilize social media and other digital RAO tools. Most respondents reported that they would prefer this community to use either a listserv or a blog with comments. In terms of a focus of the community, respondents were evenly split between several goals, including how quantitative/qualitative assessment, tips for content creation, fostering inter-institutional collaboration, and finding new audiences through innovative means.

While we would like more archivists to know about 23 Things, we are happy that those who do know of it have found it useful and would like to engage more with other archivists on digital and social media RAO questions. In order to better spread the word about 23 Things and to fulfill the desire for an interactive space to collaborate on 23 Things-related questions, we have **some exciting news…**

23 Things is going to soon launch a blog for RAO members and other archivists interested in collaborating on digital and social media tools! In addition to regular updates, we will have three weekly features: A **Monday Spotlight** showcasing a repository's success story with a distinct digital or social media tool; A **Wednesday Recommendation** where we share an article, book, webpage, or other source that will help with implementing one of the 23 Things, and a **Friday Free-for-All** where anyone can ask and answer any questions in a comment board. If you would like your repository featured in a Monday Spotlight, or if you have a great idea for a Wednesday Recommendation, feel free to contact 23 Things Committee Chair Josh Hager (josh.d.hager@gmail.com). We will send out the link to the blog to the RAO listserv when it goes live. Look for it coming soon!

From Our Members

#WINNING: Using Hashtags to Promote Your Collections

Rebecca Petersen May, Public Services Archivist, Z. Smith Reynolds Library, Special Collections and Archives, Wake Forest University

Since #PokemonGo has become a gaming sensation, hashtags like #PokeLibrary and #PokeStop have been showing up on many a library and archives Twitter, Instagram, and other social media feeds. Institutions are using hashtags more and more to get people in the door, engage with users, and promote collections. This got me thinking about all of the clever and creative ways archives use hashtags to engage with users, promote collections, or sometimes just get the gate count up (I'm looking at you, Pokemon).

Low Hanging Fruit

#FBF, #TBT, #OTD are for lack of a better term (and archivists love this term) "low hanging fruit." Every day can be a throwback or a flashback in the archives! A very natural fit for many of the historical collections archivists manage, these Flashback Friday, Throwback Thursday, On This Day, etc. posts allow us to grab attention and get people thinking about our collections. The appeal of this type of hashtag is that it casts a wide net. You don't have to be a gamer, or an archivist for that matter, to search something like #FlashbackFriday. Everyone has a past they are promoting these days, why not archives?

Targeted Approach

A more targeted approach to using hashtags are planned days or initiatives. A few over the past year come to mind including #ColorOurCollections, #ArchivesShelfie, and #AskAnArchivist. Designed by archivists to promote collections, engage with others, and be social, these types of promotion allow you to educate people on behind-the-scenes events and in-depth collections. Many times, the outcome of this type of hashtagging is archivists engaging with other archivists.

###

Engagement

That is not to say that these things are not effective. When we chose a person, thing, or event that is already popular, engagement increases. Think adult coloring books (#ColorOurCollections), Pokemon Go (#PokeLibrary), and Alexander Hamilton (#Hamilton). Each of these examples require different actions from the archivists. #ColorOurCollections took some time to plan, scan, and make available materials from a collection. #PokeLibrary requires you to understand what the heck Pokemon Go is and then lure people into your space. #Hamilton requires you to have something relating to Alexander Hamilton, which may be harder to procure than actual Hamilton tickets. But the upside of some of these challenges is that audiences are already out there for each of these interests.

Bandwagons

We should be all in for jumping on bandwagons! Bandwagons already have interest and engagement — archives can leverage this interest to their own success. The trick is to come up with the right hashtag to engage users, share your story, and be a part of a community. Hashtags about national days (i.e. #NationalDonutDay, or #NationalCatDay) provide a constant, although fleeting, connection to a national interest. Other advantage of these types of hashtags is that there seems to be an endless supply of creative, and sometimes obscure, daily celebrations, allowing you to plan for and cater posts to your collections. Don't have donuts, but have lots of cats? Great!

Community

Community hashtags are valuable because they rely on a shared interest that might be more focused than cats or donuts. Think about #Pride2016 or #FoundersDay or another event that might have interest to your users. Events like this *make* people social, bringing them to social media in a very different way from other hashtags. These events are participatory, celebratory, and community driven. What archives doesn't want to be involved in something like that?

From Our Members *(continued)*

WINNING Using Hashtags *(continued)*

Each type of hashtag requires a bit of planning, but they are all well worth the time investment in the long run. Archives are constantly working to show relevance in the day-to-day lives of users. Using hashtags meets users where they are and inserts archives into broader conversations and user bases. Plus, it's fun to get creative with your hashtags and engage in new and even if sometimes brief conversations.

SAVE THE DATE for the 2nd Austin Archives Bazaar!

Jennifer Hecker, *Digital Archives Access Strategist,*
UT Libraries, & *Program Chair, Austin Archives Bazaar*

The Austin Archives Bazaar is an opportunity for our local community to come together in a fun, interactive atmosphere to learn about all of the fascinating archival resources available in Austin and the Central Texas region.

Join us for a FREE afternoon featuring:

- More than 20 local repository booths where you can chat it up with your local archivists!
- Speakers discussing their discoveries in the archive
- An archival film screening
- Raffle prizes
- An old time photobooth
- The Preservation Station
- Beers with like-minded, history-loving locals
- And more!

See our website (http://www.austinarchivesbazaar.org/) for more information and photos from 2014's inaugural Bazaar.

This year's event will be held on October 16, 2016, from 2:00-6:00 p.m. at Saengerrunde Hall. Join us!

Access to Born Digital Content Survey Report (Draft) *(continued)*

Methods

Our goal was to identify trends among current workflows being used to provide access to electronic records and common problems or areas for which more resources and education would be useful. We used an online survey to garner responses from a broad sampling of professional archivists and librarians, which we conducted as follows.

Survey Development

A subgroup within the Access to Electronic Records Working Group was tasked with developing the survey. The survey subgroup first identified broad topics to be covered by the survey, and then crafted questions designed to elicit the desired information in as few questions as possible. The survey employed a mix of multiple choice and open-ended questions to get both information that was easy to quantify and allow respondents to describe their experiences with born digital materials in their own words.

Deployment

The survey subgroup opted to use Google Forms to deploy the survey because it is easy to access and use, while still providing some basic data visualizations to help with survey analysis. In order to reach a broad audience, the survey was promoted through several library and archives listservs and remained open for two weeks.

Analysis

The survey received 86 responses in all, with the vast majority coming from professional archivists or special collections librarians. The most common types of institutions represented were college and university archives (40.7%), special collections (23.3%), and government archives (14%). The survey subgroup used the data visualizations available in Google Forms to help analyze the results from the quantitative questions. We also organized the answers to the free response questions into broad categories in order to more easily analyze the data and identify trends within those responses. From this analysis, our team generated five key findings relating to the challenges and obstacles institutions are currently facing when providing access to born digital materials, and three broad recommendations on how we can, as a professional community, help alleviate these difficulties.

Findings and Recommendations

Key Findings

1) Most institutions have some inaccessible born digital materials.

Nearly all respondents indicated that their institution provides access to digital materials through open web access to digitized content (60.5%), reading room access to born digital materials (40.7%), remote access to born digital material (24.4%), or some combination of the above. At the same time however, 89.5% of respondents reported that some of their electronic records that were completely inaccessible (see Figure 1 below).

Access to Born Digital Content Survey Report (Draft) *(continued)*

Do you have electronic records that are completely inaccessible? If so, please estimate the volume of your inaccessible electronic records (select range below).
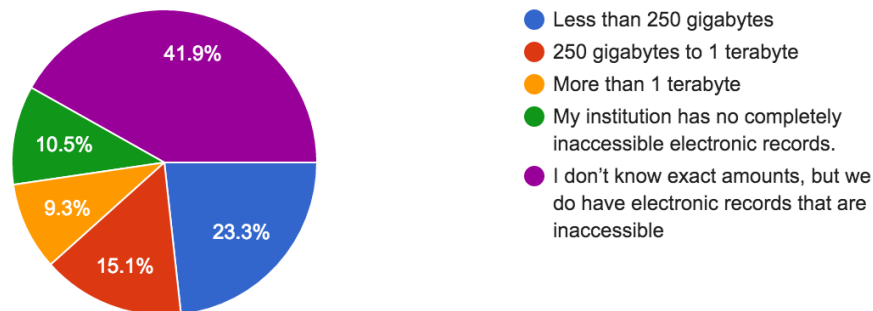(86 responses)

- Less than 250 gigabytes
- 250 gigabytes to 1 terabyte
- More than 1 terabyte
- My institution has no completely inaccessible electronic records.
- I don't know exact amounts, but we do have electronic records that are inaccessible

Figure 1: Only 10.5% of respondents reported no completely inaccessible electronic records

The volume of these inaccessible electronic records was more difficult quantify. 41.9% of respondents were unable to estimate the amount of electronic materials in their holdings that were completely inaccessible. Among those that were able to provide an estimate there was a wide range of volumes reported, from less than 250 gigabytes to over 1 terabyte (see Figure 1 above). Despite this ambiguity with regard to the volume of inaccessible records, it was clear from the responses that many institutions are dealing with gaps in providing access to their electronic records.

2) Formats are a BIG problem.

In addition to estimating the volume of their inaccessible electronic records, survey respondents were asked to describe them in their own words. The free responses from this question were then grouped into several broad categories in order to better identify common issues and trends among the answers. Each category corresponds to a broad issue with providing access to electronic records, and categories include issues with specific formats, simple backlog concerns, legal or donor restrictions, lack of policies and procedures, or lack of a delivery mechanism for the records. Categories were also included for responses stating that they were unsure how to describe their inaccessible electronic records and for those who did not have any. Figure 2 below shows the percentage of responses that fit into each category. Please note that the total percentage in the chart adds up to slightly over 100% because a small number of the responses fit into more than one category.

Access to Born Digital Content Survey Report (Draft) *(continued)*

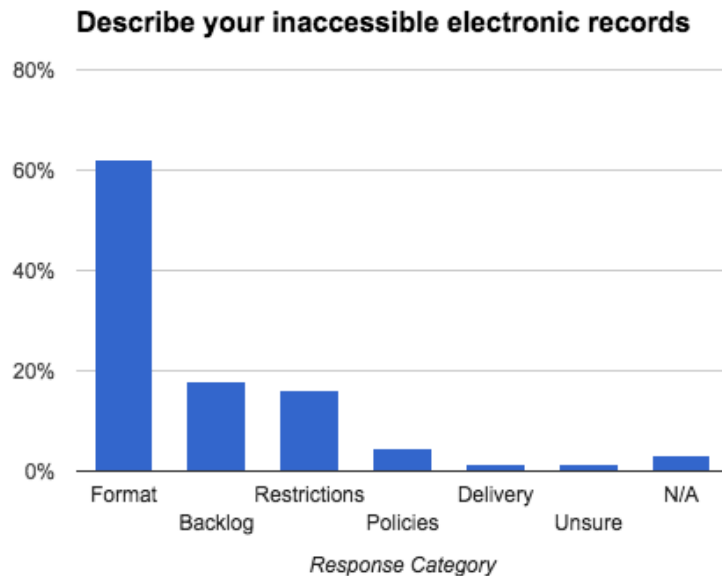**Describe your inaccessible electronic records**

Figure 2: Categorized free responses to the question "Please briefly describe your inaccessible electronic records."

A majority of respondents (61%) noted issues with specific formats as contributing to their inaccessible electronic records, making this the most common response category by far. Additionally, the next two most common response categories, which contain answers citing simple backlog problems and legal or donor restrictions as the major contributing factors to their inaccessible electronic records, are concerned with problems that pertain to analog and digital archival materials alike, and are, to a certain extent, an unavoidable part of providing any kind of archival access. Clearly, the major problem respondents face when providing access to specifically electronic records is determining how to deal with the wide variety of formats. Figure 3 (below) provides some insight into the variety of formats respondents deal with when attempting to provide access to born digital materials.

Access to Born Digital Content Survey Report (Draft) *(continued)*

Please briefly describe your inaccessible electronic records (formats, preservation concerns, etc.)

format problems--floppy disks and we have no drives.
items on thumb drives and such just placed in boxes. it is just lying there in vault and has not been added to the cloud and is not being assessed for corruption/bit rot, etc.

We have 3+ terabytes that is currently not publicly accessible. Various formats are included: JPG, TIFF, mpeg, wav, DOC, DOCX, PPT, PDF, ect.

If you mean publicly accessible, then anything on the museum side that is in Past Perfect. Only one location uses the public interface of PP5.

Digitized film that isn't adequately cataloged and described.

Databases, word processed files, spreadsheets on older disks.

Scanned slides from the 1960's and 70's. We chose not to make all of them available via our digitization webpage, just a selection, because there are so many.

Mostly format issues - we can deal with most formats, but there are some early ones that we a) don't have a reader for, and b) have not prioritized costs for vending it out.

on inaccessible media

Preservation concerns for some materials and some that don't have the proper equipment to play them.

They are on floppy disks and other obsolete media.

We have a number of records on various formats (floppies/tapes etc) that are inaccessible because they have not been migrated off their original format. We would do that if we have researcher request for it and make available after review of material + gift agreements.

Figure 3: Sample of first 11 responses to the above question, showing frequency and variety of format problems

Access to Born Digital Content Survey Report (Draft) *(continued)*

3) Formal policies and procedures for providing access to born digital materials are often incomplete or nonexistent.

Nearly half of the respondents (see Figure 4 below) reported having no policies or procedures relating to providing access to born digital materials. This means that, despite the fact that most respondents are providing access to some portion of their born digital materials, many are doing so without standardized guidelines.

If you have policies and/or documentation regarding providing access to electronic records, what resources did you use to develop these policies (check all that apply)?
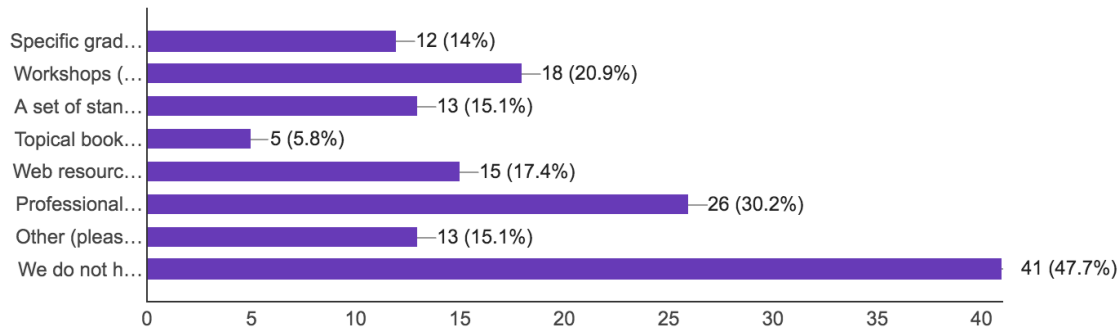
(86 responses)

Category	Value
Specific grad…	12 (14%)
Workshops (…	18 (20.9%)
A set of stan…	13 (15.1%)
Topical book…	5 (5.8%)
Web resourc…	15 (17.4%)
Professional…	26 (30.2%)
Other (pleas…	13 (15.1%)
We do not h…	41 (47.7%)

Figure 4: 47.7% of respondents selected "We do not have policies and/or documentation regarding providing access to electronic records."

4) Partnerships with IT professionals in our institutions are seen as very important in providing access to born digital content.

Partnerships with information technology departments are essential pieces of the access puzzle; without clear communication re-garding the technological requirements born-digital records and the needs of researchers, it is nearly impossible to encourage long-term preservation and access of these materials. Survey respondents recognized the importance of close collaborations with IT professionals at their institutions, and a combined 25 respondents identified "Lack of IT support and infrastructure" as the larg-est obstacle to providing patron access to born-digital records at their institutions.

Access to Born Digital Content Survey Report (Draft) *(continued)*

5) Respondents want more resources, and are interested in many different kinds.

What resources would be/would have been helpful to you in beginning to provide access to electronic records (check all that apply)?
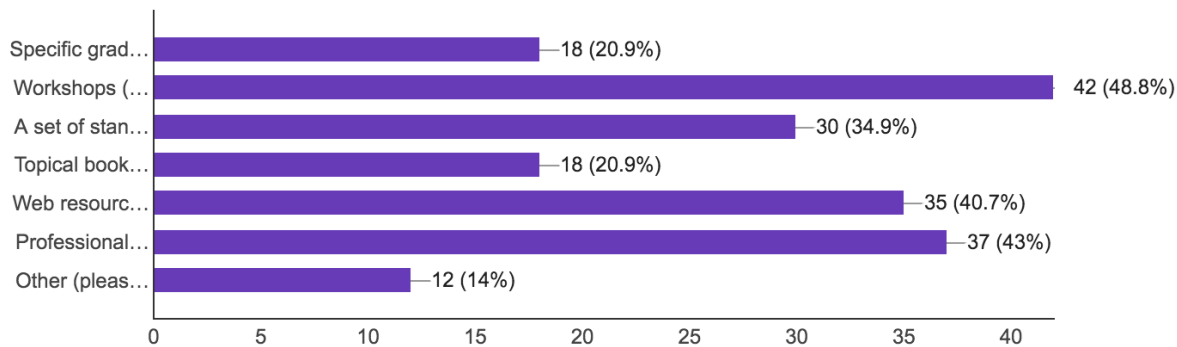(86 responses)

Figure 5: Respondents indicated interest in a variety of resources.

Survey respondents reported interest in a wide variety of resources for providing born digital access, with workshops (48.8% of respondents were interested), professional assistance from archivists or IT professionals (43%), and web resources (40.7%) being the most popular options (see Figure 5 above). Although the work has already been begun in most institutions, professionals are still actively seeking assistance and guidance when it comes to providing access to born digital materials.

Recommendations

1) Give the people what they want (resources in a variety of formats)!

Survey respondents clearly indicated a desire for more resources to consult regarding providing access to born digital materials. And despite the fact that most of the institutions represented in the survey results have begun providing this kind of access, the survey results also clearly show that most of us still have a significant amount of work left to do in this area. This means that the time is ripe for the development of new resources for archivists and librarians developing procedures and workflows providing access to born digital materials. The survey indicates an interest in many different kinds of resources with workshops, professional assistance from archivists and IT professionals, and web resources being the three most popular options. We believe there is room for useful workshops and web-resources to be developed at the local, regional, and national levels of professional organizations.

Access to Born Digital Content Survey Report (Draft) *(continued)*

2) Resources targeted to specific formats

In addition to the need for more resources geared toward providing access to born digital materials generally, we would also recommend the development of resources for dealing with materials in specific formats. The issue of working with born digital materials wide variety of legacy formats was one of the most often-mentioned problems in the survey results and we believe professionals in this field would benefit greatly from resources targeting specific formats. These could include workshops, conference presentations, webinars, or online guides.

3) Development of a resource bank

The survey clearly showed that there is much room left to be done for providing access to born digital materials, working with a wide variety of legacy formats, and developing policies and procedures around those activities, but it also showed that, at many institutions, this work is already in progress. To avoid duplicating our efforts, we recommend developing a bank of resources so institutions can share their work and experience. These resources could include examples of policies and procedures from those institutions that already have them in place, how-to guides for providing remote or reading room access to born digital materials or for working with specific formats, or case studies in bringing IT professionals within your organization into the discussion on born digital access, or any other resources that might be useful in the process of developing a program for providing access to born digital materials.

Conclusion

The survey illustrates that while there is a range of situational factors impacting access to born-digital content, the fundamental problems are consistent across repositories: inaccessible born-digital collections, legacy formats creating significant accessibility and preservation challenges, and informal or non-existent procedures and policies. The situation has challenges and opportunities. Our professional organizations and affinity groups will have a vital role to play in creating and providing informational resources, and effective partnerships and collaboration with IT professionals at our institutions continue to be of essential value. As born-digital formats increasingly become the norm, ensuring proficiency in providing access to these materials will be critical. The work has already begun, but professional archivists and special collections librarians are on the lookout for new resources to assist them as the field moves into a future of increasing demand born digital archival materials.

ArchivesAWARE!: Call for Blog Posts

Erin Lawrimore, SAA Committee on Public Awareness (COPA), Vice Chair

The Committee on Public Awareness launched the ArchivesAWARE! blog (https://archivesaware.archivists.org) in January 2016 as an online space where professionals and students engaged in all aspects of archival work could share their experiences of and ideas for raising public awareness of archives and the value that archives and archivists add to business, government, education, and society as a whole. Now we're looking for submissions from SAA members! We welcome submission ideas for full-length "Features" or short "Highlights." The longer "Features" posts can tackle any and all aspects of raising awareness of archives and archivists, including, but not limited to:

- Tool(s) and/or resource(s) for use in outreach efforts (e.g. social media platform or handout template)
- Practical tips for successful archival outreach
- Archival outreach theory
- Detailed descriptions of outreach projects and/or programs, and their results

"Highlights" cover specific outreach/advocacy news from the field, and short descriptions/updates of projects, programs, sites, and/or resources.

E-mail archivesaware@archivists.org to share your idea(s) and/or draft(s). Or check out the blog and its "About" section to learn more about submitting your stories. Our current editors are happy to work with you to publish your content to the blog!

RAO Recommended Schedule, SAA 2016

Like many of the sections and round tables this year, we've created a "recommended schedule" that focuses on RAO-themed sessions and events. As there is always so much to choose from when looking at the annual meeting program, we've tried to pick sessions most relevant to aspects of reference, access, and outreach. Feel free to use the link below as a guide as you wish.

https://archives2016.sched.org/raosection

On behalf of the RAO Program Committee
Su Kim Chung,
RAO Vice Chair

ONE BOOK ONE PROFESSION

What if archivists were all reading the same book at the same time? The program starts with newly published TEACHING WITH PRIMARY SOURCES. Find out more at the SAA website.

Get in touch with RAO members and leadership!
Find us and talk to us here:

Facebook: https://www.facebook.com/Reference-Access-Outreach-Section-of-the-Society-of-American-Archivists-220623404645294/ (or just search for "Reference, Access & Outreach Section")

Twitter: @RAOarchivists

Forum (email list): information on joining here, http://www2.archivists.org/listservs#.Vw5S3EdQAbM

SAA microsite: http://www2.archivists.org/groups/reference-access-and-outreach-section

Blog: http://raonews.blogspot.com/

Have ideas, content, or suggestions for the RAO Section newsletter?

Send them to: Rebecca Bizonet, Communications Liaison, at rbizonet@gmail.com

Your RAO Steering Committee

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