SERI Education and Training Options, 2017 - 2022

This document outlines general education and training options for the Council of State Archivists (CoSA) State Electronic Records Initiative (SERI) for the next five years, and was approved at CoSA's Annual Meeting in July 2017. It is one of the products of the Institute for Museum and Library Services Laura Bush 21st Century Librarian program grant for the provision of education and training on electronic records management and digital preservation to state archives staff.

The responsibility for overseeing implementation and coordination of SERI education and training options will be shared by the CoSA Board, the SERI Steering Committee, the SERI Education and Programming Subcommittee, CoSA staff and contractors, and other CoSA members and committees.

The list of training options is divided into four activity categories: ongoing, immediate, short-term, and long-term. The "Resource" section under each activity identifies those who will be responsible for the activity itself as well as current or possible grant-funded projects. CoSA plans to undertake most of the activities and projects that are included here, with the understanding that the projects will move much more quickly with grant funding that provides for additional staffing and resources. Progress will be substantially slower if there is no grant funding and volunteers from state and territorial archives must perform all work associated with these projects. CoSA's National Leadership grant from the Institute for Museum and Library Services (IMLS), "Implementing ACCESS: Guiding the Creation, Preservation, and Use of Electronic Records," based on recommendations from a 2015 IMLS planning project, Archives Collaborating and Cooperating with External Strategic Stakeholders (ACCESS) Action Plan, begins October 1, 2017, and partially focuses on implementing some of this education and training plan.

Ongoing

- Regular assessment of education and training needs, including training for administrators, managers, and archivists/records managers. Also considering training/information sharing for CoSA's partner organizations.

  o Resource: The SERI Steering Committee uses periodic surveys to seek input and gain information on education and training needs. These include the biennial State of State Records survey and periodic Digital Preservation Capability Maturity Model self-assessments. The SERI Education and Programming Subcommittee periodically surveys CoSA members on specific educational needs, as does CoSA's Education and Training Committee.

- Scheduled webinars for electronic records and digital preservation topics.

  o Resource: The SERI Education and Programming Subcommittee coordinates the participation of state archives staff and other subject experts as presenters in SERI's regularly scheduled webinar series. Webinars are recorded and provided on-demand through the Program for Electronic Records Training, Tools, and Standards (PERTTS) portal, and presenters are encouraged to provide additional documentation and resources regarding the subject through PERTTS. Some of these webinars will be offered as part of the IMLS ACCESS grant.

- Use of Web portal for additional training, mentoring, and information sharing opportunities.

  o Resource: CoSA's Best Practices and Tools subcommittee oversees the PERTTS portal. The portal will be enhanced by products from the IMLS ACCESS grant. A grant to further enhance and maintain the portal may be sought.

- Work with archival educational programs to add specific electronic records and digital preservation education to higher education curricula and to attract graduates to work in state archival agencies. Provide guest speakers from state archives for graduate school programs.

  o Resource: Form a CoSA committee to explore needs. Explore possible grant opportunities with the University of North Carolina at Chapel Hill, University of British Columbia, University of Texas at Austin, University of Michigan, Simmons College, Massachusetts Institute of Technology, and other academic institutions' graduate school programs.   Examine internship and

apprenticeship programs at state archives.

- o Resource: Build on information in CoSA Education and Training Committee's "Attracting and Retaining Great Talent" white paper.

- Develop a plan for the recruitment of state archives staff to participate on CoSA/SERI committees, encouraging learning through involvement in the state archives community and promoting the development of a community of practice centered on management, preservation, and provision of access to state government archival electronic records.

- o Resource: CoSA Board and SERI committees works with state archivists to add state archives staff as committee volunteers.

Immediate (2017-2018)

- Sponsor webinars/online demonstrations focused on the use of a variety of digital preservation tools.

- o Share information on tools and resources, with coordination from SERI Tools and Resources and SERI Education and Programming subcommittees. State archives familiar with specific tools and software applications (e.g., BitCurator, Archivematica, Preservica, Appx, BagIt, etc.) will lead webinars and demonstrations for other state archives' staff to encourage cross training. Demonstrations will be provided by subject matter experts where insufficient experience exists within our own community. Webinar participants will also be recruited to give presentations centering on tool capabilities and will be encouraged to record their sessions and make them available through the PERTTS portal.   Some of these webinars will be offered as part of the IMLS ACCESS grant.

- Share information on specific topics through informal training and discussions via web conferencing to ensure the widest possible audience. Examples of topics include processing workflows, metadata standards, and exporting messages, attachments, and metadata from Intranet Quorum email systems.

- o Resource: Share information on specific topics, with coordination from SERI Tools and Resources and SERI Education and Programming subcommittees. State archives staff will demonstrate systems, projects, and workflows to others, and will be encouraged to record their sessions and make them available through the PERTTS portal.
- Create shared training and education with allied groups, including National

Association of Secretaries of State (NASS), National Association of State Chief Information Officers (NASCIO), National Governors Association (NGA), Chief Officers of State Library Agencies (COSLA), Society of American Archivists (SAA), ARMA International, and the National Association of Government Archivists and Records Administrators (NAGARA).

   o   Resource: This initiative, funded with a two-year IMLS ACCESS grant, will begin in October 2017. NASS, NASCIO, NGA, and COSLA will work with CoSA to pursue development of shared or co-branded training.

● Hold webinars for CoSA members on IT topics.

   o   Resource: CoSA staff with IT contacts will arrange for guest speakers affiliated with the National Association of State Chief Information Officers (NASCIO). This option might result in a co-branding opportunity with NASCIO.

● Develop a framework to measure progress in electronic records programs in individual states.

   o   Resource: SERI Tools and Resources Subcommittee will identify avenues for assisting states seeking to establish or improve programs. One option might be to look at a basic framework for assisting states with program improvement, and benchmarking national progress over time to determine key areas in need of improvement. Another option might be to revise and improve the already developed SERP Framework and the Digital Preservation Capability Maturity Model (DPCMM) self-assessment, or to customize the National Digital Stewardship Alliance's levels of preservation as a model for state archives. A grant to support development and implementation would be sought.

● Investigate discounts for CoSA members for workshops and training on electronic records and digital preservation issues.

   o   Resource: CoSA Executive Director will discuss the possibility of discounts on class fees for CoSA members with the Society of American Archivists (SAA) and the Association for Information and Image Management (AIIM), among others. These discounts would be similar to those made available to members during the IMLS Laura Bush training grant, but individual institutions would pay for classes. A grant to support class attendance might be sought.

Short-term (2018-2020)

- Make materials from institutes, webinars, and other training more readily available and repurpose materials for additional use. Include outline on a basic skill set for state archives staff involved in electronic records or digital preservation. Include fact sheets for administrators and managers, with basic information on electronic records and digital preservation.

    o Resource: SERI Education and Programming Subcommittee will review existing institute materials and explore potential reuse. A grant opportunity to fund reformatting and repurposing of existing CoSA and SERI training might be sought.

- Review content in PERTTS portal and target resources for inclusion, particularly from states with policies, procedures, or other written materials that would be useful for the larger membership. Add an education calendar as a portal option to help monitor educational opportunities. Add relevant materials from non-state archives sources to help populate the portal.

    o Resource: SERI Tools and Resources Subcommittee will review portal and its contents.

- Create mentoring program/affinity groups. Pair electronic records and digital preservation staff from different state archives for one-on-one mentoring relationships, and establish and identify specific interest groups to create informal information exchanges between interested parties.

    o Resources: Pair more mature programs with less mature programs. This could begin as a volunteer program, with grant funding sought to support travel. Working with the SERI Best Practices and Tools Subcommittee, the SERI Education and Programming Subcommittee, and the CoSA Education and Training Committee, survey the membership to help identify logical affinity groups.

- Develop CoSA Speakers' Bureau with experts on a wide array of electronic records and digital preservation-related topics who will be available for webinars and demonstrations for other state archives.

    o Resource: CoSA Education and Training Committee will work with the SERI Education and Training Subcommittee to identify topics and reach out to potential speakers.

- Continue to hold periodic beginning and advanced electronic records institutes for new and/or other state archives staff, as either face-to-face or online training. Include tracks/options with targeted training for administrators, managers, and

archivists/records managers.

- o Resources: Grant funds needed for face-to-face institutes; online institutes may be coordinated by volunteers. If grant funds for in-person institutes are made available, the annual NHPRC-funded program for documentary editors may serve as a model.
  http://www.documentaryediting.org/wordpress/?page_id=79

Long-term (2020-2022)

- Create a consulting program in which a CoSA representative visits individual state archives to talk to archives staff, state CIO, legislature, etc., to advocate for electronic records and provide on-site assistance to state archivist and other state officials.

  - o Resources: Possible grant program supporting CoSA traveling archivist.

- Regional training/shared projects and demonstrations.

  - o Resource: Possible shared training through State Historical Records Advisory Board or other grants; may try to establish training and affinity groups at regional archival association meetings.

- Promote and urge state archives to use a developed framework to measure progress in electronic records programs in individual states.

  - o Resource: With support from the SERI Advocacy and Awareness Subcommittee and the SERI Education and Programming Subcommittee, the Tools and Resources Subcommittee reviews, updates, and promotes a basic framework for assisting states in the improvement of their programs and the benchmarking of national progress over time to identify areas in need of improvement among all states.