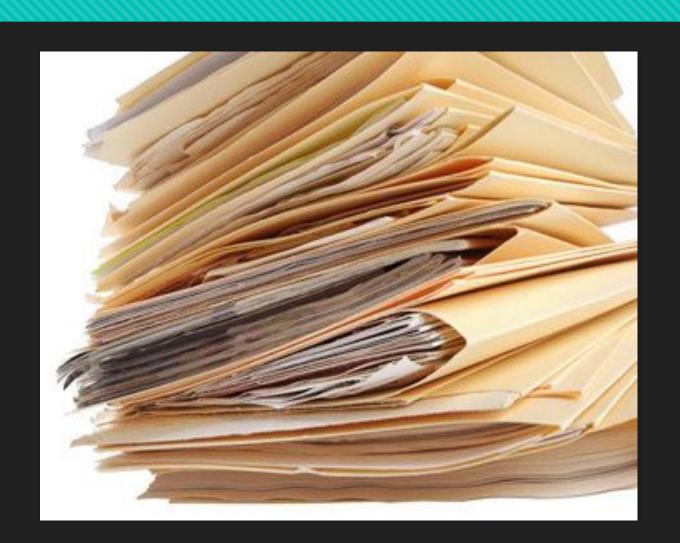
Workplace Information Literacy Needs: More than the Ability to Google

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Outline

- Records a particular type of information
- Records Management everyone's responsibility
- Information culture
- Where to from here

Records



Internationally agreed definition

O"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"

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:

O Archives!

Library / Archive comparison

	Libraries	Archives
Primary or Secondary sources?	Mainly secondary	Mainly primary
Is it possible to browse?	Yes	No
Arrangement	Subject, author, title	Provenance and original order
Catalogues	Individual items.	Levels of description
Is it possible to borrow items?	Yes	No
Restrictions to access?	Not usually	Sometimes
Origin of items (holdings)?	Purchased or donated	Transferred, donated, deposited

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)

Governance

Trust

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

Respect for records

Willingness to share information

Preferred information sources

Language considerations

Regional technological infrastructure

Level One

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

Information Literacy Programmes

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

Level Two

- O Information-related competencies
- Control line in the property of the propert

- O 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?

What's Next

To what extent are records management skills addressed in existing IL programmes?