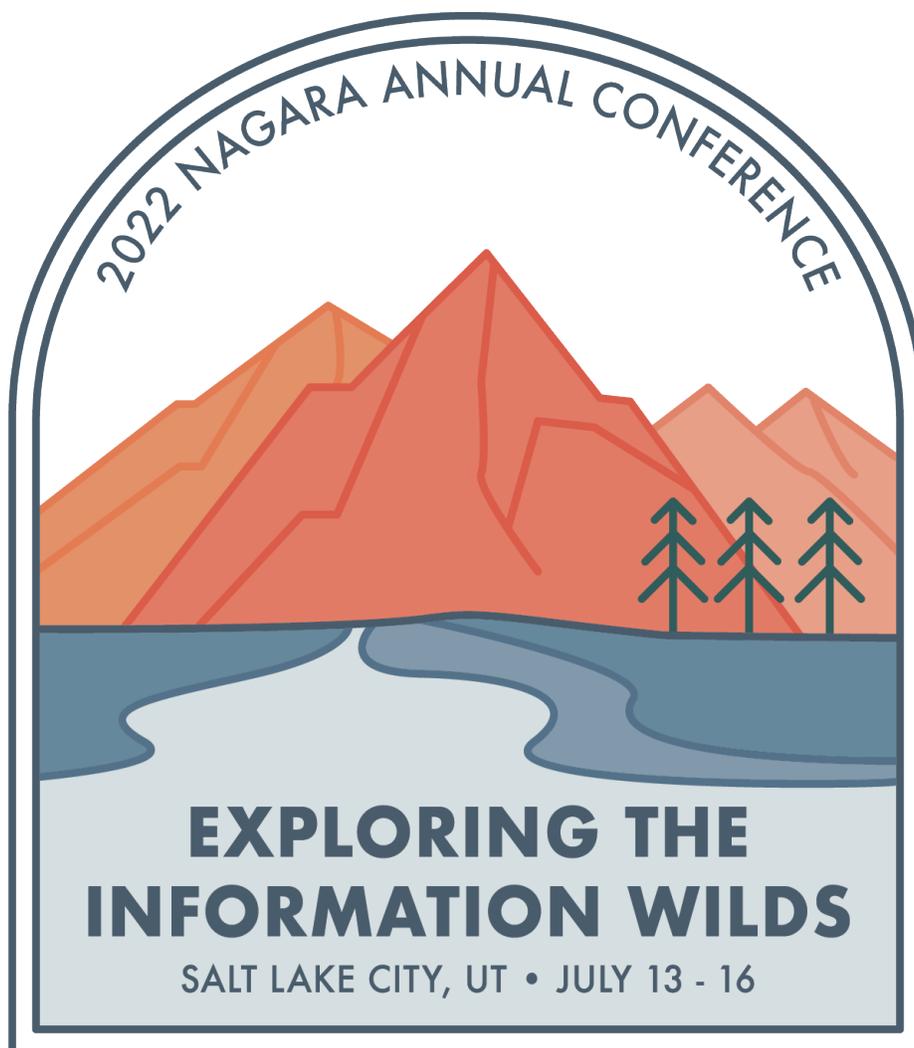


# 2022 NAGARA ANNUAL CONFERENCE

## CONFERENCE PROGRAM



## CONFERENCE REGISTRATION INFORMATION:

Registration for the 2022 NAGARA Annual Conference will open Monday, March 7, 2022, and must be completed using the forthcoming online registration portal on NAGARA.org.

This Conference Program outlines the 25+ educational sessions that will be offered at this year’s Annual Conference. Prospective attendees should review the session offerings in advance of registration, so they know which to select as their preference during the registration process. Registrants are not bound by their choice and may change their preferences up until the week of the Conference. This practice helps Conference planners adequately prepare room layouts for the benefit of all conference attendees.

### CONFERENCE REGISTRATION PRICING:

	Early-bird*	Regular
NAGARA Members	\$349.00	\$399.00
Non-Members	\$475.00	\$525.00

\*Early-bird pricing ends Friday, May 13, 2022

### 2022 CONFERENCE PROGRAM COMMITTEE:

THANK YOU to this year’s program committee for their hard work assembling a fantastic, well-rounded program with something for everyone!

- CHAIR: Angela Ossar, *Records Management Officer*, The University of Texas System
- Andrea Bettger, *City Records Management Analyst*, Seattle Municipal Archives and Records Management
- Bessie Vaughan, *Records Manager*
- Darra Hofman, *Assistant Professor*, San Jose State University
- Dusty D. Christopherson, *City Clerk*, City of Campbell, CA
- Galen Wilson, *Senior Records Analyst*, National Archives and Records Administration
- Julia Johnson, *Records Management Officer & Coordinator*, Capital Metropolitan Transportation Authority
- KarenDe Herman, *Records Manager*, MT Dept of Natural Resources and Conservation
- Kiesha Smith, *Public Works Records and Information Supervisor*, City of Boise, ID
- Kristopher Stenson, *State Records Manager*, Oregon State Archives
- Megan Wheaton-Book, *Records and Information Management Specialist IV*, Vermont State Archives & Records Administration
- Rachel Thompson, Washington State Department of Enterprise Services

## WEDNESDAY, JULY 13, 2022

### 8:00 AM – 5:00 PM: Pre-conference Workshops

*Separate registration required for these optional offerings*

FULL DAY WORKSHOP: "Microsoft 365 for Records Managers"

TIME: 9:00AM - 5:00PM MT

PRICE: \$150.00 (A continental breakfast, boxed lunch, and AM and PM coffee break included)

PRESENTER: Erica Toelle, Sr. Product Marketing Manager, Microsoft

OVERVIEW: Microsoft 365 Compliance Center is expanding its records management and information governance tools and solutions. This workshop will identify and walk through the functionality and solutions in M365 Compliance Center for G/E3 and G/E5 licenses; clarify similar terminology and features; demonstrate different options for creating and publishing labels and retention policies; and provide an overview of privacy and discovery features. The workshop will also feature a panel of records managers from various size governments discussing how they approached various aspects of implementation and answering your questions.

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FULL DAY WORKSHOP: "Tips and Tricks on Writing a Successful Grant Application"

TIME: 9:00AM - 5:00PM MT

PRICE: \$150.00 (A continental breakfast, boxed lunch, and AM and PM coffee breaks included)

PRESENTER: Nancy Melly, Director for Technology Initiatives, National Historical Publications and Records Commission, NARA

OVERVIEW: The primary emphasis of this workshop will be on the Access to Historical Records grant program. Nancy Melley, a program director from the NHPRC, will help participants understand the grant application process, including the components of a good project summary, narrative, budget, and supplemental materials. The presenter also will discuss the review process, the response phase, and Commission recommendations. Attendees will have the opportunity to read and comment on two sample applications as part of the review process. They also will learn general tips that successful applicants have used to strengthen their applications. The workshop also will offer attendees the opportunity to start designing their own project and application package: defining project scope, devising a budget, developing a work plan, and preparing an application.

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HALF DAY MORNING WORKSHOP: "Managing Records from Cradle to Grave PART 1"

TIME: 9:00AM - 12:00PM MT

PRESENTER: Kendra Yates, RIM Section Administrator & Chief Records Officer, Utah Division of Archives & Records Service

PRICE: \$75.00 (fee includes a continental breakfast and morning snack and beverage service)

OVERVIEW: PART 1 of this workshop will focus on the creation or capture of records and the treatment of them throughout their periods of relevance and use by an organization. Emphasis will be given to appraisal practices, which should span the entire lifecycle of a record: conducting a thorough appraisal during the early phases of a record's life in order to create an effective retention schedule; having and following an appraisal policy during the final phase of a record's life to inform collection decisions and management.

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HALF DAY AFTERNOON WORKSHOP: "Managing Records from Cradle to Grave PART 2"

TIME: 1:00PM - 5:00PM MT

PRICE: \$75.00 (fee includes a boxed lunch and afternoon snack and beverage service)

PRESENTER: James Kichas, Assistant Director, Utah Division of Archives & Records Service

OVERVIEW: PART 2 of this workshop will cover the disposition phase, particularly the preservation and management of historical records. Emphasis will be given to appraisal practices, which should span the entire lifecycle of a record: conducting a thorough appraisal during the early phases of a record's life in order to create an effective retention schedule; having and following an appraisal policy during the final phase of a record's life to inform collection decisions and management.

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**8:00 AM – 5:00 PM: Pre-conference Exam Preparation Offerings**

*Separate registration required for these optional offerings*

EXAM PREPARATION: "ACA Certification Preparation Course"

TIME: 1:00PM - 5:00PM MT

PRICE: FREE

PRESENTER: Ryan Leimkuehler, CA, MLIS, University Records Manager, Kansas State University

OVERVIEW: Have you thought about becoming a Certified Archivist but aren't sure how to become one, what the benefits are and what the test entails? This half-day in person workshop will give you the chance to learn more about the Academy of Certified Archivists and the Certification Exam. It will offer tips on how to study, what the questions will be like, and how they are developed. Participants will come away with a better understanding of why certification matters and what to expect from the test. We will also highlight the

benefits of earning and maintaining the title of Certified Archivist in for state, municipal, and federal government archivists. There will be ample time for discussion and questions from attendees.

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HALF DAY MORNING EXAM PREPARATION: "ICRM Course for CRA Candidates (Introduction and Parts 2, 3 & 4)"

TIME: 8:00AM - 12:00PM MT

OVERVIEW: This 4-hour half day workshop will cover the introduction to the ICRM Exams, including a qualification overview, and a detailed overview of the material covered in Parts 2-4, with 20 sample questions for Parts 2-4.

HALF DAY AFTERNOON EXAM PREPARATION: "ICRM Course for CRM Candidates (Parts 1, 5 & 6)"

DATE: Wednesday, July 13, 2022 | 1:00PM - 5:00PM MT

OVERVIEW: This 4-hour half day workshop will cover the introduction to the ICRM Exams, including a qualification overview, and a detailed overview of the material covered in Parts 1, 5, and 6 with 20 sample questions for each part.

VISIT THE ICRM WEBSITE FOR MORE ABOUT PRICING AND REGISTRATION ABOUT THESE OFFERINGS

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**7:00 PM - 9:00 PM: Opening Welcome Reception at the Utah State Capitol Rotunda (Sponsored by Optimere)**

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## THURSDAY, JULY 14, 2022

### **8:00 AM - 9:00 AM: Exhibit Hall Open**

*Join us for coffee and your first look at the 2022 Exhibit Hall.*

### **9:00 AM - 10:30 AM: Opening General Session & Keynote (Sponsored by Iron Mountain)**

*We invite you to celebrate the opening of the 2022 NAGARA Annual Conference. Breakfast will be provided and invited keynote speakers will address attendees.*

### **10:45 AM - 12:00 PM: Concurrent Sessions**

*Select from one of the four (4) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

#### SESSION 1: “Out of the Box Outreach: Navigating our Information Wilderness with the Public”

PRESENTERS: Jen Haney Conover, Director of Records Management/Archives, Warren County Records Center, Meg Phillips, External Affairs Liaison, NARA, and Kathie Schey, City Archivist, Huntington Beach City Archives

#### GARA CERTIFICATE COMPETENCIES: “Advocacy and Outreach”

OVERVIEW: Regardless of the size and scope of your agency, we are all trying to find ways to reach our communities and the public to be better, more efficient public custodians. Whether you are with the federal government working to develop greater participation and transparency in records management or starting from the ground up to promote your local records repository to your diverse community, including underserved populations, how we work with the public not only better their understanding of what we do but improves our services and strengthens trust in government.

This session will look at three different perspectives to reach out and interact with the public. First, NARA's External Affairs Liaison Meg Phillips will discuss opportunities for the public to comment on proposed records schedules and report allegations of unauthorized disposition with a focus on NARA's new efforts to publicize those processes for a non-government audience.

Next, Warren County, Ohio Director of Records, Jen Haney Conover, will discuss efforts to educate her community on records management and archival preservation through social media and annual community shredding events.

Lastly, Huntington Beach City Archivist, Kathie Schey, discusses how, by reaching out to decision makers and community leaders, such as the American Legion, they advocate and promote services provided by the agency leading to growing their collections and trust within the community.

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#### SESSION 2: “Mapping the New World: Making Sense of Records and Data Governance in the Digital Workplace”

PRESENTERS: Kristopher Stenson, State Records Manager, Oregon State Archives, and Kathryn Darnall Helms, Chief Data Officer, State of Oregon

GARA CERTIFICATE COMPETNCIES: "Retention and Disposition" OR "Electronic Records and Information Management"

OVERVIEW: Since early 2020 the State of Oregon has been operating largely as a virtual workplace, leveraging a complex network of software environments to continue to serve the people of Oregon during one of the most disruptive events in the last century. While many legacy systems, housed on-site and accessed via VPN, continue to be heavily used, the State is increasingly moving to cloud-based integrated solutions such as Microsoft 365.

These new environments enable smoother, quicker, and more efficient work and collaboration, but also present huge new challenges surrounding the management of data and records. How do we leverage new tools like classification, final versions, and retention within this environment? Just how does one execute a retention schedule when everything is interconnected? How do we ensure the security of protected information while removing barriers to access elsewhere? These are just some of the questions faced by Oregon's M365 implementation team. Through nearly two years' worth of discussion, compromise, and collaboration the team has begun to develop a roadmap for navigating this new wilderness.

In this presentation, State Records Manager Kris Stenson and Chief Data Officer Kathryn Darnall Helms will talk about developing a partnership between records management and data governance through the M365 implementation, the tough decisions made along the way, and the plan for ensuring effective and secure Records and Data Management in the years to come. Topics will include the process for identifying major retention groups, access and external sharing concerns, and systems of record.

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SESSION 3: "Communication Skills for Records and Information Managers"

PRESENTER: Julie Torres, Assistant City Clerk, City of Sparks, NV

GARA CERTIFICATE COMPETENCIES: "Records and Information Management Basics" OR "Advocacy and Outreach"

OVERVIEW: RIM administrators speak their own language, but sometimes it's foreign to the people we support. This course will enhance your communication techniques and assist with building relationships with the teams we support.

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SESSION 4: "Ascending the Summit to Enhance the Citizen/Student Experience"

PRESENTER: Mary Ellen Buzzelli, Director of State, Local and Education Strategy, Iron Mountain Government Solutions

GARA CERTIFICATE COMPETENCY: "Electronic Records and Information Management"

OVERVIEW: Digital transformation initiatives are playing a critical role in how government and education institutions can enhance the citizen and student experience. Evolving technologies, rising expectations, new

regulations, and data privacy concerns are driving agencies to take a closer look at digital services. As records managers, how are you navigating the transformation and responding to enhanced expectations?

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### **12:30 PM - 1:30 PM: Lunch**

*Join us for lunch, included in your full-conference registration fee.*

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### **1:30 PM - 2:45 PM: Concurrent Sessions**

*Select from one of the four (4) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

#### SESSION 5: "Wilderness to the Wellspring of Information Governance"

PRESENTERS: Pari Swift, University Records Manager, The Ohio State University, and Glenn Smith, Records Management Analyst, Library of Virginia

GARA CERTIFICATE COMPETENCIES: "Retention and Disposition" OR "Electronic Records and Information Management"

OVERVIEW: The Ohio State University and the Library of Virginia use electronic systems for dynamic retention schedule management, records disposition, and legal citations. While the systems have generally fulfilled expectations for their designed purposes, their utility is being explored in other collaborative areas of information governance, including IT document management and data security in order to reduce duplicative efforts and lead to efficiencies for multiple areas. This session will "explore":

- Critically thinking through required system functionality
  - Managing retention schedules, approvals, history, and analysis notes electronically
  - Benefits of linked legal citations
  - Public records and discovery benefits
  - Improving disposition methodology and effectiveness
  - Using user defined fields to track security level, essential status, and document types from other systems
  - Mutual benefits in the fast-moving area of data security/privacy
  - Framing basic records management tools as effective solutions to information governance challenges
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#### SESSION 6: "Is There A Manual for That? Exploring *The Handbook of Archival Practice*"

PRESENTERS: Rebekah Davis, Archivist, Limestone County Archives, Patricia C Franks, Professor Emerita, San Jose State University, and Jelain Chubb, State Archivist and Director Archives and Information Services Division, Texas State Library and Archives Commission

GARA CERTIFICATE COMPETENCY: "Archives and Long-term Preservation"

OVERVIEW: Get a glimpse at the image of the 21st Century Archival Practitioner based on 111 entries contributed by 105 authors to the 2020 publication of *The Handbook of Archival Practice*. Dr. Pat Franks, Editor of The Handbook and current NAGARA President, will speak about how The Handbook addresses 10 key areas of archival practice to serve as a valuable resource for archival students and practitioners. Contributor Jelain Chubb will discuss the legal process of replevin the Texas State Library and Archives Commission uses to reclaim alienated state records, including procedures essential to identifying, supporting, and making a claim, tips for working with legal counsel, and will recount recent recovery efforts. Finally, contributor Rebekah Davis will address all aspects of small archives management and how they are carried out in practice at the Limestone County (AL) Archives, and she will share tips that will help in managing all archives, large and small.

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SESSION 7: “Relaunched: Making Old Web Content New (and Useful!) Again”

PRESENTERS: Ashley Selima, State Archivist & Public Records Administrator, RI State Archives/ RI Department of State, Kaitlyne Ward Morris, Director of State Archives, Library, and Public Information, RI Department of State, Siulam Bohorquez, Visual Communications Manager, RI Department of State

GARA CERTIFICATE COMPETENCIES: "Advocacy and Outreach" OR "Electronic Records and Information Management"

OVERVIEW: Understanding the needs of your stakeholders is vital, no matter what organization or industry you are in. It can be easy to forget that we, as government records managers have stakeholders. Our stakeholders include everyday Rhode Islanders, business owners, Elected Officials, the General Assembly, and other state agencies.

The RI Department of State is dedicated to increasing transparency, civic engagement, and practicing and promoting good government in Rhode Island. A key part of our commitment to transparency includes a major effort to make resources effective and accessible across platforms to support government employees and the public’s understanding of public records.

This session will focus on the relaunched “Managing Government Records” webpages, and how changing how we presented complex content by re-thinking our audience enabled us to build a completely new website that is now a useful resource for both members of the public trying to understand and access public records, and the state agencies who are charged with managing them. We will talk through our collaborative process, the challenges we faced, and the strategies we used to overcome them.

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SESSION 8: “Taming the Wild West of Records Preservation in M365”

PRESENTER: Gareth Aitken, VP Commercial Strategy, Preservica

GARA CERTIFICATE COMPETENCIES: "Electronic Records and Information Management" OR "Archives and Long-term Preservation"

OVERVIEW: With the adoption of Microsoft 365 and SharePoint for managing records many forward-thinking information managers are focused on the best ways to govern and protect critical long-term records within the

Microsoft ecosystem. Digital records preservation in content management systems - to ensure they can be used and trusted over decades and custodians - has often been seen by records and information technology managers as a challenging domain.

Well not anymore.

This session will use case studies to show how governing and preserving long-term and permanent records managed in Microsoft 365 can be seamless and automated! And can all be achieved using familiar Microsoft 365 tools.

You will learn how to:

- Automatically archive and actively preserve critical long-term records using Microsoft retention labels
- Easily retrieve preserved records using Microsoft discovery tools
- Archive and preserve closed projects and sites
- Automatically ensure records are always accessible in the latest readable file formats
- Preserve records from SharePoint, Teams, OneDrive and Exchange
- Surface preserved records in Microsoft 365 that were migrated from legacy ECM
- Plus - learn how you can try all this out for free!

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### 3:00 PM - 4:00 PM: Concurrent Sessions

*Select from one of the four (4) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

SESSION 9: "It is Helpful to Not Have Fires! A Fire Disaster and Recovery Records Case Study"

PRESENTER: Ryan Leimkuehler, University Records Manager, Kansas State University, Veronica Denison, University Archivist, Kansas State University

GARA CERTIFICATE COMPETENCIES: "Disaster Preparedness and Business Continuity" OR "Archives and Long-term Preservation"

OVERVIEW: In May 2018 a fire and water disaster occurred at Hale Library on the Kansas State University campus displacing collections through December 2021. This session will focus on the collaborative efforts of the university archivist and records manager in documenting and preserving the fire disaster and recovery records. We will discuss how a team of two developed a collection plan and worked in the decentralized structure of the library to maintain the historic records. Attendees will receive practical real-world examples of how to plan for this type of project with limited resources and working with various units and vendors. Presenters will also discuss what worked well and what they would change as this project concludes.

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SESSION 10: "To The Summit: A Field Guide for Climbing RIM Mountain"

PRESENTER: Leslie Turner, Certified Records Manager, Retired

GARA CERTIFICATE COMPETENCY: "Records and Information Management Basics"

OVERVIEW: In the hiking/mountaineering world there are the "10 Essentials" - essentials you take with you before you venture into the wild. These "essentials" include items like maps, a compass, fire starters, first aid kit (and knowledge to use it when you are hours away from immediate medical help), some kind of shelter, extra clothing and other equipment/knowledge that help you survive the wilderness experience - or at least increase the odds! In the wilds of government there are limitations to available resources, just like in the real wilderness.

This session is a field guide of the "10 Essentials" that will help you prepare for your summit attempt of RIM Mountain. What kind of planning and preparation do you need before you even get to the trailhead? What do you do if you lose the trail and have to bushwhack? What tools and equipment will be the necessary to navigate to the summit safely? Learn some of the alpine/RIM skills that will help make your trek to the top a success!

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SESSION 11: "Trust Data, Not Lore': Developing a Data Classification Policy for Your Organization"

PRESENTER: Alexander Webb, Records & Information Management Consultant, IQ Business Group, Inc., and Eric Stene, Records and Information Management Officer, City of Austin, TX

GARA CERTIFICATE COMPETENCY: "Electronic Records and Information Management"

OVERVIEW: The City of Austin needed a practical data classification policy to provide the foundation for end users to classify data based on confidentiality requirements. This effort was in response to recommendations from a 2019 Information Security Management Audit.

The goals of this effort were to provide the foundation for classification of data; provide requirements for handling of data; provide a process to make thoughtful decisions about the protection of data; ensure data is identified and appropriately protected; ensure unintended exposure of data is correctly managed; and raise awareness and educate end users.

The session will walk participants through the development of the policy in the hopes our lessons learned can aid other Public institutions in the development of their own policy to better secure their data, information, and records.

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SESSION 12: "Protecting Your Agency Online: Social Media & Records Management"

PRESENTER: Marcus Smith, Digital Compliance Expert, Optimere

GARA CERTIFICATE COMPETENCIES: "Legal and Compliance Issues" OR "Emerging Technologies"

OVERVIEW: These days, every government agency needs an active social media presence. But without proper training and policies to compliantly manage the 24/7 dialogue, misinformation, and trolls, it's easy to violate public records law, retention requirements, and the First Amendment.

Join Marcus Smith as he explores best practices to save you time (and your reputation!) while working with social media. The session will also share real-life examples to help you avoid becoming a headline and case studies highlighting the risks involved in government records management.

Key Takeaways:

- The federal and state public records laws for retaining social media records as well as the risks involved with failing to maintain these records properly
  - How to keep up with your social media by creating and enforcing good policies
  - Why screenshots aren't enough to fulfill digital record retention & how to capture dynamic content
  - Tips for managing social media records and automate records requests management.
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#### **4:15 PM - 5:15 PM: Government Networking Groups**

*Get better acquainted with this year's group of conference attendees. There's no better way to maximize your conference experience than by networking with your colleagues and developing valuable connections to last throughout the year. Participate in one of the four (4) following groups:*

- Federal Archivists and Records Managers
  - State Archivists and Records Managers
  - Local Archivists and Records Managers
  - University Archivists and Records Managers
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## FRIDAY, JULY 15, 2022

### **8:00 AM - 9:00 AM: Exhibit Hall Open**

*Join us for coffee and additional visits with vendors in the Exhibit Hall.*

### **9:00 AM - 10:00 AM: NAGARA Annual Business Meeting**

*Join us at the Annual Business Meeting where breakfast will be served, NAGARA's new leaders will be announced, and voting on bylaw amendments will take place.*

### **10:15 AM - 11:30 AM: Free Time/Exhibit Hall**

### **11:45 AM - 12:45 PM: Concurrent Sessions**

*Select from one of the four (4) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

#### SESSION 13: "Moving Skeletons into the Cloud: A Network Drive Cleanup Case Study"

PRESENTER: Kendra Whitaker Yates, Chief Records Officer, RIM Section Administrator, Utah Division of Archives & Records Service

GARA CERTIFICATE COMPETENCIES: "Retention and Disposition" OR "Electronic Records and Information Management"

OVERVIEW: For hundreds of years, Parisians overfilled their cemeteries with bodies, until those cemeteries reached the bursting point (literally) in 1780. The French catacombs serve as a fascinating example of one city's attempt to control the ever-increasing volume of human remains by creating a natural underground bone repository and employing methods of organization.

Our shared network drives at the Utah State Archives were like the 1,000-year-old Parisian cemeteries of 1780: oversaturated. And we just kept burying more and more bodies there. Records had piled up like bones and were cluttering our network drives to the point where they could not be identified, retrieved, or properly disposed of. We were bursting at the seams and had to continually pay additional amounts of money to accommodate the ROT-ting corpses.

In April 2019, our director tasked me with moving agency records off of the shared network drive and into a cloud solution. In this session I will present the story of how we accomplished the task: from managing the project, to creating a file plan (aka folder structure), to helping co-workers adapt to the change. There were plenty of pitfalls and apparent dead ends, but in the end, we successfully left the dirt behind and ventured forth into an organized Cloud solution.

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#### SESSION 14: "Shifting the Lens: Improving Access to DEI Sources"

PRESENTER: Anne Frantilla, City Archivist, City of Seattle, WA

GARA CERTIFICATE COMPETENCY: "Advocacy and Outreach"

OVERVIEW: As our perspective changes, we see that as archivists we have a responsibility to help amplify voices that may not have been heard before. Primary sources remain the same, it is our perspective that changes. This session focuses on how the descriptive practices archivists use often don't offer a way to explore how diverse voices might have been part of the records. How do archivists create pathways to resources for those researching equity, diversity and inclusion? This presentation explores how SMA exhibits, social media, and other outreach efforts highlight the voices that reshaped the city physically and reinforced as well as worked to change discriminatory policies.

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SESSION 15: "The Road to a RIM Program is Paved with Good Intentions: A Zoological Case Study"

PRESENTER: Rae Lynn Haliday, Registrar, Saint Louis Zoo

GARA CERTIFICATE COMPETENCIES: "Records and Information Management Basics" OR "Advocacy and Outreach"

OVERVIEW: For records managers working in professions and industries that have not yet embraced RIM, there is no way around the very large mountain of increasing awareness, building buy-in and garnering the respect and skills required to deploy the necessary framework.

This presentation will walk through the framework in place at the Saint Louis Zoo and share strategies to building innovative and fully supported RIM programs at the local government level. Lessons learned and the inherent pitfalls to be aware of along the way will also be presented.

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SESSION 16: "Gearing Up To Modernize Public Records Processing"

PRESENTER:

GARA CERTIFICATE COMPETENCIES: "Records and Information Management Basics" OR "Electronic Records and Information Management"

OVERVIEW: Public Records are 176% more complex than they were in Q1 2018 — that's according to the latest Peers in Public Records Index (PiPRIndex) data. Information has gone wild - with rapidly changing transparency legislation and a constant stream of new record types, release/retention schedules, and exemption law updates. The public records compass is spinning — No wonder you're exhausted!

Join us to explore the latest public records data, best practices, and tips from the field. We'll share essential skills needed to keep up with public expectations of state and local government information sharing. It's time to sunset outdated processes and welcome the new path for public records.

Hear how others have embraced change management. Take home these fundamentals:

- Data to support urgency of action (recent changes to the public record landscape)

- Proof of increasing data governance load: new file types (email, chat, video, social) and the expansion of public record type classifications across the U.S.
- Tech solutions for retention schedules, email search/de-duplication, and using AI for video redaction
- Better understanding of OCR ingestion, your document workspace, and the role of paper in a post-pandemic world
- Templates for securing stakeholder buy-in and tech funding
- What current trends tell us about your timeline for action
- Actionable steps to reduce backlog while improving compliance and community relations

**1:00 AM - 2:30 AM: Annual Awards Luncheon & Keynote (Sponsored by Preservica)**

*Join us in celebrating the past year's GARA Certificate recipients, as well as the recipients of NAGARA's 2022 Annual Awards. A keynote address will follow.*

**2:45 PM - 3:45 PM: Concurrent Sessions**

*Select from one of the three (3) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

SESSION 17: "Strategic Subtraction: The Process of Decommissioning Legacy Systems"

PRESENTER: Joe Hadfield, Service Retirement Manager, BYU Office of Information Technology

GARA CERTIFICATE COMPETENCIES: "Retention and Disposition" OR "Electronic Records and Information Management"

OVERVIEW: It is human nature to solve problems through addition: More features, funding, products, and people. This often blinds from our view the need to strategically subtract. This tendency leads to a cluttered context where inefficiencies abound, and legacy tools become zombies that bite us.

In this session, you will hear from someone in a new type of I.T. role that is designed to counter the clutter. BYU decommissions unneeded and redundant technologies for BYU's Office of Information Technology. BYU will present several mini-case studies involving a departing tool and the fate of the information it contained. Participants will also receive downloadable checklists that BYU uses to guide decommissioning efforts.

Session Outcomes:

- Learn a three-stage process for retiring a technology service or system gracefully.
- See how to build an organizational culture of strategic subtraction.
- Understand the skillset needed to become a successful "Application Undertaker."

SESSION 18: "Charting the Course(s): Records Management Education for Target Audiences"

PRESENTERS: Sam Beland, Government Records Analyst, State of Michigan Records Management Services, and Caryn Wojcik, Senior Government Records Analyst, State of Michigan Records Management Services

GARA CERTIFICATE COMPETENCIES: "Advocacy and Outreach"

OVERVIEW: Different types of government employees have different duties and responsibilities when it comes to recordkeeping. As a result, some records management training may need to be customized to address the role of various categories of employees.

The State of Michigan's Records Management Services recently developed new training that targets specific audiences according to their typical duties and responsibilities for recordkeeping. This session will explain how the target audiences were selected, the unique messages that were presented to them, and how these trainings fit in the overall records management curriculum.

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SESSION 19: "Transparency Innovation: How the City of Charlotte Transformed the Public Records Request Process"

PRESENTERS: Cheyenne Flotree, Citywide Records Program Manager, City of Charlotte, NC, and Bill Majercsik, Business Intelligence Developer, City of Charlotte, NC

GARA CERTIFICATE COMPETENCIES: "Advocacy and Outreach" OR "Legal and Compliance Issues"

OVERVIEW: In 2019 the City of Charlotte embarked on a program to improve transparency and provide more information about their public records request process. Instead of using external vendors, it was decided to leverage internal technologies.

Collaboration between the City's Citywide Records Program and its Data Program team yielded the Public Records Public Portal. The goal of the Public Portal is to provide information about the requests received, their status, their eventual outcome and closure date, and the responsive materials provided (if any). This way, the City can show the volume and complexity of requests received, the diversity of requests and share the materials provided with a broader audience.

This was accomplished through internal innovation instead of costly third-party technology and products. Almost three years later, the Public Records Tracker on the City of Charlotte's Open Data Portal has become a common way to provide information to its community. It has provided information about approximately 4500 public records requests encompassing over 133,000 pages of responsive materials during a period that covered significant events like the 2019 NBA All-Star Jam, the COVID-19 pandemic, and the 2020 Republican National Convention.

Attendees of this session will learn how this collaboration came to be, how the technology was created, problems encountered and overcome, and lessons learned from the City of Charlotte's Citywide Record Program and Data Governance Team. It is hoped that this can be used as a template for record programs in other local governments that are financially limited and potentially used as a starting point for further innovations in providing information to the public.

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**4:00 PM - 5:00 PM: Concurrent Sessions**

*Select from one of the three (3) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

**SESSION 20: "Into the Wild: Leveraging Your Archival Collection to Promote Records Management"**

**PRESENTERS:** Christina Bryant, Director, City Archives & Special Collections, New Orleans Public Library, and Brittany Silva, Librarian/ Archivist, City Archives & Special Collections, New Orleans Public Library

**GARA CERTIFICATE COMPETENCIES:** "Advocacy and Outreach" OR "Archives and Long-term Preservation"

**OVERVIEW:** Archives and Records Management are two disciplines that support, inform, and rely on each other to ensure the preservation of government records. Records Management policies give government agencies instruction on active and non-active records, providing a roadmap for the disposition of past, present, and future records created. Archival collections of government records rely on government agencies being aware of and adhering to records management procedures to ensure the retention, transfer, and preservation of records of historic value. But what do you do if your city does not have a Records Management program in place?

This session will focus on ways that archival institutions can leverage their position, collections, and expertise to guide government agencies lacking a formal records management program. We will focus on our own experience positioning the New Orleans City Archives as both a repository and resource for New Orleans city agencies, providing guidance and instruction to develop responsible practices regarding government records before they are transferred to our care. This includes marketing our own collections and expertise as means of securing administrative support, developing relationships with city agencies on the individual level, providing outreach, training, and instruction to agencies regarding their own records, and positioning ourselves as an example of responsible records practices for other city agencies.

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**SESSION 21: "Exploring the Information Wilds Using the Records Alphabet"**

**PRESENTER:** Thomas W. Oduor, Records Manager, Coachella Valley Water District

**GARA CERTIFICATE COMPETENCIES:** "Records and Information Management Basics"

**OVERVIEW:** Exploring the information wilds should inevitably lead one back to the basics of retention, retrieval, reduction and recovery. Without compartmentalizing it can be overwhelming and not make sense. The wilds can only be tamed by the principles: accountability, transparency, integrity, protection, compliance, availability, retention and disposition. And finally, when it is all tamed and on display, the audience will look at it through four lenses: can they determine authenticity, is reliability an issue, are there integrity issues and finally are they useable?

No matter what gadgets we use in creating and retrieving and retaining records, the basics do not grow old. Your latest set of wheels is still subject to traffic regulations for the good of the order no matter which of the fifty states you are in. Government jurisdiction is no escape: federal state or local. And yes, even the private sector dominions. We all speak one language: retain, retrieve, reduce and recover. Ignorance is no excuse before the law.

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**SESSION 22: “Pack your Flashlights! We’re Exploring How the State of VT Shined a Light on Their Dark Data”**

**PRESENTERS:** Tanya Marshall, State Archivist & Chief Records Officer, State of Vermont, and Mark Evans, Director of Sales Engineering, ActiveNav

**GARA CERTIFICATE COMPETENCIES:** "Retention and Disposition" OR "Electronic Records and Information Management"

**OVERVIEW:** With a mission to “provide, protect, promote, and preserve Vermont public records, in collaboration with other public agencies, for the benefit of the public collectively served,” the Vermont State Archives and Records Administration (VSARA) set out to create a cooperative framework for bringing together technology, people, and processes.

With the explosion of digital records and information (“data”) and tendencies to keep it all because “storage is cheap,” public sector records administrators and archivists are tasked with the unique challenge of balancing accountability and transparency of government actions with efficient records and information management practices.

This session, presented by the State of Vermont and ActiveNav, will walk through a real-world case study that illustrates the power of identifying the right technology, people, and processes. By choosing a technology aligned with business goals and obtaining support from key stakeholders early in the project, VSARA was able to shine a light on a partner agency’s “data wilderness,” identify gaps in their internal information management workflows, and manage records at scale to meet the agency’s overall mission.

Attendees of this presentation will learn:

- How to bring key stakeholders onside and work cross-functionally across your agency to meet mission goals
- How to achieve data visibility in order to meet retention requirements
- How to identify redundant, obsolete, and trivial information for quick defensible disposition
- How to identify records through an automated classification process.

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**7:00 PM - 9:00 PM: Closing Evening Networking Reception at This is the Place Heritage Park (Sponsored by GovQA)**

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## SATURDAY, JULY 16, 2022

### 8:30 AM - 9:00 AM: Coffee & Goodbyes

*Join us for coffee and the last exciting sessions of this year's conference.*

### 9:00 AM - 10:00 AM: Concurrent Sessions

*Select from one of the two (2) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

**SESSION 23:** "Planting the Seeds for Collaborative Work: How to Grow and Maintain a Cross-functional Team"

**PRESENTER:** Heidi Steed, Local Government Records Specialist, Utah Division of Archives and Records Service

**GARA CERTIFICATE COMPETENCY:** "Advocacy and Outreach"

**OVERVIEW:** Government operations can be notoriously siloed. Cross-functional teams provide an opportunity for various professional specializations to work together for a common purpose, and provide opportunities to break down communication barriers, improve the delivery of services and create processes that are more cost effective and efficient.

In 2018, the Utah State Archives began piloting a Local Government Team, connecting staff from records management services, archives, and the State Historical Records Advisory Board. The Team has spent the last 4 years building capacity for serving Utah's diverse and far flung, largely rural local governments. In this presentation, we'll discuss some of the challenges and rewards that have come with the process.

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**SESSION 24:** "Big Data and Information Security: Balancing Conflicting Needs"

**PRESENTER:** Eric Stene, Records and Information Management Officer, City of Austin, TX

**GARA CERTIFICATE COMPETENCIES:** "Electronic Records and Information Management" OR "Legal and Compliance Issues"

**OVERVIEW:** Personal computers stimulated a boom in the generation of records and information both in the private and public sectors. The increase in storage capacity, advent of "the cloud," and the desire to collect and retain more and more data resulted in the accumulation of "Big Data."

"Big Data" is an accumulation of data that is too large and complex for processing by traditional data management tools that becomes more of a challenge to manage and protect. In addition, Big Data drives demand for new forms of "Data Analytics," the analysis of data sets to identify and interpret meaningful patterns, trends, associations, and interactions.

As business operations within the private sector and state/local government offices become more complex, the demand for more data, to feed data analysis, increases. The monumental collection of data of all sorts frequently conflicts with organizations' ability to protect sensitive information. Budget constraints further inhibit governments' ability to secure sensitive information.

This presentation provides strategies for governments to address conflict between big data and information security by identifying big data using already available resources while protecting sensitive information without requesting budget increases.

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**10:15 AM - 11:15 AM: Concurrent Sessions**

*Select from one of the two (2) options below and indicate your choice on the online registration system. You may change your preference at any time but must select one during registration.*

**SESSION 25: “Time to Join ‘AAA’: Are you an AI-Aware Archivist?”**

**PRESENTERS:** Patricia C Franks, Professor Emerita, San Jose State University, Dr. Souvick Ghosh, Assistant Professor, San Jose State University, Dr. Darra Hofman, Assistant Professor, San Jose State University, and Dr. Norman Mooradian, Lecturer, San Jose State University

**GARA CERTIFICATE COMPETENCIES:** "Archives and Long-term Preservation" OR "Emerging Technologies"

**OVERVIEW:** By the end of this session, you will be well on your way to understanding the possibilities—and challenges – of applying Artificial Intelligence techniques to archival practice.

The presenters will provide an overview of the evolution of Artificial Intelligence since 1950, when Alan Turing first asked, “Can Machines Think?”

They’ll explain the difference between two of the sub-fields of AI currently being explored for archival and RIM applications: Machine Learning and Deep Learning, in a way that requires neither math nor a computer science degree.

They’ll describe the application of AI techniques in the records management and archival domains, examining use cases including AI for identifying sensitive data/PII and AI to improve reference and access.

And they will conclude with a discussion of the ethical challenges that must be faced when designing and implementing AI systems. This presentation is based on research conducted through InterPARES Trust AI (2021-2026), a multi-national, interdisciplinary project which is aimed to design, develop, and leverage AI to support the ongoing availability of trustworthy public records.

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**SESSION 26: “Where Are We Going? RIM Assessment & Planning Post Covid-19”**

**PRESENTERS:** Dawn Lewandowski, Director, Records Management, Brilliant Corporation, Tamara Matthews, Senior, Agency Records Officer, U.S. Department of Agriculture, and John Masters, Director, Digital Transformation, Brilliant Corporation

**GARA CERTIFICATE COMPETENCIES:** "Records and Information Management Basics"

**OVERVIEW:** Our world was turned upside in 2020 by the COVID-19 pandemic. We were thrust into the electronic world whether we were ready or not, and that has presented us with a unique set of challenges. Our

customers expect real-time access and responses online, to engage with us digitally rather than in person. Our staff has adjusted to a work-from-home model, increasing the demand for hybrid options or 100% work-at-home assignments. We have lost key staff members and historical knowledge due to the “great resignation.” We find ourselves in a position that asks us to do more with fewer people and shared drives and sites that need cleanup and organization. In response to these challenges, we are reassessing our RIM environments in 2022.

Information is one of the most vital strategic operational assets of any organization.

A common aspect of all organizational environments is the constant demand for on-time access to data, information, and documentation. We need business records for operational guidance, reporting, documentation of intellectual capital, evidence in litigation, and a variety of other tactical and strategic drivers. In order to avoid lost productivity, public embarrassment, and damaged political status, critical business records must be retrieved quickly and accurately.

This presentation will help you assess the current state of your RIM operations. Our goal is to help you recover from 2020 and plan for the future as we move into the new normal.

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