Workplace Information Literacy Needs: More than the Ability to Google

Dr Katherine Howard, RMIT; Professor Sirje Virkus, Tallinn University; A/Prof Gillian Oliver, Monash University
Outline

- Records – a particular type of information
- Records Management – everyone’s responsibility
- Information culture
- Where to from here
Records
Internationally agreed definition

“Records are both evidence of business activity and information assets. They can be distinguished from other information assets by their role as evidence in the transaction of business and by their reliance on metadata.”

ISO 15489
Records are essential for:

- Transparency & accountability
- Effective policy formation
- Informed decisions
- Management of business risks
- Enable continuity post disaster
- Protection of rights and obligations
- Compliance with legislation; corporate responsibility (includes sustainability goals)
- Improve business efficiency
- Formation of business, personal and cultural identities; protection of corporate, personal and collective memories
Records are essential for:

- Archives!
# Library / Archive comparison

<table>
<thead>
<tr>
<th></th>
<th>Libraries</th>
<th>Archives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary or Secondary sources?</strong></td>
<td>Mainly secondary</td>
<td>Mainly primary</td>
</tr>
<tr>
<td><strong>Is it possible to browse?</strong></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Arrangement</strong></td>
<td>Subject, author, title...</td>
<td>Provenance and original order</td>
</tr>
<tr>
<td><strong>Catalogues</strong></td>
<td>Individual items.</td>
<td>Levels of description</td>
</tr>
<tr>
<td><strong>Is it possible to borrow items?</strong></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Restrictions to access?</strong></td>
<td>Not usually</td>
<td>Sometimes</td>
</tr>
<tr>
<td><strong>Origin of items (holdings)?</strong></td>
<td>Purchased or donated</td>
<td>Transferred, donated, deposited</td>
</tr>
</tbody>
</table>
International Standard for Records Management

- Records professionals … responsible for aspects of managing records … and for training users on their responsibilities …
- Managers … responsible for ensuring that requirements for records of work processes conducted in their business areas are met
- All personnel are responsible and accountable for creating and keeping accurate and complete records of their business activities (ISO15489 6.3)
- All employees create records!
The Information Culture (IC) Concept
Definition

- The values accorded to information, and attitudes towards it, specifically within organisational contexts.
The Information Culture Framework (ICF)

A three level diagnostic model
I

Respect for records
Willingness to share information
Preferred information sources
Language considerations
Regional technological infrastructure

II

Information management skills which can be acquired or extended in the workplace

III

Governance
Trust
Level One

- Value accorded to records (and other information types)
- Information preferences
- Language
- National/regional technological infrastructure
Information Literacy Programmes

- Do current curricula equip students to recognise/engage with level one factors?
- What do we need to add or change?
Level Two

- Information-related competencies
- Legislative/regulatory awareness
Do we equip our students with knowledge and skills to develop training programmes?

Do our graduates recognise broader context for records management competencies?
Level Three

- Corporate information technology governance
- User trust in recordkeeping systems
Do our students understand information architecture?

Do our students recognise implications of IT policies for recordkeeping?

Do our students have the skills to be organisational ethnographers?

Will our students become reflective practitioners?
To what extent are records management skills addressed in existing IL programmes?