

# 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

- “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:

- Archives!

# Library / Archive comparison

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

A three level diagnostic model

III

Governance  
Trust

II

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

I

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

- 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



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- 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

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- 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?