

Recordkeeping in social networking environments

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Outline

- Web 2.0
- LAC context and principles
- Web 2.0 and recordkeeping : foundational issues
- Web 2.0 recordkeeping and the continuum
- A practical model for recordkeeping in social networking environments



Web 2.0

- web applications that facilitate interactive information sharing, interoperability, user-centered design, and collaboration on the World Wide Web.
- Examples include web-based communities, hosted services, web applications, social-networking sites, video-sharing sites, wikis, blogs, mashups, and folksonomies.
- **A Web 2.0 site allows its users to interact with other users or to change website content, in contrast to non-interactive websites where users are limited to the passive viewing of information that is provided to them.**



Web 2.0 and the shifting information landscape

Societal/Behavioural

Top-down control	→	Ubiquitous participation
Formal conduct	→	Collaboration
Single authority	→	Points of view
Places	→	Spaces
Specialized	→	Convergent
Rigorous	→	Emergent

Informational

Scarcity	→	Abundance
Analog	→	Digital
Linear	→	Organic
Significant	→	Sufficient, sustainable
Finite	→	Infinite

Technological

Closed networks	→	Open systems
Centralized	→	Decentralized
Solution.	→	Enabler



Web 2.0 and recordkeeping

- Dynamic global environment where the pace of change is unprecedented
- Web 2.0 as a tipping point
- “Architecture of participation”
- LAC’s stake in the knowledge economy?
 - Within GC?
 - Outside GC?
- Use of social media / social networking in GC departments
- Eg. GCPEDIA (but many others!)



English
[Important Notices](#)

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Larger questions...

- How does 2.0 affect the information environment?
- How does 2.0 affect current government recordkeeping practices?
- **Recordkeeping** is a **framework of accountability and stewardship** in which records are created, captured, and managed as a vital business asset and knowledge resource to support effective decision making and achieve results for Canadians.”
GC IM Policy, July 2007
- **Records are important, regardless of their location, format, method of creation.**



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LAC context and principles

- Need to articulate gaps and unknowns about recordkeeping in social networking environments, identify challenges and articulate potential solutions
- Re-examine theory and practice
- An approach encourages dialogue and participation
- Consider:
 - theory and practice
 - legal frameworks
 - skill sets
 - acquisition and preservation methods
 - tools
 - governance, etc...



Web 2.0 and recordkeeping : foundational issues

- Web 2.0 destabilizes concepts of authorship, discrete information resources
- Web 2.0 information is fluid, networked, generated on the fly and tends toward the ephemeral
- Need a conceptual, not physical or spatial approach
- Challenge: capture **content in context**



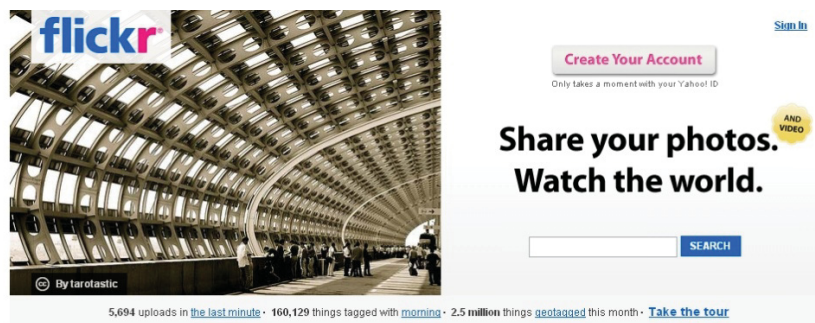
- Eg. Your facebook newsfeed is unique to you : contributions of your particular set of contacts, events, etc.
- How to define authorship?
- Where is the resource?



Web 2.0 and recordkeeping : foundational issues

- Need to consider changing perceptions of value and authenticity
- Need to consider new ways in which information is used, and what they mean for us.
- What are the points of shared responsibility? What are the opportunities?

- What has value?
- For what purpose?
- Who decides?



Information models : Web 2.0 recordkeeping and the continuum approach

- A continuum approach is suited to recordkeeping in the digital / Web 2.0 era
- Single-stage continuum proposed : information management and use
- Web 2.0 represents the migration of information trends into an environment in which they are perfectly suited: information overload, failure of “command and control” recordkeeping, de-centering of authority.
- Information resources don’t follow functions, they enable them.
- Use (by the creator) is the key factor.



A practical model for recordkeeping in social networking environments

- Based on the concept of **business value** and **RK repositories**
- Asks:
 - What is the web 2.0 tool for your task?
 - What is the web 2.0 repository for your task?
- Proposes:
 - RK requirements drive repository qualifications
 - Style of **collaboration** to be balanced with formalization of **conduct**

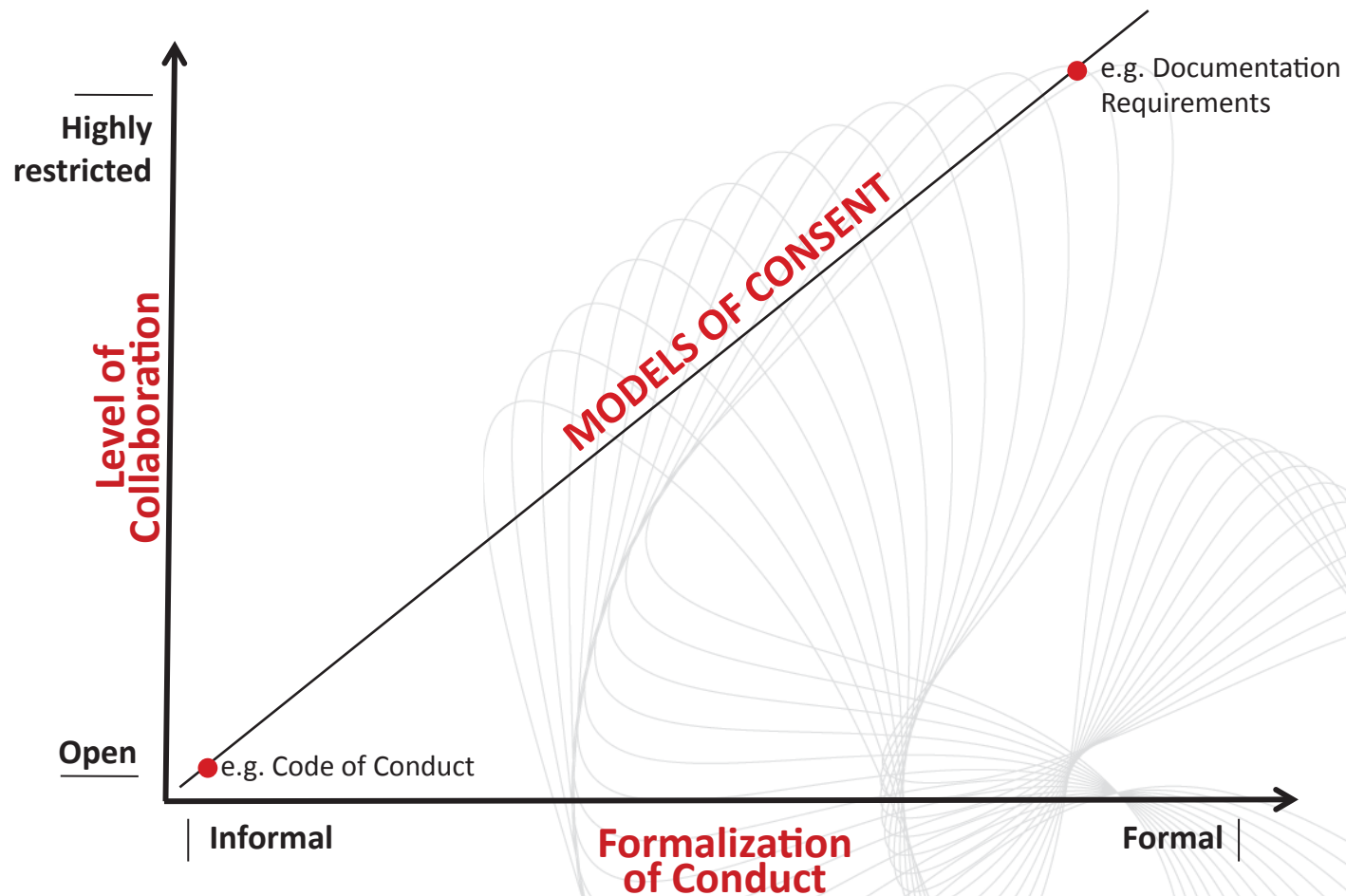


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Collaboration/Conduct Model

Web 2.0 tools in a GC environment can be assessed by the **level of collaboration** and the **formalization of conduct**.



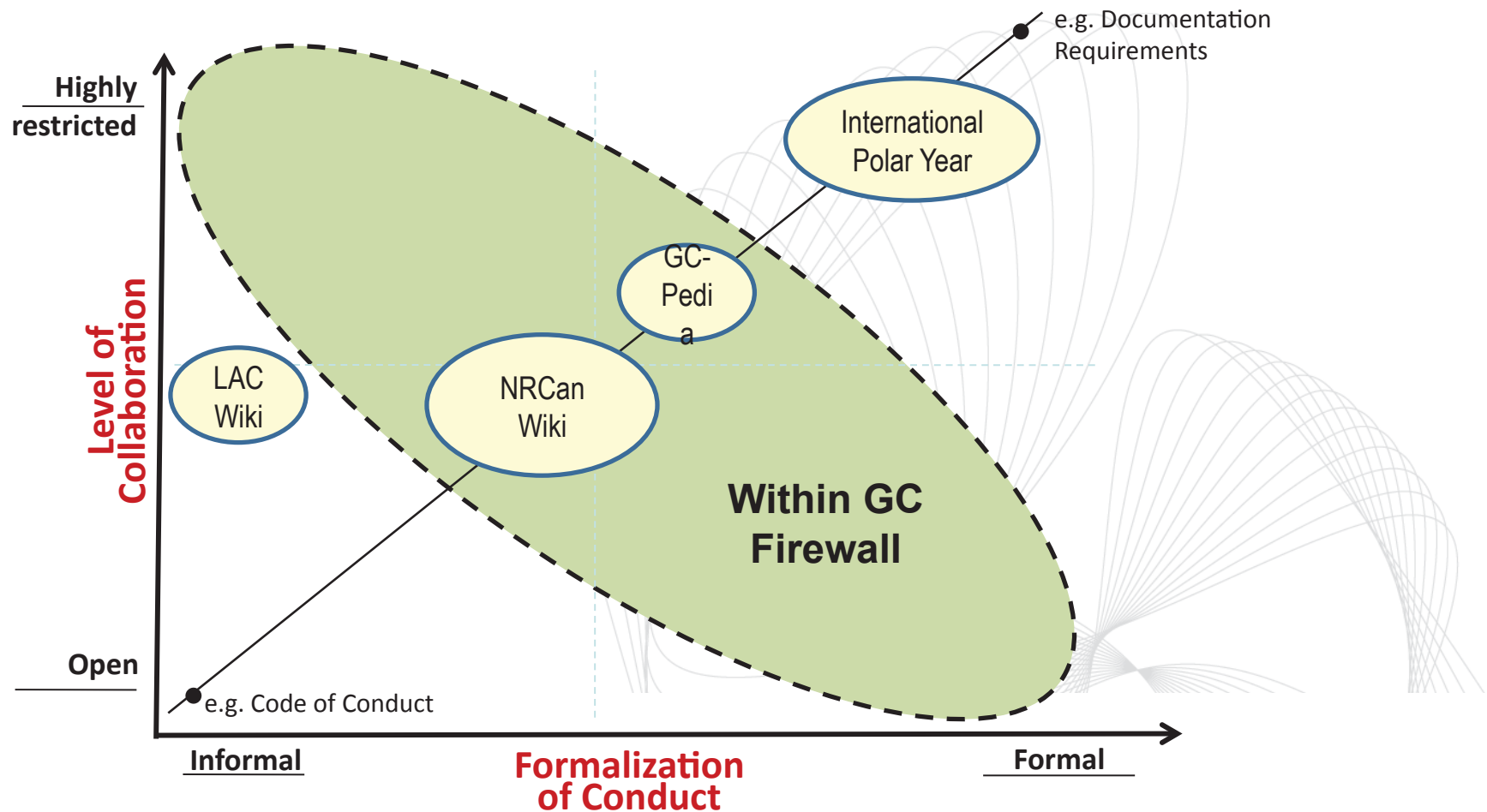
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Plotting Web 2.0 Implementations

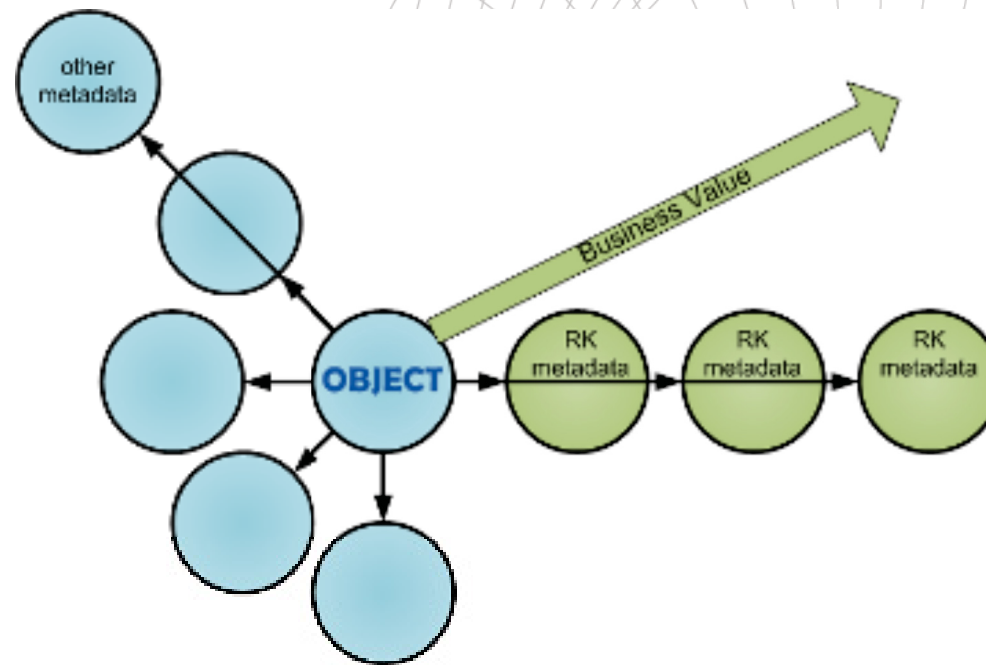
In this environment, **each Web 2.0 tool** will be assessed individually for its **purpose and function**.

Therefore, a **wiki** could potentially be found **anywhere** on the model.



Managing Business Value in Web 2.0 Environments

- Identifying and managing high-value information resources takes place within the Web 2.0 environment or external to it.
- Identifying BV is the responsibility of the creator.
 - 2.0 tools can help.
- Managing IRBVs : metadata is key!



Thank you!

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