
THE INFORMATION MANAGEMENT DIGEST

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ARCHIVAL PAPER PRESERVATION

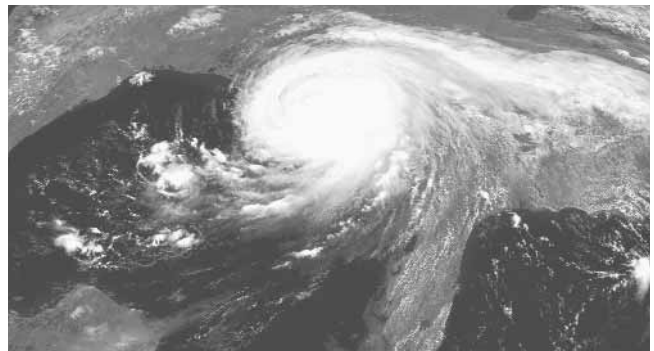
The interest in preservation was always there but the devastation of Hurricanes Katrina and Rita changed "interest" to "urgent need." Probably the only beneficial effect of these storms is that more people are now actively making efforts to save papers and artifacts that might have been ignored before these disasters. A search of websites turns up an amazing variety of information relative to archival paper preservation.

A good beginning point is the Library of Congress web site (www.loc.gov/preserv.) with pages on preservation stating that paper materials should be stored in dark, cool locations below 72 degrees F. and having no more than 35% relative humidity. Avoid areas in which temperatures and humidity cycles up and down. Attics, bathrooms and basements should be avoided, and inside walls are drier than outside walls.

Ultraviolet (UV) and visible light can do damage to most paper items. UV radiation comes from the sun and from fluorescent bulbs and is particularly damaging. Certain filters can be used over light bulbs and windows to eliminate UV, and filtering glazing is available for framing pictures. To avoid fading or yellowing, items such as watercolors, manuscripts and newsprint should be kept away from light as much as possible. The best solution may be to make a photocopy or photograph of the original and present that, clearly labeled as a copy, so the public can enjoy the content of the item.

Pollutants that are part of daily life such as ozone or fumes from cars, heating systems and photocopying machines can cause damage. So can dust and dirt, rodents and insects such as book lice, book worms and silverfish. Storing precious items in alkaline boxes or jackets can help prevent damage from some of these sources.

Paper items should be stored flat, and folding and unfolding is to be avoided. Acid is the culprit, so acid-free alkaline folders or mat boards should be used, in a weight heavy enough to give support to the piece being protected. Polyester film is sometimes used. It is



clear and gives support but is not alkaline and can carry an electrostatic charge which will cause damage to fragile media such as unfixed pastels or charcoals and some penciled applications.

Another Museum Heard From On This Topic

The Henry Ford Museum and Greenfield Village web site offers 10 pages of background and advice on the care and preservation of archival materials. There is specific information about paper and its contents, how it is manufactured so as to be a smooth surface, and how these processes affect its longevity. For example, since the medieval ages, iron gall ink has been used to inscribe on paper. This ink is made from a mixture of oak galls and ferrous sulfate. As it ages, it emits sulfuric acid which eventually destroys the paper under it.

This site zeroes in on careless handling as the main reason for damage to archival materials. Here are some preventive measures to help preserve paper artifacts.

- Wear clean white gloves to keep body oils and salts away from documents. These can be bought from suppliers of artifact conservation goods. Keep work table tops clean and free of clutter.
- Do not lift a paper or parchment object by its edges. It needs support so slide a piece of firm paper or matboard under it and lift the matboard.
- If paper objects are stacked on each other, lift each one by itself. Never drag or slide an object across another item in the stack. Pick up books by grasping each side, not by the upper edge (endcap) which can cause tearing. To grasp a book that is lined up

with others on a shelf, don't yank it by its binding. Nudge it from behind so that it is totally accessible.

- Do not use pens or markers when working with archival papers. Nor should you use paper clips, binder clips or adhesive Post-It Notes which can damage the media used on the paper such as water-colors, paints, pencil, chalk or ink.
- Although it may be necessary to make a photocopy of a document in order to present that to the public, extensive photocopying of documents and books can lead to fading, and the compression of books can break the binding and spine.
- The Henry Ford Museum staff offers further information on pollution and pests with details on the book-and-leather eating habits of silverfish, the firebrat (similar to silverfish but darker and favoring mold and starch in their diet), the book louse which feeds on mold spores, and carpet beetles that thrive on adhesives, leather or parchment. For further information on storage, exhibition, repair and cleaning, go to: www.hfmngv.org/explore/artifacts/archival.asp.

There Are Benefits to Preservation Photocopying

There are times when it is appropriate to make a photocopy of a document, label it as a copy, and offer it to the public in place of the archival original. For example, a rare and highly valuable document is found in a file. It is photocopied, the original is put into secure storage, and the copy goes back in the file and is accessible for research or public observation.

The United States National Park Service is interested in preservation photocopying because some of its park accession records are Mimeograph © or Thermofax © copies that are unstable, becoming discolored or illegible with time. Photocopies can capture the relevant information while documents with original signatures go into safe storage. To save the content of historic correspondence, photocopies are made before the writing in brown ink on acidic wood pulp paper fades away and is lost forever. Newspaper clippings that are turning dark and becoming brittle are prime candidates for photocopying so as to save their content and make it available to the public. To see a Park Service Conserve O Gram, go to www.cr.nps.gov/museum/publications/consveogram/19.1.

Preservation photocopies must be made by special processes that produce stable copies. A study conducted for the National Archives and Records Administration (NARA) includes factors such as brands of copying machines and their processes; kinds of toners, their chemical content and thermoplastic behavior in the heat fusing phase; and the kinds of paper that will insure long-term, long-use copies.

The American Society for Testing and Materials (ASTM) has developed archival standards for both paper and image quality. The active standard D3458-00(2005) is titled "Standard Specifications for Copies from Office Copy Machines and Permanent Records."

Its scope of work includes how to obtain paper with the right life expectancy for an intended purpose, and a procedure for estimating the durability of an image made by an office copying machine. Go to www.astm.org for particulars.

A company with an interest in preservation photocopying is the Gregath Publishing Company (www.gregathcompany.com) which states it is in the business of producing quality books that are built to last. Its web site begins with three standards for paper permanence and durability: ASTM3458, ASTM3290, and ANSI (American National Standard Institute)Z39.48. This site also includes a lengthy glossary of terms that relate to publishing and archival matters.

Extensive information on archival paper preservation can also be found at NARA's web site which is: www.archives.gov/preservation. Talk to your storage contractor to see if there are local sources for help with paper preservation.

The following mail room guidelines are offered by the Records Management Association of Australasia in response to biological attacks on the Indonesian Embassy.

1. OPEN mail in a self contained room.
2. WEAR plastic or surgical gloves while opening mail.
3. DO NOT SHAKE or empty the contents of any suspicious envelope or package.
4. PLACE the suspicious envelope or package in a plastic bag or some other type of container (which has no holes) to prevent leakage of contents. Seal the bag or container and put it in an outer plastic bag and seal it.
5. If you do not have any container COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) Do not remove this cover.
6. LEAVE the room and CLOSE the door, or section off the area to prevent others from entering.
7. WASH your hands with soap and water to prevent spreading any powder, dust, or other contents to your face.
8. NOTIFY your supervisor and report the incident to local police.
9. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local health authorities and police for follow-up medical investigations and advice.

If suspicious substance spills out:

1. DO NOT CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash, etc.) and do not remove this cover!
2. TURN OFF local fans or ventilation units in the area.
3. SHUT DOWN air conditioning handling system in the building, if possible.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering.

Electronic Records Management - For Most, It's Still "Waiting for Godot"

Silver Spring, MD - December 19, 2006 - AIIM - The Enterprise Content Management Association releases results from its new Industry Watch study on Electronic Records Management (ERM). The study of over 800 end users, sponsored by Xerox Global Services [NYSE: XRX], found that end users still do not place sufficient emphasis on managing electronically stored information, and user confidence in this area lags behind that expressed for paper-based information.

"Many records management programs just cover the tip of the iceberg," states AIIM President John F. Mancini. "As the survey pushed participants for more granularities with regards to their records and information management program, it became apparent that many end users have yet to address important elements in a truly comprehensive program."

Download the Executive Summary at

<http://www.aiim.org/article-industrywatch.asp?ID=32316>

Organizations-especially medium sized ones-are vulnerable to new e-Discovery rules. "There are some aspects of the new e-Discovery rules announced December 1, 2006 (such as the safe harbor for inadvertent deletions) that are positive, given the extremely ambiguous legal environment that exists for "electronically stored information" (the term used in the new rules)," says Mr. Mancini. "However, as is evident from the results of this survey (and other AIIM Industry Watch surveys), the expectation that the new rules create-that organizations have control over their electronically stored information-is problematic at best for most organizations."

In searching for an Electronic Records solution, organizations stress the basics. The decision to implement an electronic records management solution hinges on three primary drivers: "improve efficiency and productivity," "compliance," and "risk management/business continuity." It is surprising that even in a survey specifically focused on records management, and with a sample dominated by "document management specialists," the "productivity" and "efficiency" benefits of RM technologies are understood and valued.

As organizations struggle with the complexity of records management requirements, they are increasingly realizing that an outsourced solution is at least something that should be considered. The reason for the shift is the increasing risks of "doing it wrong," and the increasing complexity of "doing it right."

About the Survey This survey was delivered via an online survey instrument (www.zoomerang.com) during the 4th quarter of 2006. A total of 821 end users participated in the survey. The participants reflect a broad sample of organizations in terms of size, with 17% drawn from small organizations (less than 100 employees), 26% from mid-sized organizations (100-1,000 employees), and the remainder from large and very large organizations (more than 1,000 employees).

There was heavy participation in the survey by those that could be considered "closest to the action" in their organizations with regards to document and records management. Over half of those participating described themselves as "document management specialists." This category includes, but is not limited to, those who are records managers within their organizations. The percentage of document "specialists" in this survey is higher than is typical for other AIIM surveys.

Almost 60% of the respondents were from the U.S., followed by the United Kingdom (14%), Canada (13%), and the rest of Europe (6%). End users from 49 countries participated in the survey.

A significant number of participants (26%) were from government at all levels, followed by financial services, including banking, finance, insurance (13%), utilities, oil and gas (8%), professional services/consultants (8%), manufacturing and engineering (6%), and education (6%).

The Challenge of Electronic Records for National Archives: A Joint Statement

At a meeting held at the Public Record Office in London, July 27-31, representatives from four national archives met to consider the issues raised for their institutions by the automation of government business. The delegates - from the national archives from Australia, Canada, United Kingdom and the United States -focused on the strategic questions that must be answered if national archives are to carry out their responsibilities for supporting the effective management of government records, preserving those assessed as having archival value and making archival records available to the public, in particular, electronic records. The emphasis of the proceedings was on the sharing of experience and on the development of practical responses to the challenges of automated information.

It was apparent that there were strong similarities in the analysis of the issues faced and possible responses. Accordingly, the four archives have provisionally agreed a common plan of work for the next twelve months. This includes formal collaboration on some projects and the development of a network of contacts to share information about developments on technological approaches to electronic records. This approach will build on work already undertaken by respective institutions.

Progress will be assessed at a meeting to be held in 1999, but the initial results of collaboration should begin to emerge early next year. The work is aimed primarily at continuing the development of the electronic records programme of each archives. The participants are committed to sharing work which might be of value to the broader community and will do so, notably through the Committee on Electronic and other Current Records of the International Council on Archives.

CHIPPEWA VALLEY COMMUNITY COLLEGE OFFERS ONLINE STUDY



Are you looking for online educational options for records management training? The consider registering for Chippewa Valley Community College Classes or complete all five of the courses in the 15-credit online RIM certificate. Tuition for each 3-credit course is approximately \$310. Book fees are roughly \$140.

The full certificate is comprised of five 3-credit courses and is delivered completely over the Internet. Certificate topics include, but aren't limited to, an overview of records management program components; records inventory,

retention, vital records, and disaster recovery for both paper and electronic records; imaging issues; the relationship between records management and other professional areas like IT; and new and emerging developments in the records management profession.

Many students enroll in certificate classes because they're new to the RIM field and want to learn more about records management; others enroll because they want to advance in their current records management position. Some records professionals use the material in the certificate courses as a study base for the CRM exam.

Certificate students have commented: "I cannot believe how much I have learned that has made a difference in my day-to-day experiences." and "It was a lot of work but well worth every hour spent. I can use all of the information that I've learned for my job." and "I feel I have learned so much! My supervisor enjoys it when I share my discoveries with her!"

Certificate details and registration information is available at <http://www.cvtc.edu/programs/rim.htm>. The five classes in the certificate will again be available for the August 2007 semester.



7370 East 38th Tulsa, OK 74145
918-664-6164