Welcome to the CoSA Member Webinar

Task Force on Technical Approaches to Email Archives: Project Update

Use the chat box at the right of the screen to tell us who you are, where you’re from, and who is participating with you today.

Connect to the audio portion of the webinar through your phone line or through VoIP.
Task Force on Technical Approaches to Email Archives: Project Update

Chris Prom, University of Illinois at Urbana-Champaign
Kate Murray, Library of Congress
Glynn Edwards, Stanford University Libraries
Wendy Gogel, Harvard Library Preservation Services
Joel Simpson, Artefactuel Systems
Roadmap

• Task Force Background and Workplan
• Review Email as a Technical Problem
  • Researcher Needs
  • What is Email?
  • Email Lifecycle Approach (understanding workflows and repository needs)
• Review Technical Challenges
• Describe Some Tools and Approaches We Are Assessing
• Next Steps and Questions
Charge

(a) reexamine and assess current efforts to preserve email;

(b) articulate a conceptual and technical framework in which these efforts can operate not as competing solutions, but as elements of an interoperable toolkit to be applied as needed;

(c) construct a working agenda for the community to construct this technical framework, adjust existing tools to work within this framework, and begin to fill in missing elements.

http://www.emailarchivestaskforce.org
Membership

Executive Committee
Kate Murray (co-chair), Library of Congress
Christopher Prom (co-chair), University of Illinois at U-C
Fran Baker, University of Manchester
Matthew Connelly, Columbia University
Wendy Gogel, Harvard Library Preservation Services
Hillel Arnold, Rockefeller Archive Center
Courtney Cain, University of Illinois at U-C
Euan Cochrane, Yale University Library

Kevin DeVorsey, NARA
Glynn Edwards, Stanford University Libraries
Riccardo Ferrante, Smithsonian Institution Archives
William Kilbride, Digital Preservation Coalition
Jessica Meyerson, The University of Texas at Austin
Erin O'Meara, University of Arizona Libraries
Michael Shallcross, University of Michigan
Joel Simpson, Artefactual Systems
Richard Whitt, Google
Julian Zbogar-Smith, Microsoft
Friends and Consultation Pathways

- Council of State Archivists/NAGARA (Webinars)
- National Historical Publications and Records Commission (NHPRC)
- Museums and Web (April 22 in person)
- North Carolina Department of Natural and Cultural Resources
- Coalition for Networked Information (CNI, April 2017)
- Digital Preservation Coalition: UK Briefing Days (July and October)
<table>
<thead>
<tr>
<th>Date</th>
<th>Task</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2016</td>
<td>Launch meeting: Identify problem</td>
<td>Completed</td>
</tr>
<tr>
<td>November 2016 through March 2017</td>
<td>Working groups meet by phone/email to collaboratively draft text and formulate provisional findings and recommendations</td>
<td>Completed</td>
</tr>
<tr>
<td>April 2017</td>
<td>Stakeholder consultations including CNI, COSA (April 18), NAGARA, Museums and Web, Open webinar</td>
<td>In process</td>
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<tr>
<td>May 2017 through August 2017</td>
<td>Working groups incorporate feedback and continue drafting Co-chairs and assistant edit draft consultation report</td>
<td>To come</td>
</tr>
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<td>July 6 2017</td>
<td>DPC Briefing to get UK input on early drafts; co-chairs in UK (in person)</td>
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<td>December 2017</td>
<td>Task Force Report Published</td>
<td>To come</td>
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Email as Cultural Documentation

Miriam Blacks Scrapbook, University of Illinois Archives

archives.library.illinois.edu/ebert/a-student-writer-to-reckon-with/ars-gratia/
Email and Iran Contra

http://nsarchive.gwu.edu/NSAEBB/NSAEBB113/north07.pdf

http://nsarchive.gwu.edu/NSAEBB/NSAEBB113/north07.pdf

olivernorth.com

John Poindexter
historycommons.org
Email Matters
Email as a Habitat

- Email created within an organisation as part of its business, which may be transferred to an in-house archive at the end of its active life.

- Email forming part of archives created by individuals or organisations which are subsequently acquired by libraries or archives (generally referred to as ‘collecting institutions’) from their original creators.

- Email which is created and preserved by private individuals as part of their own, or their family’s, digital archive.

- Email created and curated by informal groups or societies outside of a corporate recordkeeping structure.
Carl Woese

- Evolutionary Microbiologist at the University of Illinois
- Revolutionary methods to understand characteristics of organisms--conservation of ribosomal DNA fingerprints
- Discovered the third domain of life: Archaea
Email is both Record and Cultural Documentation
Email is a Many-Splendored Thing

The term “email” is used to describe:

- An individual electronic mail message
- All of the messages ever sent and received by an account
- The act of composing, sending or reading messages
- Applications and systems that are used to transport, receive, and manage messages

Personal information manager (PIM) tools include email, internet chat, calendars, contacts and task all in one application
Types of Email Data

- Envelope
  - Data used in SMTP commands
    - MailFrom:
    - RcptTo:
    - Received:
    - Return-Path:
    - Data:

- Message
  - Header
    - Originator Header Fields
    - From:
    - Sender:
    - Reply-To:
    - Destination Header Fields
      - To:
      - CC:
      - BCC:
      - Trace Header Fields
      - Received:
      - Return-Path:
      - etc...
  - Body
    - Body Part (1)
      - Body Part Separator
      - MIME Part Header Fields
      - Content-Type:
      - Content-Transfer-Encoding:
      - Etc..
      - Body Part
        (text, html or data making up an attachment)
    - Body Part (2)...

- Mail Handling Systems
  - Email Servers
    - Alias & Mailing List
    - Mailboxes
  - Domain Name Servers (DNS)
  - Email clients, servers or Message Store
    - IMAP Flags & Keywords
    - Custom Metadata
    - Display & Functional Logic

- External Systems
  - Local Systems
    - Intranets, File Shares etc.
  - Internet Resources
    - Web resources & sites
Standardization and Interoperability

Create Message
- Email Client (MUA)
  Compose message using IMF/RFC 5322 for header and body;
  Packages as PST, EML, MBOX, MSG, etc

Transfer Message
- Email Server/Message Transfer Agent (MTA)
  Transfer of email messages from one server to another; Specified by
  SMTP, RFC 5321: Ex: Microsoft Exchange, Postfix.

Optional: Email Server/Message Transfer Agent (MTA) 2

Optional: Message Delivery Agent (MDA)

Delivery Message

Read/Store Message
- Email Client (MUA)
  Compose message using IMF/RFC 5322 for header and body;
  Packages as PST, EML, MBOX, MSG, etc
DCC Curation Lifecycle Model

http://www.dcc.ac.uk/resources/curation-lifecycle-model
Email Lifecycle

**Message Creation**
- Email client dictates format, metadata
- RM rules might apply

**Message Transit**
- Magic of IMF and MTA – message transfer agent which makes hard work look easy

**Message Received**
- Email client dictates format
- RM rules might apply

**Email in Active Use**
- Communication
- Reminders
- Record keeping of thoughts, actions, appointments, passwords,

**Email as Record**
- Self Appraisal
- Self Selection
- Archival Appraisal
- Archival Selection

**Email in Archive**
- Disposition
- Transfer and acquisition
- Processing
- Ingest

**Email in Research**
- Discovery
- Access, use and reuse
Accessioning, Processing and Interoperability

• Significant properties?
• Semi-standardized workflows?
• API development?
• User experience?

Digital Preservation Business Case Toolkit
http://wiki.dpconline.org/
Technical Challenges

- Capture
- Ensuring Authenticity
- Working at Scale
- Addressing Security Concerns
- Messages and Formats
- Preserving Embedded Attachments and linked documents
- Tool Interoperability
Capture

- Building trust
- Aggregating data
- Workflows
- Chaining tools

Credit: Digital Preservation Business Case Toolkit
http://wiki.dpconline.org/
Ensuring Authenticity

- Ingest methods matter
- Key functions and metadata stored in systems, not outputs
- Preserving the chain of actions that archivists take.
In November 1986, a senior official at the National Security Council sat down at his White House computer, entered his password, and started deleting e-mail. It seemed worth it at the time, because Lieutenant Colonel Oliver North was trying to cover up a vast conspiracy. He believed they had safely destroyed the evidence. The National Security Adviser, who had gotten a Ph.D. from CalTech, knew his e-mail was being backed up. But Poindexter also knew that the magnetic tapes were regularly recycled and would soon be overwritten. He therefore joined with North in writing what was meant to be the authoritative account of what happened. It depicted an earnest effort to free long-suffering hostages and achieve a diplomatic breakthrough with Iran -- with nary a word about the Contras. They called it a “Historical Chronology.”

Hi Chris and Kate:

Here is a link to the draft of what I have so far for the report:

https://docs.google.com/document/d/1xrA1RmFq57sGgjsfd0HUIBMgda_m8q9-H5vnNCxpVjA/edit?usp=sharing

It just covers what's outlined below so far, but I'll try to make more progress tomorrow on the rest of it. Can you remind me of how many words you would want my section to be?

Best,
Matt

- Topics:
Working at Scale

• Use and number of accounts

• Size of account vis-à-vis resources to preserve
Security Issues

• Specific vulnerabilities include malicious content, spoofing, confidentiality, Third Party Privacy
Discovery and End User Access

• In reading room?
• Dedicated computer?
• On web?
• Redacted?
• Aggregate Description?
• Item level pathways?
• Entire corpus?
Preservation Approaches: Format Migration

• Many email tools are format dependent
  ○ ePADD ingests only MBOX or IMAP accounts
  ○ Harvard EAS ingests many formats but normalizes to EML for processing and preservation

• Migration is always a risk vs reward conversation:
  ○ Some formats play better together than others
  ○ Open non-proprietary formats are better than closed, proprietary formats

• Migration for MESSAGE format only - typically not attachments

Shameless plug for LC Sustainability of Digital Formats website:
http://loc.gov/preservation/digital/formats/index.html
Preservation Approach: Emulation

• Recreating user experience for both message and attachments in original context

• Software Preservation Network: http://www.softwarepreservationnetwork.org
Preservation Approach: Bit Level Preservation

• You get what you get and you don’t get upset
• Might be appropriate for embargoed collections
Tools within Cultural Heritage Domain

• ePADD
• DArcMail
• Bitcurator
• Lots of proprietary tools such as Aid4Mail, Emailchemy, Mailstore, Access Data FTK, Preservica, and many more
• REST APIs (to come)
Tools Template

Created by Wendy M. Gogel, last modified on Mar 27, 2017

Please use this template to provide a summary of each tool:

Tool Name

- Basics
  - Link to information about the tool
  - Who built it?
  - Status re: availability and openness (open source, proprietary, commercial, etc.)
  - Is it actively being maintained and supported?
    - E.g.: does it have
      - active development?
      - active community?
      - services - including support?
  - System requirements
- What does the tool do?
  - 2 - 3 sentence description of purpose
  - What parts of the stewardship lifecycle does it address/support? 1-2 sentences
  - What are the tools strengths, weaknesses, and gaps?
- Ingest and Export formats
  - Which formats does the tool ingest?
  - Which formats does the tool export?
Completed Template Example

SysTools Outlook PST Viewer FREEWARE

- Basics
  - Status: Freeware version of commercial product with reduced functionality. See details below.
  - Tool is actively maintained with the most recent release 4.5 in 2017. Support is available via chat.

- What does the tool do?
  - SysTools Outlook PST Viewer FREEWARE previews PST files from MS Outlook accounts including email messages and attachments, contacts, calendars, tasks, notes and journals.
  - This tool is most helpful in early appraisal when “for fee” tools are not available.
  - What are the tools strengths, weaknesses, and gaps?
    - Because this the freeware version of a commercial tool, the functionality is reduced. Limitations include: no search capability, no mime view of message content, no export/format migration
    - Advantages include: ability to preview many attachment formats including word processing and image formats and no PST ingest file size limit.

- Ingest and Export formats
  - The tool ingests only PST files
  - No export capability in FREEWARE version.
Industry Tools and Projects

- Forensics
- Legal - email as evidence
- Email production & marketing
- Email abuse, abuse prevention & deliverability
- Consumer email services
- Enterprise email services & operations
- Email storage & data management
- Email within Records Management
State Archives Projects / NHPRC Funding

Kaine Email Project @ LVA

Welcome to the Library of Virginia’s Kaine Email Project, where we make accessible the email records from the administration of Governor Timothy M. Kaine, Virginia’s 70th governor (2006–2010). Users can search and view email records from the Governor’s Office and his Cabinet Secretaries; learn about other public records from the Kaine Administration; go behind the scenes to see how the Library of Virginia made the email records available; and read what others are saying about the collection. The Library of Virginia received approximately 1.3 million email messages from the Kaine Administration. We are processing and releasing these records in batches, so please check back often for new content.

Search the Collection  Related Content  Look Under the Hood  What’s the Buzz

AutoTAR Technology-Assisted Review Platform

with Continuous Active Learning™ (CAL™)

Maura R. Grossman and Gordon V. Cormack

University of Waterloo

Search Jeb Bush Email:

hotel

* CAL and Continuous Active Learning are Trademarks of Maura R. Grossman and Gordon V. Cormack

For more information on CAL, see our Practical Law Journal Article

Also available: Search Tim Kaine Email
Harvard Electronic Archiving System - EAS

http://library.harvard.edu/preservation/email-archiving

Harvard Library Resources - Reports, Articles, Presentations, etc.

Email Archiving Systems Interoperability (Report, July 2016)

Email Archiving Stewardship Tools Workshop (Report, July 2016)

Email Archiving Stewardship Tools Workshop (Article, March 2016)

Email Archiving in a Curation Setting (Panel Presentation, March 2016)

Reshaping the Repository: The Challenge of Email Archiving (Paper, 2010)
Deliverables: Website Resources

Home

In late 2016, the Andrew W. Mellon Foundation and the Digital Preservation Coalition announced the formation of the Task Force on Technical Approaches to Email Archives. The task force is charged with assessing current frameworks, tools, and approaches being taken toward email as critical historical sources.

Through a set of working groups, the task force will construct a working agenda for the community by focusing on three issues: (1) articulating this technical framework, (2) suggesting how existing tools fit within this framework, and (3) beginning to identify any missing elements. A final report is expected by December 2017.

http://www.emailarchivestaskforce.org

Abstract: This website, compiled by members of the American Archivists’ Science, Technology, and Health Care Roundtable (STHC) and the Archivists and Librarians in the History of Health Sciences (ALHHS), provides information on how the Health Insurance Portability and Accountability Act of 1996 (HIPPA) impacts historical research in libraries, archives, and other record repositories.


Abstract: These pages are designed to be a complete, correct, comprehensive reference for the format of an internet mail message header. They explain what shows up in today's Internet mail messages, what today's mail-reading programs can handle; and what the IETF header-format specifications say.


Abstract: Information and covered entity chart to help industry understand if they are a covered entity.
## Deliverables:

**Draft and Final Versions of Report**, including Tools Lists

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Task Description</th>
</tr>
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<tr>
<td>March 2017 through April 2017</td>
<td>Working groups continue drafting report sections</td>
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<td>Task Force consults with stakeholders including COSA, NAGARA, CNI (in person April 3/4), Museums and Web (in person April 22). Review work to date and get feedback.</td>
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<tr>
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<td>Task Force Open Webinar. Review work to date and get feedback.</td>
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<td>Co-chairs and assistant edit report</td>
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<td><strong>Late June/July</strong></td>
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<td>Early September</td>
<td>Executive Committee Meeting in New York: Review progress</td>
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Questions, Feedback, Discussion

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http://www.emailarchivestaskforce.org
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